

# CSC-10032630-9893

Limited Service Campaign (LSC) 90K

## Certain (MY, Make, Model) Vehicles Equipped with the V6 (2GR-FE) Engine Variable Valve Timing with Intelligence (VVT-i) Oil Hose Replacement

Dear Toyota Owner:

Thank you very much for your patronage of 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 (LSC) for your (My, Make, Model) equipped with a 2GR-FE engine.

### What is the condition?

On your (MY, Make, Model) vehicle, 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 will Toyota do?

Any Toyota dealer will replace the VVT-i oil hose with a newly designed one at **NO CHARGE** to you. This LSC will be offered until **March 31, 2013**, and will only be available at your authorized Toyota Dealer.

### What should you do?

Before you are inconvenienced by this condition, please contact your authorized Toyota dealer to schedule an appointment to replace the VVT-i oil hose with a newly designed one. This LSC will be offered until **March 31, 2013**. Based upon your specific model, the repair may 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.

**Please present this notice to the dealer when you bring the vehicle in for your service appointment.**

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.

### 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 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, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.

### What if you have previously paid for the replacement of this VVT-i oil hose for this specific condition?

If you have previously paid for the replacement of this VVT-i oil hose pertaining to this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

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.





**Limited Service Campaign (LSC 90K) Q&A – Phase 3**  
**2007 – 2009 Model Year Avalon and RAV4 Vehicles with a 2GR-FE (V6) Engine**  
**VVT-i Oil Hose Replacement**

**Q1: What is the condition?**

A1: On certain 2007 – 2009 model year Avalon and RAV4 vehicles 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.

**Q2: What is the cause of this condition?**

A2: 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.

**Q3: Are there any warnings that this condition exists?**

A3: Yes, this condition may cause abnormal engine noise and/or the oil pressure light to illuminate.

**Q4: Which and how many vehicles are involved?**

A4: There are approximately 128,800 Avalon (2007 – 2009 model year) and 89,000 RAV4 V6 (2007 – 2009 model year) vehicles involved in the U.S.

**Q5: Are there any other Toyota, Scion or Lexus vehicles involved?**

A5: Yes, there are approximately 342,200 Toyota Avalon (model year 2005 – 2006), Camry (2007 – early 2010) and RAV4 V6 (2006 model year), and 374,000 Lexus ES 350 (model year 2007-2008) and RX 350 (model year 2007-2009) vehicles involved.

Toyota is currently investigating how this condition may affect other Toyota vehicles.

**Q6: What is the production period of the affected vehicles?**

A6: The affected vehicles were produced:

Model	Production Range
2007 Through 2009 Model Year Avalon	Early August 2006 – Mid-May 2009
2007 Through 2009 Model Year RAV4 V6	Early August 2006 – Mid-February 2009

**Q7: What is Toyota going to do?**

A7: Owners of the involved Avalon and RAV4 V6 vehicles will receive a Limited Service Campaign notification by first class mail, beginning in early March 2010. Toyota dealers will replace the VVT-i Oil Hose with a newly designed one at **NO CHARGE** to the customer.

**Q8: When will this Limited Service Campaign expire?**

A8: This Limited Service Campaign will be offered until **March 31, 2013**.

**Q9: How long will the repair take?**

A9: The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q10: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?**

A10: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, repair.