



September 14, 1992

Toyota Motor Sales, U.S.A., Inc.
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(310)618-7800 Fax

TO: ALL TOYOTA DEALERS, SERVICE AND PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN - N04 (1987 - 1990 TERCEL HEADLAMP BULB)

Toyota will initiate a Special Service Campaign to inform certain Tercel owners of the need to use only Koito brand replacement headlamp bulbs. The original equipment headlamp bulbs in these vehicles were all Koito brand. The use of any brand of bulb other than Koito can cause the headlamp to fail to meet all of the photometric requirements of the Federal Motor Vehicle Standard No. 108.

Owners will be supplied with caution labels and asked to install them on the headlamp housings. Owners who have previously replaced headlamp bulbs will be asked to bring their vehicle to a dealer for inspection and, if necessary, replacement with a Koito brand bulb. Any headlamp bulb of the involved vehicles that is burnt out now or in the future will be replaced free of charge with a Koito brand bulb.

Please assist any involved Tercel owner by inspecting and replacing any non-Koito or burned out headlamp bulb with the correct Koito bulb. If an owner has not installed the caution labels on each headlamp housing, please do so for them. An initial supply of these labels is enclosed with this information package. Should you require additional labels, they can be ordered by calling (310) 783-5596. In addition, please install caution labels and Koito headlamp bulbs as necessary in any vehicles currently in your stock.

1. Owner Notification Letter Mailing Date

September 28, 1992 (copy attached)

2. Identification of Involved Vehicles

Model	Model Year	VIN		Production Period
		VDS	VIS	
Toyota Tercel	1987 - 1990	EL31D EL31F EL31G EL31H EL31M EL32D	EL32F EL32G EL32H EL33F EL33M EL34F	0000001-0581253 7/86 - 8/90

NOTE: Although the involved vehicles are within the above VIN ranges, not all vehicles in these ranges were imported into the U.S.

Should you be contacted by the owner of an involved vehicle who has not yet received a notification, please verify eligibility by referring to the VIN range and perform the inspection, caution label installation, and if necessary, bulb replacement.

3. Repair Procedures

Refer to the attached Technical Instructions.

4. Parts Ordering

Part No.	Description	Ordering Procedure
90981-13032	Bulb	Normal stocking
81126-16370	Caution Label	To order, contact: quality_compliance@toyota.com

5. Reimbursement Procedures

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

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

SSC #	Op. Code	Description	Flate Rate Hour
N04	250101	Inspect headlamp bulb/install labels.*	0.3 hrs./vehicle
	250102	Inspect headlamp bulbs/install labels.* Replace one headlamp bulb. (Includes adjust headlamp aiming.)	0.5 hrs./vehicle
	250103	Inspect headlamp bulbs/install labels.* Replace two headlamp bulbs. (Includes adjust headlamp aiming.)	0.6 hrs./vehicle
	250106	Customer reimbursement for previous bulb replacement.	actual expense (enter in sublet)

* Label installation only necessary if they have not been installed by owner.

NOTE: The above operation codes include 0.1 flate rate hour for administrative expenses.

6. Customer Reimbursements

Please reimburse any owners who have previously paid to have a headlamp bulb replaced.

- Enter the reimbursement charges as a CR sublet type.
- Use the customer's invoice number as the sublet invoice number.
- Enter the reimbursement amount in the sublet amount column.
- Provide a brief description of the reason for the reimbursement.
- Use the customer reimbursement operation code number 250106.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedure and implement this Special Service Campaign to ensure customer satisfaction.

Thank you for your cooperation.

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

Enclosures

SPECIAL SERVICE CAMPAIGN NOTICE-SSC N04

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The office of Vehicle Safety Compliance of the National Highway Traffic Safety Administration ("NHTSA") believes that 1987 through 1990 Toyota Tercels may fail to conform to Federal Motor Vehicle Safety Standard ("FMVSS" or "Standard") 108, if replacement headlamp bulbs other than Koito brand bulbs are installed. Investigation indicates that there may be interference within the headlamp housing when replacement bulbs other than those manufactured by Koito are installed. This interference may cause a mis-positioning of the bulb filament and result in the headlamps not meeting all of the photometric requirements of the Standard.

Toyota Original equipment headlamp bulbs were all manufactured by Koito and are therefore not subject to the interference.

Toyota has agreed to conduct a recall of these vehicles pursuant to the National Traffic and Motor Vehicle Safety Act.

A modification program has been developed to address this condition at no cost to you.

What is the condition? • When non-Koito brand replacement bulbs are installed, the headlamp may not meet all of the photometric requirements of FMVSS 108.

What will Toyota do? • Toyota dealers will provide a new replacement Koito brand bulb at **no charge** if a non-Koito brand bulb is now installed or should a headlamp bulb burn out in the future.

What should you do?

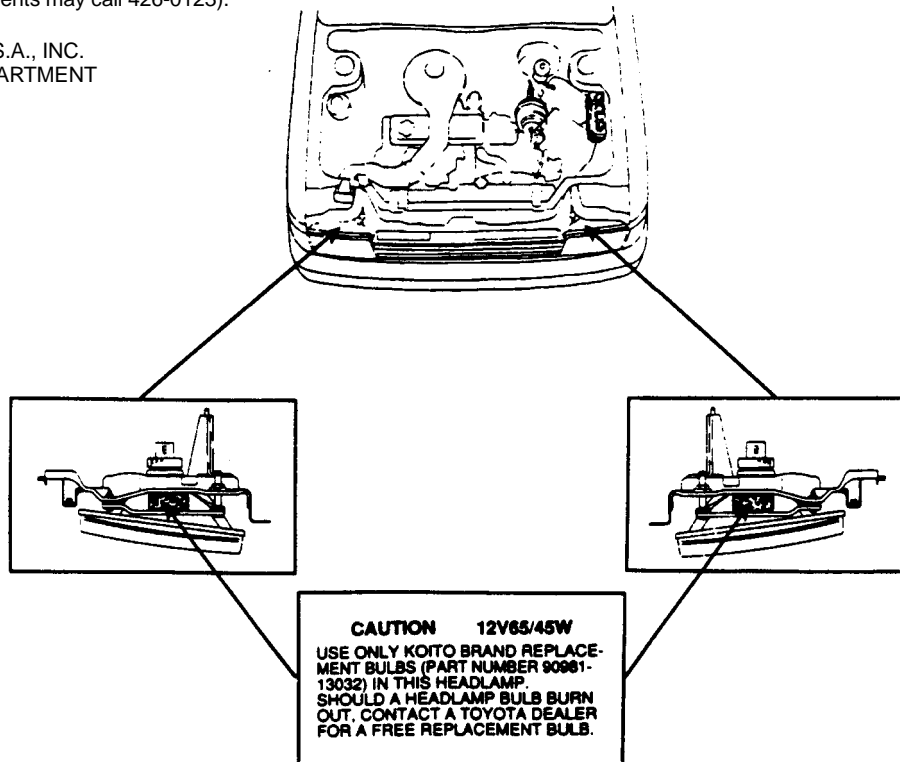
1. Place one of the enclosed "caution labels" on each headlamp housing as illustrated below.
2. Use only Koito brand headlamp bulbs for replacement.
3. In the case of either of the following contact a Toyota dealer as soon as possible for a free exchange new Koito brand bulb:
 - (a) If a non-Koito brand headlamp bulb is now installed, or
 - (b) If a headlamp bulb should burn out in the future.

The replacement labor time is approximately 15-30 minutes. However, it may be necessary to wait longer depending upon the dealer's work schedule.

If you have sold or traded your vehicle, please fill out the attached prepaid postcard and return it to us.

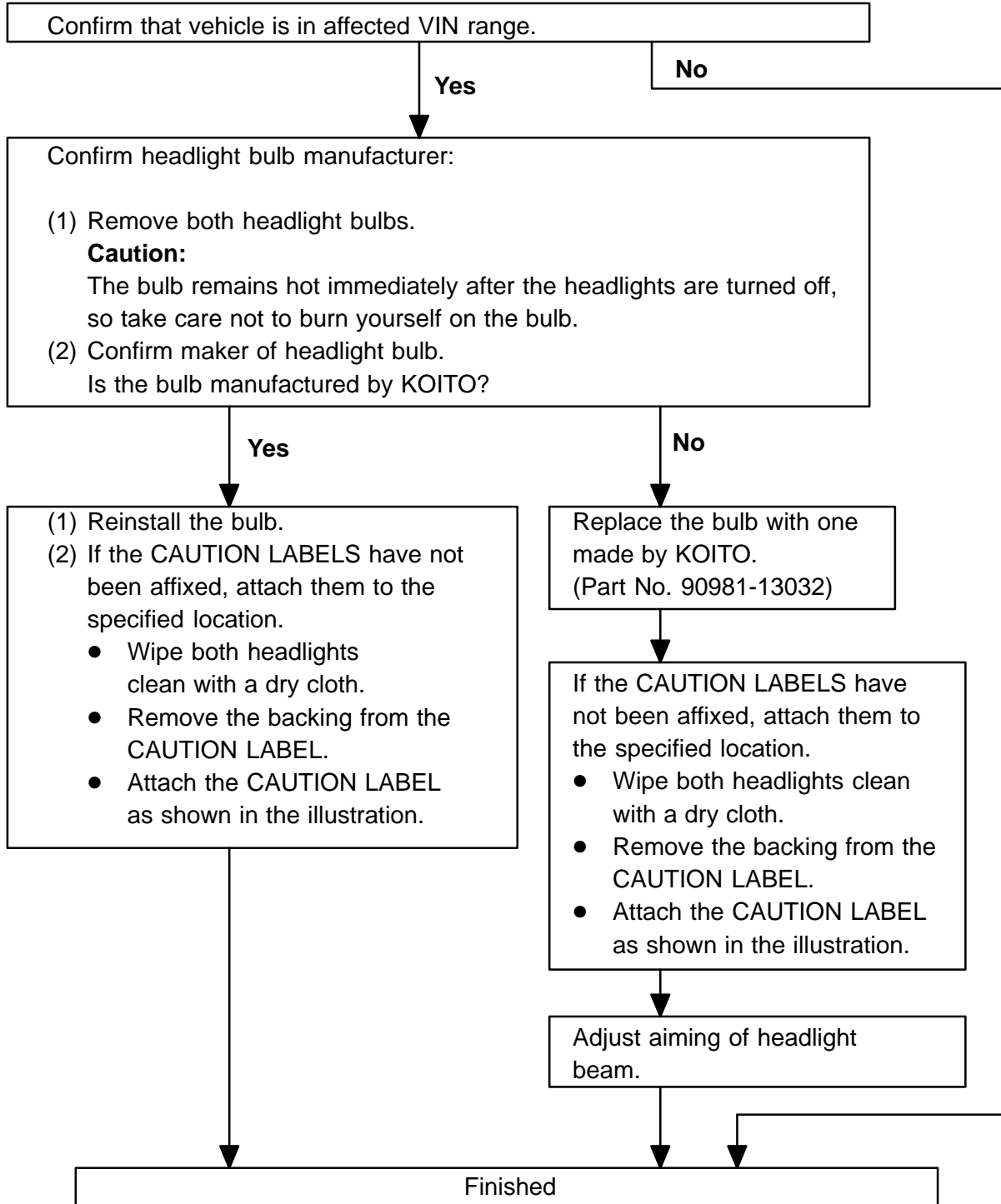
What if you have other questions? • Please contact your dealer or **Toyota Customer Assistance Center at 1-800-331-4331**. If you believe that your dealer or Toyota has failed to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, D.C. 20590 or call the toll free Auto Safety Hotline at 800-424-9393 (Washington D.C. area residents may call 426-0123).

Sincerely,
TOYOTA MOTOR SALES, U.S.A., INC.
CORPORATE SERVICE DEPARTMENT

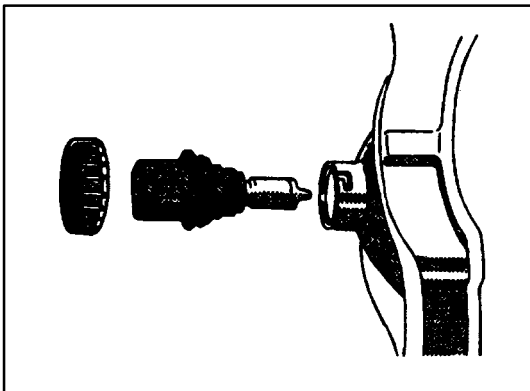
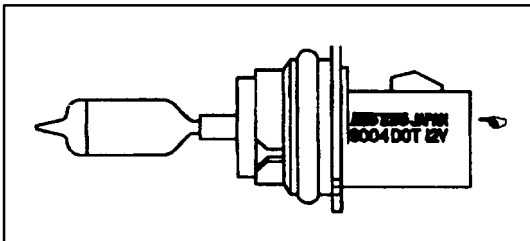
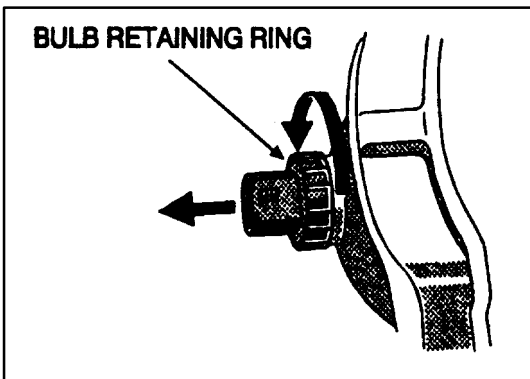
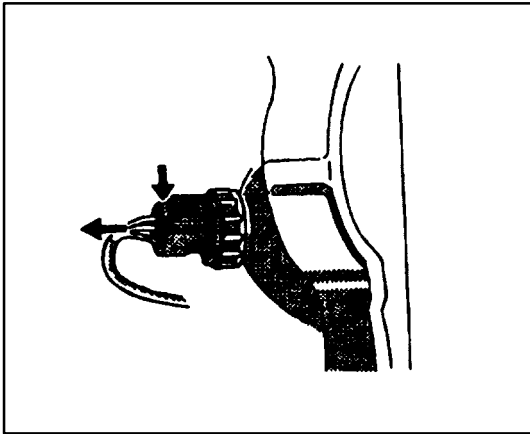


TECHNICAL INSTRUCTIONS

I. PROCEDURES:



II. HEADLIGHT BULB REMOVAL, INSPECTION AND INSTALLATION PROCEDURE



1. Turn off the headlight switch.
2. Open the hood and unplug the connector while depressing the lock release.
3. Turn the bulb retaining ring counter-clockwise and take out the bulb.

CAUTION:

- The bulb remains hot immediately after the headlights are turned off, so take care not to burn yourself on the bulb.
4. Confirm the manufacturer of the headlight bulb. If the bulb is not manufactured by KOITO, replace the bulb with one made by KOITO.
 5. Reinstall the original or replacement KOITO bulb and the bulb retaining ring. Insert the connector.

NOTE:

- Do not touch the bulb glass with your bare hands. If you do, clean the glass with alcohol and a clean rag.
- Make sure the connector is fully locked.
- Repeat the procedure with the other bulb.
- If bulb is replaced, adjust aiming of the headlight beam.

III. LOCATION OF CAUTION LABEL

1. If the CAUTION LABELS have not been affixed in the correct location, attach them to the specified location indicated below:

- Wipe the area on top of both headlights clean with a dry cloth.
- Remove the backing from the CAUTION LABEL.
- Attach the CAUTION LABEL as shown in the illustration below.

