

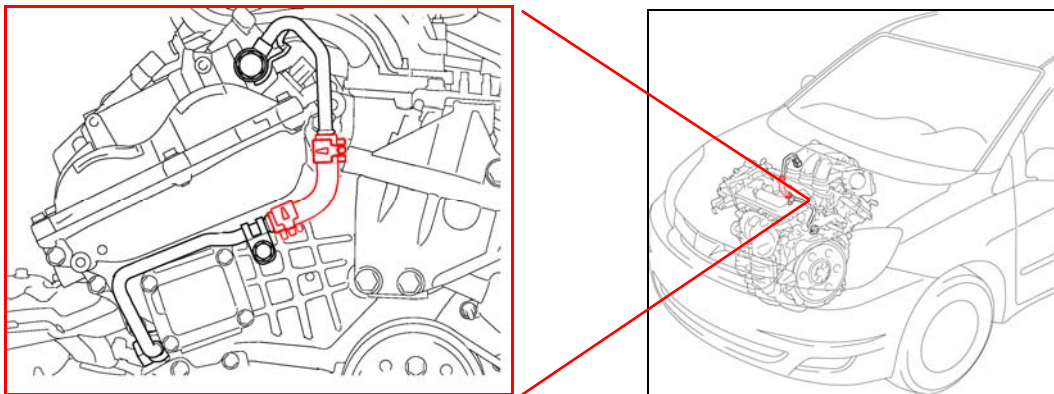
To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: **Extension of Limited Service Campaign (LSC) 90K**  
Certain 2005-2009 Model Year Avalon,  
Certain 2007-2010 Model Year Camry,  
Certain 2008 Model Year Highlander,  
Certain 2006-2009 Model Year Rav4, and  
Certain 2007-2010 Model Year Sienna Vehicles  
2GR-FE (V6) Engine VVTi Oil Hose Replacement

In our continuing efforts to ensure the best in customer satisfaction, Toyota is extending Limited Service Campaign (LSC) 90K on certain 2005-2009 MY Avalon, certain 2007-2010 MY Camry, certain 2008 MY Highlander, certain 2006-2009 MY Rav4, and certain 2007-2010 MY Sienna Vehicles. There are approximately 117,500 vehicles that were not completed prior to the expiration of the original LSC that will be covered by this LSC extension.

## **Background**

On certain vehicles equipped with a 2GR-FE (V6) engine, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.



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

## **Limited Service Campaign (LSC) Remedy**

Authorized Toyota dealerships are requested to replace the VVTi Oil Hose at **NO CHARGE** to the vehicle's owner.

This LSC extension will be available **until December 31, 2021**, and will only be available at an authorized Toyota Dealer.

### **1. Owner Notification Mailing Date**

The owner notification will commence in mid-September.

*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 extension announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

(Owner Notification Mailing Date Continued...)

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. Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers conduct the LSC remedy on any 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 117,500 vehicles covered by this LSC extension.

MODEL	WMI	VDS	MY	Start	Finish	MODEL	WMI	VDS	MY	Start	Finish			
Avalon	4T1	BK36B	2005	U001102	U062420	RAV4	JTM	2007	BK33V	5012869	5040746			
			2006	U062432	U167701					6010030	6028011			
			2007	U165629	U253861					BK34V	5012765	5040451		
			2008	U251079	U311505					BK35V	5013592	5040587		
			2009	U324725	U346786					ZK31V	5005695	5016119		
Camry	4T1	BK46K	2007	U001024	U560047				ZK31V	6003146	6010005	ZK32V	5005722	5015913
			2008	U054582	U576873				ZK32V	6003166	6009951	ZK33V	5005710	5016113
			2009	U073259	U587034				ZK33V	6003137	6009952	ZK34V	5005707	5016043
			2010	U100665	U100665				ZK35V	5005854	5015772	ZK35V	5005854	5015772
	JTN	BK46K	2007	3000021	3031526				BK31V	5040842	5061094	BK31V	6028124	6044174
			2008	3031562	3037061				BK32V	5041092	5060709	BK32V	6028135	6044123
			2009	3037144	3040290				BK33V	6028135	6044123	BK33V	5040791	5060960
Highlander	JTE	2008	DS41A	2000147	2048686	BK34V	5040796	5060495	BK34V	5040796	5060495			
			DS42A	2000181	2048885	BK35V	5040977	5060576	BK35V	5040977	5060576			
			DS43A	2000146	2049459	ZK31V	5015779	5020928	ZK31V	5015779	5020928			
			DS44A	2000303	2048181	ZK31V	6010038	6014377	ZK32V	5016143	5020974			
			ES41A	2000201	2084190	ZK32V	6010023	6014383	ZK32V	5016193	5020961			
			ES42A	2000190	2082145	ZK33V	6010047	6014272	ZK33V	5016170	5020924			
			ES43A	2000188	2083204	ZK34V	5016170	5020924	ZK34V	5016170	5020924			
RAV4	2T3	2009	BK31V	W002732	W002744	Sienna	5TD	2007	BK22C	S000038	S008764			
			BK33V	W002720	W002720				BK23C	S000025	S008740			
	JTM	2006	BK31V	5000037	5012682				ZK22C	S000015	S099335			
			BK31V	6000087	6010000				ZK23C	S000018	S099339			
			BK32V	5000030	5012501				BK22C	S008777	S022321			
			BK32V	6000080	6009998				BK23C	S008766	S022099			
			BK33V	5000027	5012628				ZK22C	S099372	S223498			
			BK33V	6000090	6009974				ZK23C	S095940	S225256			
			BK34V	5000094	5012662				BK23C	S023175	S023175			
			BK35V	5000084	5012671				ZK22C	S228570	S243366			
			ZK31V	5000039	5005680				ZK23C	S227256	S281144			
			ZK31V	6000020	6003114				KK4CC	S298111	S299362			
			ZK32V	5000044	5005619									
			ZK32V	6000017	6003131									
			ZK33V	5000011	5005655									
			ZK33V	6000026	6003054									
			ZK34V	5000021	5005593									
			ZK35V	5000407	5005532									
			2007	BK31V	5012714	5040726								
BK31V	6010028	6028043												
BK32V	5012762	5040722												
BK32V	6010136	6028051												

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 extension.**

#### 4. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (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 VVTi Oil Hoses have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Part Description	Qty.
90K	04009-33131	No.1 Oil Hose Kit	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.

## TOYOTA

### 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.

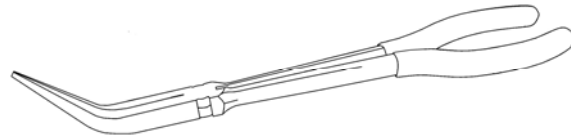
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

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

#### 6. Required Special Service Tools

An angled needle nose pliers will be required to complete the repair, one of these tools was previously provided free of charge at the launch of the original 90K LSC. Technicians may also utilize the following commercially available tools:

- **Snap-On: 411BCP**
- **Matco: PNG111B**
- **Mac: P301733**



#### 7. 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:

- **Certified Engine**
- **Expert Engine**
- **Master**
- **Master Diagnostic Technician**

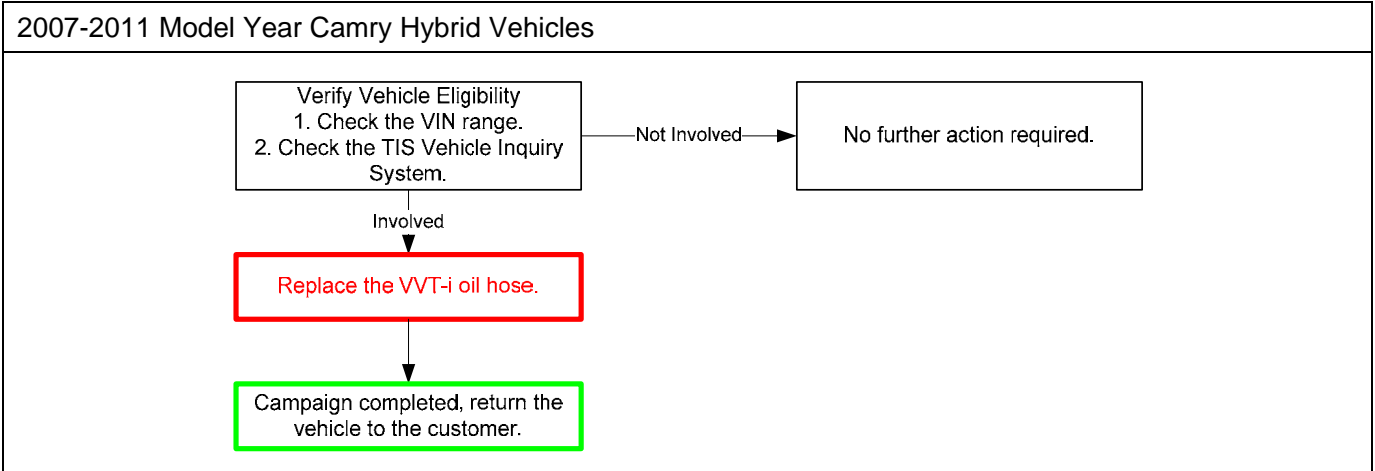
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider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

**8. 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.

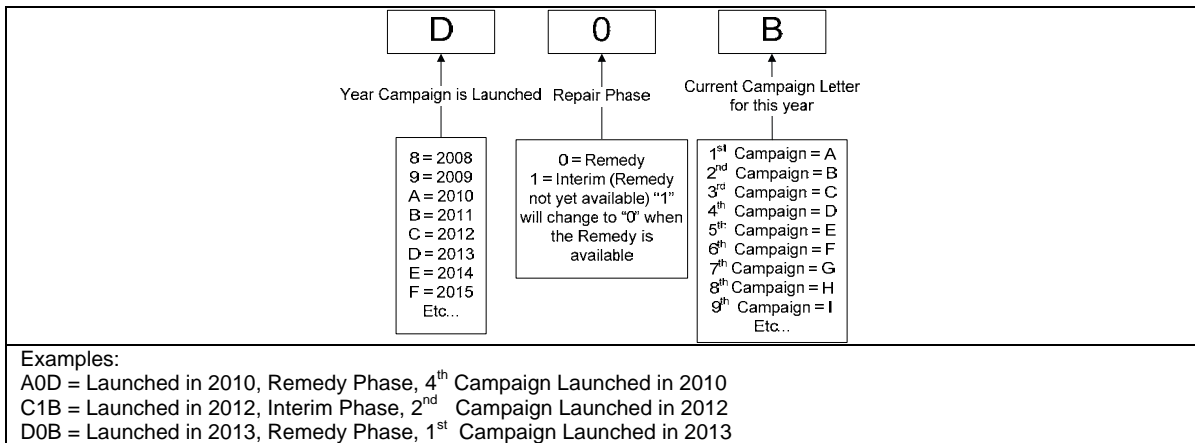
**9. Warranty Reimbursement Procedure**



LSC	Op. Code	Model	Description	Flat Rate
90K	9609K1	Highlander	Replace VVTi Oil Hose	0.7 hr/vehicle
	9609K2	RAV4		0.6 hr/vehicle
	9609K3	Camry		0.7 hr/vehicle
	9609K4	Avalon		0.7 hr/vehicle
	9609K5	Sienna		1.0 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

**10. Campaign Designation Decoder**



**11. 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.

**12. 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.)

**13. 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.



**Extension of Limited Service Campaign (LSC) 90K**  
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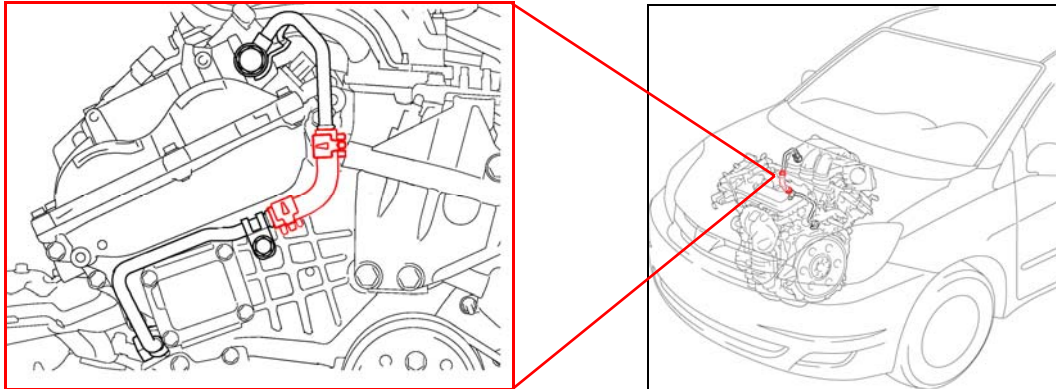
## Customer Frequently Asked Questions

Published Early August, 2014

In our continuing efforts to ensure the best in customer satisfaction, Toyota is extending Limited Service Campaign (LSC) 90K for vehicles that were not repaired prior to the expiration of the original LSC. Approximately 117,500 vehicles will be covered by this LSC extension.

**Q1: What is the condition?**

A1: On certain vehicles equipped with a 2GR-FE (V6) engine, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.



**Q1a: What is the cause of this condition?**

A1a: The rubber portion of the engine oil supply hose for the VVT-i actuator may develop a pinhole. Over time, exposure to small amounts of corrosive gases from the positive crankcase ventilation (PCV) may cause this pinhole in the hose to expand. As a result, oil may leak from the hose.

**Q1b: Are there any warnings that this condition exists?**

A1b: Yes, this condition may cause abnormal engine noise and/or the oil pressure light to illuminate.

**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 Mid-September, 2014.

Any authorized Toyota dealer will replace the VVTi Oil Hose at **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: Which and how many vehicles are covered by this Limited Service Campaign?**

A3: There are approximately 117,500 Toyota vehicles covered by this Limited Service Campaign extension in the U.S.

Model Name	Model Year	Production Period	Appx. UIO
Highlander	Certain 2008	Late May, 2007 through Late April, 2008	14,600
RAV4	Certain 2006-2009	Early January, 2006 through Early February, 2009	10,400
Camry	Certain 2007-2010	Late December, 2005 through Mid-June, 2009	19,500
Avalon	Certain 2005-2009	Late December, 2004 through Mid-May, 2009	18,800
Sienna	Certain 2007-2010	Early December, 2006 through Late June, 2009	54,300

**Q3a: Are there any other Toyota, Lexus, or Scion vehicles covered by this Limited Service Campaign Extension in the U.S.?**

A3a: Yes, this condition also affects the following Lexus vehicles.

Model Name	Model Year	Production Period	Appx. UIO
ES350	Certain 2007-2008	Early March, 2006 through Mid-April 2008	11,500
RX350	Certain 2007-2009	Mid-January, 2006 through Mid-August, 2008	18,500

Lexus vehicles will be identified under Limited Service Campaign extension 9LH.

**Q4: When will this Limited Service Campaign Expire?**

A4: This Limited Service Campaign will be available until December 31, 2021.

**Q5: How long will the repair take?**

A5: 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.

**Q6: What if you have previously paid for repairs to your vehicle for this specific condition?**

A6: 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.

**Q7: What if an owner has additional questions?**

A7: 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.

**Certain 2005-2009 Model Year Avalon,  
Certain 2007-2010 Model Year Camry,  
Certain 2008 Model Year Highlander,  
Certain 2006-2009 Model Year RAV4,  
Certain 2007-2010 Model Year Sienna  
2GE-FE (V6) Engine VVTi Oil Hose Replacement  
LIMITED TIME OFFER**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. In our continuing efforts to ensure the best in customer satisfaction, Toyota is extending Limited Service Campaign (LSC) 90K for vehicles that were not repaired prior to the expiration of the original LSC; this extension includes your vehicle.

**What is the condition?**

On certain vehicles equipped with a 2GR-FE (V6) engine, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.

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

Before you are inconvenienced by this condition, any authorized Toyota dealer will replace the VVTi Oil Hose at **NO CHARGE** to you for a limited time. ***This Limited Service Campaign will remain available until December 31, 2021***, 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 VVTi Oil Hose replaced before **December 31, 2021**. 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.

*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](http://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.

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.