



PRODUCT SUPPORT DIVISION

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz,
Group Vice President, Product Quality and Service Support
Subject: Limited Service Campaign (LSC) E0P
Certain 2014 Model Year Highlander Hybrid Vehicles
Coolant Hose Clearance

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2014 Model Year Highlander vehicles. This LSC will cover approximately 80 vehicles.

Condition

Two coolant hoses attached to the heating system water pump could be incorrectly positioned allowing the steering intermediate shaft to contact the hose(s). If this occurs, the coolant hose(s) could become damaged over time, and a coolant leak could occur.

Limited Service Campaign (LSC) Remedy

Authorized Toyota dealerships are requested to inspect the coolant hoses at **NO CHARGE**. If the clearance is less than specified, the coolant hose(s) will be adjusted or replaced at **NO CHARGE** to you.

This LSC will be available until **June 30, 2017**, and will only be available at an authorized Toyota Dealer.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in mid-June, 2014.

2. Owner Notification Mailing Date

The owner notification will commence in mid-June, 2014, approximately one week after the Dealer Letter.

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 a notification, please instruct them to **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

3. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Toyota requests that dealers conduct this LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

4. Number and Identification of Covered Vehicles

There are approximately 80 Highlander Hybrid vehicles covered under this LSC.

5. Parts Ordering Process (Manual Allocation Control)

Orders can be placed through the dealership's facing PDC. The part has been placed on Manual Allocation Control.

Additional Part Ordering information can be found in the dealer communication.

6. 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.)

The attached Dealer Notification Letter contains additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers