





Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**Certain 2011 and 2012 MY Highlander HV and Certain 2012 MY Prius V Vehicles  
Exhaust Gas Control Actuator Replacement  
LIMITED TIME OFFER FOLLOW-UP NOTICE**

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to announce a Limited Service Campaign Program, which includes your vehicle. Our records indicate that you own a vehicle that has not yet had this condition corrected.

**What is the condition?**

On certain 2011 and 2012 model year Highlander HV and certain 2012 model year Prius V vehicles, there is a possibility that the exhaust gas control actuator may develop a coolant leak. If a coolant leak occurs, the Water Temp Indicator Lamp\* (  ), and Check Engine Lamp (  ) will illuminate.

*\*For Highlander HV the Water Temp Indicator Lamp will illuminate when the needle for the engine coolant temperature gauge enters the red zone.*

If the above warning lamps illuminate, please pull over, and contact an authorized Toyota dealer for diagnosis and repair. Continued operation of the vehicle with insufficient levels of coolant will cause the engine to overheat.

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

Before you are inconvenienced, any authorized Toyota dealer will replace the Exhaust Gas Control Actuator at **NO CHARGE** to you for a limited time. ***This program will be offered until May 31, 2015***, and will only be available at an authorized Toyota dealer.

All terms of your New Vehicle Limited Warranty will remain intact regardless of whether or not you take advantage of this Limited Service Campaign. Additional details on your vehicle's New Vehicle Limited Warranty coverage can be found in your Owner's Warranty and Service Guide booklet.

**How do you take advantage of this Limited Service Campaign?**

Please contact your authorized Toyota dealer as soon as possible to make an appointment to have the exhaust gas control actuator replaced before May 31, 2015. The repair will take approximately 5 hours for Prius V vehicles and approximately 9 hours for Highlander HV vehicles; 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 an owner letter to have this 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.

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.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- Additional information is also available by contacting 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.

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, U.S.A., INC.