# **TOYOTA** CUSTOMER SERVICES

Volume: XVI
Number: TC10-030
Date: 06/08/2010
X Action
X Retain
Information

### 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

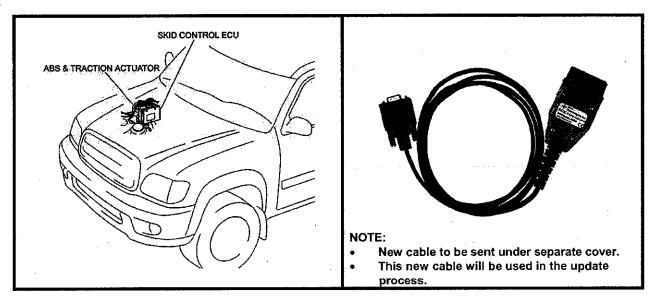
On April 28, 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a Voluntary Safety Recall on certain 2003 Model Year Sequoia vehicles to remedy the Vehicle Stability Control (VSC) system.

### **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 acceleration 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. <u>Dealer Letter Mailing Date</u>

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 humber 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

R. G. W.	Beseda Borst Broughman Bryan Burns Camden	W. Fay N. Fein F. Fontanella H. Fukui S. Haag J. Hanson	<ul><li>E. Matsuda</li><li>K. Kusakawa</li><li>M. Michels</li><li>T. Morrison</li><li>T. Nakagami</li><li>D. Pettitt</li></ul>	M. J. P. K.	Stempkowski Sugawara Templin Tetherow Uribe Ura
В.	Carter	T. Hayakawa	R. Pflughaupt		Vaish
	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	Η.	Yoshihashi
F.	Davidson	M. King	M. Setta	D.	Zellers
Т.	Doi	J. Lang	A. Smith		
D.	Esmond	J. Lentz	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:

Safety Recall - A0G

Certain 2003 Model Sequoia Vehicles

Vehicle Stability Control System, Skid Control ECU Update

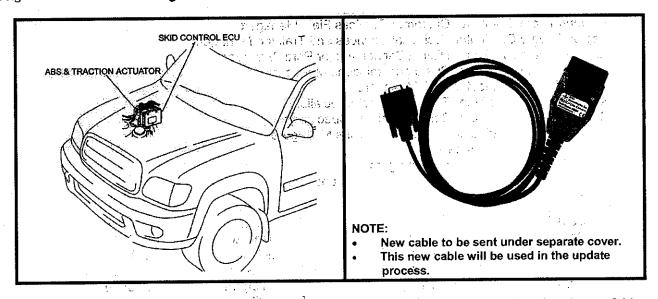
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Safety Recall Remedy

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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. 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.

# 2. <u>Dealer Summary Reports</u>

Summary Reports containing the <u>number</u> 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.

			5,33	VIN Range	
Model	WMI	MY.	VDS	Serial S101211- S187555	
			BT44A	S101211- S187555	
	ETD	0000	BT48A	. S099426- S187569	
Sequoia	5TD	2003	ZT34A	S100033- S187571	
	and the second of the second of the	rod sili	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	JU/O
AK	55
AL	1026
AR	465
AZ	1121
CA	10,964
CO	849
CT	376
DE	92
FL	3,605
GA	2,533

QTATE:	
IA	140
lD	178
IL	994
IN	353
KS	244
KY	450
LA	1,119
MA	850
MD	1,132
ME	79

STATE:	U <sub>1</sub> O
MI	301
MN	333
MO	387
MS	603
MT	106
NC	1,538
ND	38
NE	114
NH	157
NJ	1,006

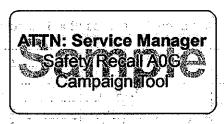
U.O
246
577
1,287
660
453
430
943
88
977
69

STATE	UIO
TN	919
TX	5,389
UT	515
VA	1,402
VT	32
WA	673
WI	287
W	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.

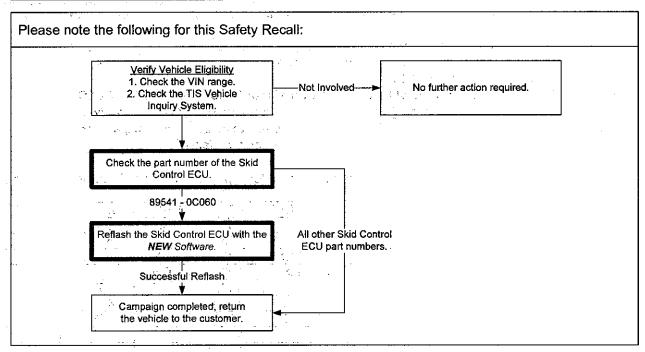
NOTE: Each dealer will be supplied with only one A0G Cable.

# 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.



Safety Recall Campaign - A0G

Certain '03 Model Year Toyota Sequoia – Vehicle Stability Control System, Skid Control ECU Update Q&A – April, 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 acceleration 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 above 11km/h for more 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.

# 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 acceleration 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 appointment to have these important remedies performed on your vehicle as soon as possible.

The inspection will take approximately 30 minutes. If the Skid Control ECU requires 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. They may also consult the information posted at http://www.toyota.com.

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

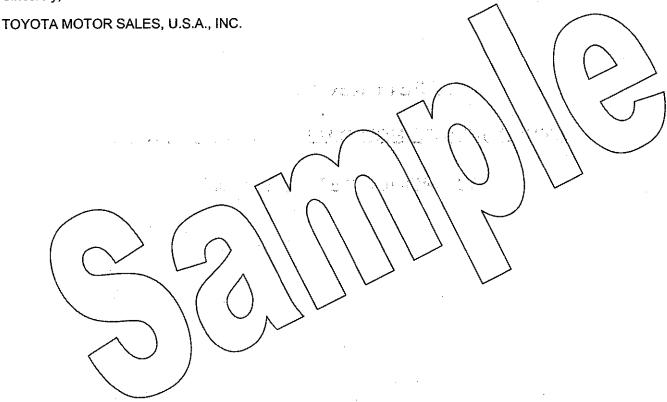
If you have previously paid for the Skid Control ECU to be replaced to address this specific condition (Diagnostic Trouble Code C1231), please mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

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.

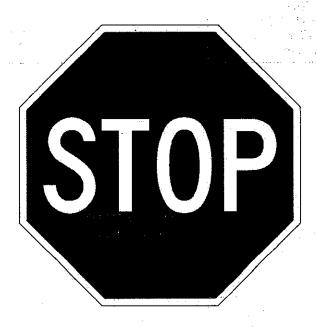
Sincerely,



# **TECHNICAL INSTRUCTIONS**

# **FOR**

# SAFETY RECALL A0G SKID CONTROL ECU CALIBRATION UPDATE 2003 MODEL YEAR SEQUOIA



# **Important Note 1:**

Before performing this repair you must have the "2003 Sequoia VSC Calibration Update Application" installed on your Techstream Toughbook.



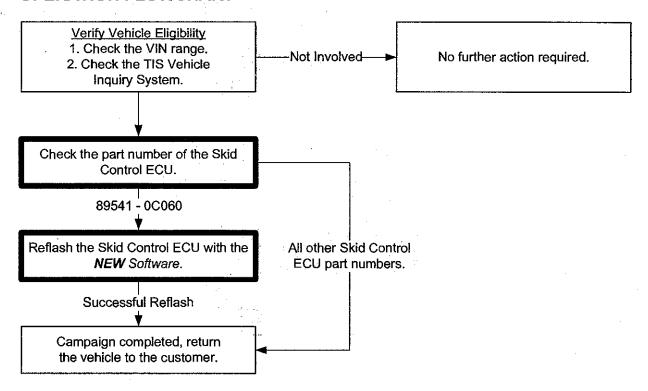
1. Click to download and read the <u>application installation instructions</u>. NOTE: You must be a certified technician to access the application.

# **Important Note 2:**

This procedure also requires the use of a custom Techstream cable to connect and reprogram the Skid Control ECU.

2. You will not be able to reprogram the Skid Control ECU with the standard cable.

# I. OPERATION FLOWCHART



# II. IDENTIFICATION OF AFFECTED VEHICLES

### A. AFFECTED VIN RANGE

Model	Model WMI		VIN Range		
Model	AAMI	Year	VDS		
			BT44A	S101211 - S187555	
Carnaia	ETD	2003	BT48A	S099426 - S187569	
Sequoia	Sequoia 5TD 2		ZT34A	S100033 - S187571	
		, ,	ZT38A	S100343 - S187568	

# NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

# III. PREPARATION

## A. TOOLS & EQUIPMENT

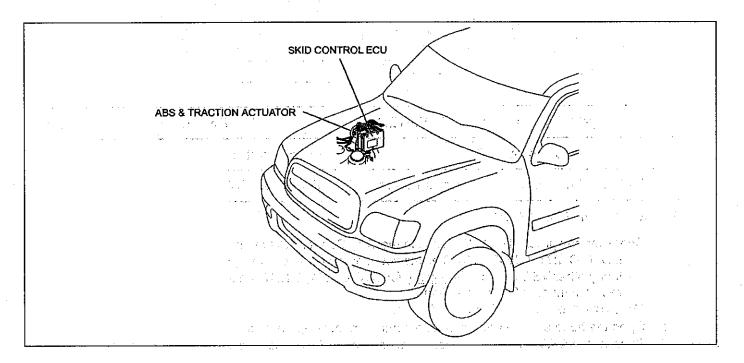
- Techstream Panasonic Toughbook. (Windows XP only) with A0G application software installed.
- GR8 Battery Diagnostic Station, if unavailable, the PSC Power Supply Charger / Maintainer (MTRPSC550SKT) may be used.
- A0G-CABLE (Special DLC3 to RS232 Connector)

### **B. PARTS**

No parts are required.

# IV. 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. However, in limited situations the Vehicle Stability Control (VSC) system could activate at low speed (approximately 9 mph) for a few seconds after acceleration from a stopped position, and the vehicle may not accelerate as quickly as the driver expects.

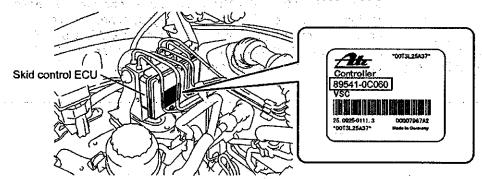


# Prevent Skid Control ECU Damage During Reprogramming:

- Do NOT allow the Techstream to shut off during reprogramming, keep it plugged in to an AC power supply.
- Do NOT close the application software window during reprogramming.
- Do NOT turn the ignition off during reprogramming.

# V. WORK PROCEDURE

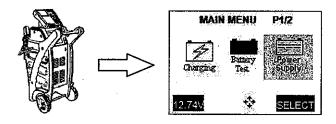
# 1. CHECK THE PART NUMBER OF THE SKID CONTROL ECU



SKID CONTROL ECU PART NUMBER	WORK CONTENTS
89541-0C060	Reprogram the skid control ECU
All other Skid Control ECU part numbers	Vehicle does NOT require reprogramming

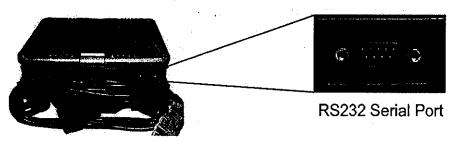
# 2. VEHICLE PREPARATION

- a) Check for any preexisting VSC codes in the Skid Control ECU memory.
  - If DTC C1231, C1247, C1310 exists you may proceed with this procedure.
  - If any other VSC codes exist except for DTC C1231, C1247, C1310 troubleshoot according to the repair manual before proceeding.
- b) Confirm the vehicle/ignition is off.
- c) Open the hood and ensure the engine compartment temperatures do not exceed 212° F.
- d) Connect the GR8 Battery Diagnostic Station to the vehicle and select Power Supply Mode.



### NOTE:

- The GR8 Battery Diagnostic Station MUST be used in Power Supply Mode to maintain battery voltage at 13.5 volts while flash reprogramming the vehicle.
- For details on how to use the GR8 Battery Diagnostic Station, refer to the GR8 Instruction
   Manual located on TIS, Diagnostics Battery.
- If the GR8 Battery Diagnostic Station is unavailable, the PSC Power Supply Charger / Maintainer (MTRPSC550SKT) may be used.
- e) Using the A0G-CABLE connect one side to the RS232 Serial Port on the Techstream and the other side to the DLC3 connector on the vehicle.



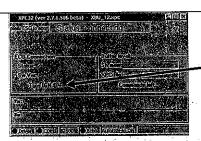
### 3. SKID CONTROL REPROGRAMING



- Do NOT apply any electrical load while reprogramming. (i.e. audio, A/C, defroster...)
- Do NOT touch the mouse buttons / touch screen / or keyboard after the reprogramming has started until it completes.



a) Double click this icon from the desktop.



b) Turn the ignition on when prompted: Turn GN: UN

NOTE: Failure to turn on the ignition in a timely manner will cause the application to error and time-out.

NOTE: To prevent ECU damgage, keep the ignition ON until the reprograming is complete.



 Wait approximately 6-7 minutes until the reprogramming completes.



- d) A green screen will indicate the completion of the reprogramming or if the reprogramming has already been completed.
- e) Press any key to continue/close the reprogramming window.

NOTE: If the screen turns RED or BLACK an error has occurred! Immediately skip to the appendix for additional instructions.

# 4. CONFIRM VEHICLE CONDITION AFTER REPROGRAMMING THE SKID CONTROL ECU

a) Turn off the ignition.

b) Disconnect the GR8 Battery Diag. Station or PSC Power Supply Charger/Maintainer (MTRPSC550SKT).



Do NOT restart the vehicle until you have disconnected the GR8 from the vehicle.

c) Start the vehicle and confirm the ABS warning light turns off.

# 5. CHECK FOR DTC CODES

- a) Connect the Techstream to the DLC3.
- b) Confirm NO new Skid Control DTC's have occurred.

### NOTE:

If any Pending, Current, and/or History DTCs are set, troubleshoot according to the repair manual.

6. TEST DRIVE THE VEHICLE AND INSPECT FOR ANY PROBLEMS

- CAMPAIGN COMPLETE -

# VI. APPENDIX

Only refer to this appendix if you have received a red or black error screen after attempting to reprogram the Skid Control ECU.



# **RETURNCODE 156: Wrong Calibration ID Number:**

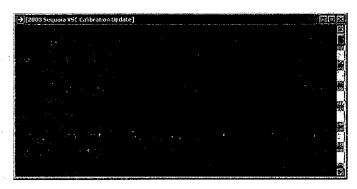
### Cause:

This Skid Control ECU is not part of this safety recall.



# **RETURNCODE 2222: Software Corrupt**

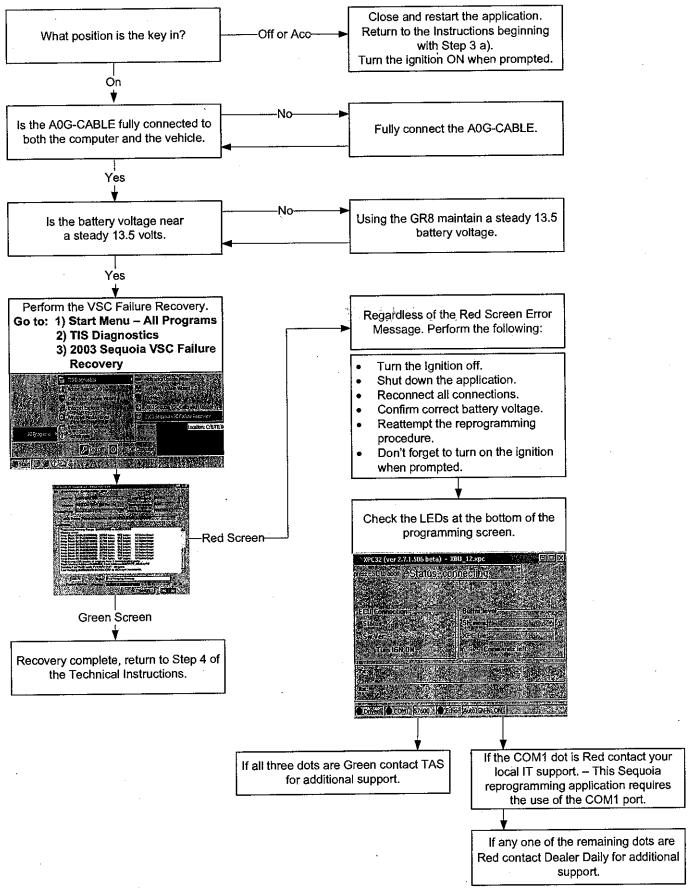
Ensure you have Windows XP admin rights. Uninstall and reinstall the software.



**RETURNCODE 226: Connection time out.** 

Proceed with the Troubleshooting Chart on the next page:

# **RETURNCODE 226 Troubleshooting Chart**



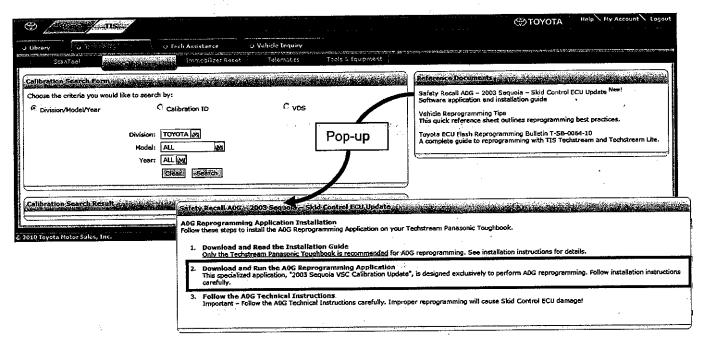
# A0G SOFTWARE APPLICATION INSTALLATION GUIDE

# SOFTWARE INSTALLATION

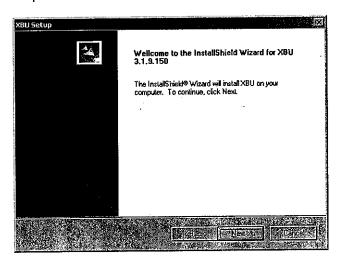
Model	Model Year	Previous version	New version
SEQUOIA	2003	WDPY26A1.PC5	WDPY5AA1.UG1

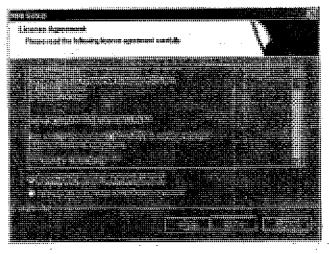
- The Techstream Panasonic Toughbook is highly recommended for this procedure. The PC used for reprogramming must use Windows XP and must have an RS232 connector with an open COM1 port.
- You must have administrator rights to successfully load the exe. file. Please contact your dealership IT staff if you are unsure of your computer access level.
  - 1. Navigate to the TIS Diagnostics Calibrations page Reference Documents.
  - 2. Click on the "Download and Run the A0G Reprogramming Application" link.

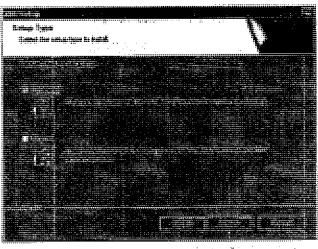
NOTE: You must be a certified technician to access this TIS location.

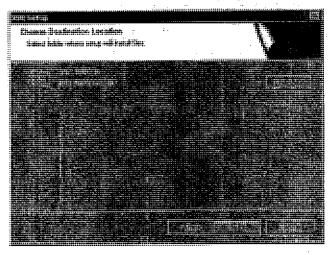


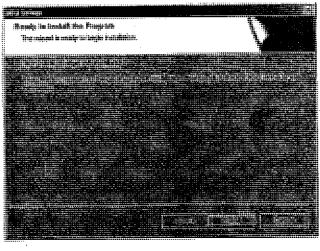
3. Continue with the Setup as illustrated.

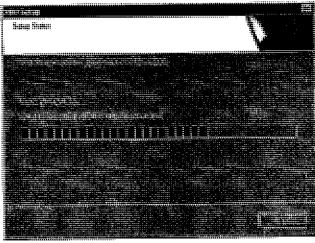


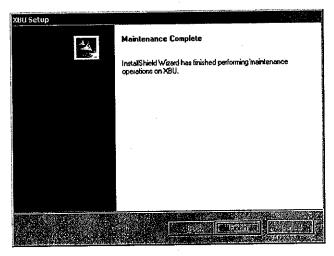












After installation the following icon will appear on the desktop:



NOTE: If this icon does not appear. Uninstall and reinstall the application software.