



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
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To: All Toyota Dealer Service Managers & Parts Managers

Subject: Owner Renotification of Non-Completed Safety Recalls and Service Campaigns

Safety Recall completion is important not only in satisfying government requirements but also is an integral part of our commitment to meet customer expectations of Toyota products. Toyota will be sending Safety Recall and Campaign Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the follow-up notice and contact your dealership. Please note the follow-up activity may cause an increase in your current campaign owner appointments. Toyota will continue with additional follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

1. Safety Recall and Campaigns Covered in the Renotification

Safety Recall & Campaigns	Safety Recall & Campaign Description (Title)	Model and Model Year
A0G	Vehicle Stability Control System, Skid Control ECU Update	Certain 2003 MY Sequoia
A0J Phase 2	1ZZ-FE Electronic Control Module (ECM)	Certain 2007 – 2008 MY Corolla and Corolla Matrix
A9E	Severe Corrosion of the Spare Tire Carrier Cable	Certain 1998 – 2010 Sienna MY 2WD Vehicles Equipped with a Spare Tire
B0A	Driver's Side Floor Carpet Cover and Retention Clips	Certain 2004 – 2006 MY Highlander/Highlander HV
B0B	Vehicles Equipped with Toyota-Recommended Light Truck Tires and TRD Accessory Wheels	<u>Certain 2008 – 2011 MY</u> - FJ Cruiser - Tacoma - Land Cruiser - Tundra - Sequoia

2. Safety Recall and Campaign Follow-Up Owner Notification Letter Mailing Date

The Safety Recall and Campaign Follow-Up Owner Notification Letters ("owner letters") will begin approximately one week after the dealer notification. The owner letters will be mailed, by first class mail as required by Federal regulation, over a period of several weeks consistent with parts availability.

3. Technical Instructions

Technical Instructions to conduct these campaigns can be found on **TIS**.

4. Number of Covered Vehicles

Dealer Reports will not contain a VIN list. However, they will contain the number of covered vehicles per dealership where applicable. These counts are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have a vehicle covered by this renotification in their PMA will receive a report indicating so.

5. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the **specific** Safety Recall. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Order parts ensuring that dealership stock levels do not exceed 5% of the notices being mailed in your dealership's PMA.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

All parts replaced for this Safety Recall are subject to Warranty Parts Recovery.

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

6. Vehicles in Dealer Stock

Dealerships are requested to perform recall campaign procedures on any vehicles in your stock prior to delivery. Always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

7. Customer Handling and Dealership Follow-Up

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the Safety Recall Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of these Safety Recalls and know how to accurately answer customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

Toyota encourages dealerships to follow-up with their customers by telephone to remind them of the non-completed Safety Recalls. The following word track has been provided for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions.

Hello [Mr./Ms.] _____ [Customer Name],

Our dealership _____ [Dealership Name] is following up with you regarding Safety Recall _____ [Safety Recall No.] which involves _____ [Safety Recall Title]. Our records indicate that your vehicle falls within the parameters of this Safety Recall and as a customer convenience I would like to answer any questions that you may have. [Answer any questions using the Safety Recall Q&A for the applicable recall]

May I schedule an appointment for your vehicle to complete this important recall campaign?

What date and time will be convenient for you to bring your vehicle into our service department which is located at _____ [dealership address]. If you have any further questions or concerns, please contact me at _____ [contact name and telephone no.]

To ensure customer satisfaction, please review this letter with your Service and Parts staff to familiarize them with the proper procedure for this Service Campaign.

Thank you for your cooperation.

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

Wayne Hutchinson / TMS Toyota Customer Services
 Quality Compliance
 June 28, 2012
 Approved By: Bob Waltz

To: All Toyota Dealers
 From: Toyota Customer Services

Owner Renotification of Non-Completed Safety Recalls Campaigns
*******URGENT*******

Toyota is about to conduct a **Safety Recall Renotification Activity** for owners whose vehicles have not yet had repairs completed. Please take this opportunity to repair any applicable vehicles that visit your dealership to promote customer satisfaction, and to satisfy government requirements.

The campaigns covered in this current renotification activity include the following:

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A dealer notification will be mailed to dealers in late June 2012. Toyota will renotify owners approximately one week after dealer notification.