



Updated: 6/16/2014:

- Phase 2 and 3 combined.
- Operation codes and Part Numbers for Service Part usage added.

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To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Special Service Campaign (SSC) – 90H (Phase 2 and 3)  
Certain '09 – '10 Corolla, Corolla Matrix and '08 – '09 Scion xD Vehicles Equipped with 2ZR-FE (1.8 liter) Engines  
Brake System Vacuum Port

As communicated in late August, 2009, Toyota initiated a Special Service Campaign on the brake system vacuum port for certain '09 – '10 Corolla, Corolla Matrix and '08 – '09 Scion xD vehicles equipped with 2ZR-FE (1.8 liter) engines. This program is being launched in phases. The first phase was launched in late August, 2009, as a **Safety Recall to 19 cold states** that have severe and prolonged cold weather conditions. As this is directly related to specific cold weather conditions, the remaining 31 states are not part of the Safety Recall.

- 19 Cold States: AK, CO, ID, IL, IA, KS, ME, MI, MN, MT, NE, NV, NH, NY, ND, SD, VT, WI and WY

The purpose of this communication is to inform you that Toyota is prepared to launch the second phase of this campaign. This phase will be launched as a customer satisfaction **Special Service Campaign** in the following 31 states:

- Phase 2 and 3 States: AL, AR, AZ, CA, CT, DE, FL, GA, HI, IN, KY, LA, MA, MD, MO, MS, NC, NJ, NM, OH, OK, OR, PA, RI, SC, TN, TX, UT, VA, WA and WV

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

## 1. **Owner Notification Letter Mailing Date (Phase 2 and 3)**

### Phase 2 – Special Service Campaign Owner Letter

- Phase 2 owner letters will be sent in late October, 2009, to owners whose vehicles are registered in CA, CT, DE, IN, MA, MD, NJ, OH, PA, RI, UT, VA and WV advising them of the need to have the modification performed only if the vehicle will be operated in the 19 Cold States or in extremely low temperatures.

### Phase 3 – Special Service Campaign Owner Letter

- Phase 3 owner letters will be sent in late August, 2010, to owners whose vehicles are registered in AL, AR, AZ, FL, GA, HI, KY, LA, MO, MS, NC, NM, OK, OR, SC, TN, TX, and WA advising them of the need to have the modification performed only if the vehicle will be operated in the 19 Cold States or in extremely low temperatures.

## 2. **Vehicles in Dealer Stock**

Dealers are requested to perform SSC procedures on any vehicles in their stock prior to sale or lease. Vehicle SSC completion can be verified through TIS.

**3. Dealer/Owner Lists**

Affected vehicle VIN lists (VIN only due to Privacy Laws) for SSC 90H phase 2 and 3 have been distributed to each dealership’s Service and Parts Managers. These lists are based upon the dealership’s Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

**4. Number and Identification of Involved Vehicles**

There are approximately 400,000 vehicles involved in phase 2 and 3.

Model	WMI	Year	VIN Range	
			VDS	Range
Corolla	1NX	2009	BU40E	Z001002 – Z165305
		2010	BU4EE	Z165312 – Z216294
	2T1	2009	BU40E	C001054 – C191051
		2010	BU4EE	C185955 – C241463
	JTD	2009	BL40E	9017763 – 9095008
				J000111 – J055039
2010	BU4EE	9093922 – 9102968		
		J054618 – J057553		
Corolla Matrix	2T1	2009	KU40E	C001057 – C191049
		2010	KU4EE	C191054 – C241053
xD	JTK	2008	KU104	J000116 – J032918
		2009	KU104	J032919 – J049777

Please note that not all vehicles in the VIN range are affected by this SSC. If a dealership in the phase 2 or 3 states is contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions on TIS.

**5. Parts Ordering**

If your dealership is located within the phase 2 or 3 states, order the necessary parts through your facing PDC. Please refer to the table below and the Technical Instructions for part number information.

- Corolla & Corolla Matrix

Part Number	Part Description	Quantity
04009-13137	Intake Air Connector Kit	1

- Scion xD

Part Number	Part Description	Quantity
04009-13137	Intake Air Connector Kit	1
04009-14137	Air Cleaner Hose	1

If the Part Numbers above are not available, the part numbers below can be used:

- Corolla & Corolla Matrix

Part Number	Part Description	Quantity
17120-0T012	Intake Manifold (includes the intake and throttle body gaskets)	1
17361-37011	Air Tube Assy.	1
23826-37021	Fuel Vapor Feed Hose No. 1	1
25761-37011	Vacuum Transmitting Hose No. 1	1

- Scion xD

Part Number	Part Description	Quantity
17120-0T012	Intake Manifold (includes the intake and throttle body gaskets)	1
17361-37011	Air Tube Assy.	1
23826-37021	Fuel Vapor Feed Hose No. 1	1
25761-37011	Vacuum Transmitting Hose No. 1	1
90301-07037	Fuel Injector O-Ring	4
23291-23010	Injector Vibration Insulator (for Type A injectors)	4

**IMPORTANT REMINDER**

*Effective March 1, 2009, Service Campaign and Customer Support Program parts are not returnable.*

Toyota dealer purchases of Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will no longer earn Obsolescence Credit. This policy applies to all existing and future Toyota Service Campaigns. Please refer to PANT Bulletin 09-12 for additional details.

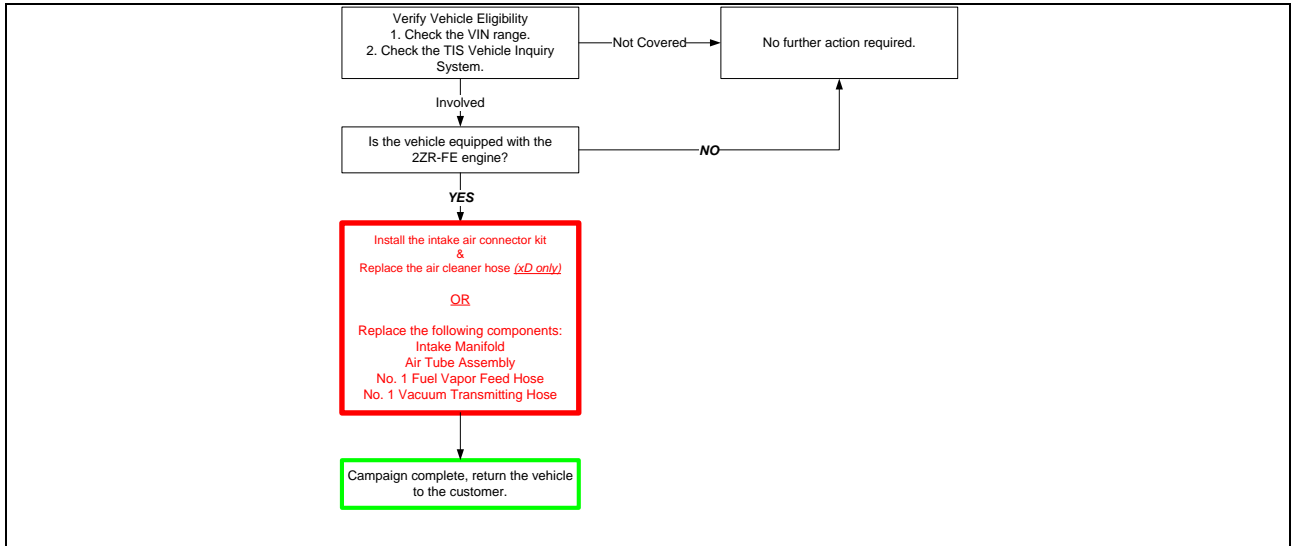
A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AL	5,735	HI	3,604	NC	13,158	SC	5,378
AR	3,623	IN	6,722	NJ	17,151	TN	5,599
AZ	8,804	KY	5,296	NM	2,391	TX	40,817
CA	77,772	LA	6,566	OH	15,964	UT	3,397
CT	5,201	MA	16,869	OK	5,890	VA	14,841
DE	1,317	MD	14,773	OR	6,272	WA	10,047
FL	43,401	MO	7,036	PA	19,927	WV	2,497
GA	13,048	MS	2,202	RI	2,662		

**6. Repair Procedures**

Refer to TIS for Technical Instructions.

**6. Warranty Processor Instructions**



The operation codes to be used for this campaign are:

SSC #	Op. Code	Description	Flat Rate Hour
90H	9521H1	Install Intake Air Tube Connector Kit (Corolla / Corolla Matrix ONLY)	0.8 hr/vehicle
	9521H2	Install Intake Air Tube Connector Kit (Scion xD ONLY)	0.9 hr/vehicle

If the service parts are used instead of the kit, the following operation codes should be used:

SSC #	Op. Code	Description	Flat Rate Hour
90H	9521HA	Replace the intake manifold assembly and air tube assembly. (Corolla / Corolla Matrix ONLY)	1.2 hr/vehicle
	9521HB	Replace the intake manifold assembly and air tube assembly. (Scion xD ONLY)	1.9 hr/vehicle

- The cost of 50% Premix Super Long Life Coolant (00272-SLLC2) may be claimed up to 3.4 liters at a maximum of \$20.00 per vehicle as sublet type "OF" under Op. Code 9521HA and 9521HB.

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

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

8. **Reimbursement for the repair to vehicle's brake system vacuum port, prior to the launch of this SSC:**

Customers may request reimbursement, if they have previously paid for the repair of their vehicle for this specific condition prior to receiving the owner letter. Customers requesting reimbursement are requested to mail a copy of their repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customers:**

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

**Scion Customers:**

Toyota Motor Sales, U.S.A., Inc.  
Scion Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

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.

**Special Service Campaign 90H**  
**Certain 2009 through 2010 Corolla & Corolla Matrix Equipped with 2ZR-FE (1.8 liter) Engine**  
**Brake System Vacuum Port**

Dear Toyota Customer:

This notice is being sent to advise you that Toyota is conducting a Special Service Campaign on 2009 – 2010 Corolla & Corolla Matrix vehicles equipped with 2ZR-FE (1.8 liter) engines in the following 19 states:

*Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin and Wyoming*

**What is the condition?**

If the vehicle is operated in extremely low temperatures, there is a possibility that condensed moisture from a positive crankcase ventilation (PCV) port may seep into the brake system vacuum port (“port”) and freeze. The port is located inside the intake manifold and provides vacuum assist for the brakes.

Should this condition continue, ice may slowly accumulate at the port and in the worst case, ultimately plug the port. As a result, power assist to the brakes would gradually decrease (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distances.

**What should you do?**

If you believe that there is a possibility for your vehicle to be operated in the 19 specified states or in the conditions described above, please contact any authorized Toyota dealer and make an appointment to install a newly designed intake air connector that will relocate the brake system vacuum port at **NO CHARGE** to the vehicle owners.

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

**We request that you present this notice to the dealer at the time of your service appointment.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

Please call your local Toyota dealer or call the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

**What if you have previously paid for repair to your vehicle’s brake system vacuum port for this specific condition?**

If you have previously paid for repair to your vehicle’s brake system vacuum port for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

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 90H  
Certain 2008 – 2009 Scion xD Vehicles  
Brake System Vacuum Port**

Dear Scion Customer:

This notice is being sent to advise you that Scion is conducting a Special Service Campaign on 2008 through 2009 Scion xD vehicles in the following 19 states:

*Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin and Wyoming*

**What is the condition?**

If the vehicle is operated in extremely low temperatures, there is a possibility that condensed moisture from a positive crankcase ventilation (PCV) port may seep into the brake system vacuum port ("port") and freeze. The port is located inside the intake manifold and provides vacuum assist for the brakes.

Should this condition continue, ice may slowly accumulate at the port and in the worst case, ultimately plug the port. As a result, power assist to the brakes would gradually decrease (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distances.

**What should you do?**

If you believe that there is a possibility for your vehicle to be operated in the 19 specified states or in the conditions described above, please contact any authorized Scion or Toyota dealer and make an appointment to install a newly designed intake air connector that will relocate the brake system vacuum port at **NO CHARGE** to the vehicle owners.

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

**We request that you present this notice to the dealer at the time of your service appointment.**

If you would like to update your vehicle ownership or contact information, please go to <http://www.scion.com/#members>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

Please call your local Scion or Toyota dealer or call the Scion Customer Experience Center at 1-866-548-1851 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

**What if you have previously paid for repair to your vehicle's brake system vacuum port for this specific condition?**

If you have previously paid for repair to your vehicle's brake system vacuum port for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc  
Scion Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

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 Scion.

Sincerely,

Scion,  
A Marque of Toyota Motor Sales, U.S.A., Inc.



**Special Service Campaign – 90H (Phase 2)**

**Certain '09-'10 Toyota Corolla, Matrix and '08-'09 Scion xD Vehicles Equipped with 2ZR-FE (1.8 liter) Eng. Brake System Vacuum Port**

**Q1: Which and how many vehicles are involved?**

A1: Certain '09 – '10 Toyota Corolla, Corolla Matrix and '08 – '09 Scion xD vehicles equipped with 2ZR-FE (1.8 liter) engines may be affected if driven in the 19 specified cold states ("cold states") where extremely low temperatures exist for an extended amount of time.

There are approximately 95,700 vehicles in the 19 specified cold states.

Model Year	Model	Engine	Approx UIO
2009 - 2010	Corolla	2ZR-FE (1.8 liter engine)	81,100
2009 – 2010	Corolla Matrix		5,950
2008 – 2009	Scion xD		8,650

There are 13 states (approximately 200,000) included in phase 2 of this campaign (CA, CT, DE, IN, MA, MD, NJ, OH, PA, RI, UT, VA, and WV).

Model Year	Model	Engine	Approx UIO
2009 - 2010	Corolla	2ZR-FE (1.8 liter engine)	167,000
2009 – 2010	Corolla Matrix		13,000
2008 – 2009	Scion xD		20,000

**Q2: What is the condition?**

A2: If the vehicle is operated in extremely low temperatures, there is a possibility that condensed moisture from a positive crankcase ventilation (PCV) port may seep into the brake system vacuum port ("port") and freeze. The port is located inside the intake manifold and provides vacuum assist for the brakes.

Should this condition continue, ice may slowly accumulate at the port and in the worst case, ultimately plug the port. As a result, power assist to the brakes would gradually decrease (eventually to zero), and the increased pedal pressure required could lead to greater vehicle stopping distances.

For phase 2 of this campaign, owners whose vehicles are registered in CA, CT, DE, IN, MA, MD, NJ, OH, PA, RI, UT, VA, and WV, (phase 2 states) will be advised of the need to have the modification performed only if the vehicle will be operated in the 19 Cold States or in extremely low temperatures.

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

A3: The affected vehicles were produced:

Model Year	Model	Engine	Production Period
2009 - 2010	Corolla	2ZR-FE (1.8 liter engine)	Late November 2007 - Late July 2009
2009 - 2010	Corolla Matrix		Early January 2008 - Mid June 2009
2008 - 2009	Scion xD		Mid June 2007 - Early June 2009

**Q4: Which are the 19 affected Cold States?**

A4: Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin and Wyoming

**Q5: Are there any warnings that this condition exists?**

A5: No, there are no specific warnings that this condition exists.

**Q6: Are there any other Toyota or Lexus vehicles involved?**

A6: No, this specific condition only affects certain '09 – '10 model year Toyota Corolla, Corolla Matrix and '08 – '09 model year Scion xD vehicles equipped with 2ZR-FE (1.8 liter) engines.



**Q7: What is Toyota going to do?**

A7: Owners of the involved vehicles in the 19 affected states began receiving a Safety Recall Notification by first class mail in early September, 2009. Any Toyota dealer will install a newly designed intake air connector which will relocate the brake system vacuum port at **NO CHARGE** to the vehicle owners.

Toyota will mail a Special Service Campaign (SSC) notice beginning in mid-October 2009, to involved vehicle owners in the phase 2 states informing them of the campaign. After receiving their notification, if there is a possibility for their vehicle to be operated in the 19 specified states or in the conditions described above, they may contact any authorized Toyota or Scion dealer and make an appointment to install a newly designed intake air connector that will relocate the brake system vacuum port at **NO CHARGE** to the vehicle owners.

**Q8: Why is it not necessary to repair vehicles driven in States other than the 19 identified Cold States in the U.S.?**

A8: This condition occurs in areas where extremely low temperatures exist for an extended amount of time. Therefore, the 19 States have been identified to be subject to such weather during the winter seasons.

Toyota will mail a Special Service Campaign (SSC) notice beginning in mid-October 2009, to involved vehicle owners in the phase 2 states informing them of the campaign. After receiving their notification, if there is a possibility for their vehicle to be operated in the 19 specified states or in the conditions described above, they may contact any authorized Toyota or Scion dealer and make an appointment to install a newly designed intake air connector that will relocate the brake system vacuum port at **NO CHARGE** to the vehicle owners.

**Q9: How long will the repair take?**

A9: The repair 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.

**Q10: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?**

A10: If an owner has any immediate concerns they are requested to contact their local Toyota or Scion dealer for diagnosis, and if applicable, repair.