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**CustomerServicesDivision**

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, California 90509-2991

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

SUBJECT: SPECIAL SERVICE CAMPAIGN — V03  
(1997 AVALON/CAMRY (V6) BRAKE VACUUM HOSE)

**Toyota will initiate a Special Service Campaign to replace the brake vacuum hose on certain 1997 Model Year Avalon and Camry (V6) vehicles registered in 19 States which can have severe and prolonged cold weather conditions.**

Toyota has determined that if the vehicle is driven in extremely cold climates (below  $-18^{\circ}\text{F}$ ) for an extended period with infrequent brake application, vehicles may encounter a condition where frozen moisture accumulates in the brake vacuum hose. This can result in the elimination of vacuum assist that may cause an increase in stopping distances.

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

1. Owner Notification Letters\* Mailing Date

October, 1997

\* **Two different owner letters will be sent:** one to owners in the 19 cold States to encourage owners to contact dealers and to have the campaign modification performed as soon as possible, and another to owners in non-involved States to advise them of the need to have the modification performed only if the vehicles will be operated in cold States.

**19 Affected 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.

2. Identification of Involved Vehicles

| YEAR | MODEL  | VIN RANGE |   |
|------|--------|-----------|---|
|      |        | VDS       | RANGES  |
| 1997 | AVALON | 4T1BF12B  | VU133311 THRU VU169194                                  |
| 1997 | CAMRY  | JT2BF22K  | V0001078 THRU V0046677                                  |
|      |        | 4T1BF22K  | VU000038 THRU VU017873<br>AND<br>VU900009 THRU VU912019 |

3. Repair Procedures

Refer to the attached Technical Instructions.

4. Parts Ordering

Necessary parts must be ordered from your facing Parts Distribution Center. **In order to avoid excessive parts orders and maintain adequate parts inventory, your initial parts order should not exceed 10% of the number of involved vehicles listed in your PMA Dealer/owner list (SSC V03). Dealers in the non-involved States will not receive any Dealer/owner list.**

| PART NUMBER | DESCRIPTION                |
|-------------|----------------------------|
| 44773-06020 | Hose, union to check valve |

5. Reimbursement Procedures

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

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

| SSC # | Op. Code | Description                          | Flat Rate Hour  |
|-------|----------|--------------------------------------|-----------------|
| V03   | 7519H1   | Replacement of the brake vacuum hose | 0.3 hrs/vehicle |

SSC — V03

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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 procedure and implement this Special Service Campaign to ensure customer satisfaction.

Thank you for your cooperation.

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

Enclosures

**SAMPLE**

**SSC V03 – 1997 Avalon/Camry (V6) Brake Vacuum Hose Safety Recall Notice**

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect which relates to motor vehicle safety exists in certain 1997 model year Avalon and Camry V6 vehicles. If your vehicle is used in extremely cold climates for an extended period, a condition may be encountered where accumulated moisture can temporarily freeze in the brake vacuum hose. This can result in the elimination of vacuum assist than can increase stopping distances and possibly lead to an accident.

WHAT IS THE PROBLEM?

When vehicles are driven at extremely cold temperatures without frequent brake application, it is possible for moisture to enter the brake vacuum hose from engine surge tanks and freeze. If extremely cold temperatures exist for many days, the amount of frozen moisture will increase. In the worst case, this may result in a brake vacuum hose blocked by ice. This will eliminate vacuum assist to the brakes, possibly leading to increased stopping distances. This could result in an accident.

WHAT WILL TOYOTA DO?

Any Toyota dealer will install a new design brake vacuum hose to prevent this condition at NO COST to you.

WHAT SHOULD YOU DO?

Contact any authorized Toyota dealer and make an appointment to have a new design brake vacuum hose installed as soon as possible.

The labor time for installation of the new design brake vacuum hose is approximately 15 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.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 800-424-9393 (Washington, D.C. area residents may call 366-0123).

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.  
CORPORATE PRODUCT TECHNICAL DEPARTMENT

**SAMPLE**

**SSC V03 – 1997 Avalon/Camry (V6) Brake Vacuum Hose Product Update Notice**

Dear Toyota Owner:

This notice is being sent to advise you that Toyota is conducting a recall on certain 1997 model year Avalon and Camry V6 vehicles in the following 19 States of the U.S.

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

When these vehicles are driven at extremely cold temperatures (below  $-18^{\circ}\text{F}$ ) without frequent brake application, it is possible for moisture to enter the brake vacuum hose from engine surge tanks and freeze. If extremely cold temperatures (below  $-18^{\circ}\text{F}$ ) exist for many days, the amount of frozen moisture will increase. In the worst case, this may result in a brake vacuum hose blocked by ice. This will eliminate vacuum assist to the brakes, possibly leading to increased stopping distances. This could result in an accident.

WHAT SHOULD YOU DO?

If you believe that there is a possibility for your vehicle to be operated under the conditions described above, please contact any authorized Toyota dealer and make an appointment to have a new design brake vacuum hose installed.

The labor time for installation of the new design brake vacuum hose is approximately 15 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 if 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.

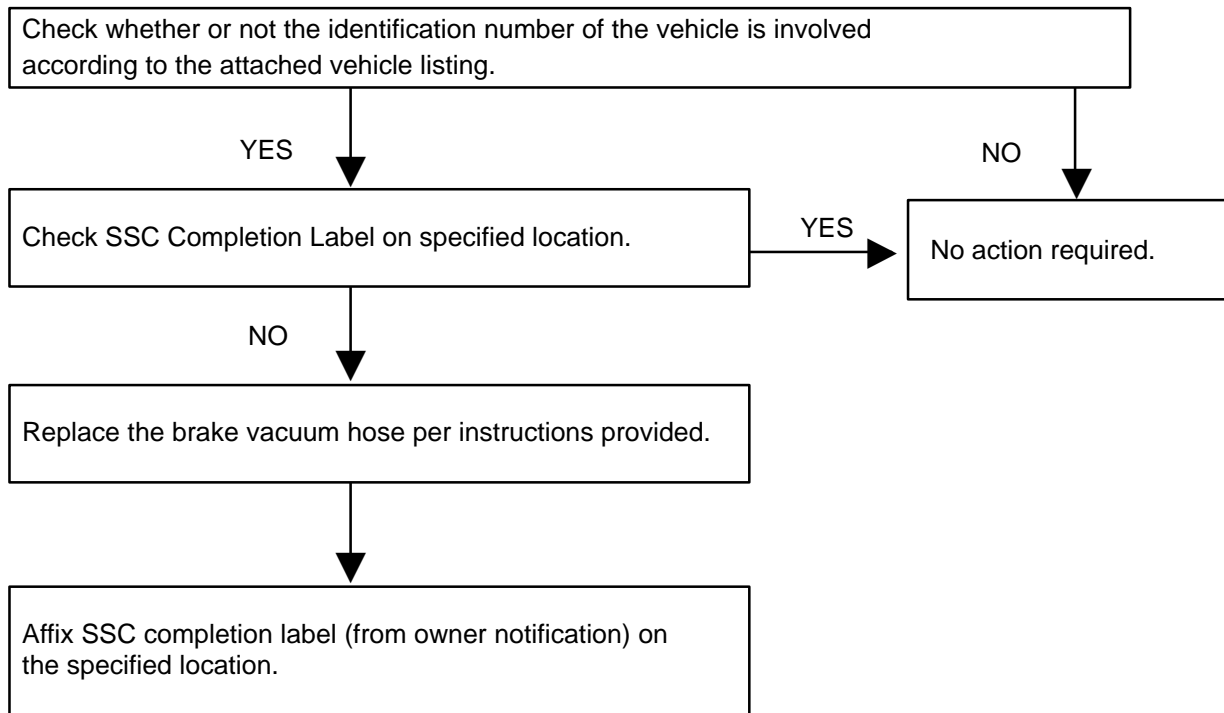
Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S A., INC.  
CORPORATE PRODUCT TECHNICAL DEPARTMENT

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SPECIAL SERVICE CAMPAIGN V03**

## I. OPERATION FLOW CHART



## II. PART AND TOOLS REQUIREMENTS

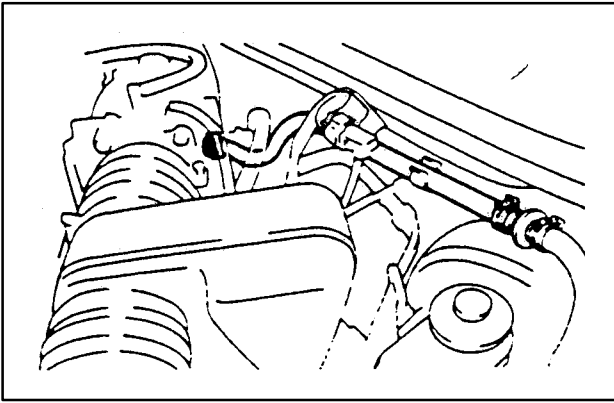
### **(1) NECESSARY PART**

| <b>PART NUMBER</b> | <b>DESCRIPTION</b>         |
|--------------------|----------------------------|
| 44773-06020        | Hose, union to check valve |

### **(2) NECESSARY TOOLS**

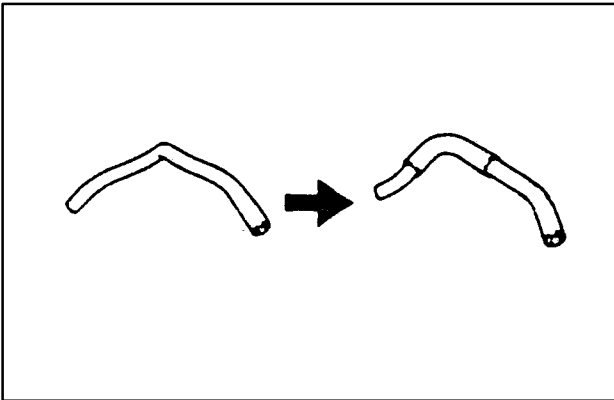
Standard Tools

### III. WORK PROCEDURE



#### 1. Remove brake vacuum hose

- (a) Using pliers, slide the 2 vacuum hose clips to the position off the surge tank union and check valve.
- (b) Remove the vacuum hose from the clamp on the firewall.
- (c) Pull out the vacuum hose from the surge tank and check valve.



#### 2. Remove 2 vacuum hose clips

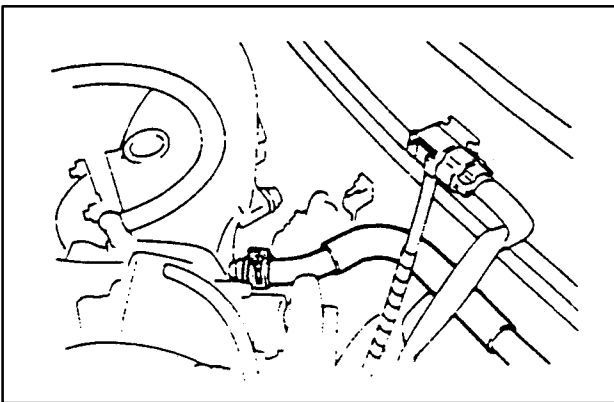
- (a) Remove the 2 clips from the removed vacuum hose.

#### 3. Install the 2 vacuum hose clips

- (a) Insert the 2 removed clips onto the new replacement vacuum hose.

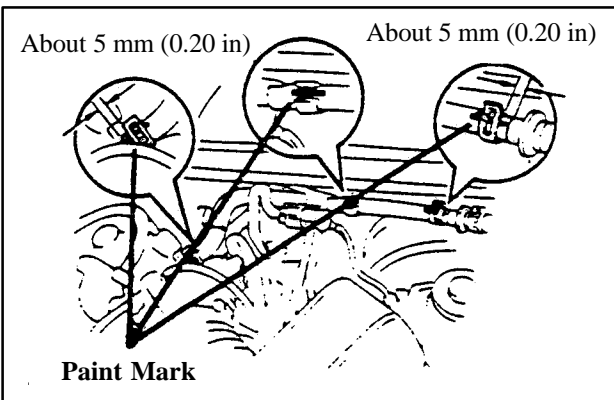
#### 4. Install new brake vacuum hose

- (a) Install the new vacuum hose to the surge tank and check valve.



#### NOTE: For Avalon

- Avoid the vacuum sensor hose when installing the brake vacuum hose.



- Install the vacuum hose with the painted marks facing upward.
- (b) Install the vacuum hose to the clamp on the wirewall.
- (c) Slide the 2 clips to the position as shown in the diagram.



## 5. SSC COMPLETION LABEL INSTALLATION

- (a) After completing repair and before returning vehicle to the owner, a 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 V03  
Write in date of repair  
Write in your Dealer Code

The diagram shows a rectangular label form with a border. It contains the following elements:

- Two small rectangular boxes at the top: the left one is labeled "SSC" and the right one is labeled "Date".
- The text "TOYOTA MOTOR SALES, U.S.A., INC." centered below the top boxes.
- A larger rectangular box below the company name, containing the text "DEALER CODE NO." on the left side.
- The part number "00410-01917" printed at the bottom right corner of the label.

- (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.