




PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

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 Information

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz, 
Group Vice President, Product Quality & Service Support

Subject: Warranty Enhancement Program – ZE1
2007-2011 Model Year Camry Hybrid Vehicles
Extension of Warranty Coverage for Brake Actuator Assembly and Skid Control ECU/Brake Pedal Stroke Sensor

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related to internal malfunctions of the Brake Actuator assembly or overly sensitive monitoring logic for the Brake Pedal Stroke Sensor on 2007-2011 MY Camry Hybrid Vehicles.

In these vehicles, Toyota has received some reports where various brake system related warning lamps illuminate due to internal malfunctions of the Brake Actuator assembly. Separately, the same warning lamps may also illuminate due to overly sensitive monitoring logic for the Brake Pedal Stroke Sensor.

Although the Brake Actuator assembly and Skid Control ECU are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to internal malfunctions of the Brake Actuator assembly or overly sensitive monitoring logic for the Brake Pedal Stroke Sensor. Please see the Warranty Enhancement Program Details for additional information.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in Late June, 2014.

2. **Owner Notification Mailing Date**

The owner notification will commence in Early July, 2014 and will be mailed over several months. We have attached a sample owner letter for your reference.

3. **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to internal malfunctions of the Brake Actuator assembly or overly sensitive monitoring logic for the Brake Pedal Stroke Sensor. If the condition is related to an internal malfunction of the Brake Actuator, it will be replaced with a new one at **no charge**. If the condition is caused by overly sensitive monitoring logic for the Brake Pedal Stroke Sensor, the Skid Control ECU will be reprogrammed or replaced at **no charge**.

- The **Primary Coverage** offers warranty enhancement until November 30, 2015 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

4. Number of Vehicles Covered

There are approximately 177,500 Vehicles covered by this Warranty Enhancement Program.

5. Region/District Summary Reports

We have enclosed the following Warranty Enhancement Program Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports as this is not a Recall or Special/Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

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
Field Product Engineers