



Toyota Motor Sales, U.S.A.,
3901 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991
(310) 618-7000
(310) 618-7800 Fax

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

SUBJECT: SPECIAL SERVICE CAMPAIGN - P01 (A/C EXPANSION VALVE)

Under certain conditions, particularly in high temperature and high humidity areas, the air conditioning expansion valve in certain Toyota models may malfunction. As a result, there will be a gradual reduction of air conditioning efficiency and eventual loss of cooling capability.

Toyota will initiate a Special Service Campaign to inspect the air conditioning system, inject an anti-corrosion lubricant (Toyota ND6 AC Refrigerant Oil Charge) or, if necessary, replace the air conditioning expansion valve on certain 1989 - 1993 Toyota models.

PLEASE BE AWARE THAT RECHARGING OR REPAIRS TO ANY A/C SYSTEM COMPONENT OTHER THAN THOSE DETAILED IN THE TECHNICAL INSTRUCTIONS MUST BE HANDLED AS FOLLOWS:

- * VEHICLE WARRANTY STILL IN EFFECT: SUBMIT REGULAR WARRANTY CLAIM.
- * VEHICLE WARRANTY NO LONGER IN EFFECT: CUSTOMER MUST PAY.

The following information is provided to inform you and your staff of the campaign schedule and your degree of involvement required:

1. Dealer, Owner Notification Letter Mailing Dates

- o Dealer and Owner notifications will be mailed according to the following schedule:

To Southeast Toyota Distributor and Gulf States Toyota Distributor Dealerships and Owners: May, 1993.

To San Francisco, Los Angeles, Denver, Central Atlantic Toyota Distributor, New York and Kansas City Toyota Regions Dealerships and Owners: June, 1993.

To Portland, Cincinnati, Chicago and Boston Toyota Regions Dealerships and Owners: July, 1993.

NOTE: You will be sent SSC notifications with your dealer's name and address for vehicles which, according to our record, you have in stock. If any vehicles in your stock involved in this program have been sold to a customer prior to receipt of this notification, please contact this known customer and perform the necessary repair.

2. Identification of Involved Vehicles

Following are complete listings of qualified vehicles:

MODEL	MODEL YEAR	VDS	INVOLVED VIN RANGE
Camry	1992 - 1993	SK11E	0001001 - 0103996
			U000001 - U164297
		SK12E	0001001 - 0103996
			U000001 - U164297
		SK13E	0001001 - 0103996
			U000001 - U164297
		VK11E	0001001 - 0129016
			U000001 - U048888
		VK12E	0001001 - 0129016
			U000001 - U048888
		VK13E	0001001 - 0129016
			U000001 - U048888
		VK14E	0001001 - 0129016
			U000001 - U048888
		SK11W	U000001 - U164297
		SK12W	U000001 - U164297
VK12W	U000001 - U048888		

2. Identification of Involved Vehicles (cont'd)

MODEL	MODEL YEAR	VDS	INVOLVED VIN RANGE
Celica	1990 - 1993	AT86F	0000001 - 0100665
		ST87F	0000001 - 0134938
		ST87N	0000001 - 0134938
		ST87K	0000001 - 0134938
		ST85N	0000001 - 0134938
		ST88P	0000001 - 0023255
4Runner	1990 - 1993	RN27V	0000001 - 0001527
		RN37J	0000001 - 0011233
		RN37W	0000001 - 0011233
		VN29V	0000001 - 0014106
		VN39J	0000001 - 0096750
			8000001 - 8052248
		VN39W	0000001 - 0096750
			8000001 - 8052248
Land Cruiser	1991 - 1992	FJ80W	0000001 - 0051986
	1993	DJ81W	0000001 - 0012752
MR2	1991 - 1993	SW21M	0000001 - 0019446
		SW21N	0000001 - 0019446
		SW22M	0000001 - 0076191
		SW22N	0000001 - 0076191
Previa	1991 - 1992	AC11R	0000001 - 0074543
			1001001 - 1058504
		AC12R	0000001 - 0074543
			1001001 - 1058504
		AC21S	0000001 - 0013972
			1001001 - 1012920
		AC22S	0000001 - 0013972
			1001001 - 1012920

2. Identification of Involved Vehicles (cont'd)

MODEL	MODEL YEAR	VDS	INVOLVED VIN RANGE
Supra	1989 - 1992	MA70L	0104941 - 0162266
		MA70J	0104941 - 0162266
		MA71L	0104941 - 0162266
		MA71J	0104941 - 0162266
		MA70M	0104941 - 0162266
		MA70N	0104941 - 0162266
		MA71M	0104941 - 0162266
		MA71N	0104941 - 0162266

3. Repair Procedures

- o Please refer to the attached Technical Instructions for the applicable vehicle model.

4. Parts Ordering

- o Necessary parts for this Special Service Campaign must be ordered from your dealer's facing Parts Distribution Center. The anti-corrosion lubricant comes in packages of 12 cans per package only. Many of the vehicles will need only the injection of the anti-corrosion lubricant. Please order the refrigerant oil cans in multiples of twelve.
- o A SUMMARY LISTING OF THE INVOLVED VEHICLES SOLD BY YOUR DEALERSHIP IS ENCLOSED. THIS LISTING MUST BE UTILIZED TO CALCULATE REPLACEMENT PARTS REQUIREMENTS BY MODEL. YOUR INITIAL PARTS ORDERS MUST NOT BE MORE THAN 5% OF YOUR INVOLVED VEHICLES. SUBSEQUENT ORDERS MUST BE CALCULATED TO MEET ACTUAL WEEKLY DEMAND REQUIREMENTS IN ORDER TO ENSURE CONTINUED GOOD AVAILABILITY OF PARTS.
- o Please refer to the attached Parts Order Section for specific parts information by vehicle model.

5. Tools and Equipment

- o Please refer to the attached Preparation and Precaution Section to determine if you have the tools and equipment necessary to perform all aspects of the service.

NOTE: One Special Service Tool Part No. TOY219721 (AC Oil Injection Kit) will be shipped to each dealer during May, 1993 free of charge. Additional tool kits can be ordered through Owantana Tool Company for \$28.91 each.

6. Reimbursement Procedures

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

The operational codes to be used for this campaign are listed below.

Op. Code	Description	Flat Rate Hour
350041	Add Toyota ND6 AC Refrigerant Oil Charge	0.6 hr/veh
350042	Add Toyota ND6 AC Refrigerant Oil charge after recovery and recharge of refrigerant	1.0 hr/veh
350043	Add Toyota ND6 AC Refrigerant Oil Charge after confirming no leaks at drain hose	0.9 hr/veh
350044	Replace one expansion valve for all models	2.2 hrs/veh
350045	Replace both front & rear expansion valves for Previa	2.6 hrs/veh
350046	Customer reimbursement on previous repairs	Actual Expense

Note: The above operation codes include 0.1 flat rate hour for administrative expenses.

7. Customer Reimbursements

Please reimburse any owners who have previously paid to replace the air conditioning expansion valve.

- Enter the reimbursement charges as a CR sublet type.
- Use the customer's invoice number as the sublet invoice number.
- Enter the reimbursement amount in the sublet amount column.
- Provide a brief description of the reason for the reimbursement.
- Use the customer reimbursement operation code number 350046.

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Please review this entire Special Service Campaign package with your Service and Parts staff to familiarize them with the proper step by step procedure and implement this Special Service Campaign to ensure maximum customer satisfaction

Your cooperation in this matter would be greatly appreciated.

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

Dear Toyota Owner:

Toyota would like to announce a special program for certain vehicles equipped with Toyota air conditioning.

WHAT IS THE CONDITION?

Under certain high temperature and high humidity conditions, the air conditioning expansion valve may malfunction. This malfunction will be evidenced by a gradual reduction of air conditioning efficiency and eventually a loss of cooling capability.

WHAT WILL TOYOTA DO?

If your vehicle is equipped with Toyota air conditioning, Toyota will inspect and, if necessary, repair your vehicle's air conditioning system as follows:

- If the system is functioning correctly, a special anti-corrosion lubricant will be injected into the system to protect the components at NO COST to you.
- If the expansion valve is not performing correctly, it will be replaced and the system recharged at NO COST to you.
- If your vehicle's air conditioning system warranty is still in effect, any necessary recharging or other A/C system repairs will be performed at NO COST to you within the guidelines of Toyota's vehicle warranty policy.
- If recharging or other repairs are necessary and your vehicle's air conditioning system warranty has expired, there may be some items for which you will be charged. Your Toyota dealer will provide you with an estimate before repairs are performed.

WHAT SHOULD YOU DO?

Make an appointment with your Toyota dealer at your earliest convenience to have this inspection performed. Please do not delay as this inspection should be performed as soon as possible. Present this notice to your Toyota dealer when you bring your vehicle in for the inspection.

Depending on the nature of the repair, the work will take from 30 minutes to 3 hours. However, it may be necessary to make your vehicle available for a longer period of time, depending upon the dealer's work schedule.

If you have previously paid for the replacement of your expansion valve, please present the invoice to your dealer for reimbursement.

WHAT IF YOU HAVE OTHER QUESTIONS?

Please contact your local Toyota dealer or:
Toyota Customer Assistance Center
1 (800) 331-4331

We would like to thank you for your cooperation and wish to apologize for any inconvenience this may cause you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.
CORPORATE SERVICE DEPARTMENT