


TOYOTA

PRODUCT SUPPORT DIVISION

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz, 
Group Vice President, Product Quality and Service Support
Subject: Special Service Campaign (SSC) F0U
Certain 2010 - 2014 Model Year Tacoma 2TR-FE Vehicles
Exhaust Pipe Replacement for Catalytic Converter

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2010 – 2014 Model Year Tacoma 2TR-FE vehicles. This SSC covers approximately 170,200 vehicles.

Background

In the subject vehicles the front catalytic converter internal components may become deteriorated and begin to rattle. If continually operated in this condition, the deteriorated components could become dislodged and restrict the exhaust flow. If this occurs, the vehicle may illuminate a check engine light, and, depending on the level of exhaust restriction, the vehicle may experience a reduction in power.

Toyota has developed a new exhaust pipe with catalytic converters to prevent this condition from occurring.

Special Service Campaign (SSC) Remedy

Authorized Toyota dealerships are requested to replace the exhaust pipe with catalytic converters at **NO CHARGE** to the vehicle's owner.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in Early November, 2015.

2. Owner Notification Mailing Date

The owner notification will commence in Early November, 2015, approximately one week after the Dealer Letter.

Please note that only owners of the covered 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 TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

3. Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers conduct this SSC remedy on any new or used vehicles currently in dealer inventory that are covered by this SSC prior to customer delivery.

4. Number and Identification of Covered Vehicles

There are approximately 170,200 (Certain 2010-2014 MY) Tacoma 2TR-FE vehicles covered under this SSC.

5. Parts Ordering Process (Dealer Ordering Solutions)

Orders can be placed through the dealership's facing PDC. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria. Each dealer has received specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders.

Additional Part Ordering information can be found in the dealer communication.

6. Region Support for Vehicles with Additional Damage

In limited cases dealership will open a TAS case for vehicles with additional damage. The FTS is requested to review the TAS cases, extent of damage, and requested repair time. Please update the TAS case with a closed status if the repair is approved, and document the allowable time for claim submission related to this repair. Please be sure to provide the following operation code:

SSC	Op. Code	Description	Flat Rate
F0U	BGG41B	Replace Exhaust Pipe and Repair Additional Damage	1.4 + Actual Time

- The flat rate times for Op.No.BGG41B includes 0.1 hours of administrative cost per unit for the dealer.
- If the actual time for replacement of the damaged parts is over 4.0 hours, the rental car cost will be reimbursed for the rental period of maximum 6 days and the rental rate of maximum cost US\$ 60 per day under the sublet cost column for the Op. No.BGG41B according to the following table.

Actual operation time	Maximum rental period
4.0 - 5.9 hours	1 day
6.0 - 1.9 hours	2 days
12.0 - 17.9 hours	3 days
18.0 - 23.9 hours	4 days
24.0 - 27.9 hours	5 days
28.0 - 30.0 hours	6 days

Note: It is critical you note the allowable repair time, as this op code will accept variable repair times. TMS warranty will review all TAS cases for claims submitted with this Op. Code to ensure the appropriate time noted in the TAS case was applied to the warranty claim.

We have included a table of some potential repairs and associated flat rate times for your reference; this list is not inclusive of every potential situation. The item letter corresponds to the components noted in the technical instructions. Please note some repairs will not be documented in the flat rate manual; use your best judgement when applying allowable repair time for these operations.

Item	Under Hood Repairs	MAX Allowable Time
a	Windshield washer hose joint	0.1
b1&2	Engine room main wire harness	3.6
c	Engine/ Transmission Wire	3.3
d1&2	Brake Tube Clamp	.4 each (Includes cleaning of old plastic)
e	Intake Air Connector	3.3 part of engine/trans harness (harness portion)
f	Air Switching Valve Assembly	0.4
g	Air cleaner Assembly	0.4

h	Air Pump Cover	0.1
i	Air pump Assembly	0.8
j	Piping clamp for AC	1.1
k	Outer Dash Panel Insulator	2.3
l	Hose for Breather Plug for AT Models	0.7
m	No. 1 Breather Plug for AT Models	0.3
n	No. 2 Breather Plug for AT Models	0.3

Item	Bottom of Vehicle Repairs	MAX Allowable Time
a	Air Fuel Ratio Sensor	0.4
c	Oxygen Sensor	0.4
d	Temperature Sensor for AT models	0.9
e1 & 2	Engine/ Transmission Wire	3.3
f	Transfer Breather hose sub-assembly for 4wd Models	0.8

7. Region/District Summary Reports

We have enclosed the following SSC F0U Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

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

The attached Dealer Notification Letter contains additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

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

