

TOYOTA CUSTOMER SERVICES

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 Action
 Retain
 Information

RECEIVED
By Recall Mgt Div. at 9:36 am, Mar 11, 2010

INTEROFFICE MEMORANDUM

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

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

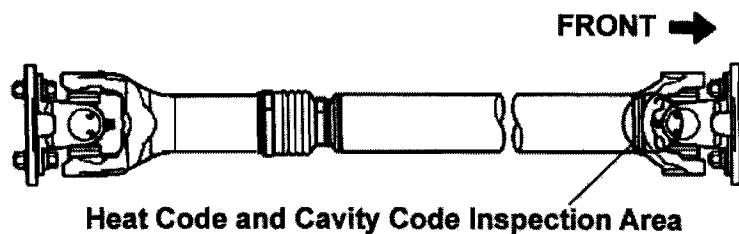
Subject: Safety Recall – A0D
Certain 2010 Model Year Tacoma 4WD Vehicles
Front Propeller Shaft Inspection

On February 11, 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2010 Model Year Toyota Tacoma 4WD vehicles.

Background

On some 2010 Model Year Tacoma 4WD vehicles, the joint portion of the propeller shaft may include a component that contains cracks that developed during the manufacturing process. As those vehicles are used, the cracks may eventually lead to the separation of the propeller shaft at the joint portion. In the worst case, the separated shaft may come into contact with the road surface and result in a loss of vehicle control, increasing the risk of a crash.

Toyota dealers will be requested to inspect the front propeller shaft. Based upon the inspection results, the dealership may need to replace the front propeller shaft. The inspection and, if necessary, the propeller shaft replacement, will be performed at **NO CHARGE** to the vehicle owner.



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 all Toyota dealers in early March, 2010.

2. **Owner Notification Mailing Date**

The owner notification will commence in mid-March, 2010.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to ***verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions located on TIS.

3. **Number of Vehicles Involved**

There are approximately 7,600 Tacoma 4WD (2010 model year) vehicles affected.

4. **Region/District Summary Reports**

The following Safety Recall A0D Summary Reports will be provided shortly:

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

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

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

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

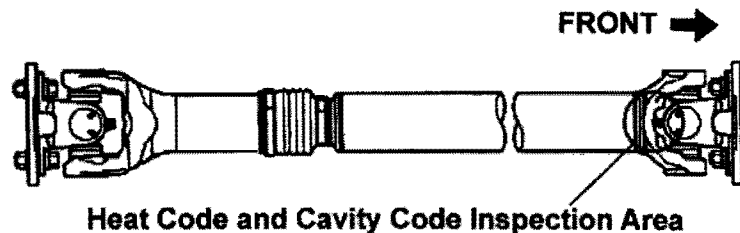
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1. **Owner Notification Mailing Date**

The owner notification will commence in mid-March, 2010.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner, who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined the attached Technical Instructions located on TIS.

2. **Vehicles in Dealer Stock**

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is involved in this safety recall, until the necessary remedy has been performed. Please verify vehicle safety recall completion through TIS prior to performing the remedy.

3. **Dealer/Owner Lists**

For your reference, the following summary reports are included for the dealership's Service and Parts Manager:

- **A VIN list containing vehicles in dealer stock**
- **Dealer Reports will no longer contain a PMA VIN list.** However, they will contain the number of involved vehicles registered in each dealership's primary marketing area and initial suggested parts order quantities, where applicable.

5. **Number and Identification of Involved Vehicles**

There are approximately 7,600 Tacoma 4WD (2010 model year) vehicles affected.

Model	WMI	Year	VIN Range	
			VDS	Ranges
Tacoma	3TM	2010	LU4EN	M046026 -M047517
			MU4FN	M018335 -M018933
	LU4EN		Z717933 -Z733025	
	MU4FN		Z718537 -Z732109	
	PX4EN		Z718360 -Z731866	
	UU4EN		Z718082 -Z732975	
	UX4EN		Z718097 -Z731910	
	5TE			

Please note that not all vehicles in the VIN range are affected by this Safety Recall. If your dealership 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 located on TIS.

4. **Parts Ordering**

Since not all vehicles will require front propeller shaft replacement, this part will be placed on Manual Allocation Control (MAC).


While the parts are on MAC, a representative from TMS will review each order and contact the dealership's Parts Manager to verify the necessity of the order. This will assure an adequate and balanced parts inventory.

If there are special circumstances where a dealer is having difficulty receiving parts, dealership associates may contact (310) 468-5516 to research their order for the front propeller shaft. The associate should have the following information ready to expedite research of the order status:

1. Dealer Information (Dealer Code, Contact Name, Telephone Number)
2. Order Reference Number
3. Customer Name and Vehicle 17-digit VIN

The necessary parts can be ordered through your dealership's facing PDC. Please refer to the table below and the Technical Instructions (located on TIS) for part number information.

Part Number	Transmission	Part Description	Quantity
37140-04040*	6MT	Front Propeller Shaft Assembly	1
37140-04050*	5AT or 5MT	Front Propeller Shaft Assembly	1



***Part replacement is based on inspection results. DO NOT order parts until the vehicle inspection has been completed. Refer to the Technical Instructions posted on TIS for additional information.**

Replacement front propeller shaft assemblies will be available on approximately March 3, 2010. Until the replacement parts are available, please assist the customer by inspecting the heat and cavity code. If the customer's vehicle is equipped with an affected propeller shaft, please utilize the rental car sublet to assure the customer's utmost convenience during this waiting period.

(Parts Ordering Continued. . .)

IMPORTANT PARTS ORDERING 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 matrix by state is provided to inform your dealership of the number of vehicles **to inspect** in your state.

[37140-04040, 6MT]

STATE	UIO
AK	12
AL	4
AR	3
AZ	22
CA	77
CO	75
CT	26
DE	1
FL	23
GA	22

STATE	UIO
IA	2
ID	14
IL	17
IN	13
KS	2
KY	3
LA	1
MA	73
MD	24
ME	23

STATE	UIO
MI	2
MN	17
MO	5
MS	1
MT	11
NC	50
ND	1
NE	2
NH	46
NJ	30

STATE	UIO
NM	28
NV	17
NY	39
OH	4
OK	0
OR	37
PA	51
RI	5
SC	9
SD	1

STATE	UIO
TN	1
TX	6
UT	30
VA	46
VT	20
WA	52
WI	13
WV	14
WY	7

[37140-04050, 5AT or 5MT]

STATE	UIO
AK	35
AL	73
AR	38
AZ	91
CA	330
CO	209
CT	158
DE	22
FL	102
GA	77

STATE	UIO
IA	74
ID	35
IL	100
IN	76
KS	73
KY	128
LA	17
MA	488
MD	249
ME	158

STATE	UIO
MI	55
MN	67
MO	132
MS	22
MT	27
NC	223
ND	30
NE	31
NH	203
NJ	216

STATE	UIO
NM	87
NV	93
NY	480
OH	191
OK	27
OR	101
PA	595
RI	42
SC	43
SD	22

STATE	UIO
TN	134
TX	71
UT	88
VA	334
VT	90
WA	216
WI	49
WV	147
WY	13

6. Repair Procedures

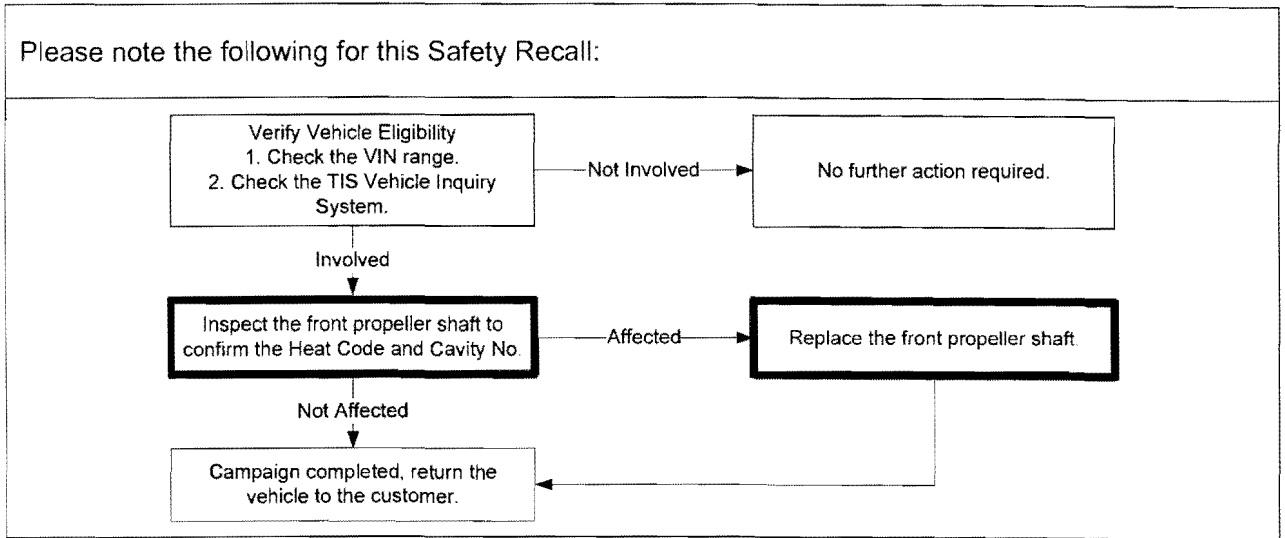
Refer to the attached Technical Instructions. Conduct all applicable, open Special Service Campaigns on the vehicle during the time of appointment.

8. Customer Handling

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

7. Warranty Processor Instructions



The operation codes to be used for this Safety Recall will be provided shortly:

Safety Recall #	Op. Code	Description	Flat Rate Hour
A0D	0511B1	Inspect the Heat Code and Cavity No. on the Front Propeller shaft	0.3 hr/vehicle

The following op code should only be used for vehicles with the affected heat codes (see TIS for additional information). TMS will be monitoring the usage of this operation code.

SSC #	Op. Code	Description	Flat Rate Hour
A0D	0511B2	Inspect and Replace the Front Propeller Shaft for Tacoma Vehicles Equipped with a 4 Cylinder (2TR-FE) Motor	0.8 hr/vehicle
	0511B3	Inspect and Replace the Front Propeller Shaft for Tacoma Vehicles Equipped with a V6 (1GR-FE) Motor	1.0 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Rental Car: Use "RT" sublet type for Op. Code 0511B2 and 0511B3 while your dealership is awaiting the arrival of replacement parts. Customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of three days at a maximum rate of \$35 per day. Special accommodations, not outlined above require DSPM authorization.

9. Media Contacts

For **News media inquiries only**:

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, **all media contacts** must be directed to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

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 Safety Recall.

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



**Safety Recall A0D
Certain 2010 Model Year Tacoma 4WD Vehicles
Front Propeller Shaft – Q&A**

Q1: What is the condition?

A1: On some 2010 Model Year Tacoma 4WD vehicles, the joint portion of the propeller shaft may include a component that contains cracks that developed during the manufacturing process. As those vehicles are used, the cracks may eventually lead to the separation of the propeller shaft at the joint portion, and the separated shaft may come into contact with the road surface. In the worst case, this may result in a loss of vehicle control increasing the risk of a crash.

Q2: What is the cause of the condition?

A2: Due to an improper manufacturing process control, the joint portion of propeller shaft may include a component containing cracks

Q3: Are there any warnings that this condition exists?

A3: No, there are no warnings that this condition exists.

Q4: What is Toyota going to do?

A4: Authorized Toyota dealers will inspect the front propeller shaft. Based upon the inspection results, in a limited number of cases, the dealership may need to replace the front propeller shaft. The inspection and, if necessary, the propeller shaft replacement, will be performed at **NO CHARGE** to the vehicle owner.

Q5: When will owners be notified?

A5: Toyota will notify owners by first class mail starting in mid-March, 2010.

Q6: Which and how many vehicles are involved?

A6: There are approximately 7,600 Tacoma 4WD (2010 model year) vehicles in the U.S. that are covered by this recall, but only a portion of those vehicles will need to have the propeller shaft replaced.

Q7: What is the production period of the vehicles covered by this recall?

A7: The covered Tacoma vehicles were produced from mid-December, 2009, to early February, 2010.

Q8: How many incidents of this condition have been reported?

A8: Toyota is not aware of any reported incidents associated with this defect.

Q8a: How was the condition discovered?

A8a: The condition was discovered by the supplier of the front propeller shaft during the manufacturing process.

Q9: Have there been any accidents reported?

A9: Toyota is not aware of any reported accidents associated with this defect.

Q10: Are there any other Toyota or Lexus vehicles involved?

A10: No. This recall only covers certain 2010 model year Tacoma 4WD vehicles.

Q10a: Why are the Tundra 4WD vehicles not involved in this Safety Recall?

Q10a: This recall only involves two specific production lots of front propeller shafts numbers installed in certain 2010 Tacoma 4WD vehicles. The Tundra utilizes a different design front propeller shaft.

Q11: How long will the inspection take?

A11: The inspection will take approximately 10 minutes. However, depending upon the dealer's work schedule and the inspection results, it may be necessary to make the vehicle available for a longer period of time.

Q11a: What if replacement of the Tacoma front propeller shaft becomes necessary. How long will the repair take?

A11a: The actual repair time to replace the propeller shaft will be approximately one hour. However, because these parts are not normally stocked by dealerships, it will take a few days for the dealer to order and receive them. The Toyota dealer will make every effort to assure each customer's utmost convenience during this waiting period.

Q12: What should an owner do if they are experiencing concerns with their vehicle?

A12: If an owner is experiencing any concerns, he or she is requested to contact an authorized Toyota dealer for diagnosis and if applicable repair.

Owners may also contact the Toyota Customer Experience Center (1-800-331-4331) for additional assistance.