

CSC-10054521-5453

Certain 2011 - 2012 Model Year Toyota Highlander Hybrid Vehicles Rear Driveshaft Assembly Replacement LIMITED SERVICE CAMPAIGN

[VIN]

Dear Toyota Highlander Hybrid Owner:

At 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, which includes your vehicle.

What is the condition?

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.

(Please see the FAQ included with this owner letter for additional details)

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is included in the Limited Service Campaign?

Any authorized Toyota dealership will inspect and replace the Rear Driveshaft Assemblies (both left and right) at **NO CHARGE** to you. 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 you.

This Limited Service Campaign will be available until October 31, 2016, and will only be available at an authorized Toyota Dealer.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact an authorized Toyota dealer and make an appointment to have this remedy performed before **October 31, 2016**.

Inspection and replacement of the Rear Driveshaft Assemblies will take approximately 2 hours. If the dealership determines that the driveshaft has disengaged from the inboard joint assembly, the repair will take approximately 12 hours because the Rear Differential Motor will need to be replaced. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Note: If the Rear Differential Motor requires replacement, a rental vehicle will be provided while your vehicle is being repaired.

If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the 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.

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.
- 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.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for a repair to your vehicle for 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

Include your name, address, and telephone number(s) in your request. Please allow us 6-9 weeks to process your request.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

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. If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

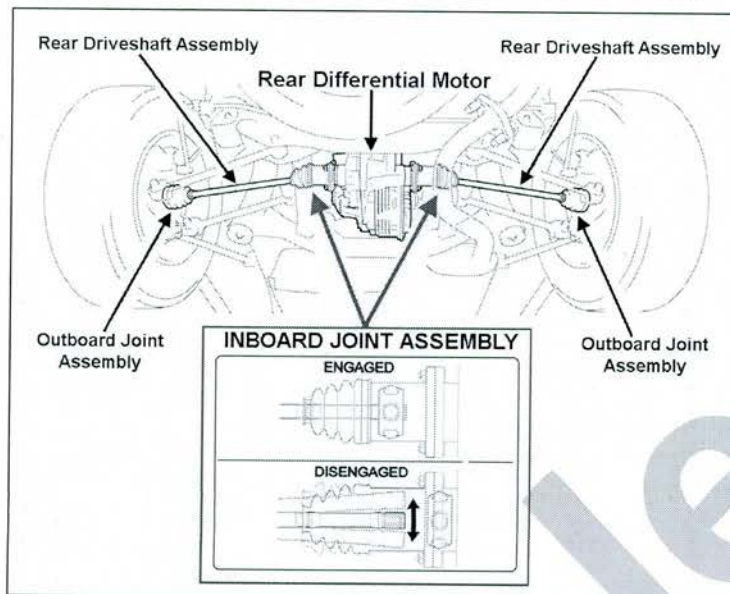
We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,
TOYOTA MOTOR SALES, USA, INC.

Sample

**Limited Service Campaign D0N
Frequently Asked Questions**



Q1: What is the condition?

A1: 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.

Q2: What is a Rear Driveshaft Assembly?

A2: The Rear Driveshaft Assemblies connect the Rear Differential Motor to the rear wheels. The driveshafts contain inboard and outboard joints that allow the shaft to move with the vehicle suspension. Due to an assembly error, this movement may disengage the driveshaft from the inboard joint assembly.

Q3: What is a Rear Differential Motor Assembly?

A3: The Rear Differential Motor is part of the hybrid system. The Rear Differential Motor works with the gasoline engine and the front electric motors during vehicle operation.

Q4: What will the inspection include?

A4: Before the Rear Driveshaft Assemblies are removed from the vehicle, a technician will check for excessive driveshaft movement inside the inboard joint assembly. If the driveshaft has disengaged from the inner joint the Rear Differential Motor will also be replaced.

Q5: How does Toyota obtain my mailing information?

A5: 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.

Q6: Are there any symptoms that this condition exists?

A6: Yes, if this condition exists, you will notice an abnormal noise (vibration / rattle) coming from the rear of the vehicle while it is being driven.

Q7: When will this Limited Service Campaign expire?

A7: This Limited Service Campaign will be available until **October 31, 2016**.