

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

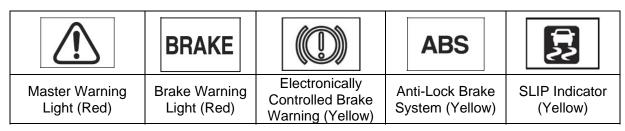
2007-2011 Model Year Camry Hybrid Vehicles

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.



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:

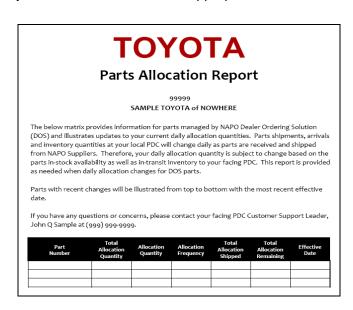
• The number of covered vehicles in your dealership's primary marketing area. (Please verify eligibility by confirming through TIS prior to performing repairs.)

## 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.



# 6. <u>Technician Training Requirements</u>

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

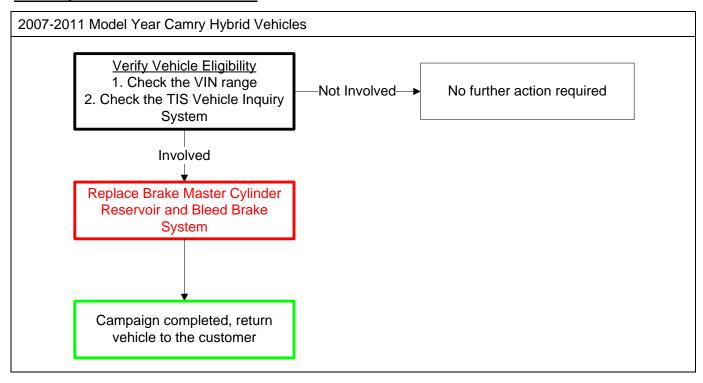
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider 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.

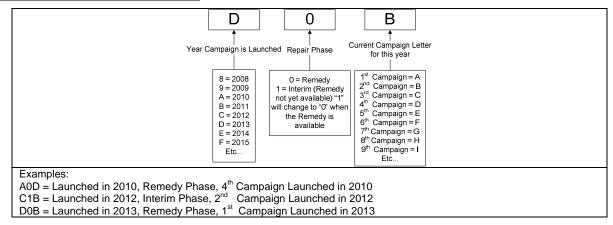
#### 8. Warranty Reimbursement Procedure



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



#### 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.