TOYOTA CUSTOMER SERVICES

Volume: XII
Number: TC07-005
Date: 05/17/2007
X **Action**
X **Retain**
___ **Information**

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

Toyota will re-notify owners whose vehicles have not yet had applicable campaign repairs completed. Please note the following information for Regional and PD associates.

1. **Dealer Renotification Letter Mailing Date**

   Dealer Letters will be mailed in mid-May, 2007.

2. **Owner Renotification Letter Mailing Date**

   The owner renotification will begin in late May, 2007, approximately one week after the dealer notification.

3. **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.
   - District Summary Reports that indicate 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.

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

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

Service 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/LSC repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the renotification 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/LSC No.	SSC/LSC Description
SSC 20B	2003 MY Corolla Rear Hub Bolts
SSC 20E	2001 through 2002 MY ECHO Rear Brake Lines
SSC 30E	2003 MY 4Runner Rear Susupension
SSC 30L	2004 MY Corolla Alloy Wheel
SSC 40K	2000 MY Celica and ECHO Brake Master Cylinder Inspection
SSC 50I	2005 MY Tacoma Regular Cab Bench Seat Wire Harness
SSC 50K	2005 MY Tundra Seat Belt Light Lens
SSC 60B	Supplemental Restraint System (SRS) Airbag Replacement (various models)
SSC 60F	2004 through 2005 MY Highlander and early 2006 MY Highlander HV Center Console (Floor Carpet Cover) Retaining Clips
SSC 60G	2001 Through Early 2002 MY ECHO and Prius Crankshaft Position Sensor
SSC 60I	2001 through 2003 MY Highlander and 2001 through 2002 RAV4 Engine Control Module Reprogramming
SSC 60J	2007 MY Camry Solara Curtain Side Airbags Front Tether Routing

2. Owner Renotification Letter Mailing Date

The owner renotification will begin in late May, 2007, approximately one week after the dealer notification. The owner notifications will be mailed over a period of several weeks.

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. A report showing the affected non-completed vehicles by state is included with your Dealer Report.

5. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the specific SSC/LSC. 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. Vehicles in Dealer Stock

Dealerships are requested to perform campaign procedures on any vehicles in your stock prior to delivery, provided that it has not yet expired in the case of an LSC. 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.