

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
December 5, 2017	A watermark has been added to the Dealer Letter to indicate that EOP expired on June 30, 2017.

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

Thank you for your cooperation.

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

Subject: Limited Service Campaign (LSC) E0P
Certain 2014 Model Year Toyota 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 Hybrid 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. Owner Notification Mailing Date

The owner notification will commence in mid-June, 2014, 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 80 (2014 MY) Highlander Hybrid vehicles covered by this LSC.

WMI	MY	VDS	START	FINISH
5TD	2014	BCRFH	S004280	S004368
		DCRFH	S004283	S004844

(Covered Vehicles Continued . . .)

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.

Please refer to the VIN list on Page 4.

4. Parts Ordering

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

- **Subject Line: E0P MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number**
- **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.

Important Notes:

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

Part Number	Part Description	Quantity
87200-0E010	Pump Assy., Water (For Heater)	1

5. 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:

- **Toyota Expert (Hybrid Certified)**
- **Master**
- **Master Diagnostic Technician**

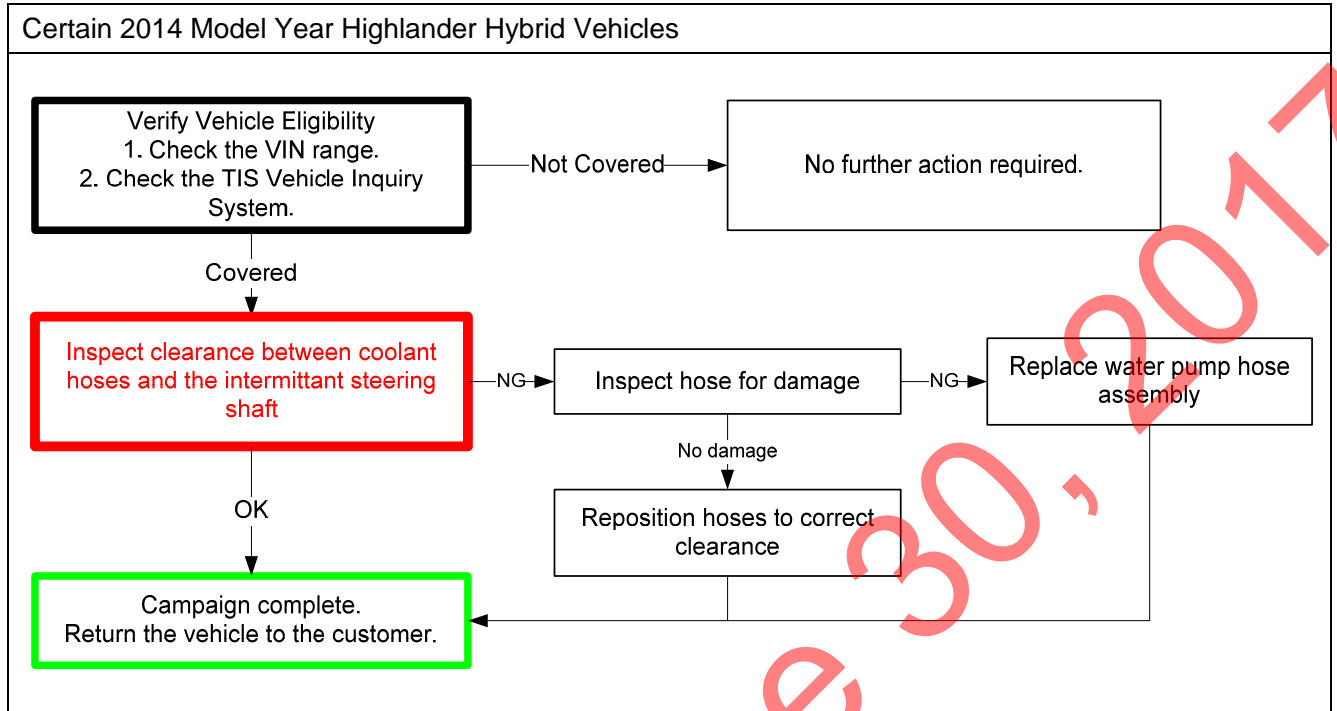
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this LSC repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

6. 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.

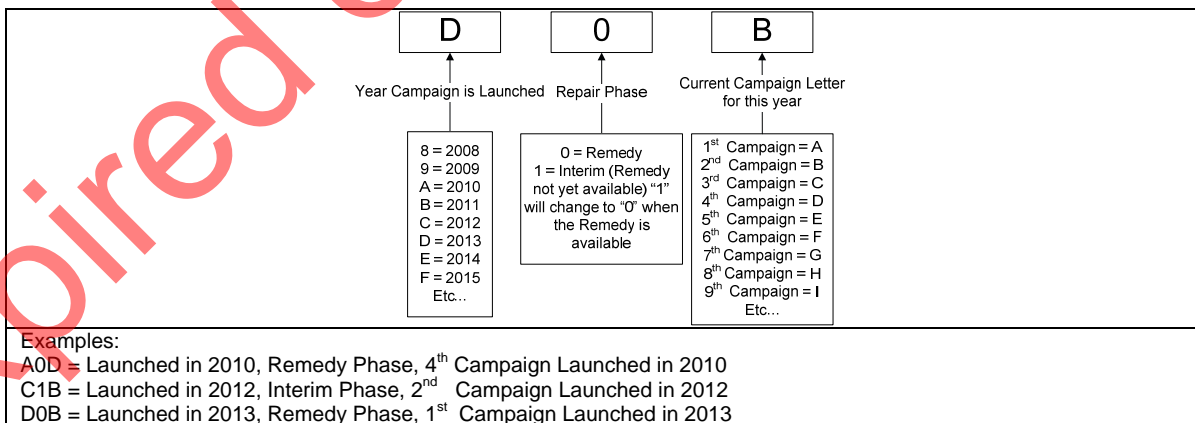
7. Warranty Reimbursement Procedure



LSC	Op. Code	Description	Flat Rate
EOP	AGG46A	Inspect Two (2) Coolant Hose Gaps	0.3 hr/veh
	AGG46B	Inspect and Adjust Coolant Hose Gap(s)	0.5 hr/veh
	AGG46C <i>(Use only in limited cases where damage has occurred.)</i>	Inspect and Replace Water Pump Assy. (For Heater)	2.8 hr/veh

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

8. Campaign Designation Decoder



9. 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.

10. 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.)

11. 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.

Please refer to the following table for vehicles covered by this Limited Service Campaign.

VIN			
5TDBCRFH1ES004368	5TDDCRFH2ES004484	5TDDCRFH8ES004697	5TDDCRFH5ES004639
5TDBCRFH5ES004308	5TDDCRFH3ES004283	5TDDCRFH9ES004286	5TDDCRFH5ES004642
5TDBCRFH5ES004311	5TDDCRFH3ES004512	5TDDCRFH9ES004448	5TDDCRFH5ES004804
5TDBCRFH9ES004280	5TDDCRFH4ES004440	5TDDCRFH9ES004482	5TDDCRFH6ES004472
5TDDCRFH0ES004404	5TDDCRFH4ES004521	5TDDCRFH9ES004515	5TDDCRFH6ES004522
5TDDCRFH0ES004418	5TDDCRFH5ES004303	5TDDCRFH9ES004529	5TDDCRFH6ES004777
5TDDCRFH0ES004600	5TDDCRFH5ES004379	5TDDCRFH9ES004409	5TDDCRFH7ES004495
5TDDCRFH0ES004760	5TDDCRFH5ES004382	5TDDCRFH9ES004412	5TDDCRFH7ES004514
5TDDCRFH0ES004774	5TDDCRFH5ES004446	5TDDCRFH9ES004443	5TDDCRFH8ES004473
5TDDCRFH1ES004427	5TDDCRFH5ES004463	5TDDCRFH9ES004491	5TDDCRFH8ES004487
5TDDCRFH1ES004430	5TDDCRFH5ES004527	5TDDCRFH9ES004507	5TDDCRFH8ES004781
5TDDCRFH1ES004444	5TDDCRFH5ES004723	5TDDCRFH9ES004524	5TDDCRFH9ES004420
5TDDCRFH1ES004461	5TDDCRFH6ES004410	5TDDCRFH0ES004497	5TDDCRFH9ES004630
5TDDCRFH1ES004475	5TDDCRFH6ES004598	5TDDCRFH1ES004654	5TDDCRFH9ES004457
5TDDCRFH1ES004489	5TDDCRFH6ES004844	5TDDCRFH2ES004470	5TDDCRFH0ES004337
5TDDCRFH1ES004587	5TDDCRFH7ES004383	5TDDCRFH2ES004694	5TDDCRFH0ES004693
5TDDCRFH2ES004386	5TDDCRFH7ES004433	5TDDCRFH3ES004364	5TDDCRFH1ES004735
5TDDCRFH2ES004405	5TDDCRFH8ES004408	5TDDCRFH3ES004400	5TDDCRFH9ES004460
5TDDCRFH2ES004419	5TDDCRFH8ES004411	5TDDCRFH3ES004459	
5TDDCRFH2ES004436	5TDDCRFH8ES004621	5TDDCRFH3ES004607	

Certain 2014 Model Year Toyota Highlander Hybrid Vehicles

Coolant Hose Clearance LIMITED SERVICE CAMPAIGN

[VIN]

Dear Toyota 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.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

What is the 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.

What is included in the Limited Service Campaign?

Any authorized Toyota dealership will 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 Limited Service Campaign will be available until June 30, 2017, 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 **June 30, 2017**.

Inspecting, and adjusting if necessary, the coolant hose to intermediate shaft clearances will take approximately 30 minutes. If either hose is damaged, replacing the coolant hoses, which is part of the heating system water pump, will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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 to 4:00 pm Pacific Time.

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.

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.

EXPIRES ON MARCH 30, 2017



**Limited Service Campaign (LSC) – EOP
 Certain 2014 Model Year Highlander Hybrid Vehicles
 Coolant Hose Clearance – FAQ**

Frequently Asked Questions
 Published Mid-June 2014

Q1: What is the condition?

A1: 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.

Q2: What is the cause of this condition?

A2: During the assembly process, two coolant hoses could have been incorrectly positioned.

Q3: What is Toyota going to do?

A3: Owners of vehicles covered by this Limited Service Campaign will receive an owner notification letter by first class mail starting in mid-June 2014. Any authorized Toyota dealership will 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.

Q3a: How does Toyota obtain my mailing information?

A3a: 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.

Q3b: Do I need my owner letter to have the remedy performed?

A3b: No, you do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Q4: Are there any symptoms that this condition exists?

A4: No. Your authorized Toyota dealership will need to inspect the vehicle to determine if the condition is present.

Q5: Which and how many vehicles are covered by this Limited Service Campaign?

A5: There are approximately 80 Toyota Highlander Hybrid vehicles covered by this Limited Service Campaign in the US.

Model	Model Year	Production Range	Appx. UIO
Highlander Hybrid	2014	January 2014 through February 2014	80

Q5a: Are there any other vehicles covered by this Limited Service Campaign?

A5a: No. This specific condition only affects certain 2014 Model Year Highlander Hybrid vehicles.

Q6: How long will the repair take?

A6: Inspecting, and adjusting if necessary, the coolant hose to intermediate shaft clearances will take approximately 30 minutes. If either hose is damaged, replacing the coolant hoses, which is part of the heating system water pump, will take approximately 3 hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: When will this Limited Service Campaign expire?

A7: This Limited Service Campaign will be available until **June 30, 2017**.

Q8: What if an owner has additional questions?

A8: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Expired on June 30, 2017