

Toyota Motor Sales, U.S.A., Inc. 19001 South Western Avenue Torrance, CA 90501 (310) 468-4000

TO:

ALL TOYOTA DEALER PRINCIPALS.

SERVICE MANAGERS, PARTS MANAGERS

SUBJECT:

SPECIAL SERVICE CAMPAIGN (SSC) - 10F

(2000 - 2001 MY ECHO AND AVALON TETHER ANCHOR UPGRADE)

Toyota will initiate a Special Service Campaign (SSC) to upgrade the child restraint tether anchors on certain 2000 - 2001 MY Echo and Avalon vehicles.

Earlier this year, the National Highway Traffic Safety Administration conducted a New Car Assessment Program (NCAP) crash test on the Echo vehicle. The NCAP is a particularly stringent evaluation with criteria well above what is required for Federal vehicle certification. While the Toyota Echo passed all standards for Federal vehicle certification, the child restraint tether anchorage did not perform to Toyota's high quality standards. Toyota is committed to bringing high quality products to our customers and will initiate a Special Service Campaign to upgrade child restraint tether anchors in 2000 - 2001 Model Year Echo and Avalon vehicles, which have similar child restraint tether anchorage systems.

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 commence in mid June. 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 by referring to the VIN list and confirming through TDN or TIS prior to performing repairs. Perform repairs as outlined in the attached Technical Instructions.

2. Identification of Involved Vehicles

Nationally, there are approximately 82,000 Model Year 2000 - 2001 Echo and 170,000 Model Year 2000 - 2001 Avalon vehicles, which are involved in this campaign.

MODEL	YEAR	VIN Range*	
WODEL	ILAN	VDS	Range
Avalon	2000 - 2001	BF28B	U001001 - U182122
Echo	2000 - 2001	AT123	0001007 - 0172029 5000001 - 5018895
		AT183	0055398 - 0165684
		BT123	0001008 - 0172030 5000006 - 5021183
		BT183	0056321 - 0171787

^{*}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

Dealerships are requested to perform the campaign procedure on any vehicles in their stock prior to sale or lease of the vehicles.

4. <u>Dealer/Owner Lists</u>

Dealer/Owner Lists for this campaign have been distributed to each dealership's Service and Parts Managers. These lists are based on selling dealership. Dealerships which did not sell an affected vehicle or do not have affected vehicles in stock will receive a report indicating so.

5. Repair Procedures

Refer to the attached Technical Instructions.

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
Avalon	04001-14107	Tether Anchor Upgrade w/ Mounting Bolt Kit*	1
Echo	04001-15152	Tether Anchor Upgrade w/ Mounting Bolt Kit*	1

^{*}Each kit includes 3 Tether Anchor Upgrades w/ mounting bolts.

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. 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
10F	Avalon 1614E2		Inspect and Install the Child Restraint Tether Anchor Upgrades	0.6 Hr/Veh
101	Echo	1614E1	Inspect and Install the Child Restraint Tether Anchor Upgrades	1.0 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.

2000 - 2001 MY Echo Tether Anchorage Upgrade for Child Restaints

Dear Echo Customer:

Thank you very much for your patronage of Toyota products. We are dedicated to providing vehicles of outstanding quality and value, and are sending you this letter as part of our constant efforts to keep our customers informed and satisfied. Toyota will initiate a voluntary Special Service Campaign on 2000 - 2001 model year Echo vehicles to install an upgrade to your upper child restraint tether anchorages.

What is the condition?

Earlier this year, the National Highway Traffic Safety Administration conducted a New Car Assessment Program (NCAP) crash test on the Echo vehicle. The NCAP is a particularly stringent evaluation with criteria well above what is required for Federal vehicle certification. While the Toyota Echo passed all standards for Federal vehicle certification, the child restraint tether anchorage did not perform to Toyota's high quality standards. Toyota is committed to bringing high quality products to our customers, and will initiate a Special Service Campaign to upgrade your child restraint tether anchorages.

What is included in this Special Service Campaign?

Your Toyota dealer will install an upgrade to the three upper child restraint tether anchorages located on the rear parcel shelf at **NO COST** to you.

This offer is only available from your local Toyota dealer.

What should you do?

Contact any authorized Toyota dealer and make an appointment to have the upgrade installed as soon as possible.

The labor time necessary to install the upgrade will take approximately ninety minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for the repair.

If you no longer own the vehicle, please indicate so on the enclosed postage paid form, providing us with the name and address of the new owner.

What if you have other questions?

Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 1-800-331-4331.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely.

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

2000 - 2001 MY Avalon Tether Anchorage Upgrade for Child Restaints

Dear Avalon Customer:

Thank you very much for your patronage of Toyota products. We are dedicated to providing vehicles of outstanding quality and value, and are sending you this letter as part of our constant efforts to keep our customers informed and satisfied. Toyota will initiate a voluntary Special Service Campaign on 2000 - 2001 model year Avalon vehicles to install an upgrade to your upper child restraint tether anchorages.

What is the condition?

Earlier this year, the National Highway Traffic Safety Administration conducted a series of New Car Assessment Program (NCAP) crash tests. The NCAP is a particularly stringent evaluation with criteria well above what is required for Federal vehicle certification. While the Avalon passes all standards for Federal vehicle certification, Toyota became aware, through the NCAP program, that the child restraint tether anchorage system used in Avalon vehicles might not perform to Toyota's high quality standards.

Toyota is committed to bringing high quality products to our customers, and will initiate a Special Service Campaign to upgrade your child restraint tether anchorages.

What is included in this Special Service Campaign?

Your Toyota dealer will install an upgrade to the three upper child restraint tether anchorages located on the rear parcel shelf at **NO COST** to you.

This offer is only available from your local Toyota dealer.

What should you do?

Contact any authorized Toyota dealer and make an appointment to have the upgrade installed as soon as possible.

The labor time necessary to install the upgrade will take approximately thirty minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for the repair.

If you no longer own the vehicle, please indicate so on the enclosed postage paid form, providing us with the name and address of the new owner.

What if you have other questions?

Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 1-800-331-4331.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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



Special Service Campaign

2000 - 2001 MY Echo and Avalon Tether Anchorage Upgrade for Child Restraints

Q1: What is the condition?

A1: Earlier this year, the National Highway Traffic Safety Administration conducted a series of New Car Assessment Program (NCAP) crash tests. The NCAP is a particularly stringent evaluation with criteria well above what is required for Federal vehicle certification. While the Echo passes all standards for Federal vehicle certification, Toyota became aware, through the NCAP program, that the child restraint tether anchorage system used in the Echo did not perform to Toyota's high quality standards.

Toyota is committed to bringing high quality products to our customers, and will initiate a Special Service Campaign to upgrade Echo and Avalon vehicles, which have similar upper child restraint tether anchorages.

Q2: Which and how many vehicles are involved?

A2: 2000 - 2001 model year Toyota Echo and Avalon vehicles are involved.

Approximately 82,000 Echo vehicles and 170,000 Avalon vehicles are involved in this campaign.

Q3: What is the production period of the affected vehicles?

A3: The affected Toyota Echo and Avalon vehicles were produced between August 1999 and April 2001.

Q4: Are there any other Toyota or Lexus vehicles involved?

A4: No, this condition only affects 2000 - 2001 model year Toyota Echo and Avalon vehicles.

Q5: How many cases of this condition have been reported?

A5: There have been **no** reported cases of this condition in the affected Toyota vehicles.

Q6: Have there been any accidents reported?

A6: There have been **no** reported cases of accidents related to this condition.

Q7: What is Toyota going to do?

A7: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail. Toyota dealers will install an upgrade to the three upper child restraint tether anchorages located on the rear parcel shelf at **NO COST** to the vehicle owners.

Q8: How long will the upgrade take?

A8: The upgrade will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

TECHNICAL INSTRUCTIONS

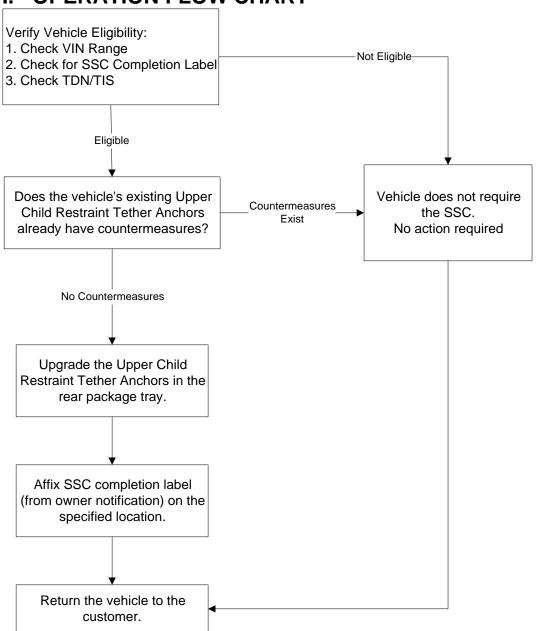
FOR

SPECIAL SERVICE CAMPAIGN 10F

PART A (2000 - 2001 ECHO)

CHILD RESTRAINT UPPER TETHER ANCHORAGE UPGRADE

I. OPERATION FLOW CHART



II. AFFECTED VIN RANGE

MODEL	YEAR	VIN Range		
WIODEL		VDS	Range	
	2000 - 2001	AT123	0001007 - 0172029 5000001 - 5018895	
Echo		AT183	0055398 - 0165684	
Echo		BT123	0001008 - 0172030 5000006 - 5021183	
		BT183	0056321 - 0171787	

NOTE: Not all vehicles in the VIN range are affected. Always verify eligibility through TDN or TIS prior to performing repairs.

III. PREPARATION

A. PARTS

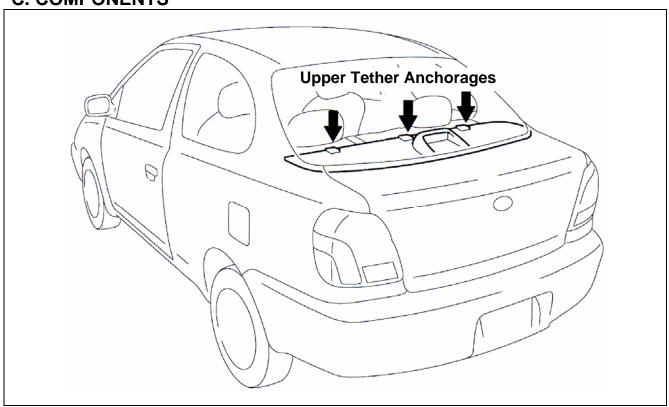
Model	Part Number	Description	Qty/ Vehicle
Echo	04001-15152	Tether Anchor Upgrade w/ Mounting Bolt Kit	1

^{*}Kit includes 3 Tether Anchor Upgrades w/ mounting bolts.

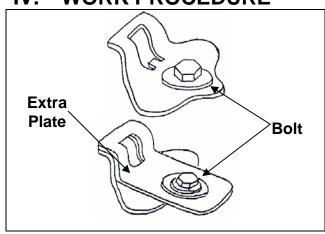
B. TOOLS

- Standard Hand Tools
- Torque Wrench

C. COMPONENTS

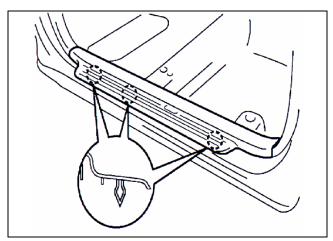


IV. WORK PROCEDURE



1. INSPECT THE UPPER TETHER ANCHORAGES FOR EXISTING COUNTERMEASURES

- (a) After confirming VIN eligibility through TDN/TIS and checking for an SSC completion label, check the upper tether anchors for the countermeasures shown in the picture.
- (b) If either of the countermeasures exist, the vehicle does not require this campaign. Return the vehicle to the customer.

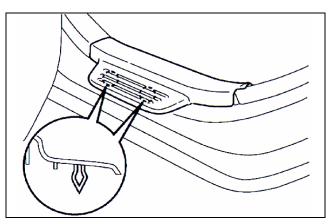


2. 2-DOOR ECHO (4-Door, go to step 3) REMOVE FRONT DOOR SCUFF PLATES

(a) Use a nylon pry tool to pull the left and right scuff plates from the door frames.

NOTE: If using a screwdriver, tape the tip to prevent damage to the vehicle.

(b) Proceed to Step 4.

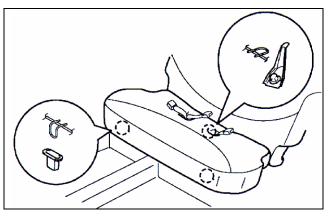


3. 4-DOOR ECHO REMOVE REAR DOOR SCUFF PLATES

(a) Use a nylon pry tool to pull the left and right scuff plates from the door frames.

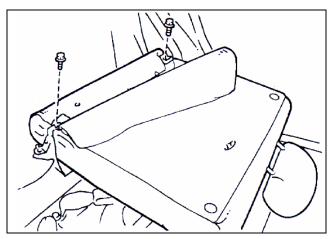
NOTE: If using a screwdriver, tape the tip to prevent damage to the vehicle.

4. REMOVE THE FRONT(2-DOOR) OR REAR(4-DOOR) DOOR OPENING TRIMS



5. REMOVE THE REAR SEAT CUSHION ASSEMBLY

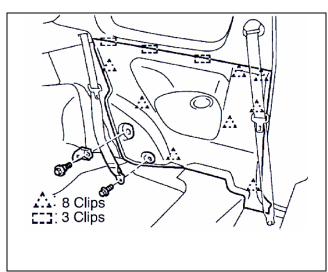
- (a) Pull up on the front portion of the seat cushion.
- (b) Pull the rear seat belts through the seat cushion.
- (c) Release the seat cushion wire from the center bracket and remove the seat cushion assembly.



6. REMOVE THE REAR SEATBACK ASSEMBLY

(a) **BENCH TYPE REAR SEAT:**Remove the 3 bolts and rear seatback assembly.

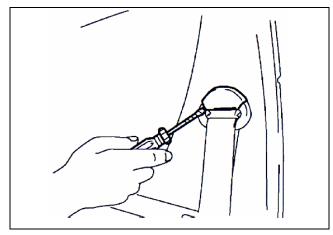
- (b) **SPLIT TYPE REAR SEAT:** (See picture)
 - Remove the 2 round clips near each bolt.
 - Remove the 2 bolts on each section.
 - Remove the seatback assemblies.

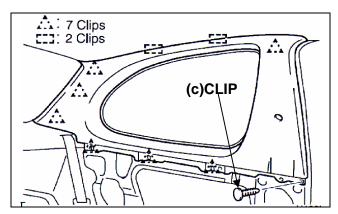


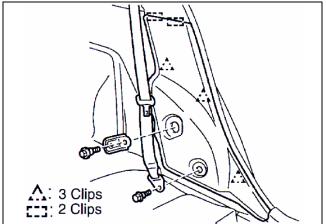
7. 2-DOOR ECHO (4-Door, go to step 9) REMOVE THE QUARTER TRIM PANELS

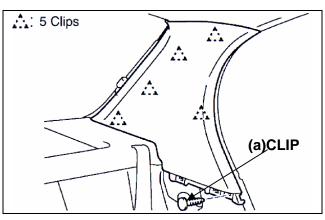
- (a) Remove the bolt and the rear outer seat belt floor anchors.
- (b) Remove the bolt and the seat back hinge.
- (c) Use a nylon pry tool to pull the quarter trim from the body.
- (d) Repeat (a), (b) and (c) on the other side.

NOTE: If using a screwdriver, tape the tip to prevent damage to the vehicle.









8. 2-DOOR ECHO (4-Door, go to step 9) REMOVE THE ROOF SIDE INNER GARNISHES

(a) Using a nylon pry tool, pop open the seat belt shoulder anchor cover cap.

NOTE: If using a screwdriver, tape the tip to prevent damage to the vehicle.

- (b) Remove the bolt from the front outer shoulder belt anchor.
- (c) Remove the clip.
- (d) Using a nylon pry tool, pull the roof side inner garnish from the body.

NOTE: If using a screwdriver, tape the tip to prevent damage to the vehicle.

(e) Repeat (a), (b), (c), and (d) for the other side and go to Step 11.

9. 4-DOOR ECHO REMOVE THE REAR SEAT SIDE GARNISHES

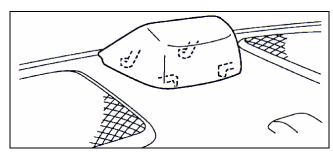
- (a) Remove the bolt and rear outer seat belt floor anchor.
- (b) If equipped with a split type seat:
 Remove the bolt and the seat back hinge.
- (c) Repeat (a) and (b) on the other side.

10. 4-DOOR ECHO REMOVE THE ROOF SIDE INNER GARNISHES

- (a) Remove the clip.
- (b) Using a nylon pry tool, remove the roof side inner garnish from the body.

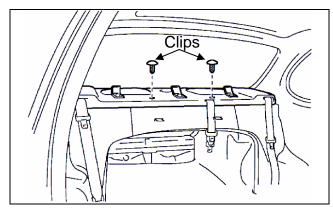
NOTE: If using a screwdriver, tape the tip to prevent damage to the vehicle.

(c) Repeat (a) and (b) on the other side.



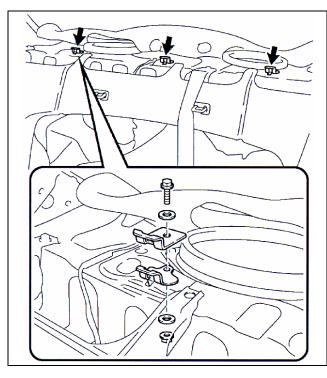
11. REMOVE THE HIGH-MOUNT STOP LIGHT

- (a) Remove the high-mount stop light.
- (b) Disconnect the connector located underneath the light.



12. REMOVE THE PACKAGE TRAY TRIM PANEL

- (a) Remove the 2 clips.
- (b) Remove the rear seat belts through the cutouts in the package tray trim.
- (c) Remove the entire package tray trim by pulling it forward.
- (d) Remove the package tray silencer pad.

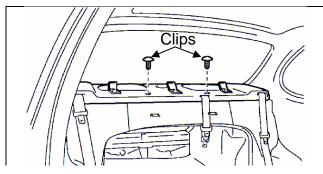


13. INSTALL THE UPPER CHILD RESTRAINT TETHER ANCHOR BRACKET UPGRADE KIT

(a) Install each of 3 anchor bracket upgrades (as shown in picture) with the bolt, nut, and 2 washers onto the existing anchors.

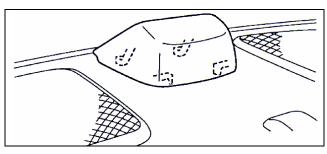
TORQUE: 19.5 Nom (199 kgfocm, 14 ftolbf)

NOTE: The tether anchor upgrade kit is to be installed in addition to the factory anchors.



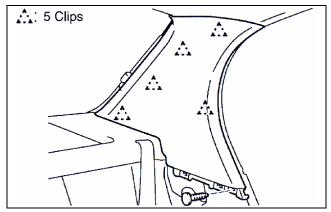
14. REINSTALL THE REAR PACKAGE TRAY TRIM PANEL

- (a) Reinstall the package tray silencer pad.
- (b) Reposition the rear package tray and rear seat belts in their cutouts.
- (c) Reinstall the 2 clips.



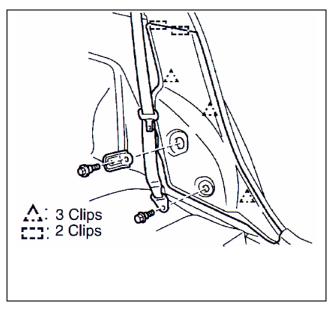
15. REINSTALL THE HIGH MOUNT STOP LIGHT

- (a) Reconnect the connector located underneath the light.
- (b) Reinstall the high mount stoplight.



16. 4-DOOR ECHO (2-Door, go to step 18) REINSTALL THE ROOF SIDE INNER GARNISHES

- (a) Reinstall the inner garnish to the body.
- (b) Reinstall the 5 clips.
- (c) Repeat (a) and (b) on the other side.



17. 4-DOOR ECHO (2-Door, go to step 18) REINSTALL THE REAR SEAT SIDE GARNISHES

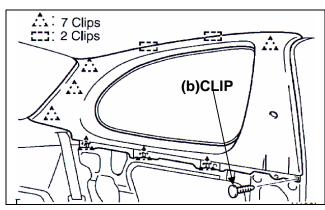
- (a) Reinstall the rear seat side garnishes.
- (b) If equipped with the split type rear seat, reinstall the rear seatback hinge bolt.

TORQUE: 41 Nem (420 kgfecm, 30 ftelbf)

(c) Reinstall the rear outer seat belt floor anchor.

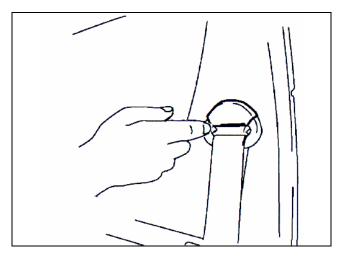
TORQUE: 41 N•m (420 kgf•cm, 30 ft•lbf)

(d) Repeat (a), (b), and (c) for the other side and go to **Step 20.**



18. 2-DOOR ECHO REINSTALL THE ROOF SIDE INNER GARNISHES

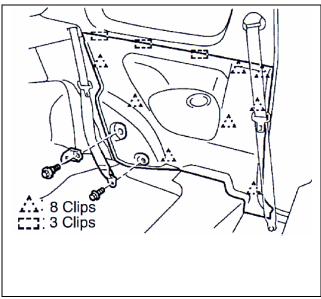
- (a) Reinstall the inner garnish to the body.
- (b) Reinstall the clips.



(c) Reinstall and tighten the bolt for the front outer shoulder belt anchor.

TORQUE: 41 Nom (420 kgfocm, 30 ftolbf)

- (d) Reinstall the seat belt shoulder anchor cover cap.
- (e) Repeat (a) through (d) for the other side.



19. 2-DOOR ECHO REINSTALL THE QUARTER TRIM PANELS

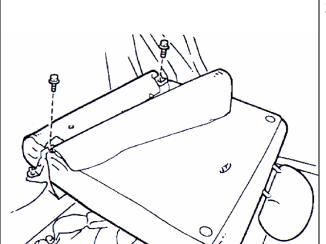
- (a) Reinstall the quarter trim panel to the body.
- (b) Reinstall the rear seatback hinge bolt.

TORQUE: 37 N•m (370 kgf•cm, 27 ft•lbf)

(c) Reinstall the rear outer seat belt floor anchor.

TORQUE: 41 Nom (420 kgfocm, 30 ftolbf)

(d) Repeat (a), (b), and (c) for the other side.



20. REINSTALL THE REAR SEATBACK ASSEMBLY

(a) BENCH TYPE REAR SEAT: Reinstall the 3 bolts in the rear seatback assembly.

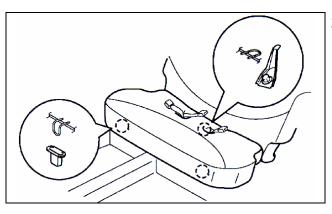
TORQUE: 7.9 N•m (81 kgf•cm, 70 in•lbf)

(b) **SPLIT TYPE REAR SEAT:** (see picture)

 Reinstall the 2 bolts and 2 round clips in the rear seatback assembly.

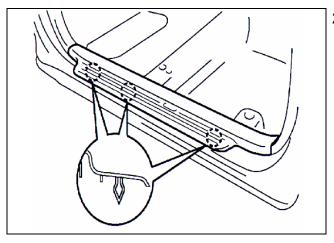
TORQUE: 37 Nom (370 kgfocm, 27 ftolbf)

Repeat on the other split side.

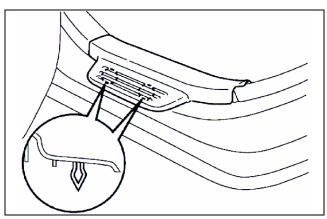


21. REINSTALL THE REAR SEAT CUSHION ASSEMBLY





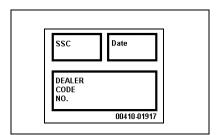
23. 2-DOOR ECHO (4-Door go to step 24)
REINSTALL FRONT DOOR SCUFF
PLATES



24. 4-DOOR ECHO REINSTALL REAR DOOR SCUFF PLATES

V. SSC COMPLETION LABEL INSTALLATION

- **A.** After completing the repair and before returning the vehicle to the owner, an SSC completion label, that is enclosed in the owner's notification, must be affixed to the left front door hinge post near the check strap.
- **B.** The label is to be filled out as follows:
 - Write in SSC 10F.
 - Write in date of repair.
 - Write in your dealer code.
- C. Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.



TECHNICAL INSTRUCTIONS

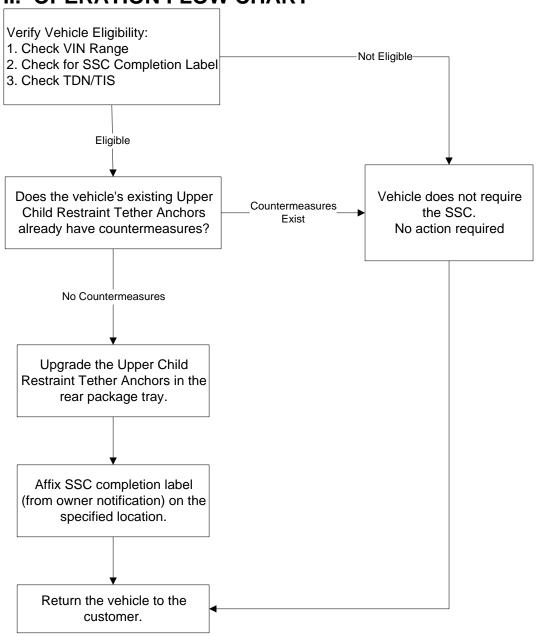
FOR

SPECIAL SERVICE CAMPAIGN 10F

PART B (2000 - 2001 AVALON)

CHILD RESTRAINT UPPER TETHER ANCHORAGE UPGRADE

II. OPERATION FLOW CHART



II. AFFECTED VIN RANGE

MODEL	YEAR	VIN Range	
MODEL	ILAK	VDS	Range
Avalon	2000 - 2001	BF28B	U001001 - U182122

NOTE: Not all vehicles in the VIN range are affected. Always verify eligibility through TDN prior to performing repairs.

III. PREPARATION

D. PARTS

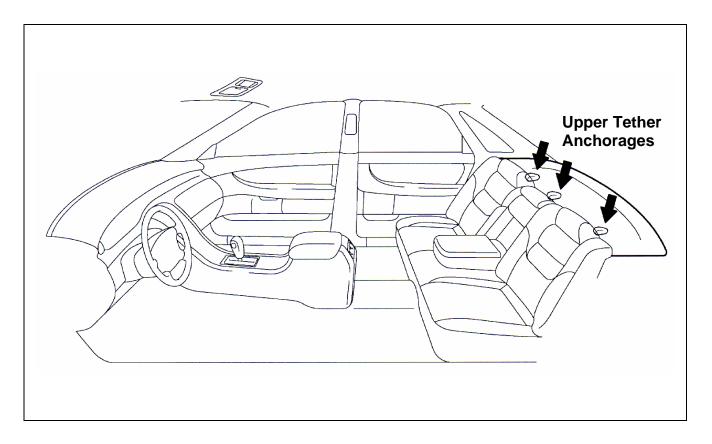
Model Part Number		Description	Qty/ Vehicle
Avalon	04001-14107	Tether Anchor Upgrade w/ Mounting Bolt Kit*	1

^{*}Kit includes 3 Tether Anchor Upgrades w/ mounting bolts.

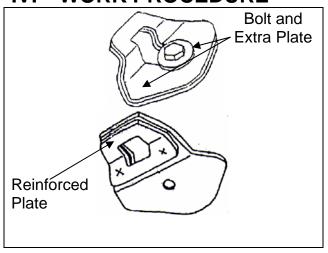
E. TOOLS

- Standard Hand Tools
- Torque Wrench

F. COMPONENTS

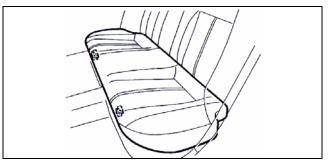


IV. WORK PROCEDURE



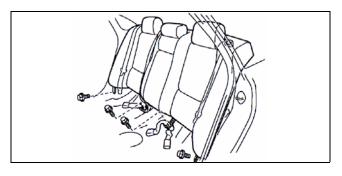
1. INSPECT THE UPPER TETHER ANCHORAGES FOR EXISTING COUNTERMEASURES

- (a) After confirming VIN eligibility through TDN/TIS and checking for an SSC completion label, check the upper tether anchors for either of the countermeasures shown in the picture.
- (b) If the countermeasures exist, the vehicle does not require this campaign. Return the vehicle to the customer.

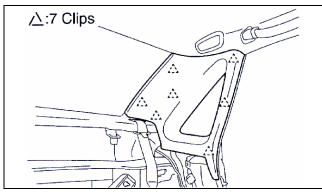


2. REMOVE THE REAR SEAT ASSEMBLY

(a) Remove the rear seat cushion.



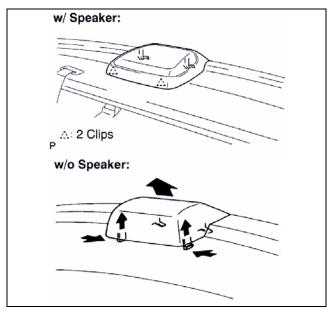
- (b) Remove the 4 mounting bolts.
- (c) Raise the seatback assembly upward to remove the seatback assembly.



3. REMOVE ROOF SIDE INNER GARNISH PANELS

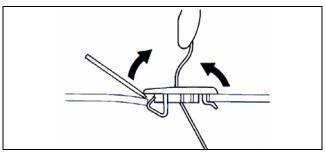
(a) Using a nylon pry tool, remove the left and right roof side inner garnish panels.

NOTE: If using a screwdriver, tape the tip to avoid damage to the vehicle.



4. REMOVE THE HIGH-MOUNTED STOP LIGHT

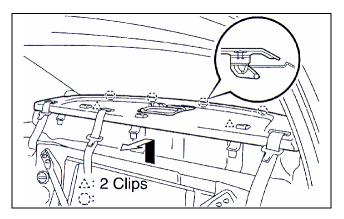
- (a) Remove the high-mounted stop light as shown in the illustration.
- (b) Disconnect the connector.



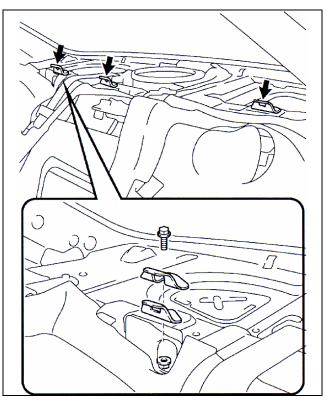
5. REMOVE REAR PACKAGE TRAY TRIM

(a) Using a nylon pry tool, remove the 3 rear seat belt bezels.

NOTE: If using a screwdriver, tape the tip to avoid damage to the vehicle.



- (b) Remove the package tray trim as shown in the illustration.
- (c) Remove the upper black silencer.

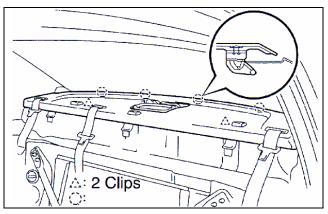


6. INSTALL THE UPPER CHILD RESTRAINT TETHER ANCHOR BRACKET UPGRADE KIT (3 ANCHORS)

(a) Install each of 3 anchor bracket upgrades (as shown in picture) with the bolt and nut onto the existing anchors.

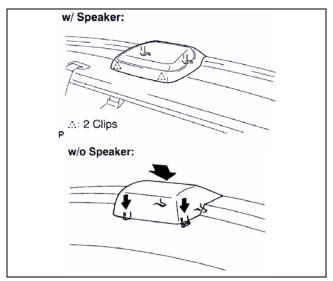
TORQUE: 19.5N•m(199kgf•cm, 14ft•lbf)

NOTE: The tether anchor upgrade kit is to be installed in addition to the factory anchors.



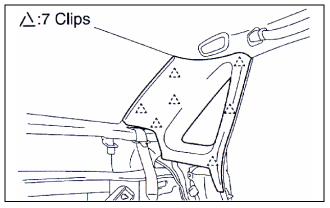
7. REINSTALL THE REAR PACKAGE TRAY TRIM

- (a) Reinstall the upper black silencer.
- (b) Reinstall the upper package tray trim.
- (c) Reinstall the 3 rear seat belt bezels.



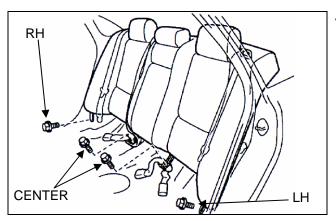
8. REINSTALL THE HIGH-MOUNT STOP LIGHT

- (a) Reconnect the connector.
- (b) Reinstall the high-mount stop light as shown in the illustration.



9. REINSTALL ROOF SIDE INNER GARNISH PANELS

(a) Reinstall the left and right roof side inner garnish panels as shown in the illustration.

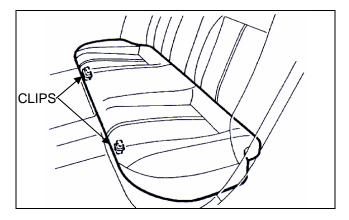


10. REINSTALL REAR SEAT ASSEMBLY

(a) Reinstall the rear seat back assembly with 4 bolts.

TORQUE:

Center: 41N•m(420kgf•cm, 30ft•lbf)
LH, RH Side: 18N•m(185kgf•cm, 13ft•lbf)



- (b) Slide the rear portion of the seat into position under the rear seat back.
- (c) Push the front portion of the seat cushion assembly down to engage the clips.

NOTE: Ensure that the seat cushion is installed firmly.

V. SSC COMPLETION LABEL INSTALLATION

- **A.** After completing the repair and before returning the vehicle to the owner, an SSC completion label, that is enclosed in the owner's notification, must be affixed to the left front door hinge post near the check strap.
- **B.** The label is to be filled out as follows:
 - Write in SSC 10F.
 - Write in date of repair.
 - Write in your dealer code.
- **C.** Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.

