

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Limited Service Campaign (LSC) D0N
Certain 2011 – 2012 Model Year Highlander Hybrid Vehicles
Rear Driveshaft Assembly Replacement

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2011 – 2012 Model Year Highlander Hybrid Vehicles. This LSC will cover approximately 4,000 vehicles.

Background

Due to an assembly error during manufacturing, the Rear Driveshaft in certain 2011-2012 Model Year Highlander Hybrid vehicles can disengage from its inboard joint assembly. If this occurs, the driveshaft could vibrate and rattle inside the inboard joint, causing a loud noise from the rear of the vehicle while driving. Continuing to drive the vehicle can damage the housing of the Rear Differential Motor. If the housing is damaged, the entire differential motor would also require replacement.

Limited Service Campaign (LSC) Remedy

Authorized Toyota dealerships are requested to inspect and replace the Rear Driveshaft Assemblies (both right and left) at **NO CHARGE** to the vehicle's owner. If the dealership determines that the driveshaft has disengaged from the inboard joint assembly, the Rear Differential Motor assembly will be replaced at **NO CHARGE** to the vehicle's owner.

This LSC will be available until **October 31, 2016**, and will only be available at an authorized Toyota Dealer.

1. Owner Notification Mailing Date

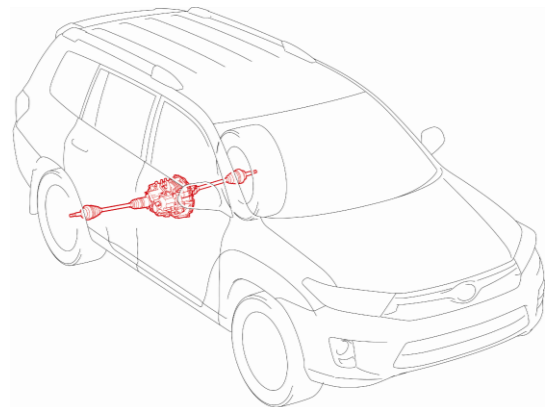
The owner notification will commence in early October 2013, approximately 1 week after the dealer notification.

Toyota tries hard 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 4,000 (2012 – 2013 MY) Highlander Hybrid Vehicles covered by this LSC.

WMI	MY	VDS	Start	Finish
JTE	2011	BC3EH	2003742	2003975
		DC3EH	2003733	2003980
	2012	BC3EH	2003982	2008657
		DC3EH	2003983	2008658

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.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	18	HI	25	ME	15	NJ	123	SD	6
AL	25	IA	32	MI	49	NM	37	TN	55
AR	13	ID	23	MN	64	NV	28	TX	159
AZ	47	IL	193	MO	53	NY	233	UT	64
CA	809	IN	56	MS	11	OH	92	VA	184
CO	127	KS	16	MT	15	OK	33	VT	13
CT	84	KY	46	NC	84	OR	118	WA	232
DE	16	LA	12	ND	8	PA	123	WI	69
FL	144	MA	170	NE	23	RI	16	WV	10
GA	71	MD	85	NH	29	SC	31	WY	11

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.)
- A suggested initial parts ordering quantity.

5. Parts Ordering

Dealer Ordering Solutions:

Orders can be placed through the dealership’s facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria

All covered vehicles will require the replacement of the Rear Driveshaft Assemblies.

Part Number	Part Description	Quantity
04003-34148	Shaft Kit Rr Drive	2
The kit above includes the following parts.		
42340-48081	Shaft Assembly, Rear Drive	1
90177-22001	Nut	1

Each dealership will receive specific dealer ordering criteria in an email from TMS Special Activities group based on Repair Order Volume * PDC Affected UIO. Dealers ordering criteria will also be available through the Customer Support Leader at their facing PDC. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

(Parts Ordering Continued . . .)

Manual Allocation Control (MAC):

Approximately **1.5%** of vehicles will fail the inspection and need the following parts. **Do not** order these components until your dealership has confirmed the Rear Driveshaft has disengaged from its inboard joint assembly.

(See the Warranty Processor section for rental car information.)

Part Number	Part Description	Quantity
16492-21050*	Packing (For Radiator Drain Cock)	1
G1050-48010	Motor Assembly, Rr Traction W/ Transaxle	1
04003-36148	Bolt & Gasket Kit:	
	17451-28040	Gasket Exhaust Pipe 2
	90109-12082	Bolt 2
	90119-14099	Bolt, W/ Washer 2
	91552-81265	Bolt, Flange 2

* Part 16492-21050 will not be on MAC but is need if the Rear Differential Motor is replaced.



To ensure parts availability, the parts have been place on Manual Allocation Control (MAC). If you require a part that has been placed on MAC, please send an email to Quality_Compliance@Toyota.com with the following information:

- **Subject Line: D0N MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number and Qty. Ordered**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

Important Notes:

- **Once you have placed your order DO NOT change or upgrade your order status.**
- **Failure to provide the above information within 48 hours will result in an order cancellation.**

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair must also meet at least one of the certification levels listed below:

- **Hybrid Expert**
- **Drivetrain Expert and completion of course 071 Toyota Hybrid System**
- **Master Technician**
- **Master Diagnostic Technician**

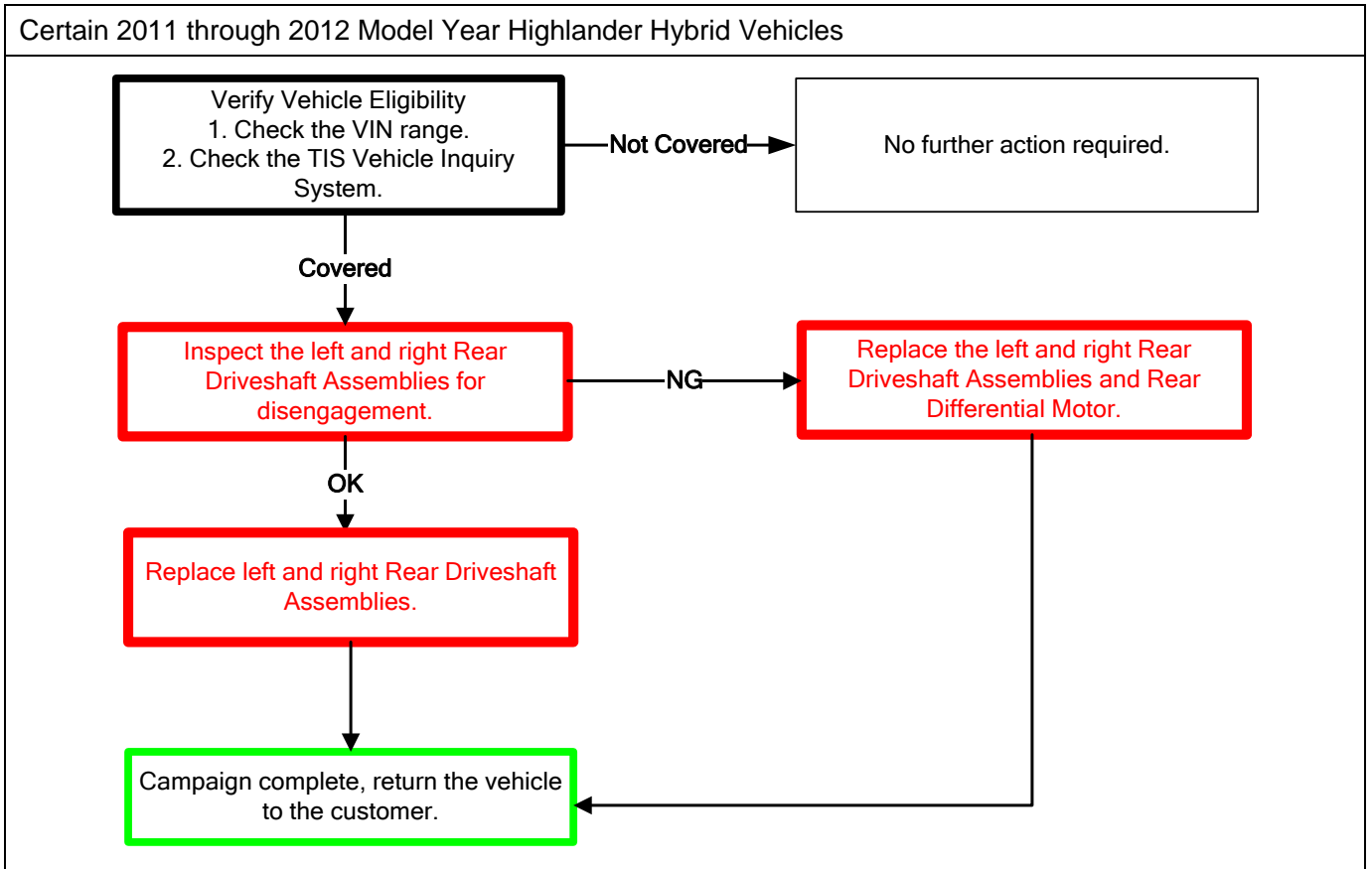
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this LSC repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and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



(Warranty Reimbursement Procedure Continued...)

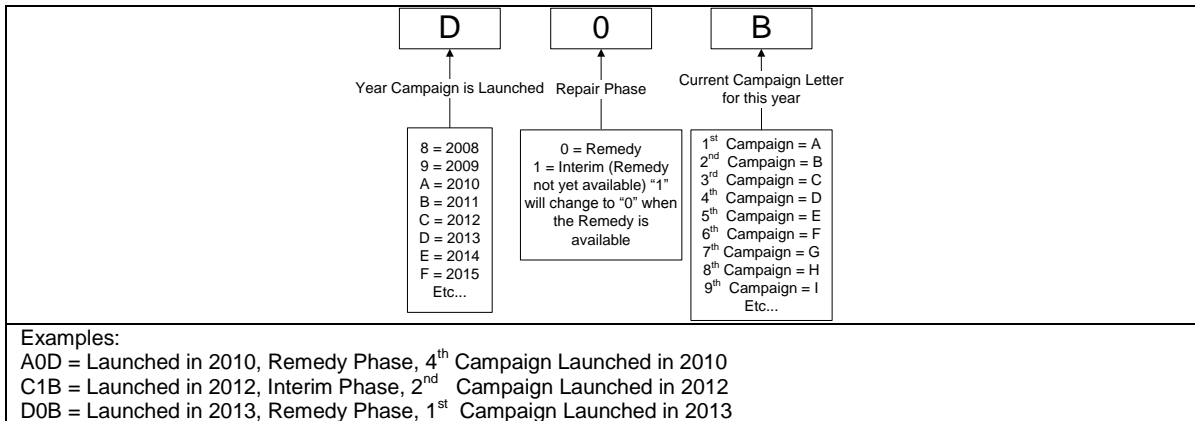
LSC	Op. Code	Description	Flat Rate
D0N	3619HA	Inspect & Replace Rear Driveshaft Assemblies	2.0 hr/veh
	3619HB <i>(Use only in limited cases where the condition has occurred.)</i>	Inspect and Replace Rear Driveshaft Assemblies and Rear Differential Motor	4.2 hr/veh

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

Allowable Sublets for LSC D0N:

- Rental Vehicle:** Use sublet type “RT” for OpCode 3619HB. During the replacement of the driveshaft assemblies and the Rear Differential Motor, customer’s rental car through the Toyota Rent-A-Car (TRAC) Program is available for a maximum of 2 days. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
- Fluids:** Use sublet type “OF” for OpCode 3619HB. A maximum of \$39/vehicle cost for hybrid transaxle fluid (Automatic Transmission Fluid – World Standard) and 50% pre-mixed Super Long Life Coolant will be accepted.

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.