




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 () 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 () Warning lamp and/or the various warning lamps shown above.

If the Brake System () 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.