TOYOTA CUSTOMER SERVICES

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2006 MAY -9 A 9:29

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: D. ZELLERS, Dave
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

SUBJECT: OWNER RENOTIFICATION OF NON-COMPLETED SERVICE CAMPAIGNS

Service Campaigns completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Toyota products. In order to assure customer satisfaction, Toyota will renotify owners whose vehicles have not yet had applicable campaign repairs completed.

Please note these reminders may cause an increase in dealer campaign owner appointments.

1. **Campaign's Involved in this renotification**

SSC No.	SSC Description
SSC 10K	2001 Celica Airbag Connector
SSC 20B	2003 Corolla Rear Hub Bolts
SSC 20E	2001 through 2002 ECHO Rear Brake Tube 02V-268
SSC 30E	2003 4Runner Rear Suspension
SSC 40K	2000 Celica and ECHO Master Cylinder Inspection 04V-455
SSC 50C	2005 Tacoma Parking Brake Lock Nut 05V-050
SSC 50N	1989 Through 1995 Truck 4WD Steering Relay Rod 1990 Through 1995 4Runner 2WD and 4WD Steering Relay Rod 1993 Through 1998 T-100 4WD Steering Relay Rod

2. **Dealer Renotification Letter Mailing Date**

Dealer Letters will be mailed in mid-April, 2006.

3. **Owner Renotification Letter Mailing Date**

The owner renotification will begin in late April, 2006, approximately one week after the dealer notification. The notifications will be mailed over a one month period.

4. **Technical Instructions**

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

5. **Number of Involved 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 campaigns involved in this remail:

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

Due to privacy regulations Dealer Reports will only list the VINs involved in a specific campaign.

6. **Parts Ordering**

Please ask your dealers to follow the parts ordering instructions found in the Dealer Letter and Technical Instructions of the specific campaign. As a practice, they should utilize the following guidelines to determine their parts order for this reminder activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

7. **Vehicles in Dealer Stock**

Dealers are requested to perform campaign procedures on any vehicles in their stock prior to sale or lease. Dealers should always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

Enclosures

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

TO: ALL TOYOTA DEALER SERVICE MANAGERS
AND PARTS MANAGERS

SUBJECT: **OWNER RENOTIFICATION OF NON-COMPLETED CAMPAIGNS**

Campaign completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Toyota products. In order to assure customer satisfaction, Toyota will renotify owners whose vehicles have not yet had applicable SSC repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the renotification postcard and contact your dealership. Please note the renotification activity may cause an increase in your current campaign owner appointments.

1. **Campaign's Involved in the renotification**

SSC No.	SSC Description
SSC 10K	2001 Celica Airbag Connector
SSC 20B	2003 Corolla Rear Hub Bolts
SSC 20E	2001 through 2002 ECHO Rear Brake Tube
SSC 30E	2003 4Runner Rear Suspension
SSC 40K	2000 Celica and ECHO Master Cylinder Inspection
SSC 50C	2005 Tacoma Parking Brake Lock Nut
SSC 50N	1989 Through 1995 Truck 4WD Steering Relay Rod 1990 Through 1995 4Runner 2WD and 4WD Steering Relay Rod 1993 Through 1998 T-100 4WD Steering Relay Rod

2. **Owner Renotification Letter Mailing Date**

The owner renotification will begin in late April, 2006, approximately one week after notification. The notifications will be mailed over a one month period.

3. **Technical Instructions**

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

4. Number of Involved Vehicles

Due to privacy regulations, VIN only lists for the campaigns listed in **Section one** will be 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 a vehicle, 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.

SSC 10K

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	0	GA	0	ME	0	NJ	0	SD	0
AL	0	IA	1	MI	1	NM	0	TN	5
AR	0	ID	0	MN	0	NV	0	TX	2
AZ	0	IL	0	MO	0	NY	0	UT	0
CA	12	IN	0	MS	0	OH	8	VA	0
CO	0	KS	0	MT	0	OK	0	VT	0
CT	0	KY	2	NC	0	OR	0	WA	0
DC	0	LA	0	ND	0	PA	1	WI	0
DE	0	MA	0	NE	0	RI	0	WV	0
FL	1	MD	0	NH	0	SC	0	WY	0

SSC 20B

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	2	GA	60	ME	0	NJ	5	SD	0
AL	21	IA		MI	8	NM	2	TN	16
AR	6	ID	2	MN	10	NV	23	TX	99
AZ	31	IL	30	MO	16	NY	16	UT	10
CA	311	IN	7	MS	4	OH	35	VA	8
CO	20	KS	3	MT	0	OK	7	VT	0
CT	0	KY	14	NC	61	OR	6	WA	13
DC	1	LA	20	ND	0	PA	3	WI	12
DE	0	MA	1	NE	4	RI	2	WV	0
FL	177	MD	5	NH	0	SC	22	WY	1

(02V268)

SSC 20E

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	37	GA	599	ME	63	NJ	362	SD	5
AL	262	IA	56	MI	208	NM	86	TN	258
AR	110	ID	55	MN	144	NV	253	TX	1370
AZ	443	IL	359	MO	180	NY	621	UT	111
CA	4421	IN	187	MS	123	OH	443	VA	568
CO	215	KS	104	MT	25	OK	179	VT	40
CT	157	KY	219	NC	512	OR	243	WA	351
DC	43	LA	202	ND	5	PA	536	WI	150
DE	39	MA	282	NE	38	RI	35	WV	107
FL	2152	MD	478	NH	73	SC	196	WY	16

SSC 30E

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	0	GA	20	ME	0	NJ	5	SD	1
AL	4	IA	1	MI	8	NM	0	TN	21
AR	3	ID	1	MN	0	NV	0	TX	5
AZ	0	IL	2	MO	4	NY	8	UT	0
CA	2	IN	3	MS	0	OH	17	VA	8
CO	3	KS	2	MT	1	OK	0	VT	1
CT	4	KY	9	NC	9	OR	2	WA	13
DC	0	LA	0	ND	0	PA	8	WI	1
DE	1	MA	9	NE	0	RI	1	WV	0
FL	24	MD	6	NH	2	SC	3	WY	1

(04V-455) **SSC 40K**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	79	GA	1311	ME	150	NJ	1449	SD	25
AL	655	IA	186	MI	555	NM	238	TN	958
AR	279	ID	151	MN	338	NV	478	TX	3731
AZ	1004	IL	1379	MO	618	NY	1943	UT	369
CA	9652	IN	561	MS	261	OH	1633	VA	1782
CO	749	KS	297	MT	50	OK	418	VT	89
CT	550	KY	746	NC	1425	OR	505	WA	828
DC	75	LA	557	ND	32	PA	1700	WI	477
DE	160	MA	1169	NE	122	RI	160	WV	226
FL	4976	MD	1591	NH	290	SC	597	WY	37

(05V-050) **SSC 50C**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	9	GA	367	ME	20	NJ	118	SD	4
AL	141	IA	20	MI	39	NM	78	TN	154
AR	72	ID	24	MN	37	NV	102	TX	613
AZ	312	IL	84	MO	46	NY	132	UT	47
CA	1841	IN	51	MS	107	OH	135	VA	205
CO	114	KS	30	MT	18	OK	52	VT	21
CT	52	KY	100	NC	299	OR	104	WA	132
DC	5	LA	190	ND	3	PA	175	WI	40
DE	17	MA	154	NE	16	RI	24	WV	30
FL	807	MD	120	NH	59	SC	125	WY	8

SSC 50N 4Runner

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	1816	GA	6749	ME	930	NJ	7940	SD	432
AL	3826	IA	1125	MI	2630	NM	3166	TN	5745
AR	1880	ID	2543	MN	2910	NV	4237	TX	19161
AZ	7561	IL	5036	MO	2493	NY	12187	UT	4072
CA	66094	IN	2163	MS	2530	OH	4159	VA	8856
CO	11905	KS	1595	MT	1630	OK	2234	VT	791
CT	2729	KY	2621	NC	7022	OR	6857	WA	10235
DC	368	LA	3820	ND	300	PA	7410	WI	2611
DE	533	MA	5584	NE	1024	RI	966	WV	931
FL	19383	MD	5649	NH	1301	SC	2623	WY	908

SSC 50N T-100

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	463	GA	890	ME	568	NJ	765	SD	95
AL	578	IA	302	MI	704	NM	634	TN	1330
AR	514	ID	628	MN	725	NV	691	TX	1857
AZ	1148	IL	603	MO	654	NY	1469	UT	813
CA	5420	IN	625	MS	403	OH	889	VA	1886
CO	1959	KS	417	MT	486	OK	462	VT	375
CT	555	KY	1107	NC	1559	OR	1623	WA	1760
DC	25	LA	503	ND	72	PA	1545	WI	1056
DE	124	MA	987	NE	207	RI	162	WV	573
FL	1816	MD	987	NH	500	SC	435	WY	266

SSC 50N Truck

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	3649	GA	11715	ME	3927	NJ	9496	SD	863
AL	9003	IA	2514	MI	5090	NM	5836	TN	13704
AR	5409	ID	6139	MN	4771	NV	5523	TX	15709
AZ	10200	IL	6111	MO	5950	NY	16944	UT	6572
CA	59036	IN	4911	MS	7375	OH	8736	VA	18309
CO	15926	KS	3274	MT	3773	OK	3762	VT	4023
CT	5490	KY	11345	NC	18704	OR	16015	WA	21009
DC	150	LA	5686	ND	517	PA	16555	WI	7605
DE	877	MA	9536	NE	1741	RI	1899	WV	6781
FL	16479	MD	7744	NH	4858	SC	6125	WY	1789

5. **Parts Ordering**

Please follow the parts ordering instructions found in the Dealer cover letter and Technical Instructions of the specific campaign. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

6. **Vehicles in Dealer Stock**

Dealers are requested to perform campaign procedures on any vehicles in their stock prior to sale or lease. Dealers should always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

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

Thank you for your cooperation.

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