TOYOTA

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

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

Subject: Limited Service Campaign (LSC) E0U
2007-2011 Model Year Camry Hybrid Vehicles
Brake Reservoir Tank Replacement

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on 2007-2011 Model Year Camry Hybrid vehicles. This LSC will cover approximately 177,500 vehicles.

## Background

The subject vehicles contain a brake reservoir which has two separate chambers connected by a filter. This filter may become clogged, resulting in illumination of the Brake (BRAKE) warning lamp due to low fluid level in one of the reservoir chambers. Under certain conditions this could cause additional warning lamps shown below to illuminate and front brake assist could be temporarily lost.

|  |  |  |  |  |
|---|---|---|---|---|
| Master Warning Light (Red) | Brake Warning Light (Red) | Electronically Controlled Brake Warning (Yellow) | Anti-Lock Brake System (Yellow) | SLIP Indicator (Yellow) |

Please note: In limited operating conditions, a warning buzzer may also sound.

A new brake reservoir assembly has been designed to prevent this condition from occurring.

## Limited Service Campaign (LSC) Remedy

Authorized Toyota dealerships are requested to replace the Brake Reservoir Tank at **NO CHARGE** to the vehicle's owner.

This LSC will be available until ***June 30, 2017***, and will only be available at an authorized Toyota Dealer.

### 1. Owner Notification Mailing Date

The owner notification will commence in Late July, 2014, approximately 1 week after the dealer notification.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the LSC announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please ***verify eligibility by confirming through TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

### 2. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers conduct the LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

## 3. Number and Identification of Covered Vehicles

There are approximately 177,500 Camry Hybrid (2007-2011 MY) Vehicles covered by this LSC.

| WMI | MY | VDS | START | FINISH |
|---|---|---|---|---|
| 4T1 | 2007 | BB46K | U001012 | U030790 |
| | 2008 | | U024787 | U062522 |
| | 2009 | | U061175 | U111424 |
| | 2010 | BB3EK | U089187 | U126215 |
| | 2011 | | U125695 | U143974 |
| JTN | 2007 | BB46K | 3000160 | 3044808 |
| | 2008 | | 3044111 | 3049003 |
| | 2009 | | 3048659 | 3053539 |
| | 2010 | BB3EK | 3053459 | 3053881 |
| | 2011 | | 3053902 | 3054497 |

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please ***verify coverage by confirming through TIS.*** Dealers should perform the procedure as outlined in the Technical Instructions located on TIS. **Not all vehicles in the VIN range are covered** by this LSC.

## 4. Dealer Summary Reports

Summary Reports, containing the following will be enclosed in the dealer packet:

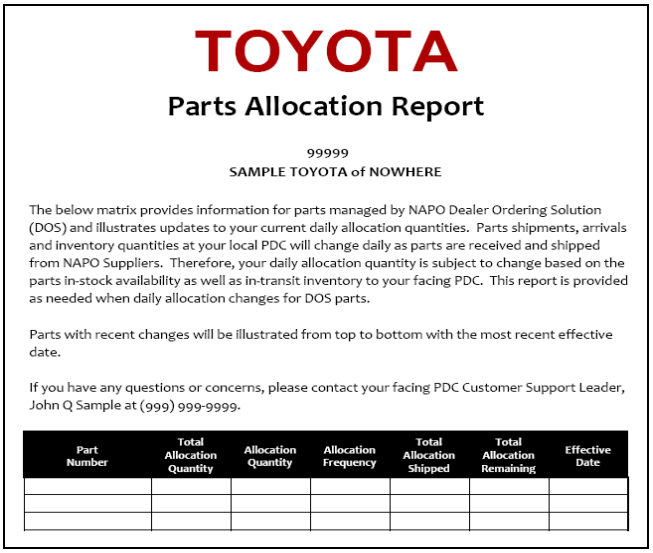
- The number of covered vehicles in your dealership's primary marketing area. (Please verify eligibility by confirming through TIS prior to performing repairs.)

## 5. Parts Ordering

Orders can be placed through the dealership's facing PDC. The Brake Reservoir Tanks have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

| Campaign | Part Number | Part Description | Qty. |
|---|---|---|---|
| E0U | 04004-32133 | Reservoir Sub-Assy., Master Cylinder | 1 |

Each dealer has received specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders.



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Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

| Part Number | Total Allocation Quantity | Allocation Quantity | Allocation Frequency | Total Allocation Shipped | Total Allocation Remaining | Effective Date |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |

## 6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the LSC process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- **Expert Chassis**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

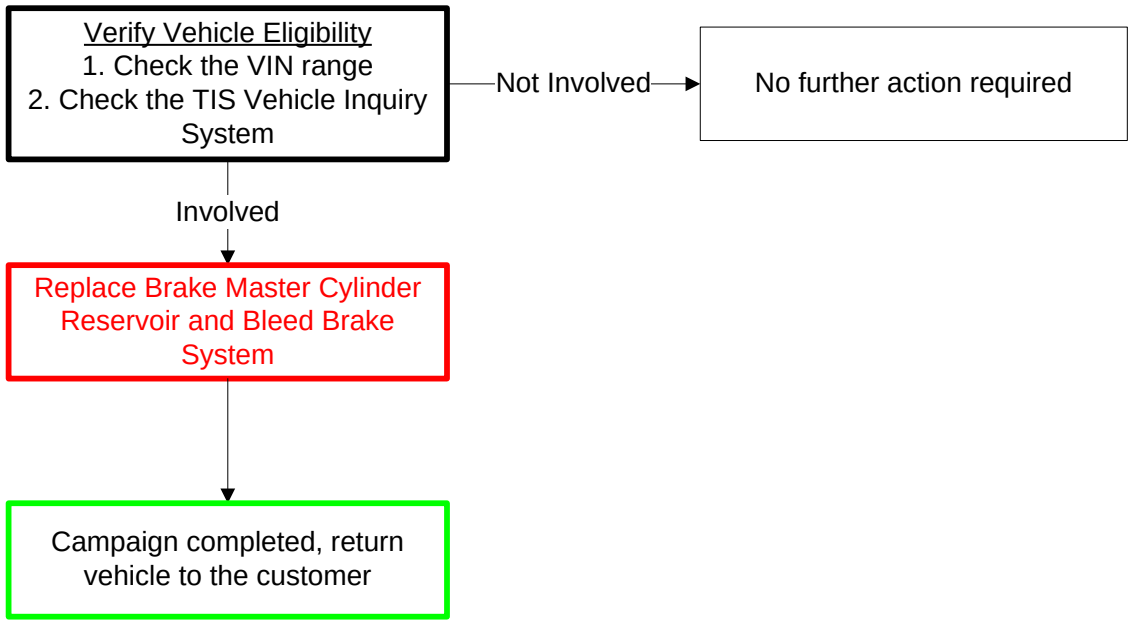
## 7. Remedy Procedures

Please refer to TIS for Technical Instructions.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

## 8. Warranty Reimbursement Procedure

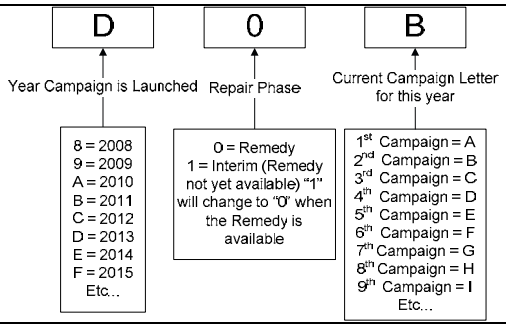
2007-2011 Model Year Camry Hybrid Vehicles




| LSC | Op. Code | Description | Flat Rate |
|---|---|---|---|
| E0U | AGG53A | Replace Brake Reservoir Tank and Bleed Brake System | 1.4 hr/vehicle |

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- The cost of Brake Fluid (2.0L per vehicle) can be claimed up to $36 dollars per vehicle as sublet type "OF" under Op. Code AGG53A.

## 9. Campaign Designation Decoder




Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
D0B = Launched in 2013, Remedy Phase, 1st Campaign Launched in 2013

## 10. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

## 11. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

## 12. Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or LSC remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

***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 Limited Service Campaign.***

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

**Limited Service Campaign E0U**
**2007-2011 MY Camry Hybrid Vehicles**
**Brake Reservoir Tank Replacement - FAQ**

# Customer Frequently Asked Questions

Published Mid-July, 2014

***Q1: What is the condition?***

A1: The subject vehicles contain a brake reservoir which has two separate chambers connected by a filter. This filter may become clogged, resulting in illumination of the Brake (BRAKE) warning lamp due to low fluid level in one of the reservoir chambers. Under certain conditions this could cause additional warning lamps shown below to illuminate and front brake assist could be temporarily lost.

|  |  |  |  |  |
|---|---|---|---|---|
| Master Warning Light (Red) | Brake Warning Light (Red) | Electronically Controlled Brake Warning (Yellow) | Anti-Lock Brake System (Yellow) | SLIP Indicator (Yellow) |

Please note: In limited operating conditions, a warning buzzer may also sound.

A new brake reservoir assembly has been designed to prevent this condition from occurring.

***Q2: What is Toyota going to do?***

A2: Owners of vehicles covered by this LSC will receive a notification letter by first class mail starting in Late July, 2014.

Any authorized Toyota dealer will replace the Brake Reservoir **NO CHARGE** to the vehicle owner. Please see your local authorized Toyota dealer for additional details.

***Q2a: How does Toyota obtain my mailing information?***

A2a: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information based upon the DMV records. Please make sure your registration or title information is correct.

***Q2b: Do I need my owner letter to have the remedy performed?***

A2b: No, you do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

***Q3: Are there any warnings that this condition has occurred?***

A3: If this condition has occurred, the vehicle will illuminate the Brake System (BRAKE) Warning lamp and/or the various warning lamps shown above.

If the Brake System (BRAKE) warning lamp or above warning lamps illuminate, please contact your local authorized Toyota as soon as possible for diagnosis and repair.

Please note: In limited operating conditions, a warning buzzer may also sound.

***Q4: Which and how many vehicles are covered by this Limited Service Campaign?***

A4: There are approximately 177,500 Camry Hybrid (2007-2011MY) vehicles covered by this Limited Service Campaign in the U.S.

| Model Name | Model Year | Production Period |
|---|---|---|
| Camry Hybrid | 2007-2011 | Early March, 2006 through Late July, 2011 |

***Q4a: Are there any other Toyota or Lexus vehicles covered?***

A4a: No, this condition only affects 2007-2011 MY Camry Hybrid vehicles.

***Q4b: Why are other Hybrid vehicles not covered by this Limited Service Campaign?***

A4b: The Brake Reservoir Tank used in other Hybrid models is of a different design.

***Q5: When will this Limited Service Campaign Expire?***

A5: This Limited Service Campaign will be available until June 30, 2017

***Q6: How long will the repair take?***

A6: The repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

***Q7:* What if you have previously paid for repairs to your vehicle for this specific condition*?***

A7: Owners who have previously paid for repairs to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

***Q8: What if an owner has additional questions?***

A8: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**2007 - 2011 Model Year Camry Hybrid Vehicles**
**Brake Reservoir Tank**
**LIMITED TIME OFFER**

[VIN]

Dear Toyota Camry Hybrid Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

**What is the condition?**

The subject vehicles contain a brake reservoir which has two separate chambers connected by a filter. This filter may become clogged, resulting in illumination of the Brake (BRAKE) warning lamp due to low fluid level in one of the reservoir chambers. Under certain conditions this could cause additional warning lamps shown below to illuminate and front brake assist could be temporarily lost.

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Please note: In limited operating conditions, a warning buzzer may also sound.

A new brake reservoir assembly has been designed to prevent this condition from occurring.

**What is included in the Limited Service Campaign?**

Before you are inconvenienced by this condition, any authorized Toyota dealer will replace the Brake Reservoir at **NO CHARGE** to you for a limited time. ***This Limited Service Campaign will remain available until June 30, 2017,*** and will only be available at an authorized Toyota dealer.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

**How do you take advantage of this Limited Service Campaign?**

Please contact your authorized Toyota dealer to make an appointment to have the Brake Reservoir replaced before ***June 30, 2017***. The repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

*If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.*

**What if you have other questions?**

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.
- If you require further assistance, you may contact the Toyota Customer Experience 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 Standard Time.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

SAMPLE

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, USA, INC.

SAMPLE