

# TOYOTA

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 Information

## PRODUCT SUPPORT DIVISION

To: All PD Dealer Operations/Parts & Service Vice Presidents,  
All Region/PD Customer Service Field Managers,  
All Region/PD Technical Service & Training Managers,  
All Region/PD Customer Service Operations Managers

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

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

Toyota will be sending Safety Recall Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed. Please note the following information for Regional and PD associates.

### 1. Safety Recalls and Limited Service Campaigns Covered in the Renotification

Campaigns	Description (Title)	Model and Model Year
A0G	Skid Control ECU Calibration Update	Certain 2003 MY Sequoia
A0H	Steering Column Upper Bracket Replacement	2000-2004 MY Avalon
B0M	Crankshaft Pulley Replacement	Certain 2004 MY Avalon
		Certain 2004-2005 MY Camry/Solara
		Certain 2004-2005 MY Highlander
		Certain 2004-2005 MY Sienna
		Certain 2006 MY Highlander HV
C0E	Stop Lamp Switch Replacement	2009 MY Camry
		2009- 2011 MY Venza
C0F	Exhaust Gas Control Actuator Replacement	2011-2012 MY Highlander HV
		2012 MY Prius V

### 2. Dealer Letter Mailing Date

Dealer Letters will be mailed in late-February 2013.

### 3. Follow-Up Owner Notification Letter Mailing Date

The Safety Recall 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, over a period of several weeks consistent with parts availability.

### 4. Number of Covered Vehicles

We have enclosed the following campaign Summary Reports in the Dealer Operations/Parts & Service VP's, CSFM's, TSTM's, and CSOM's package for the campaigns covered in this renotification:

- Region/PD Summary Reports that provide an overview of the entire Region/PD for each campaign.
- District Summary Reports that indicate the number of covered vehicles per dealership in each district for each campaign.

### 5. Customer Handling and Dealership Follow-Up

Toyota encourages dealerships to follow-up with their customers by telephone to remind them of the non-completed Safety Recall. A word track has been provided in the dealer letter 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.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts. Please refer to the attached Dealer Letter for additional information.

Thank you for your cooperation.

Enclosures

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

M. Bevan	D. Depew	D. Pettitt	N. Swartz
R. Broughman	R. Dufresne	C. Reynolds	J. Tetherow
G. Bryan	G. Fogg	C. Roberts	K. Ura
W. Burns	K. Ito	B. Sciumbato	T. Minyon
G. Christoff	J. Lang	H. Siddiqi	A. Vaish
J. Colon	D. Marsh	G. Smith	B. Waltz
D. Colvin	M. Michels	R. Specht	M. Warrick
F. Davidson	R. Perez	J. Stempkowski	D. Zellers

To: All Toyota Dealer Service Managers & Parts Managers

Subject: Owner Renotification of Non-Completed Safety Recalls and Limited 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 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.

**2. 1. Safety Recalls and Limited Service Campaigns Covered in the Renotification**

Campaigns	Description (Title)	Model and Model Year
A0G	Skid Control ECU Calibration Update	Certain 2003 MY Sequoia
A0H	Steering Column Upper Bracket Replacement	2000-2004 MY Avalon
B0M	Crankshaft Pulley Replacement	Certain 2004 MY Avalon
		Certain 2004-2005 MY Camry/Solara
		Certain 2004-2005 MY Highlander
		Certain 2004-2005 MY Sienna
		Certain 2006 MY Highlander HV
C0E	Stop Lamp Switch Replacement	2009 MY Camry
		2009- 2011 MY Venza
C0F	Exhaust Gas Control Actuator Replacement	2011-2012 MY Highlander HV
		2012 MY Prius V

**2. Follow-Up Owner Notification Letter Mailing Date**

The Safety Recall 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 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.

**6. New Vehicles in Dealer Stock**

As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

**7. Pre-Owned Vehicles in Dealer Stock**

Toyota requests dealers to conduct the remedy on any pre-owned vehicles in dealer inventory that are covered by a Safety Recall prior to delivery to the customer.

**8. 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.