



CustomerServicesDivision

Toyota Motor Sales, U.S.A., Inc.
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TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 30E
EARLY 2003 MY 4RUNNER LIMITED V8 EQUIPPED WITH REAR AIR SUSPENSION

Toyota will initiate a Special Service Campaign to modify the rear air suspension on certain early 2003 Model Year (MY) Toyota 4Runner vehicles.

In certain early 2003 model year 4Runner Limited V8 vehicles equipped with the Rear Height Control Air Suspension option, if the vehicle becomes stuck on steep off-road conditions and repeated attempts to move the vehicle are made, excessive driving force may be applied to the driveline system. The excessive force may cause the pin on the bottom of the air suspension pneumatic cylinder (air suspension) assembly to break. If this occurs, the bottom of the air suspension may slide off the spring base on the rear axle.

The following vital information is provided to inform you and your staff of the SSC launch schedule and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will commence in mid-June, 2003.

Please note that only vehicles listed on the VIN list are affected by this campaign. If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming the VIN using the VIN list and through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the inspection and/or repair as outlined in the attached Technical Instructions.

2. **Identification of Involved Vehicles**

Nationally, there are only **690** early 2003 Model Year 4Runner Limited V8 vehicles equipped with rear air suspension involved in this campaign. Please see the attached VIN list.

3. **Vehicles in Dealer Stock**

Dealerships are requested to perform any applicable SSCs prior to the sale or lease of the vehicle.

4. **Dealer/Owner Lists**

Dealer/Owner Lists for this campaign have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) where applicable. If there is no PMA for an address, it reverts to the selling dealership. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

The SSC/LSC Dealer Owner Lists (provided at the start of an SSC/LSC) are **CONFIDENTIAL**. It is imperative that these reports not be used for any purpose other than what is outlined in the "Recall/SSC Information Restricted Use and Confidentiality Agreement", which has been signed by each Dealer Principal. Specifically, the use of this information for general marketing purposes is prohibited due to various privacy regulations and Toyota's contractual agreements with state and industry providers.

5. Repair Procedures

Refer to the attached Technical Instructions.

6. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information. However, due to the limited number of vehicles, parts will initially be placed on Manual Allocation. Dealers should not order parts if they do not have any vehicles listed on their dealer reports, or until they have a confirmed owner appointment. When ordering p/n 04003-10135 it is not necessary to contact your local PDC or Quality Compliance for release, dealers will be contacted if there are any problems with the order.

Part Number	Part Description	Qty/Vehicle
04003-10135	Suspension Clip Kit	1

NOTE: If the Suspension Clip Kit is no longer available, dealers may order and install the right and left pneumatic cylinder assemblies. Reference the parts catalog for the correct part number.

To prevent parts shortages and excess parts stock at dealerships, the "Suggested Initial Parts Order Quantity" has been provided in each Dealer/Owner List (sent to each dealer's Service and Parts Managers) as a guide. This will assure an adequate and balanced parts inventory. A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

AK	3	ID	10	MO	9	OH	58	VT	2
AL	19	IL	6	MS	1	OK	0	WA	56
AR	1	IN	7	MT	6	OR	48	WI	1
AZ	0	KS	7	NC	31	PA	18	WV	3
CA	13	KY	29	ND	1	RI	2	WY	0
CO	5	LA	0	NE	3	SC	11		
CT	12	MA	28	NH	5	SD	4		
DE	1	MD	24	NJ	35	TN	55		
FL	48	ME	0	NM	0	TX	3		
GA	32	MI	32	NV	0	UT	0		
IA	3	MN	1	NY	30	VA	22		

7. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation codes to be used for this campaign are as follows:

SSC #	Model	Op. Code	Description	Flat Rate Hour
30E	4Runner	3604C1	Replace Pneumatic Cylinder Clips	1.6 /Veh

NOTE: The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

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 Special Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.