

TOYOTA

Updated 9/5/2012: Operation Code Addition

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

To: Toyota Dealer Principals, Service Managers & Parts Managers in TMS Regions and GST

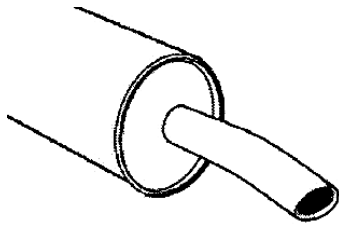
Subject: Safety Recall (Special Service Campaign) – 90E
Toyota Stainless Steel Exhaust Tip Accessory Clamp
Designed for 2008 Model Year Toyota Highlander & Highlander HV Vehicles

Toyota will initiate an Equipment Safety Recall (SSC) on certain *optional* Toyota Stainless Steel Exhaust Tip Clamps. The clamps were available as a part of the Toyota Stainless Steel Exhaust Accessory Kit (PTS18-48080 & PTS18-48081). The SSC involves approximately 39,100 *optional* Toyota Stainless Steel Exhaust Tips Clamps designed specifically for the 2008 model year Highlander and Highlander HV vehicles.

Due to improper heat treatment during the manufacturing process, the original clamp used to secure the Toyota Stainless Steel Exhaust Tip to the exhaust pipe may develop microscopic cracks. Eventually the crack may expand causing the clamp to break. In the worst case, the original clamp and the Toyota Stainless Steel Exhaust Tip may fall off the vehicle's exhaust pipe and become a road hazard.

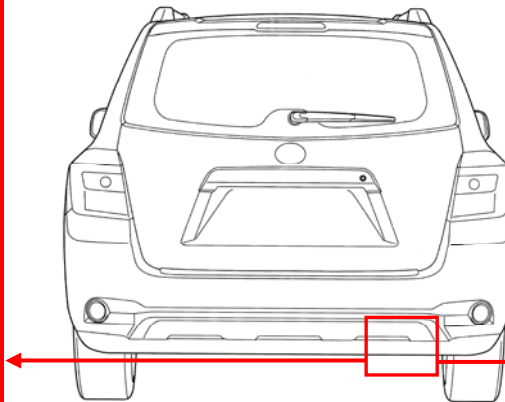
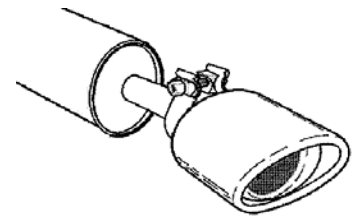
NOT AFFECTED

Vehicle is equipped with the standard exhaust tip.

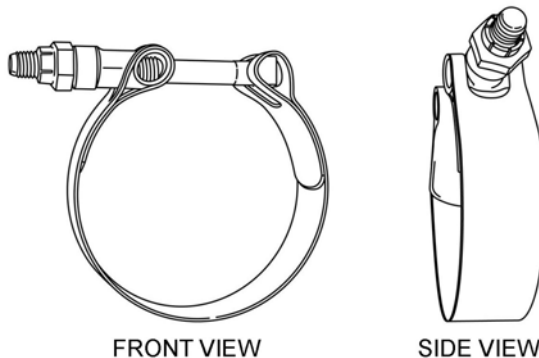


AFFECTED

Vehicle is equipped with the *optional* Toyota Stainless Steel Exhaust Tip



AFFECTED EXHAUST TIP CLAMP



Carefully inspect the Stainless Steel Exhaust Tip Clamp. The tip **must** match the pictures above and the vehicle **must** be listed under this campaign in TIS before replacing. If the Toyota Stainless Steel Exhaust Tip clamp appears to match the picture above but the vehicle is not listed as affected in TIS please call (310) 468-5516.

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

1. Owner Notification Mailing Date

The owner notification will commence in early May, 2009, approximately one week after the dealer notification.

Only vehicles equipped with the *optional* Toyota Stainless Steel Exhaust Tip Clamp are involved. However, to assure that over-the-counter accessory sales customers are also notified, owners of 2008 model year Toyota Highlander and Highlander HV vehicles in areas where the specific Toyota Stainless Steel Exhaust Tip and Clamp were sold will be sent notifications. This represents approximately 121,000 vehicle owners. Customers will be provided with a return postcard so they may indicate that their vehicle is **NOT** equipped with the *optional* Toyota Stainless Steel Exhaust Tip Clamp. This will provide owners a way to opt out of receiving further notifications.

If the vehicle does not have the **specific** Toyota Stainless Steel Exhaust Tip Clamp designed for 2008 model year Highlander and Highlander HV vehicles, it is **NOT** involved in this SSC.

2. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

3. Dealer/Owner Lists

A Dealer Summary Report that indicates the number of 2008 model year Highlander and Highlander HV vehicles equipped with the *optional* Toyota Stainless Steel Exhaust Tip Clamp, and the number of over-the-counter sales of this accessory sold by each dealership for this campaign will be distributed.

Due to privacy laws, only the VINs will be provided for the SSC 90E to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

4. Number and Identification of Involved Vehicles

The *optional* Toyota Stainless Steel Exhaust Tip Clamp designed specifically for the 2008 model year Highlander and Highlander HV vehicles is involved in this SSC. There are approximately 39,100 Toyota Highlander Stainless Steel Exhaust Tip Clamps involved in this campaign.

If a customer's vehicle appears to have the affected Toyota Stainless Steel Exhaust Tip Clamp, but the vehicle is not listed as affected in TIS please call (310) 468-5516.

5. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information. ***Please note, the original parts (PTS18-48080 & PTS18-48081) replaced on SSC 90E will be subject to Warranty Parts Recovery, requiring dealers to return them to TMS. Parts that are not returned or were unnecessarily replaced will result in the claim being debited.***

Part Number	Part Description	Quantity
PT18A-48090-EC	Exhaust Tip Clamp	1

The part below will **ONLY** be needed on vehicles where the Toyota Stainless Steel Exhaust Tip and Clamp have fallen off. Make sure to confirm whether or not the Toyota Stainless Steel Exhaust Tip and Clamp are on the vehicle prior to replacement. Please remember that SSC parts are non-returnable.

Part Number	Part Description	Quantity
PT18A-48090	Stainless Steel Exhaust Tip Kit	1

6. Repair Procedures

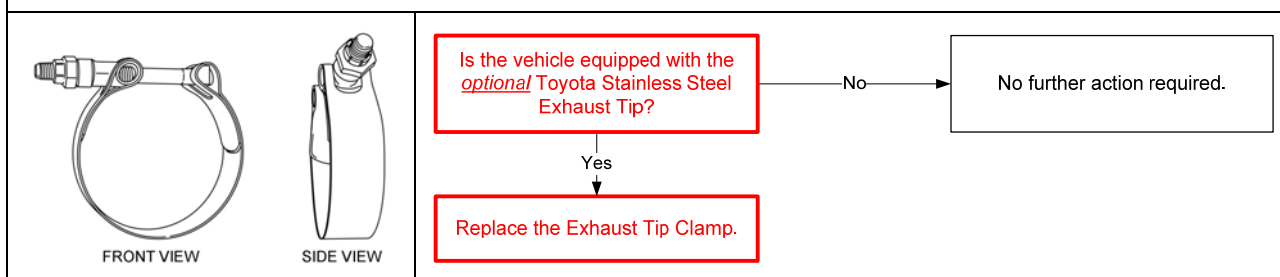
Refer to TIS for the Technical Instructions.

7. Warranty Processor Instructions

Please note the following for this campaign:

- **ONLY** vehicles equipped with the *optional* Toyota Stainless Steel Exhaust Tip Clamp designed specifically for the 2008 model year Highlander and Highlander HV vehicles Tip are involved in this campaign.
- Original parts replaced on **SSC 90E will be subject to Warranty Parts Recovery**, requiring dealers to return them to TMS. Parts that are not returned or were unnecessarily replaced will result in the claim being debited.
- If a customer's vehicle appears to have the affected Toyota Stainless Steel Exhaust Tip Clamp, but the vehicle is not listed as affected in TIS please call (310) 468-5516.

2008 Model Year Toyota Highlander & Highlander HV Vehicles Stainless Steel Exhaust Tip Accessory Clamp Safety Recall Notice



The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
90E	9501D2	Replace the exhaust tip clamp.	0.3 Hr/Veh
	9501QC	Not Equipped with Accessory Exhaust Tip – Close Campaign	0.0 Hr/Veh

The following operation code listed below, should **only be used** on vehicles where the Toyota Stainless Steel Exhaust Tip and Clamp has fallen off. TMS will be monitoring the usage of this operation code.

SSC #	Op. Code	Description	Flat Rate Hour
90E	9501D1*	Replace the exhaust tip and clamp.	0.3 Hr/Veh

*On vehicles where the *optional* Toyota Stainless Steel Exhaust Tip was purchased as an over-the-counter accessory, a copy of the customer receipt will be **REQUIRED** to be stapled to the repair order when submitting your SSC repair claim if using this specific opcode.

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

NOTE: The above flat rate times includes 0.1 hour for 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 procedures required to implement this Special Service Campaign.

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

**SSC 90E – Safety Recall Notice for Toyota Stainless Steel Exhaust Tip Accessory Clamp
Designed for 2008 Model Year Toyota Highlander & Highlander HV Vehicles**

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 the Toyota Stainless Steel Exhaust Tip Clamp designed as an optional accessory specifically for 2008 model year Highlander and Highlander HV vehicles. ***Our records indicate your vehicle was installed with this accessory prior to the original vehicle delivery.***

What is the condition?

Due to improper heat treatment during the manufacturing process, the original clamp used to secure the Toyota Stainless Steel Exhaust Tip to the 2008 model year Highlander and Highlander HV exhaust pipe may develop microscopic cracks. Eventually the crack may expand causing the clamp to break. In the worst case, the original clamp and the Toyota Stainless Steel Exhaust Tip may fall off the vehicle's exhaust pipe and become a road hazard.

What will Toyota do?

Any Toyota dealer will inspect the Toyota Stainless Steel Exhaust Tip Clamp and if involved, replace the specific Toyota Stainless Steel Exhaust Tip Clamp with a newly designed one at **NO CHARGE** to you. If the *optional* Toyota Stainless Steel Exhaust Tip fell off of your vehicle as a result of this condition and is no longer available, any Toyota dealer will install a new one with a newly designed exhaust tip clamp at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to have your vehicle repaired as soon as possible. The repair will take 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.

We request that you present this notice to the dealer at the time of your service appointment.

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.

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 this Special Service Campaign. 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 Time.

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, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.

**SSC 90E – Safety Recall Notice for Toyota Stainless Steel Exhaust Tip Accessory Clamp
Designed for 2008 Model Year Toyota Highlander & Highlander HV Vehicles**

Dear Toyota Owner:

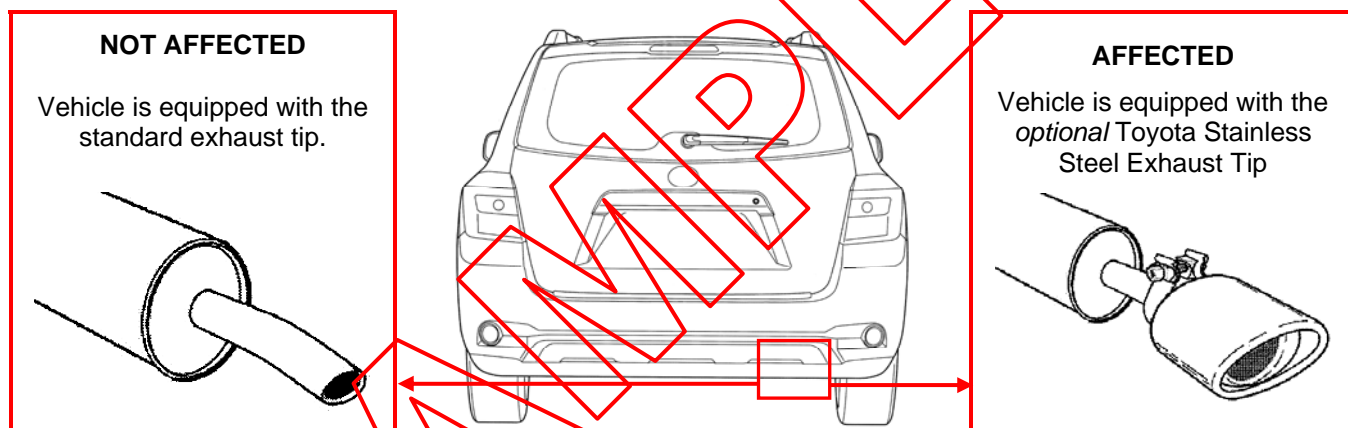
This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the *optional* Toyota Stainless Steel Exhaust Tip Clamp designed specifically for 2008 model year Highlander and Highlander HV vehicles. ***We are sending you this notice in the event you purchased this accessory.***

What is the condition?

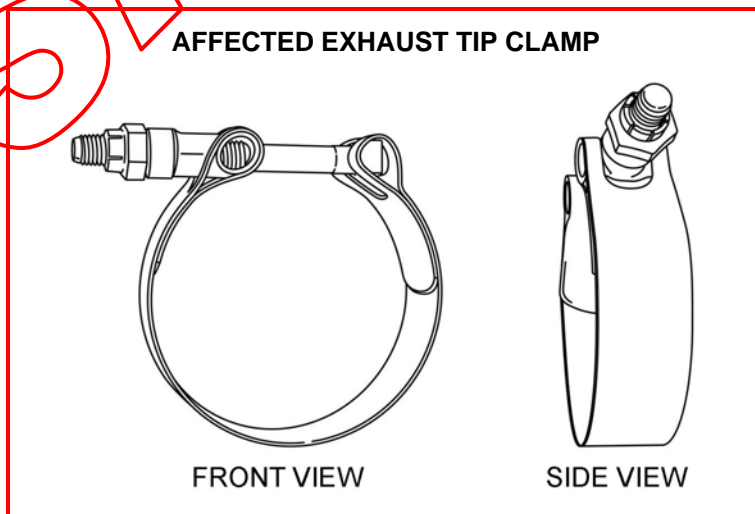
The Toyota Stainless Steel Exhaust Tip is available as an optional accessory designed for 2008 Highlander and Highlander HV vehicles. Due to improper heat treatment during the manufacturing process, the original clamp used to secure the Toyota Stainless Steel Exhaust Tip to the exhaust pipe may develop microscopic cracks. Eventually the crack may expand causing the clamp to break. In the worst case, the original clamp and the Toyota Stainless Steel Exhaust Tip may fall off the vehicle's exhaust pipe and become a road hazard.

How do you determine if your vehicle is involved?

Step 1: Please inspect your exhaust tip to determine if your vehicle is affected by this condition.



Step 2: Please inspect the exhaust tip clamp to determine if it is affected.



What will Toyota do?

Any Toyota dealer will inspect the Toyota Stainless Steel Exhaust Tip Clamp and if involved, replace it with a newly designed one at **NO CHARGE** to you. If the *optional* Toyota Stainless Steel Exhaust Tip fell off of your vehicle as a result of this condition and is no longer available, any Toyota dealer will install a new one with a newly designed exhaust tip clamp at **NO CHARGE** to you however, you will need to provide proof-of-purchase.

What should you do?

This is an important Safety Recall

If you have determined that your vehicle is equipped with the involved Toyota Stainless Steel Exhaust Tip Clamp, please contact your authorized Toyota dealer and make an appointment as soon as possible. The repair will take 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.

If your vehicle does **NOT** have the optional Toyota Stainless Steel Exhaust Tip Clamp, it is **NOT** involved in this recall. Please return the enclosed postcard to notify us that you do not have the optional Toyota Stainless Steel Exhaust Tip Clamp accessory, so we may remove your name and address information from future reminder notifications.

We request that you present this notice to the dealer at the time of your service appointment.

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.

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 this Special Service Campaign. 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 Time.

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, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.



Special Service Campaign (SSC) – 90E (Accessory Safety Recall) Q&A
Toyota Stainless Steel Exhaust Tip Accessory Clamp
Designed for 2008 Model Year Toyota Highlander & Highlander HV Vehicles

Q1: What is the condition?

A1: The Toyota Stainless Steel Exhaust Tip is available as an optional accessory designed for 2008 Highlander and Highlander HV vehicles. Due to improper heat treatment during the manufacturing process, the original clamp used to secure the Toyota Stainless Steel Exhaust Tip to the exhaust pipe may develop microscopic cracks. Eventually the crack may expand causing the clamp to break.

Q2: What is the cause of this condition?

A2: Due to improper heat treatment during the manufacturing process, the original clamp used to secure the Toyota Stainless Steel Exhaust Tip to the exhaust pipe may develop microscopic cracks.

Q3: Are there any warnings that this condition exists?

A3: Yes, a rattling noise may be heard from the rear of the vehicle.

Q4: Which and how many Toyota Stainless Steel Exhaust Tip Clamps are involved?

A4: The original clamp used to secure the Toyota Stainless Steel Exhaust Tip to the exhaust pipe for the 2008 Highlander and Highlander HV vehicles are involved. There are approximately 39,100 Toyota Stainless Steel Exhaust Tip Clamps involved in this campaign.

Q5: How many Clamps and Vehicles are involved?

A5: There are approximately 39,100 Clamps involved. To assure that over-the-counter accessory sales customers are also notified, approximately 121,000 Toyota Highlander and Highlander HV vehicle owners will be sent notifications.

Q6: What is the selling period of the affected Toyota Stainless Steel Exhaust Tip Clamps?

A6: The affected Stainless Steel Exhaust Tip Clamps were produced from late May, 2007 to the end of June, 2008.

Q7: How many incidents of this condition have been reported?

A7: There have been 10 incidents of this condition reported in the affected vehicles.

Q8: Have there been any accidents reported?

A8: There have been no accidents reported in the affected vehicles which may be related to this condition.

Q9: What is Toyota going to do?

A9: Any Toyota dealer will inspect the Toyota Stainless Steel Exhaust Tip Clamp and if involved, replace it with a newly designed one at **NO CHARGE**.

Q10: What if the Toyota Stainless Steel Exhaust Tip fell off?

A10: If the *optional* Toyota Stainless Steel Exhaust Tip fell off of the vehicle as a result of this condition and is no longer available, any Toyota dealer will install a new one with a newly designed exhaust tip clamp at **NO CHARGE** to the customer however, if the component was purchased over-the-counter, they will need to provide proof-of-purchase.

Q11: What if the customer does not have the Toyota Stainless Steel Exhaust Tip designed for 2008 model year Highlander and Highlander HV vehicles?

A11: If the vehicle does not have the Toyota Stainless Steel Exhaust Tip designed for 2008 model year vehicles, it is **NOT** involved in this recall. Owners should return the postcard found in their notification, indicating that they do **NOT** have the *optional* Toyota Stainless Steel Exhaust Tip accessory.

Q12: Can I inspect the vehicle myself to see if I have the Toyota Stainless Steel Exhaust Tip?

A12: Yes, owners will be provided further inspection instructions in the owner letter. If a Toyota stainless steel exhaust tip exists, please bring the vehicle into an authorized Toyota dealer for inspection.

Q13: Is the Stainless Steel Exhaust Tip a Toyota Accessory?

A13: The Stainless Steel Exhaust Tip is a Toyota Supplier Brand Accessory. The exhaust tip can be installed on the vehicle at the port or dealership, or purchased over-the-counter from a Toyota dealer as well.

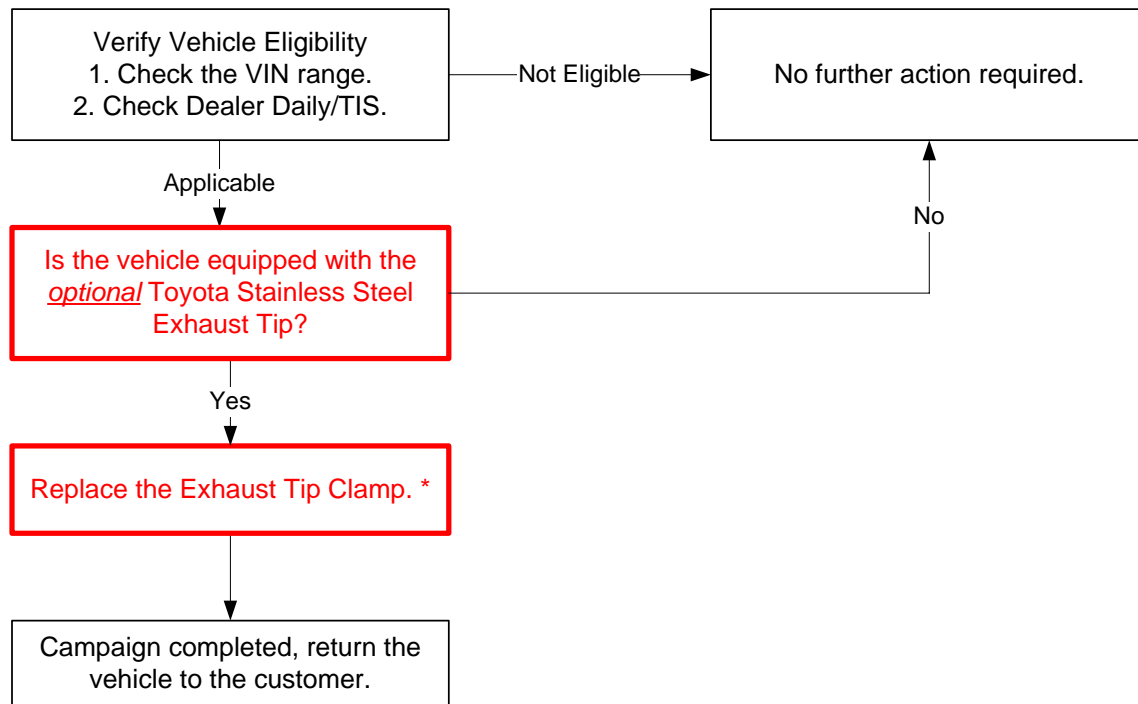
TECHNICAL INSTRUCTIONS

FOR

**SPECIAL SERVICE CAMPAIGN 90E (EQUIPMENT SAFETY RECALL)
STAINLESS STEEL EXHAUST TIP CLAMP REPLACEMENT**

2008 MODEL YEAR HIGHLANDER & HIGHLANDER HV

I. OPERATION FLOW CHART



* If the Exhaust Tip has fallen off, please see the appendix.

II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	MY	VIN Range		Affected Accessory
			VDS	Range	
Highlander	JTE	2008	DS41A	2000129 - 2058845	Stainless Steel Exhaust Tip Clamp Only
			DS42A	2000130 - 2058839	
			DS43A	2000132 - 2058819	
			DS44A	2000303 - 2058850	
			ES41A	2000181 - 2095510	
			ES42A	2000172 - 2095554	
			ES43A	2000180 - 2095555	
Highlander HV	JTE	2008	EW41A	2000281 - 2022268	
			EW44A	2000141 - 2022271	

NOTE:

- This SSC **ONLY** involves certain vehicles equipped with the Toyota Stainless Steel Exhaust Tip Clamp designed for 2008 model year Highlander and Highlander HV Vehicles..
- Verify the vehicle is equipped with the Toyota Stainless Steel Exhaust Tip Clamp before proceeding.
- Check Dealer Daily/TIS to confirm the VIN is involved in this SSC. This will verify the vehicle is affected and has not already been completed.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.
- If a customer's vehicle appears to have the affected Toyota Stainless Steel Exhaust Tip Clamp, but the vehicle is not listed as affected in TIS please call (310) 468-5516.

III. PREPARATION

A. PARTS

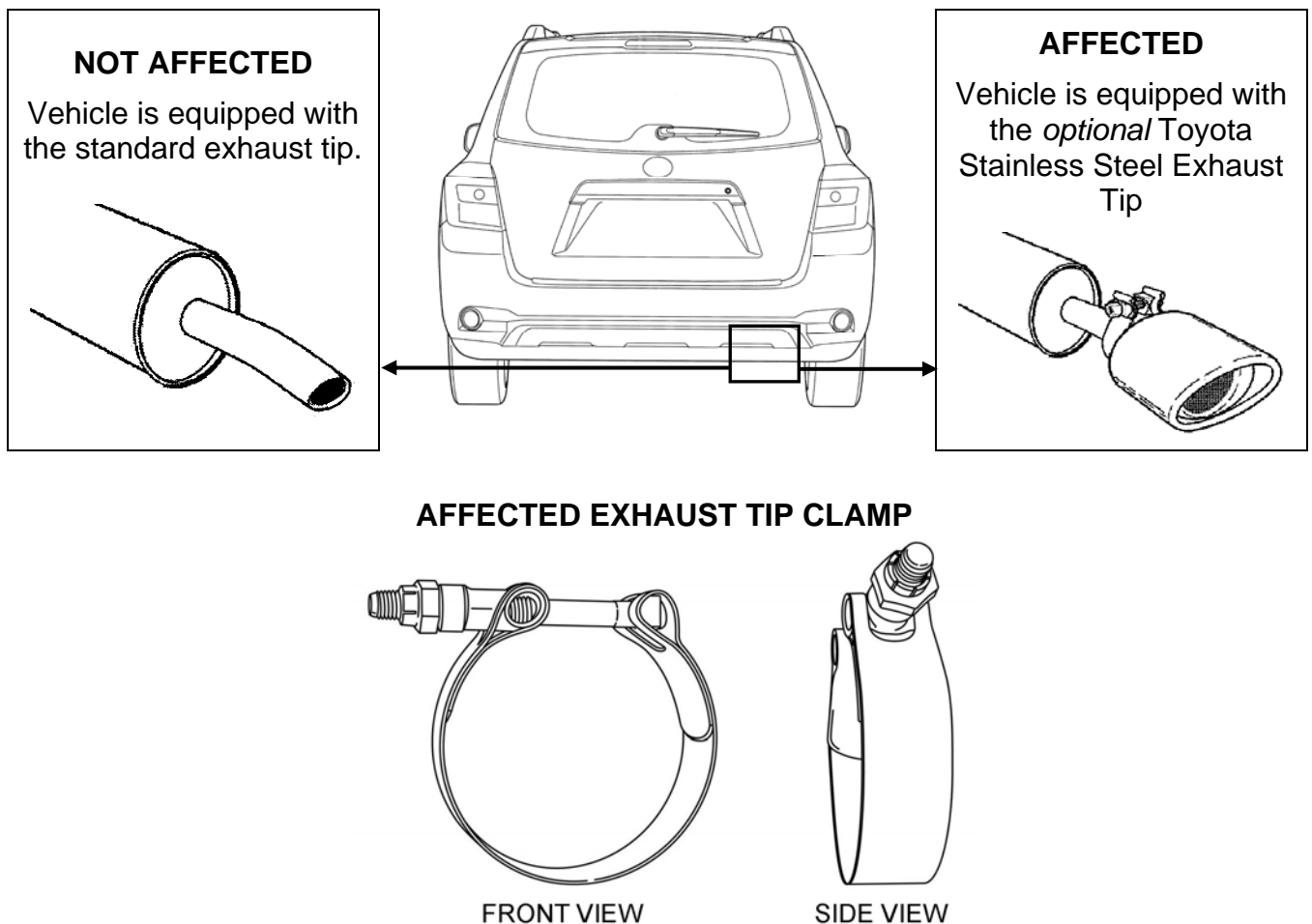
Part Number	Part Description	Quantity
PT18A-48090-EC	Exhaust Tip Clamp	1

B. TOOLS

- Standard hand tools
- Torque wrench

IV. BACKGROUND AND COMPONENTS

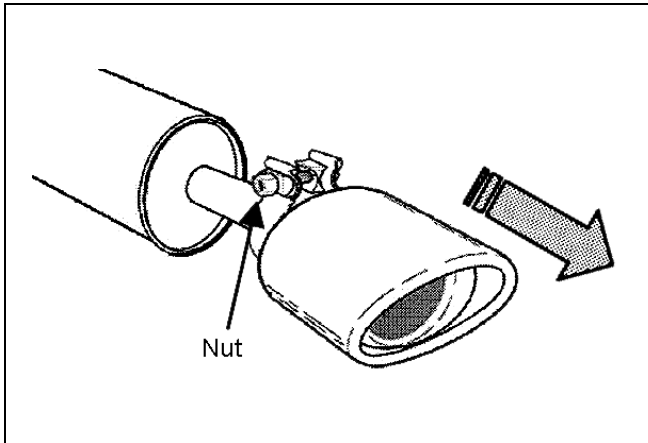
The Toyota Stainless Steel Exhaust Tip is available as an optional accessory specifically for 2008 Highlander and Highlander HV vehicles. Due to improper heat treatment during the manufacturing process, the original clamp used to secure the Toyota Stainless Steel Exhaust Tip to the exhaust pipe may develop microscopic cracks. Eventually the crack may expand causing the clamp to break.



Carefully inspect the Stainless Steel Exhaust Tip Clamp. The tip and clamp **must** match the pictures above and the vehicle **must** be listed under this campaign in TIS before replacing. If the Toyota Stainless Steel Exhaust Tip clamp appears to match the picture above but the vehicle is not listed as affected in TIS please call (310) 468-5516.

WORK PROCEDURE

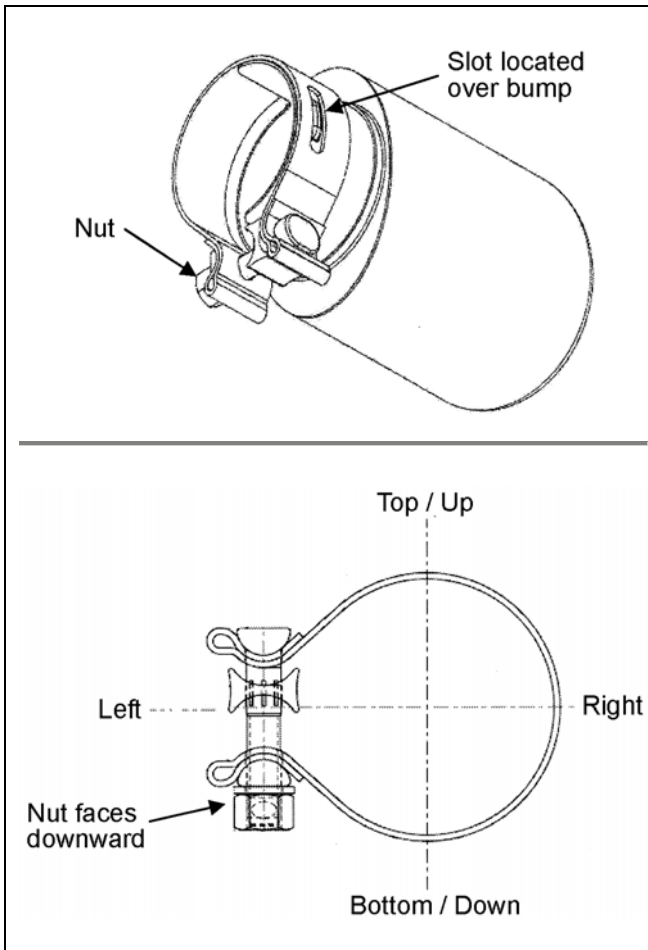
A. TOYOTA STAINLESS STEEL EXHAUST TIP REMOVAL



1. REMOVE THE EXHAUST TIP AND CLAMP

- Loosen the nut and remove the exhaust tip and clamp.
- Discard the clamp.

B. TOYOTA STAINLESS STEEL EXHAUST TIP INSTALLATION

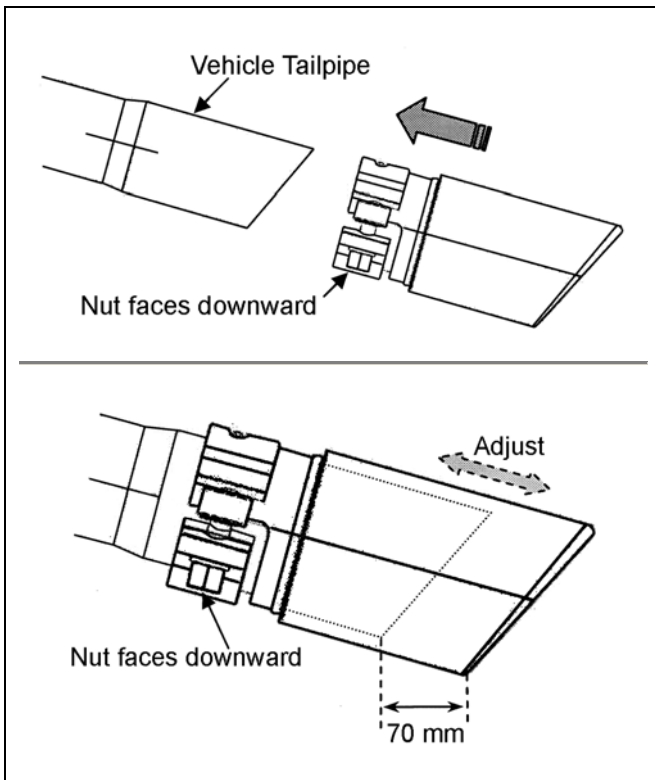


1. INSTALL THE **NEW** CLAMP ON THE EXHAUST TIP

- Slide the **NEW** clamp over the exhaust tip inlet as shown. (The **NEW** clamp has a slot.)

NOTE:

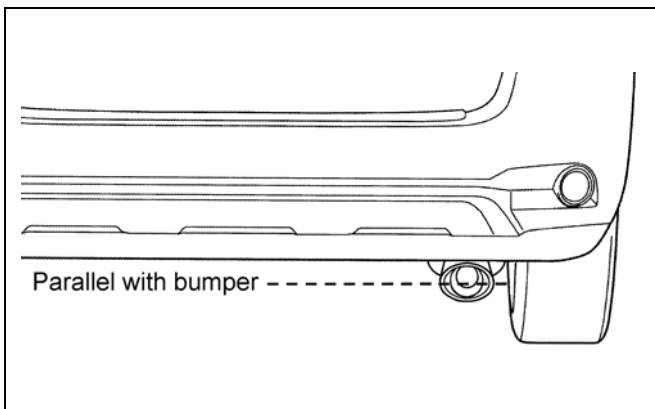
- Make sure the slot on the clamp is located over the bump on the exhaust tip.
- Make sure to locate the bolt of the clamp to the left side (driver's side) of the exhaust tip inlet, with the nut facing down.



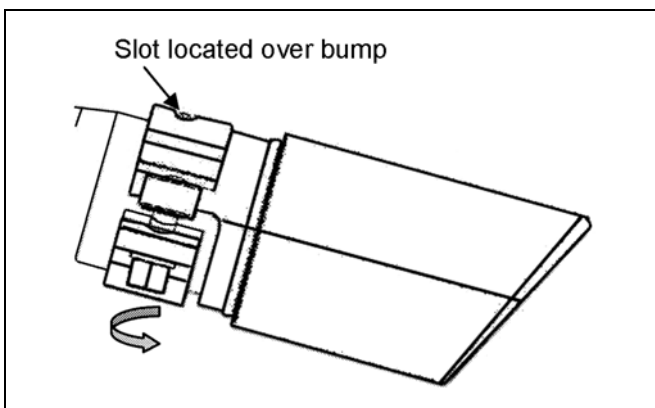
- b) Make sure the exhaust tail pipe is free from dirt and debris.
- c) Slide the exhaust tip and **NEW** clamp assembly over the tailpipe until there is approximately a 70 mm (2.75 in.) distance between the end of the tail pipe and the end of the exhaust tip.

NOTE:

If necessary, a rubber mallet may be used to aid installation.



- d) Align the exhaust tip so that its horizontal center line is parallel with the rear bumper fascia.
- e) Temporarily tighten the nut to keep the exhaust tip in the proper position.



- f) Make sure the slot on the clamp is still located over the bump on the exhaust tip.
- g) Tighten the nut, and torque to specification.

Torque Specification: 55 N-m (41 ft-lbf)

- h) Clean the exhaust tip using glass or other approved cleaner with a non-scratching cloth.

V. RECALLED PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused. However, these parts may be subject to parts recovery.

VI. APPENDIX



THE FOLLOWING INFORMATION ONLY APPLIES IF THE TOYOTA STAINLESS STEEL EXHAUST TIP IS NO LONGER ON THE VEHICLE.

A. PARTS

The part below will ONLY be needed on vehicles where the Toyota Stainless Steel Exhaust Tip and Clamp have fallen off. Make sure to confirm whether or not the Toyota Stainless Steel Exhaust Tip and Clamp are on the vehicle prior to replacement.

Part Number	Part Description	Quantity
PT18A-48090	Stainless Steel Exhaust Tip Kit	1

B. INSTALLATION PROCEDURE

Please reference step “B. TOYOTA STAINLESS STEEL EXHAUST TIP INSTALLATION” in the Work Procedure.

C. IMPORTANT

On vehicles where the *optional* Toyota Stainless Steel Exhaust Tip was purchased as an over-the-counter accessory, a copy of the customer receipt will be REQUIRED and be stapled to the repair order when submitting the SSC repair claim.