



# PRODUCT SUPPORT DIVISION

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: Bob Waltz   
 Vice-President, Product Quality and Service Support

Subject: Owner Renotification of Non-Completed Safety Recalls and Limited Service Campaigns

Toyota will be sending Safety Recall Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed. Please note the following information for Regional and PD associates.

**1. Safety Recalls and Limited Service Campaigns Covered in the Renotification**

Campaigns	Description (Title)	Model and Model Year
A0G	Skid Control ECU Calibration Update	Certain 2003 MY Sequoia
A0H	Steering Column Upper Bracket Replacement	2000-2004 MY Avalon
B0M	Crankshaft Pulley Replacement	Certain 2004 MY Avalon
		Certain 2004-2005 MY Camry/Solara
		Certain 2004-2005 MY Highlander
		Certain 2004-2005 MY Sienna
C0E	Stop Lamp Switch Replacement	2009 MY Camry
		2009- 2011 MY Venza
C0F	Exhaust Gas Control Actuator Replacement	2011-2012 MY Highlander HV
		2012 MY Prius V

**2. Dealer Letter Mailing Date**

Dealer Letters will be mailed in late-February 2013.

**3. Follow-Up Owner Notification Letter Mailing Date**

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin approximately one week after the dealer notification. The owner letters will be mailed, by first class mail, over a period of several weeks consistent with parts availability.

**4. Number of Covered 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 the campaigns covered in this renotification:

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

**5. Customer Handling and Dealership Follow-Up**

Toyota encourages dealerships to follow-up with their customers by telephone to remind them of the non-completed Safety Recall. A word track has been provided in the dealer letter for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions.

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

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training 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 NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

M. Bevan	D. Depew	D. Pettitt	N. Swartz
R. Broughman	R. Dufresne	C. Reynolds	J. Tetherow
G. Bryan	G. Fogg	C. Roberts	K. Ura
W. Burns	K. Ito	B. Sciumbato	T. Minyon
G. Christoff	J. Lang	H. Siddiqi	A. Vaish
J. Colon	D. Marsh	G. Smith	B. Waltz
D. Colvin	M. Michels	R. Specht	M. Warrick
F. Davidson	R. Perez	J. Stempkowski	D. Zellers

