

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN 10H
(2000 TUNDRA AND 1999 - 2000 TACOMA TRAILER TOWING WIRE HARNESS
CONVERTER REPLACEMENT)

Toyota will initiate a Special Service Campaign to replace the Toyota Trailer Towing Wire Harness Converter (converter) on certain 2000 model year Tundra and 1999 - 2000 model year Tacoma vehicles equipped with a genuine Toyota Trailer Towing Hitch or Bumper Hitch. This accessory is included in the Towing Hitch Kit installed at ports (PIO) and by dealers (DIO); it is also sold by dealers as an over-the-counter or service part.

An electrical short or open circuit can cause a fault in the genuine Toyota Trailer Towing Wire Harness Converter (converter). This can cause a failure of the converter, and if a trailer is being towed at the time, non-operation of the trailer lights. In limited cases, the converter housing could become heat-deformed.

In the case of the Tundra, the circuitry utilized in the converter was inadequate to properly manage vehicle and/or trailer-side voltage spikes. If the converter is exposed to a voltage spike it may cause an electrical short or open circuit within the converter.

As for the Tacoma, due to deficient waterproofing and improper installation location of the converter, which is mounted in the lower portion of the taillight cavity of the vehicle, an electrical short circuit will occur if water enters the converter housing.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will be conducted in two phases:

- The first phase will be launched in late August and involve vehicles equipped with port installed (PIO) genuine Toyota Towing Hitch Kits.
- The remaining vehicle owners, whose vehicles **may be** equipped with a dealer installed (DIO) genuine Toyota Trailer Towing Wire Harness Converter, will be notified in the second phase to be launched in early September.

We have attached copies of the owner notification letters for your reference.

If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please verify eligibility through TDN or TIS, inspect the vehicle to assure it is equipped with the affected part, and perform repairs as outlined in the attached Technical Instructions.

2. Identification of Involved Vehicles

Please see the VIN range attached to this document .*

***Not all vehicles in the VIN range are affected by this SSC. Always consult TDN or TIS to confirm VIN eligibility and to assure the SSC is applicable.**

3. Vehicles in Dealer Stock

As required by Federal Regulations, please perform the campaign procedure on any vehicle in your stock prior to sale or lease equipped with the affected converter.

4. Dealer/Owner Lists

Dealer/Owner lists have been distributed to each dealer Service Manager and Part Manager for each phase of the SSC.

- The Phase 1 list contains all the VIN's which, according to our records, were equipped with a genuine Toyota Trailer Towing Hitch by the port (PIO).
- The Phase 2 list will involve vehicle which **may be** equipped with a dealer installed (DIO) genuine Toyota Converter.
- These listed are based on Primary Marketing Area (PMA) where applicable. If there is no PMA for an address, it reverts to the selling dealer.
- Based on our records, dealers who do not have any vehicles involved in Phase 1 or 2 will receive a list indicating so.

5. Inspection and Repair Procedures

Please refer to the attached Technical Instructions. Always check TDN or TIS and perform an inspection of the harness prior to performing any repair to ensure vehicle eligibiltiy.

6. Parts Ordering

The necessary parts can be ordered through your facing PDC. Please refer to the table below and the Technical Instructions for part number information.

| Model | Part Number | Description | Qty/ Vehicle |
|---------------|--------------------|------------------------------|---------------------|
| Tundra | 08921-34880 | Trailer Hitch Converter Kit* | 1 |
| Tacoma | 08921-04850 | Trailer Hitch Converter Kit* | 1 |

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 adequate and balanced parts inventory for this SSC.

7. Pre-SSC Parts in Dealer Stock

Please ensure that any of the following parts for the 2000 model year Tundra and 1999 - 2000 model year Tacoma remaining in dealer inventory are not sold:

| Model | Part Description | Part Number |
|--------|---|-------------|
| Tundra | Bumper Hitch Wire Harness and Converter | PT207-34000 |
| | Towing Hitch Wire Harness and Converter | PT207-34002 |
| Tacoma | Wire Harness and Converter | PT207-04981 |
| | Towing Hitch Wire Harness Kit | PT214-04985 |

All Pre-SSC kits or parts are to be returned to your facing PDC utilizing the following instructions:

- Complete form *TMP134** and check Return Code of R2.
***Dealerships using Dealer Daily must still fill out and submit a paper form TMP134 for this activity.**
- No pre-approval is required, but **attach a copy of this page.**
- All parts must be returned no later than October 31, 2001.

8. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation codes to be used for this campaign are as follows:

| SSC # | Model | Op. Code | Description | Flat Rate Hour |
|-------|--------|----------|---|----------------|
| 10H | Both | 1517G1 | Inspection Only | 0.3 Hr/Veh |
| | Tundra | 1517G3 | Inspect and Replace the Trailer Towing Wire Harness Converter | 0.7 Hr/Veh |
| | Tacoma | 1517G2 | Inspect and Replace the Trailer Towing Wire Harness Converter | 0.9 Hr/Veh |

NOTE: The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.

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

Attachments:

SSC 10H VIN RANGE

| MODEL | YEAR | VIN Range | |
|--------|-------|---------------------|---------------------|
| | | VDS | Range |
| Tundra | 2000 | JN321 | 001001 - 125878 |
| | | RN341 | 001001 - 125859 |
| | | RT341 | 001001 - 125904 |
| | | RT381 | 001001 - 125897 |
| | | KN441 | 001001 - 051314 |
| | | KT441 | 001001 - 125833 |
| | | BN441 | 001001 - 125840 |
| | | BT441 | 001001 - 125901 |
| | | BT481 | 001001 - 125894 |
| Tacoma | 1999 | NL42N | XZ400001 - XZ570641 |
| | | VL52N | XZ400621 - XZ571068 |
| | | VN52N | XZ402278 - XZ572065 |
| | | NM92N | XZ412228 - XZ571812 |
| | | SM92N | XZ401988 - XZ572040 |
| | | SN92N | XZ403051 - XZ573245 |
| | | PM62N | XZ401072 - XZ571294 |
| | | WM72N | XZ401467 - XZ571721 |
| | | WN72N | XZ402312 - XZ572790 |
| | WN74N | XZ402697 - XZ572796 | |
| | 2000 | NL42N | YZ573246 - YZ718163 |
| | | VL52L | YZ573678 - YZ718157 |
| | | VN52N | YZ575196 - YZ716365 |
| | | NM92N | YZ574852 - YZ718160 |
| | | SM92N | YZ574939 - YZ718154 |
| | | SN92N | YZ575840 - YZ718161 |
| | | PM62N | YZ574104 - YZ718150 |
| | | WM72N | YZ574354 - YZ718139 |
| | | WN72N | YZ575215 - YZ718158 |
| WN74N | | YZ575837 - YZ714610 | |

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