

TOYOTA CUSTOMER SERVICES

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

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: DAVE ZELLERS, *Dave*
CORPORATE PRODUCT QUALITY & SERVICE SUPPORT MANAGER

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) 20A RENOTIFICATION (THIRD PHASE)
(1996 -- EARLY 1998 MY 4RUNNER REAR SUSPENSION MODIFICATION)

In continuation of the SSC 20A renotification activity, the attached dealer notification letter will be mailed in mid-May, 2003. This letter will inform dealers that in late May, 2003, the **third** phase of the SSC 20A owner renotification will be launched for the 4Runner rear suspension modification.

Please note the renotification activity may cause an increase in dealer SSC owner appointments.

1. **Dealer Renotification Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in mid-May, 2003.

2. **Owner Renotification Mailing Date**

The owner renotification will commence in late May, 2003. Owners of 1996 through early 1998 Model Year 4Runner 4WD vehicles with size 225 tires will receive owner renotification letters in Phase III.

3. **Region/District Summary Reports**

We have enclosed the following SSC 20A Summary Reports in the Region/Private Distributor Service Manager/Customer Service Operations Manager/Director of Service package:

- Phase III Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC renotification activity.
- Phase III District Summary Report that indicates the number of non-completed vehicles involved per dealership in each district for this renotification activity.

4. **Vehicles in Dealer Stock**

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

5. Parts Ordering

For Phase III of the renotification, 4WD 4Runner owners that require both of the following part numbers will receive reminder letters. Please refer to the matrix below for parts applications.

Part No.	Part Description	Qty/ Vehicle	Applicable Model
			4WD 1996-1998 with 225 tires
04001-45135	Hollow Spring & Bumper Kit	1	○
48231-35141	Coil Spring	2	○

NOTE: Dealers are requested to confirm that the appropriate coil spring kit is used for each vehicle. All vehicles will require the bumper stop and hollow spring kit (P/N 04001-45135).

To prevent parts shortages and excess parts stock at dealerships, the "Suggested Initial Parts Order Quantity" has been provided on 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 for this SSC. The Region/District Summary Reports include a summary of the "Suggested Initial Parts Order Quantity" recommended to each dealer.

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.

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

Enclosures

cc: **Region/Private Distributor General Managers/VPs**
Region/Private Distributor Assistant General 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 TMS Sales Administration Managers
All TMS Product Quality and Service Support Managers
All PC Managers
All Field Product Engineers

J. Beseda
D. Cecconi
D. Cleveland
B. Daly
A. DeCarr
B. Ertmann
F. English
G. Fogg
W. Hodge
S. Hudson
J. Kramer
J. Lang
K. Masumoto
R. McPhail
I. Miller
D. Ogilvie
D. Pettitt
M. Sandler
E. Schuttee
A. Vaish
R. Waltz



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

TO: ALL TOYOTA SERVICE MANAGERS AND PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) 20A RENOTIFICATION (THIRD PHASE)
(1996 – EARLY 1998 MY 4RUNNER REAR SUSPENSION MODIFICATION)

In late-May, 2003, Toyota will launch the third phase of owner renotifications for SSC 20A. SSC 20A involves modification of the rear suspension for 1996 through early 1998 model year (MY) 4Runner vehicles.

Please note the renotification activity may cause an increase in dealer SSC owner appointments.

1. **Owner Notification Letter Mailing Date**

The owner renotification will commence in late May, 2003. Owners of 1996 through early 1998 Model Year 4Runner 4WD vehicles with size 225 tires will receive owner renotification letters in Phase III.

Not all vehicles in the VIN ranges are involved in this SSC. ***As always consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable.*** This will verify the vehicle is affected and has not already been completed by another dealer.

2. **Vehicles In Dealer Stock**

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

3. **Dealer/Owner Lists**

Dealer/Owner Lists for Phase III of 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.

4. **Repair Procedures**

Please refer to the SSC 20A Technical Instructions.

5. Parts Ordering

Phase III will involve the 4WD 4Runner vehicles originally equipped with size 225 tires. Please refer to the matrix below for parts applications. In order to assure an even and consistent parts flow, p/n 48231-45141 will remain on Manual Allocation (MAC). 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 48231-45141, 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 No.	Part Description	Qty/ Vehicle	Applicable Model
			4WD 1996-1998 with 225 tires
04001-45135	Hollow Spring & Bumper Kit	1	○
48231-45141	Coll Spring	2	○

NOTE: Dealers are requested to confirm that the appropriate coll spring kit is used for each vehicle. All vehicles will require the bumper stop and hollow spring kit (P/N 04001-45135).

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 for this SSC. A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area for this phase.

STATE	UIO								
AK	93	ID	49	MO	50	OH	29	VT	61
AL	91	IL	36	MS	12	OK	20	WA	300
AR	14	IN	19	MT	40	OR	270	WI	13
AZ	45	KS	36	NC	336	PA	69	WV	5
CA	652	KY	24	ND	9	RI	22	WY	11
CO	153	LA	7	NE	20	SC	65		
CT	68	MA	348	NH	106	SD	4		
DE	9	MD	70	NJ	61	TN	58		
FL	231	ME	70	NM	39	TX	81		
GA	173	MI	23	NV	51	UT	38		
IA	13	MN	21	NY	162	VA	80		

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Thank you for your cooperation.

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