



Number SC-130360001

SERVICE COMMUNICATION
Toyota Customer Services
Product Quality and Service Support

Action	X
Retain	X
Information	X

To: Customer Services Field Manager (Region/CATD)
Customer Services Operations Manager (Region/CATD)
Customer and Technical Services Director (GST)
Dealer Development Manager, Parts and Service (T/DPR)
Director of Parts and Service (T/MEX)
Directors of Service and Technical Operations (SET)
Technical Services and Training Manager (Region/PDs)
Technical Training Manager (SERVCO)

From: Tom Trisdale, National Manager, Service Technology
Subject: Special Service Tool Requirements - February-March Distributions
Date: 02/07/2013

Special Service Tools (SSTs) are key elements to provide your customers with swift and accurate repairs resulting in superior customer satisfaction. These SSTs are essential for improved service practices on current and future Toyota vehicles. These new SSTs are also essential for newly introduced service practices on hybrid vehicles. This letter provides application and distribution information for new essential SSTs. The new SST's will be distributed in 2 packages.

Package #1 will be distributed in **Late February 2013**: SST cost, shipping/handling and applicable taxes will be billed to the dealer's March 2013 dealership parts statement.

Package# 2 will be distributed in **Mid-March 2013**: SST cost, shipping/handling and applicable taxes will be billed to the dealer's April 2013 dealership parts statement.

Package #1

ESSENTIAL SST DISTRIBUTION KIT EST02-13TOY			
ITEM	SST PART #	DESCRIPTION	DEALER PRICE
1	10002-00101	WS ATF Level Gauge Kit	\$528.81
2	(10002-00101-1)	WS ATF Level Gauge	Component of WS ATF Level Gauge Kit 10002-00101
3	(10002-00101-2)	Vacuum Regulator Manifold	
4	(10002-00101-3)	Transmission Fill Adapter (Green Adapter)	
5	(10002-00101-4)	Fluid Extraction Tank	
6	(10002-00101-6)	WS ATF Level Gauge – 12mm Adapter	

Total: \$528.81

Package #2

ESSENTIAL SST DISTRIBUTION KIT EST03-13TOY			
ITEM	SST PART #	DESCRIPTION	DEALER PRICE
1	09890-47010-01	Anti-Static Mat Kit	\$121.86
2	(09891-47010-01)	Squeegee	
3	(09891-04010-01)	Anti-Static Mat	
4	(09891-04020-01)	Wrist Band	
5	(09891-04030-01)	Grounding Wire No. 1	
6	(09891-04040-01)	Grounding Wire No. 2	
7	00002-06020-01	Plastic Pry Tool Kit	\$61.42
Total:			\$183.28

Package #1 - Detailed description of each SST:

Item #1 WS ATF Level Gauge Kit: Used to inspect automatic transmission fluid level on U660E/F and U760E/F transmissions at vehicle operating temperature

Item #2 WS ATF Level Gauge: Used to measure ATF level during the inspection procedure. Component of the WS ATF Level Gauge Kit.

Item #3 Vacuum Regulator Manifold: Used to apply vacuum during the installation and removal of the WS ATF level gauge to avoid fluid loss. Displays vacuum via the manifold gauge. Component of the WS ATF Level Gauge Kit.

Item #4 Transmission Fill Adapter (Green Adapter): Used to attach the Vacuum Regulator Manifold to the transmission fill port in order to draw a vacuum. Component of the WS ATF Level Gauge Kit.

Item #5 Fluid Extraction Tank: Used to create vacuum and stores discarded transmission fluid accumulated during the ATF level adjustment procedure. Component of the WS ATF Level Gauge Kit.

Item #6 WS ATF Level Gauge – 12mm Adapter: Used as the threaded adapter for the U660E/F and U760E/F transmissions. Component of the WS ATF Level Gauge Kit.

Package #2 - Detailed description of each SST:

Item #1 Inverter Repair Kit: Used to ensure proper repair of hybrid vehicle HV inverters. The kit contains an anti-static mat, grounding strap, wristband, and heat conductance grease application squeegee.

Item #2 Squeegee: Used to apply heat conductance grease during HV inverter repairs.

Item #3 Anti-Static Mat: Used in conjunction with the wrist band and grounding wire to neutralize and prevent static discharge during HV inverter repairs.

Item #4 Wrist Band: Used in conjunction with the anti-static mat and grounding wire to neutralize and prevent static discharge during HV inverter repairs.

Item #5 Grounding Wire No. 1: Used in conjunction with the anti-static mat and wrist band to neutralize and prevent static discharge during HV inverter repairs.

Item #6 Grounding Wire No. 2: Used in conjunction with the anti-static mat and wrist band to neutralize and prevent static discharge during HV inverter repairs.

Item #7 Plastic Pry Tool Kit: Used to properly disengage interior trim panels on various vehicles during repair procedures. Upgrades current plastic pry tool SSTs.

A sample dealer letter is attached to communicate this information to your dealers. Please ensure this letter, or a similar locally crafted letter, arrives at your dealerships by February 18th, 2013.

If you have questions regarding this SST distribution, please contact the Tools and Equipment Department by calling Craig Whallon at (310) 468-4978 or Dany Oliva at (310) 468-6568.

Thank you for your continued support.

Attachments:

A – Suggested Dealer Letter

cc:

R. Broughman	T. Naito (TSD)	K. Ura
R. de Schepper	S. Ozzello, SET	S. Watanabe
M. Kevlin, GST	B. Sciumbato	B. Waltz
S. Ito (TSD)	D. Stovall	D. Zellers



Toyota Motor Sales, U.S.A, Inc.
 19001 S. Western Avenue
 P.O. Box 2722
 Torrance, CA 90509-2722
 (310) 468-4000
 (310) 468-7800 FAX

Dear Toyota Service Manager: (or Dealer, at local option)

Special Service Tools (SSTs) are key elements to provide your customers with swift and accurate repairs resulting in superior customer satisfaction. These SSTs are essential for improved service practices on current and future Toyota vehicles. These new SSTs are also essential for improved service practices on hybrid vehicles. This letter provides application and distribution information for new essential SSTs. The new SST's will be distributed in 2 packages.

Package #1 will be distributed in **Late February 2013**: SST cost, shipping/handling and applicable taxes will be billed to the dealer's March 2013 dealership parts statement.

Package# 2 will be distributed in **Mid-March 2013**: SST cost, shipping/handling and applicable taxes will be billed to the dealer's April 2013 dealership parts statement.

Package #1

ESSENTIAL SST DISTRIBUTION KIT EST02-13TOY			
ITEM	SST PART #	DESCRIPTION	DEALER PRICE
1	10002-00101	WS ATF Level Gauge Kit	\$528.81
2	(10002-00101-1)	WS ATF Level Gauge	Component of WS ATF Level Gauge Kit 10002-00101
3	(10002-00101-2)	Vacuum Regulator Manifold	
4	(10002-00101-3)	Transmission Fill Adapter (Green Adapter)	
5	(10002-00101-4)	Fluid Extraction Tank	
6	(10002-00101-6)	WS ATF Level Gauge – 12mm Adapter	
Total:			\$528.81

Package #2

ESSENTIAL SST DISTRIBUTION KIT EST03-13TOY			
ITEM	SST PART #	DESCRIPTION	DEALER PRICE
1	09890-47010-01	Anti-Static Mat Kit	\$121.86
2	(09891-47010-01)	Squeegee	

3	(09891-04010-01)	Anti-Static Mat	
4	(09891-04020-01)	Wrist Band	
5	(09891-04030-01)	Grounding Wire No. 1	
6	(09891-04040-01)	Grounding Wire No. 2	
7	00002-06020-01	Plastic Pry Tool Kit	\$61.42
Total:			\$183.28

Package #1 - Detailed description of each SST:

Item #1 WS ATF Level Gauge Kit: Used to inspect automatic transmission fluid level on U660E/F and U760E/F transmissions at vehicle operating temperature

Item #2 WS ATF Level Gauge: Used to measure ATF level during the inspection procedure. Component of the WS ATF Level Gauge Kit.

Item #3 Vacuum Regulator Manifold: Used to apply vacuum during the installation and removal of the WS ATF level gauge to avoid fluid loss. Displays vacuum via the manifold gauge. Component of the WS ATF Level Gauge Kit.

Item #4 Transmission Fill Adapter (Green Adapter): Used to attach the Vacuum Regulator Manifold to the transmission fill port in order to draw a vacuum. Component of the WS ATF Level Gauge Kit.

Item #5 Fluid Extraction Tank: Used to create vacuum and stores discarded transmission fluid accumulated during the ATF level adjustment procedure. Component of the WS ATF Level Gauge Kit.

Item #6 WS ATF Level Gauge – 12mm Adapter: Used as the threaded adapter for the U660E/F and U760E/F transmissions. Component of the WS ATF Level Gauge Kit.

Package #2 - Detailed description of each SST:

Item #1 Inverter Repair Kit: Used to ensure proper repair of hybrid vehicle HV inverters. The kit contains an anti-static mat, grounding strap, wristband, and heat conductance grease application squeegee.

Item #2 Squeegee: Used to apply heat conductance grease during HV inverter repairs.

Item #3 Anti-Static Mat: Used in conjunction with the wrist band and grounding wire to neutralize and prevent static discharge during HV inverter repairs.

Item #4 Wrist Band: Used in conjunction with the anti-static mat and grounding wire to neutralize and prevent static discharge during HV inverter repairs.

Item #5 Grounding Wire No. 1: Used in conjunction with the anti-static mat and wrist band to neutralize and prevent static discharge during HV inverter repairs.

Item #6 Grounding Wire No. 2: Used in conjunction with the anti-static mat and wrist band to neutralize and prevent static discharge during HV inverter repairs.

Item #7 Plastic Pry Tool Kit: Used to properly disengage interior trim panels on various vehicles during repair procedures. Upgrades current plastic pry tool SSTs.

Thank you for your continued efforts to provide customers with a superior ownership experience.

Toyota Motor Sales, U.S.A., Inc.

