


TOYOTA CUSTOMER SERVICES

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Volume: XVI

INTEROFFICE MEMORANDUM

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

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

Subject: Safety Recall – A0G
Certain 2003 Model Sequoia Vehicles
Vehicle Stability Control System, Skid Control ECU Update

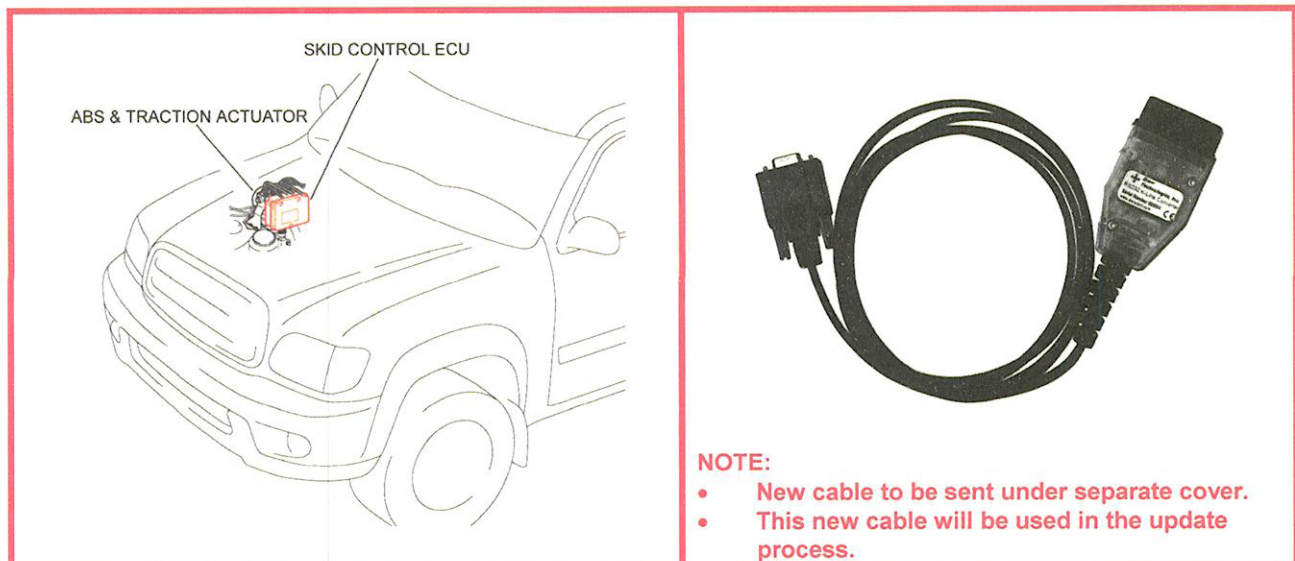
On April 28, 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a Voluntary Safety Recall on certain 2003 Model Year Sequoia vehicles to remedy the Vehicle Stability Control (VSC) system.

Background

On certain 2003 Model Year Toyota Sequoia vehicles, the center position of the Steering Angle Sensor (SAS) may not be stored correctly due to improper logic of the Skid Control ECU programming. If this occurs, in most cases the VSC/TRAC warning light will illuminate. In the worst case, the VSC system could activate at low speed (approximately 9 mph) for a few seconds after accelerating from a stopped position. In the limited situations that this could occur, the vehicle may not accelerate as quickly as the driver expects, and this could result in a crash with other vehicles.

Safety Recall Remedy

Toyota dealers are requested to inspect and update the Skid Control Electronic Control Unit (ECU) with newly designed software 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 this Safety Recall and your degree of involvement.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early June 2010.

2. Owner Notification Mailing Date

The owner notification will commence in early June 2010.

Only owners of the vehicles covered by this Safety Recall will be notified. If a dealer is contacted by an owner, who has not yet received a notification, please instruct the dealer to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the update program as outlined in the Technical Instructions located on TIS.

3. Number of Vehicles Involved

There are approximately 48,000 Toyota Sequoia (2003 model year) vehicles involved in the U.S.

4. Region/District Summary Reports

We have enclosed the following Safety Recall A0G Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary that provides an overview of the entire Region/PD for this Safety Recall.
- District Summary Report that indicates the number of involved vehicles registered in each dealership's primary marketing area for this Safety Recall.

Enclosed:

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

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

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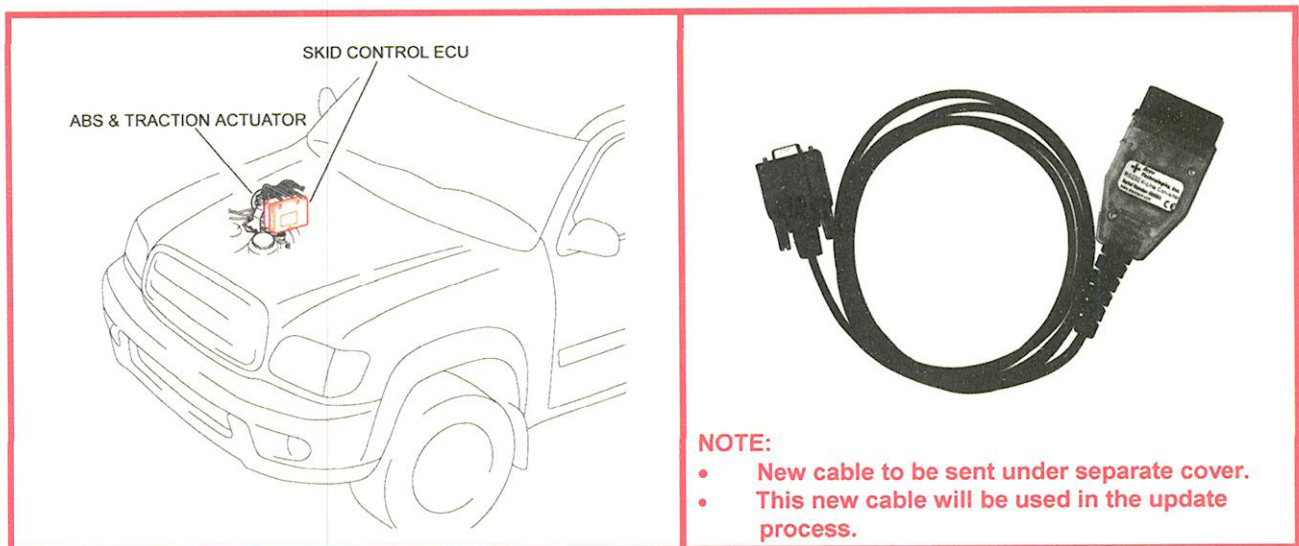
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2. Dealer Summary Reports

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.)

3. Number and Identification of Involved Vehicles

There are approximately 48,000 Sequoia vehicles (2003 model year) involved in the U.S.


Model	WMI	MY	VIN Range	
			VDS	Serial
Sequoia	5TD	2003	BT44A	S101211- S187555
			BT48A	S099426- S187569
			ZT34A	S100033- S187571
			ZT38A	S100343- S187568

NOTE:

- Not all vehicles in the VIN range are covered by this Safety Recall.
- If your dealership is contacted by an owner 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 found on TIS.

5. Parts Ordering

*The update process **will not** require any parts.*



- **Follow the Technical Instructions located on TIS to avoid damaging the Skid Control ECU during the update process.**
- **If a Skid Control ECU is damaged during the update process, dealers must open a TAS case and contact a TAS representative before ordering a Skid Control ECU.**
- **Skid Control ECUs will be on Manual Allocation Control (MAC).**
- **Allow an additional 1 to 2 days for parts on MAC to be delivered.**
- **If additional information is required to release the part, a representative of Toyota Motor Sales will contact your dealership.**

A UIO matrix by state is provided to inform your dealership of the number of vehicles in your state.

STATE	UIO
AK	55
AL	1,026
AR	465
AZ	1,121
CA	10,964
CO	849
CT	376
DE	92
FL	3,605
GA	2,533

STATE	UIO
IA	140
ID	178
IL	994
IN	353
KS	244
KY	450
LA	1,119
MA	850
MD	1,132
ME	79

STATE	UIO
MI	301
MN	333
MO	387
MS	603
MT	106
NC	1,538
ND	38
NE	114
NH	157
NJ	1,006

STATE	UIO
NM	246
NV	577
NY	1,287
OH	660
OK	453
OR	430
PA	943
RI	88
SC	977
SD	69

STATE	UIO
TN	919
TX	5,389
UT	515
VA	1,402
VT	32
WA	673
WI	287
WV	93
WY	46

6. Tools and Equipment

In a separate shipment scheduled to arrive June 10, 2010, your dealership was sent an A0G Cable (campaign tool). This cable is required when updating the Skid Control Electronic ECU on 2003 model year Sequoia vehicles.

When received, the package will have a fluorescent (green, orange, yellow or pink) label like the sample seen below for easy identification.



The additionally required tools and equipment are listed in the technical instructions found on TIS.

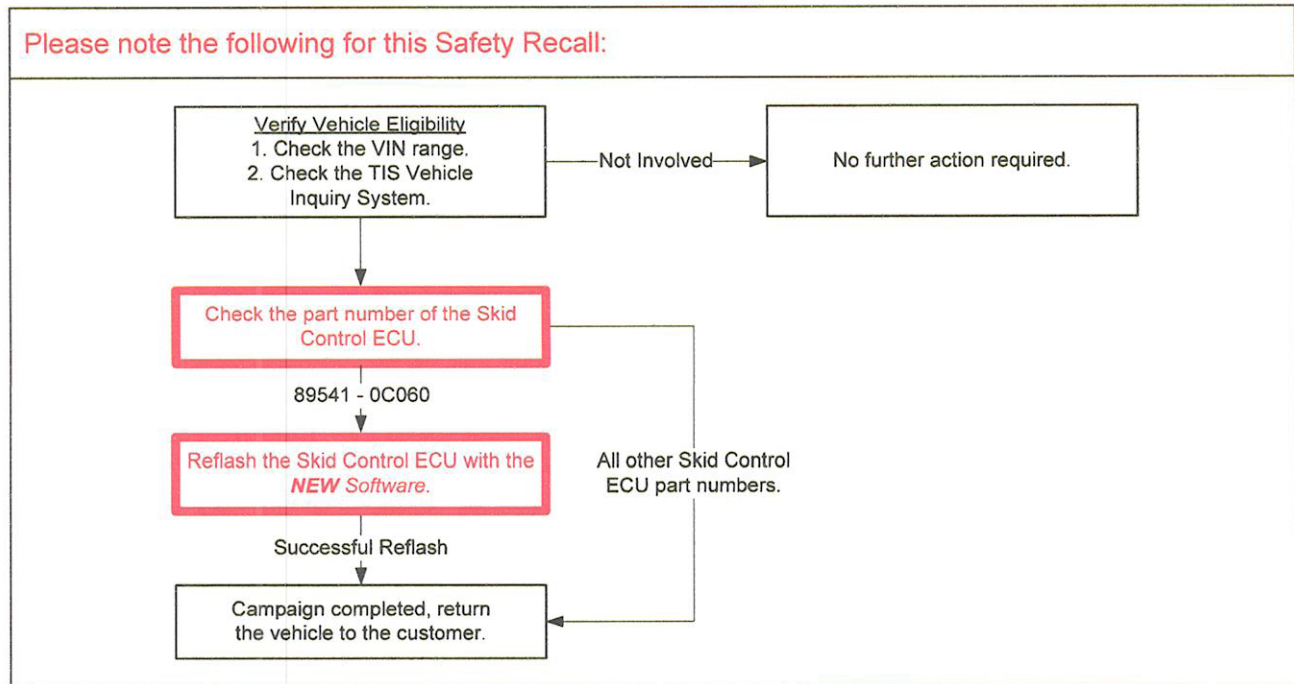
NOTE: Each dealer will be supplied with only one A0G Cable.

7. Repair Procedures

Refer to TIS for inspection and update procedure. Technicians will need to utilize the TechStream for the update. The necessary update software can be downloaded from TIS. Refer to TIS for the appropriate Technical Instructions and for additional information.

Conduct all applicable, open Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Warranty Processor Instructions



The operation codes to be used for this Safety Recall are:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
A0G	0528D1	Inspect the Skid Control ECU	0.2 hr/vehicle
A0G	0528D2	Inspect and Reprogram the Skid Control ECU	0.5 hr/vehicle

- The above flat rate time includes 0.1 hour for administrative cost per unit.

9. **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).

10. **Media Contacts**

For ***News media inquiries only***:

Due to the nature of this Safety Recall, 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, 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.

**Certain 2003 Model Year Toyota Sequoia Vehicles
Vehicle Stability Control System, Skid Control ECU Update
Safety Recall Notice**

Please make an appointment with your local Toyota Dealer to have this important remedy completed.

[VIN]

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Vehicle Stability Control (VSC) System of certain 2003 Model Year Sequoia vehicles.

What is the condition?

On certain 2003 Model Year Toyota Sequoia vehicles, the center position of the Steering Angle Sensor (SAS) may not be stored correctly due to improper logic of the Skid Control ECU programming. If this occurs, in most cases the VSC/TRAC warning light will illuminate. In the worst case, the VSC system could activate at low speed (approximately 9 mph) for a few seconds after accelerating from a stopped position. In the limited situations that this could occur, the vehicle may not accelerate as quickly as the driver expects, and this could result in a crash with other vehicles.

What is Toyota going to do?

Any Toyota dealer will inspect and if necessary update the Skid Control ECU. The inspection and, if necessary the Skid Control ECU update, will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to have this important remedy performed on your vehicle as soon as possible.

The inspection will take approximately 30 minutes. If the Skid Control ECU requires an update, it will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Are there any steps which can be taken to prevent this condition from occurring prior to the remedy being performed?

In order to prevent this condition, **after the vehicle battery is removed or replaced**, drive the vehicle straight ahead at 10 mph or more for greater than 5 seconds, and at the very first vehicle stop, wait for more than 3 seconds before turning the ignition switch off. This should allow sufficient time for the Skid Control ECU to store the center position of the Steering Angle Sensor correctly.

What if you have other questions or concerns?

You are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time. You may also consult the information posted at <http://www.toyota.com>.

What if you have previously paid for repairs for this condition?

If you have previously paid for the Skid Control ECU to be replaced to address this specific condition (Diagnostic Trouble Code C1231), please mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

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

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days of your receipt of this letter.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



Safety Recall Campaign – A0G

Certain '03 Model Year Toyota Sequoia – Vehicle Stability Control System, Skid Control ECU Update Q&A – June, 2010

Q1: What is the condition?

A1: On certain 2003 Model Year Toyota Sequoia vehicles, the center position of the Steering Angle Sensor (SAS) may not be stored correctly due to improper logic of the Skid Control ECU programming. If this occurs, in most cases the VSC/TRAC warning light will illuminate. In the worst case, the VSC system could activate at low speed (approximately 9 mph) for a few seconds after accelerating from a stopped position. In the limited situations that this could occur, the vehicle may not accelerate as quickly as the driver expects, and this could result in a crash with other vehicles.

Q1a: What is the Vehicle Stability Control (VSC) system?

A1a: The VSC system manages engine output and brake hydraulic pressure to ensure vehicle stability. However, the system is not able to exert control in all of the driving situations.

Q1b: Under what conditions would the center position of the Steering Angle Sensor (SAS) not be stored in the Skid Control ECU?

A1b: The Skid Control ECU normally recalibrates the correct steering angle after the first driving cycle following the restoration of battery power (i.e. battery disconnected, battery replacement, etc.). However the Skid Control ECU may fail to memorize the correct steering angle during this period.

Q1c: Are there any warning that this condition has occurred?

A1c: The VSC/TRAC warning light may illuminate. In this case, a Diagnostic Trouble Code (DTC) C1231 will be stored in the Skid Control Computer memory.

Q1d: What can customers do to prevent this condition from occurring?

A1d: After loss and restoration of battery power, please drive straight ahead at 10 mph or more for greater than 5 seconds. After that, at the first vehicle stop, please wait for more than 3 seconds before turning the IG switch off.

Q2: What is Toyota going to do?

A2: Any Toyota dealer will inspect and if necessary update the Skid Control ECU. The inspection and the Skid Control ECU update will be performed at **NO CHARGE** to the customer.

Q3: What will the inspection entail?

A3: Based upon the part number, the technician will be able to determine if the Skid Control ECU will need to be updated.

Q4: How long will the inspection and/or the repair take?

A4: The inspection will take approximately 30 minutes. If an update of the Skid Control ECU is necessary the entire repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: What should owners do?

A5: Owners of vehicles covered by this Safety Recall are requested to contact an authorized Toyota dealer for diagnosis.

Q6: When will owners be notified?

A6: Toyota will notify owners by first class mail beginning in early-June 2010

Q7: Which and how many vehicles are involved?

A7: There are approximately 48,000 Sequoia (2003 model year) vehicles involved in the U.S.

Q8: What is the production period of the vehicles covered by this Safety Recall?

A8: The Sequoia vehicles covered by this Safety Recall were produced from April 2002 to April 2003.

Q9: Which countries are involved?

A9: The countries that are involved are Canada, the U.S. and U.S. Territories.

Q10: Which plant were the Sequoia vehicles covered by this Safety Recall produced in?

A10: The Sequoia vehicles covered by this Voluntary Safety Recall were produced at Toyota Motor Manufacturing, Indiana, Inc. (TMMI).

Q11: Are there any other Toyota or Lexus vehicles involved?

A11: This condition is only limited to certain 2003 model year Sequoia vehicles.

Q12: Why are only the '03 model year Sequoia vehicles covered by this Voluntary Safety Recall?

A12: The 2003 model year Sequoia has improper logic in the VSC system. However, a countermeasure for this condition was introduced in the production line starting in April, 2003. Therefore, the vehicles produced after this period are not covered by this recall.

Q13: What if an owner has previously paid for repairs for this condition?

A13: Owners that have previously paid for their Skid Control ECU to be updated to address this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q14: Have there been any accidents reported?

A14: Toyota is not aware of any accidents related to this condition.

Q15: What if an owner has additional questions or concerns?

A15: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.