

Richard Jung / TMS Toyota Customer Services
Quality Compliance
December 14, 2007
Approved By: Dave Zellers

To: All Toyota Dealers
From: Toyota Customer Services

**Special Service Campaign (SSC) – 70G (Safety Recall)
2007 Model Year Tundra 4WD Rear Propeller Shaft
*****URGENT*******

On December 14, 2007, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding certain 2007 model year Tundra 4WD vehicles. In the affected vehicles, there is a possibility that a joint in the Rear Propeller Shaft may have been improperly heat treated, resulting in insufficient hardness. In this condition, a section of the Rear Propeller Shaft may separate at the joint.

There are approximately **15,600** Tundra 4WD (2007 model year) vehicles involved in the U.S. However, only 7% of the vehicles will require Rear Propeller Shaft replacement.

A dealer package including inspection instructions, VIN list and reimbursement procedures will be mailed to dealers in mid-December 2007.

Toyota will inform owners of the involved vehicles with a Special Service Campaign notification letter sent via first class mail beginning in early January, 2008.

- **All customer inquires should be directed to the Toyota Customer Experience Center at 1-800-331-4331.**
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- For **News media inquiries only**, they should be directed to Ming-Jou Chen (310) 468-4782 or Bill Kwong (310) 468-3764, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

The following Q&A has been provided for your reference.



**Special Service Campaign (SSC) – 70G (SAFETY RECALL)
2007 model year Tundra 4WD Rear Propeller Shaft Q&A**

Q1: What is the condition?

A1: On certain 2007 model year Tundra 4WD vehicles, a joint in the Rear Propeller Shaft (drive shaft) may have been improperly heat treated, resulting in insufficient hardness. In this condition, a section of the Rear Propeller Shaft may separate at the joint.

Q2: What is the cause of this condition?

A2: During the manufacturing process, a joint in the Rear Propeller Shaft may have been improperly heat treated, resulting in insufficient hardness.

Q3: Are there any warnings that this condition exists?

A3: No, there are no specific warnings that this condition exists.

Q4: Which and how many vehicles are involved?

A4: There are approximately 15,600 Tundra 4WD (2007 model year) vehicles involved in the U.S.

Q5: What is the production period of the affected vehicles?

A5: The affected Tundra 4WD vehicles were produced from November, 2006 to August, 2007.

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: No, this specific condition only affects certain 2007 model year Tundra 4WD vehicles.

Q7: How many incidents of this condition have been reported?

A7: There has been 1 case of this condition reported in the affected vehicles.

Q8: Have there been any accidents reported?

A8: There have been no accidents reported in the affected vehicles which may relate to this condition.

Q9: What is Toyota going to do?

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in early January, 2008. Toyota dealers will inspect the involved joint in the Rear Propeller Shaft to assure it has the correct hardness. If the hardness is not correct, the dealer will replace the Rear Propeller Shaft. The inspection and, if necessary, the Rear Propeller Shaft replacement, will be performed at **NO CHARGE** to the vehicle owner.

Q10: How long will the inspection take?

A10: The inspection will take approximately 30 minutes. However, depending upon the dealer's work schedule and the inspection results, it may be necessary to make the vehicle available for a longer period of time.

Q11: What if replacement of the Rear Propeller Shaft becomes necessary? How long will the repair take?

A11: In the event it becomes necessary to replace the Rear Propeller Shaft, the replacement will take approximately one hour. However, due to the several variations of the Rear Propeller Shaft, the dealership will need to order the parts specific to the vehicle. As these parts are not normally stocked by dealerships, it will take a few days for the dealer to receive them. The Toyota dealer will make every effort to assure the utmost convenience of the customer during this waiting period.

Q12: What should an owner do if they experience the condition or have immediate concerns about the current safety of their vehicle?

A12: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

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SPX/OTC Specialized Tool Kit Shipment for SSC 70G
*******URGENT*******

On December 17, 2007, SPX/OTC will ship overnight to each dealership Service Manager one specialized tool kit, for use in SSC 70G. This specialized tool kit consists of 1 Center Punch and 10 replacement tips (bits). The tip (bit) is one-time-use only and must be replaced for each vehicle inspected.

- ***For dealership inquiries regarding the SPX/OTC Service Manager shipment only***, should be directed to Ray deSchepper 1-310-468-3068, Zachary White 1-310-468-0180 or Ryan Buetzer 1-310-468-8418.
- ***All dealership inquires regarding the purchasing of additional tips (bits) and replacement Center Punches***, should be directed to SPX/OTC by calling 1-800-933-8335. Please reference the following part numbers:

--Replacement Testing Tips (Bag of 5) – P/N 00002-56757-TIPS
--Replacement Center Punch – P/N 56757