



COF Expired on May 31, 2015

Update – 7/23/2012: Vehicle applicability section has been updated to provide information regarding vehicles that had updated parts installed during vehicle manufacturing.

Previous versions of these documents should be discarded.

To: All Toyota Dealer Principals, Service Managers, and Parts Managers
Subject: Limited Service Campaign C0F
Certain 2011 and 2012 MY Highlander HV and Certain 2012 MY Prius V Vehicles
Exhaust Gas Control Actuator Replacement

In our continuing efforts to assure the best in customer satisfaction, Toyota is launching a Limited Service Campaign to replace the Exhaust Gas Control Actuator on Certain 2011 and 2012 MY Highlander HV and Certain 2012 MY Prius V Vehicles.



Background

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 (SE) 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, the driver should 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.

Limited Service Campaign (LSC) Remedy

Toyota dealers are requested to replace the Exhaust Gas Control Actuator at **NO CHARGE** to the customer.

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

The following vital information is provided to inform you and your staff of the owner notification timing and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification will commence in Late April, 2012, shortly after the dealer notification.

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 Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

2. Vehicle Applicability

This Limited Service Campaign will be available at **no charge** to vehicle owners until **May 31, 2015**. All terms of the covered vehicle's applicable New Vehicle Limited Warranty will remain in effect regardless of whether or not the customer takes advantage of the Limited Service Campaign.

There are a small number of vehicles (approximately 200) that had an updated center exhaust pipe assembly and exhaust gas control actuator installed during vehicle manufacturing. The kit parts used for this campaign cannot be installed on these exhaust pipes due to design changes on the exhaust pipe. There is no need to replace the actuator on these vehicles. If a vehicle that appears to be in this condition arrives at the dealer, confirm the vehicle's condition and contact your regional representative for further information.

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

To ensure customer satisfaction Toyota request that dealers perform the Limited Service Campaign Remedy on any New or Used Vehicle in dealer inventory that is covered by this Limited Service Campaign prior to customer delivery.

4. Toyota Rent-A-Car (TRAC) Vehicles

Toyota requests that dealers verify whether their TRAC vehicles are covered by Limited Service Campaign C0F. If a vehicle is covered, please perform the Limited Service Campaign prior to renting the vehicle to a customer.

5. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package.

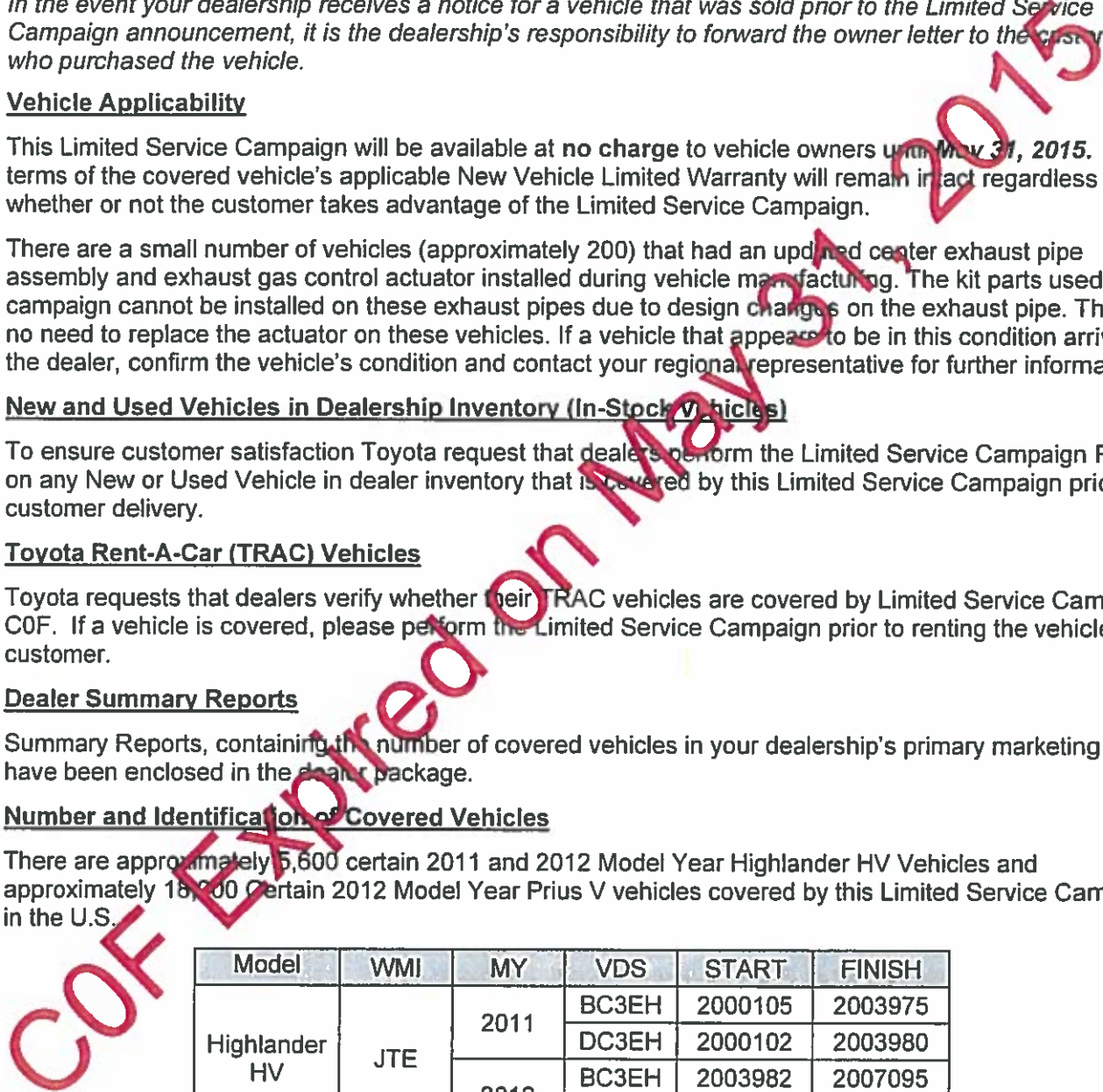
6. Number and Identification of Covered Vehicles

There are approximately 5,600 certain 2011 and 2012 Model Year Highlander HV Vehicles and approximately 18,000 Certain 2012 Model Year Prius V vehicles covered by this Limited Service Campaign in the U.S.

Model	WMI	MY	VDS	START	FINISH
Highlander HV	JTE	2011	BC3EH	2000105	2003975
			DC3EH	2000102	2003980
		2012	BC3EH	2003982	2007095
			DC3EH	2003983	2007094

Model	WMI	MY	VDS	START	FINISH
Prius V	JTD	2012	ZN3EU	3000105	3079570

Please note that **not all vehicles in the VIN range are covered** by this Limited Service Campaign. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.



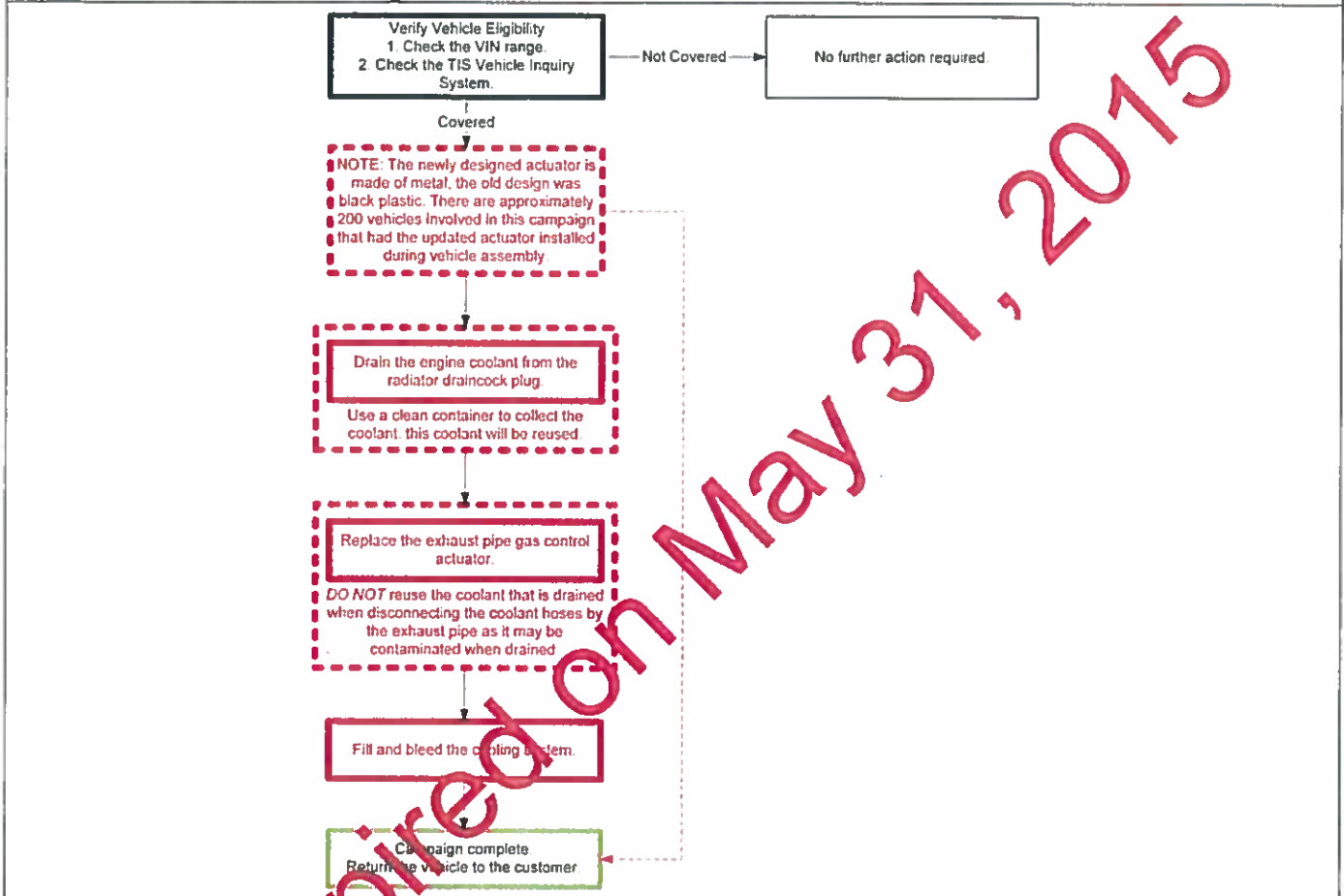
9. Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

10. Warranty Reimbursement Procedure

Specific 2011 and 2012 MY Highlander HV and Certain 2012 MY Prius V Vehicles



The operation codes to be used for this campaign are:

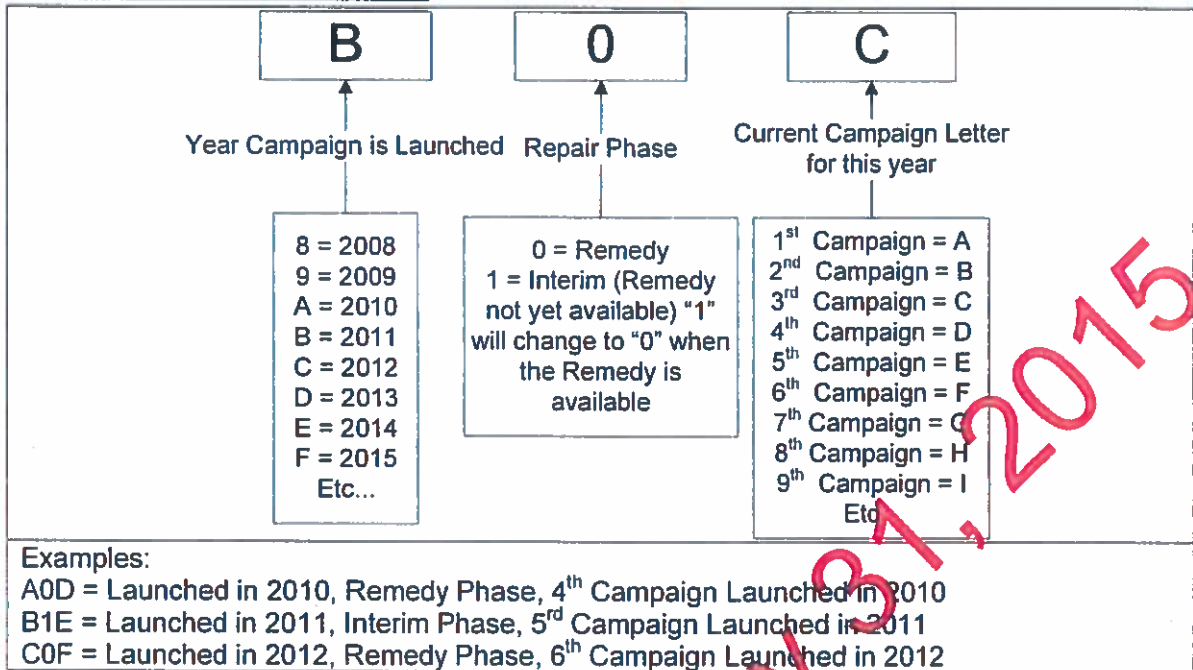
LSC	Model	Op. Code	Description	Flat Rate Hour
COF	Prius V	2606DB	Confirm VIN and Perform Exhaust Gas Control Actuator Replacement	2.3 hr/vehicle
	Highlander HV	2606DC	Confirm VIN and Perform Exhaust Gas Control Actuator Replacement	2.1 hr/vehicle

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

- The cost of 50% Premix Super Long Life Coolant (00272-SLLC2) can be claimed up to 1 liter at a maximum of \$7.00 per vehicle as sublet type "OF" under Op. Codes 2606DB and 2606DC.
- Prius V Rental Car: Use "RT" sublet type for Op. Code 2606DB. A customer rental car through the Toyota-Rent-A-Car (TRAC) program is available for a maximum of 1 day at a maximum rate of \$35 per day.
- Highlander HV Rental Car: Use "RT" sublet type for Op. Code 2606DC. A customer rental car through the Toyota-Rent-A-Car (TRAC) program is available for a maximum of 2 days at a maximum rate of \$35 per day.
- Towing Sublet: If the customer's vehicle required towing to the dealership, use "TW" sublet type under Op. Codes 2606DB and 2606DC.

NOTE: For operation codes covering vehicles that were updated during vehicle manufacturing contact your regional representative.

Campaign Designation Decoder



11. 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.

12. 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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

13. 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.