

# TOYOTA CUSTOMER SERVICES

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☒ Action  
☒ Retain  
☐ Information

## INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,  
Vice President, Product Quality and Service Support

Subject: Special Service Campaign (SSC) – 90H (Phase 3)  
Certain '09 – '10 Corolla, Corolla Matrix and '08 – '09 Scion xD Vehicles Equipped with 2ZR-FE  
(1.8 liter) engine  
Brake System Vacuum Port

Toyota is initiating Phase 3 of SSC 90H on the brake system vacuum port for certain '09 – '10 Corolla, Corolla Matrix and '08 – '09 Scion xD vehicles equipped with 2ZR-FE (1.8 liter) engines. This program is being launched in phases.

If the vehicle is operated in extremely low temperatures (below minus 20 degrees Fahrenheit, minus 30 degrees Centigrade) for a sustained period of days and/or weeks, there is a possibility that condensed moisture from a positive crankcase ventilation (PCV) port may seep into the brake system vacuum port ("port") and freeze. The port is located inside the intake manifold and provides vacuum assist for the brakes.

Should this condition continue, ice may slowly accumulate at the port and in the worst case, ultimately plug the port. As a result, power assist to the brakes would gradually decrease (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distances.

For phase 3 of this campaign, owners whose vehicles are registered in AL, AR, AZ, FL, GA, KY, LA, MO, MS, NC, NM, OK, OR, SC, TN, TX, and WA, (phase 3 states) will be advised of the need to have the modification performed only if the vehicle will be operated in the 19 Cold States or in extremely low temperatures.

The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to the Toyota dealers in the phase 3 states in mid-August, 2010.

2. **Owner Notification Mailing Date (Phase 3)**

The owner notification will commence in late August, 2010, approximately one week after the dealer notification has been sent out.

**Phase 3 – Special Service Campaign Owner Letter**

- Phase 3 owner letters will be sent in late August, 2010, to owners whose vehicles are registered in AL, AR, AZ, FL, GA, KY, LA, MO, MS, NC, NM, OK, OR, SC, TN, TX, and WA advising them of the need to have the modification performed only if the vehicle will be operated in the 19 Cold States or in extremely low temperatures.

3. **Number of Vehicles Involved**

There are approximately 194,000 vehicles involved in phase 3.

4. **Region/District Summary Reports**

For your reference, the following summary reports are included for the CSOM and Director of Service:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

K. Aoki	D. Esmond	K. Kusakawa	J. Stempkowski
G. Borst	W. Fay	M. Michels	S. Sugawara
R. Broughman	N. Fein	I. Miller	M. Templin
G. Bryan	F. Fontanella	T. Morrison	J. Tetherow
W. Burns	Y. Funo	T. Nakagami	P. Turner
D. Camden	S. Haag	D. Pettitt	P. Uribe
B. Carter	J. Hanson	R. Pflughaupt	A. Vaish
G. Christoff	K. Higgins	C. Reynolds	R. Waltz
J. Colon	M. Hosoe	C. Roberts	S. Yamaguchi
B. Cooper	R. Ito	R. Sakai	M. Yamanami
R. Daly	M. King	D. Sakakibara	N. Yamamoto
D. Danzer	J. Lang	M. Setta	H. Yoshihashi
F. Davidson	J. Lentz	A. Smith	D. Zellers
T. Doi	E. Matsuda	R. Specht	

# TOYOTA

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Special Service Campaign (SSC) – 90H (Phase 3)  
Certain '09 – '10 Corolla, Corolla Matrix and '08 – '09 Scion xD Vehicles Equipped with 2ZR-FE  
(1.8 liter) Engines  
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## 1. Owner Notification Letter Mailing Date (Phase 3)

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### Phase 3 – Special Service Campaign Owner Letter

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You will receive further information prior to the launch of Phase 3.

## 2. Vehicles in Dealer Stock

Dealers are requested to perform SSC procedures on any vehicles in their stock prior to sale or lease. Vehicle SSC completion can be verified through TIS.

## 3. Dealer/Owner Lists

Summary Reports containing the number of involved vehicles in your dealership's primary marketing area have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

#### 4. Number and Identification of Involved Vehicles

There are approximately 194,000 vehicles involved in phase 3.

Model	WMI	Year	VIN Range	
			VDS	Range
Corolla	1NX	2009	BU40E	Z001002 – Z165305
		2010	BU4EE	Z165312 – Z216294
	2T1	2009	BU40E	C001054 – C191051
		2010	BU4EE	C185955 – C241463
	JTD	2009	BL40E	9017763 – 9095008
				J000111 – J055039
		2010	BU4EE	9093922 – 9102968
				J054618 – J057553
Corolla Matrix	2T1	2009	KU40E	C001057 – C191049
		2010	KU4EE	C191054 – C241053
xD	JTK	2008	KU104	J000116 – J032918
		2009	KU104	J032919 – J049777

Please note that not all vehicles in the VIN range are affected by this SSC. If a dealership in the phase 3 states is contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions on TIS.

#### 5. Parts Ordering

If your dealership is located within the phase 3 states, order the necessary parts through your facing PDC. Please refer to the table below and the Technical Instructions for part number information.

- Corolla & Corolla Matrix

Part Number	Part Description	Quantity
04009-13137	Intake Air Connector Kit	1

- Scion xD

Part Number	Part Description	Quantity
04009-13137	Intake Air Connector Kit	1
04009-14137	Air Cleaner Hose	1

#### IMPORTANT REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

STATE	UIO
AL	5,735
AR	3,623
AZ	8,804
FL	43,401

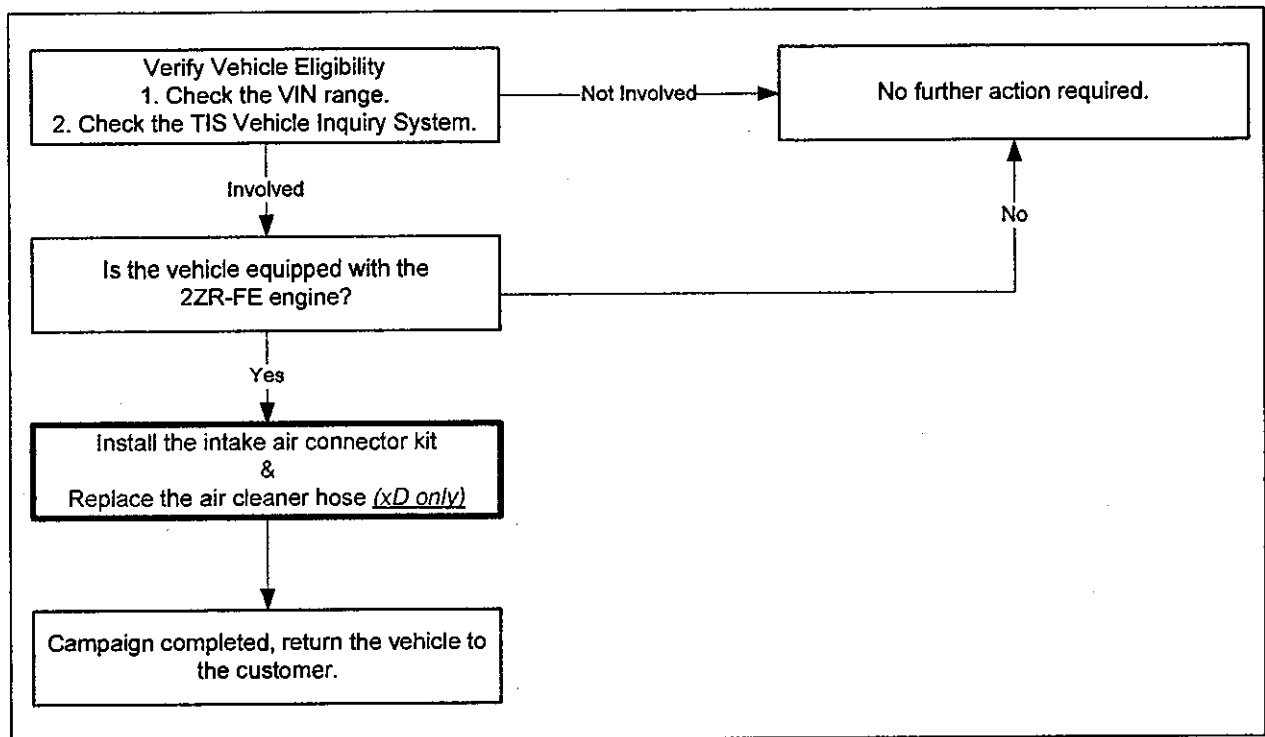
STATE	UIO
GA	13,048
KY	5,296
LA	6,566
MO	7,036

STATE	UIO
NC	2,202
NM	13,148
OK	2,391
OR	5,890

STATE	UIO
SC	5,378
TN	5,599
TX	40,817
WA	10,047

**6. Repair Procedures**

Refer to TIS for Technical Instructions.

**7. Warranty Processor Instructions**

The operation codes to be used for this campaign are:

SSC #	Op. Code	Description	Flat Rate Hour
90H	9521H1	Install Intake Air Tube Connector Kit (Corolla / Corolla Matrix ONLY)	0.8 hr/vehicle
	9521H2	Install Intake Air Tube Connector Kit (Scion xD ONLY)	0.9 hr/vehicle

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

**NOTE:** The above flat rate time includes 0.1 hour for administrative cost per unit for the dealership.

8. **Reimbursement for the repair to the vehicle's brake system vacuum port, prior to the launch of this SSC:**

Customers may request reimbursement, if they have previously paid for the repair of their vehicle for this specific condition prior to receiving the owner letter. Customers requesting reimbursement are requested to mail a copy of their repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customers:**

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

**Scion Customers:**

Toyota Motor Sales, U.S.A., Inc.  
Scion Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.



### Special Service Campaign – 90H (Phase 3)

Certain '09 – '10 Toyota Corolla, Matrix and '08 – '09 Scion xD Vehicles Equipped with 2ZR-FE (1.8 liter) Eng. Brake System Vacuum Port

**Q1: Which and how many vehicles are involved in this phase?**

A1: There are 17 states (approximately 193,000) included in phase 3 of this campaign (AL, AR, AZ, FL, GA, KY, LA, MO, MS, NC, NM, OK, OR, SC, TN, TX, and WA).

Model Year	Model	Engine	Approx UIO
2009 – 2010	Corolla	2ZR-FE (1.8 liter engine)	159,000
2009 – 2010	Corolla Matrix		13,000
2008 – 2009	Scion xD		21,000

**Q2: What is the condition?**

A2: If the vehicle is operated in extremely low temperatures (below minus 20 degrees Fahrenheit, minus 30 degrees Centigrade) for a sustained period of days and/or weeks, there is a possibility that condensed moisture from a positive crankcase ventilation (PCV) port may seep into the brake system vacuum port ("port") and freeze. The port is located inside the intake manifold and provides vacuum assist for the brakes.

Should this condition continue, ice may slowly accumulate at the port and in the worst case, ultimately plug the port. As a result, power assist to the brakes would gradually decrease (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distances.

For phase 3 of this campaign, owners whose vehicles are registered in AL, AR, AZ, FL, GA, KY, LA, MO, MS, NC, NM, OK, OR, SC, TN, TX, and WA, (phase 3 states) will be advised of the need to have the modification performed only if the vehicle will be operated in the 19 Cold States or in extremely low temperatures.

**Q3: What is the production period of the affected vehicles?**

A3: The affected vehicles were produced:

Model Year	Model	Engine	Production Period
2009 - 2010	Corolla	2ZR-FE (1.8 liter engine)	Late November 2007 - Late July 2009
2009 - 2010	Corolla Matrix		Early January 2008 - Mid June 2009
2008 - 2009	Scion xD		Mid June 2007 - Early June 2009

**Q4: Which are the 19 affected Cold States?**

A4: Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin and Wyoming.

**Q4a: What 13 states are included in phase 2 of this campaign?**

A4a: California, Connecticut, Delaware, Indiana, Massachusetts, Maryland, New Jersey, Ohio, Pennsylvania, Rhode Island, Utah, Virginia, West Virginia

**Q4b: What 17 states are included in phase 3 of this campaign?**

A4b: Alabama, Arkansas, Arizona, Florida, Georgia, Kentucky, Louisiana, Missouri, Mississippi, North Carolina, New Mexico, Oklahoma, Oregon, South Carolina, Tennessee, Texas, and Washington.

**Q5: Are there any warnings that this condition exists?**

A5: No, there are no specific warnings that this condition exists.

**Q6: Are there any other Toyota or Lexus vehicles involved?**

A6: No, this specific condition only affects certain '09 – '10 model year Toyota Corolla, Corolla Matrix and '08 – '09 model year Scion xD vehicles equipped with 2ZR-FE (1.8 liter) engines.

**Q7: What is Toyota going to do for this phase?**

A7: Toyota will mail a Special Service Campaign (SSC) notice beginning in mid-August 2010, to involved vehicle owners in the phase 3 states informing them of the campaign. After receiving their notification, if there is a possibility for their vehicle to be operated in the 19 specified states or in the conditions described, they may contact any authorized Toyota or Scion dealer and make an appointment to install a newly designed intake air connector that will relocate the brake system vacuum port at **NO CHARGE** to the vehicle owners.

**Q8: Why is it not necessary to repair vehicles driven in States other than the 19 identified Cold States in the U.S.?**

A8: This condition occurs in areas where extremely low temperatures exist for an extended amount of time. Therefore, the 19 States have been identified to be subject to such weather during the winter seasons.

[For customer inquiry only]

**Q8a: What should I do?**

A8a: Our records indicate that your vehicle is not registered in one of these 19 states. Toyota believes that it is very unlikely that vehicles operated in other states could experience this issue, because the temperature does not get sufficiently low in those states. However, if you believe that there is a possibility that your vehicle will be operated in extremely low temperatures (below minus 20 degrees Fahrenheit, minus 30 degrees Centigrade) for a sustained period of days and/or weeks, please contact any authorized Toyota dealer and make an appointment to install a newly designed intake air connector that will relocate the brake system vacuum port at **NO CHARGE**.

**Q8b: Why isn't my state among the 19 cold states?**

A8b: This may occur in certain vehicles under conditions where extremely low temperatures exist for an extended amount of time. Therefore the specific climatic and vehicle operating conditions may be limited to an area within the 19 cold states.

**Q8c: I live in a state which is not included among the 19 cold states, but it is equally or colder than these states. How were the 19 states identified?**

A8c: This may occur in certain vehicles under conditions where extremely low temperatures exist for an extended amount of time. Therefore the specific climatic and vehicle operating condition may be limited to an area within the 19 cold states.

As stated at the time of the recall announcement, Toyota will launch a SSC for involved vehicles operated in the remaining 31 states. If you believe your vehicle will be operated under these climatic and vehicle operating conditions, please take your vehicle to a Toyota dealer at that time. We apologize for the inconvenience and appreciate your patience.

**Q8d: If the vehicle is outside of the 19 cold states, can I have my vehicle inspected?**

A8d: There is no inspection available for this campaign. If you believe your vehicle will be operated under these climatic and vehicle operating conditions, please take your vehicle to a Toyota dealer for an applicable repair.

**Q9: How long will the repair take?**

A9: The repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q10: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?**

A10: If an owner has any immediate concerns they are requested to contact their local Toyota or Scion dealer for diagnosis, and if applicable, repair.