
To: Quality Compliance
Subject: RE: Customer Support Program ZKC - Certain 2008-2010 Model Year Highlander Hybrid Vehicles - Coverage for Brake Actuator Assembly and Brake Booster Pump Assembly - FAA-ZKC <Region>

From: Quality Compliance

Sent: Thursday, June 6, 2019 2:32 PM

Subject: Customer Support Program ZKC - Certain 2008-2010 Model Year Highlander Hybrid Vehicles - Coverage for Brake Actuator Assembly and Brake Booster Pump Assembly - FAA-ZKC <Region>

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Brake Actuator Assembly and Brake Booster Pump Assembly on certain 2008- 2010 model year Highlander Hybrid vehicles.

Background

Toyota has received reports regarding the Brake Actuator Assembly and Brake Booster Pump Assembly on certain 2008 - 2010 model year Highlander Hybrid vehicles. These reports have indicated certain internal malfunctions of the Brake Actuator Assembly.

Although the Brake Actuator Assembly and Brake Booster Pump Assembly are covered by Toyota's New Vehicle Limited Warranty for normal warranty coverage period, 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to the certain internal malfunctions of the brake booster assemblies.

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

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the Brake Actuator Assembly and Brake Booster Pump Assembly. The specific condition covered by this program refers to certain internal malfunctions of the Brake Actuator Assembly. In addition to certain internal malfunctions, specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256 or C1253 may be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with a new Brake Actuator Assembly and Brake Booster Pump Assembly under the terms of this Customer Support Program.

- The **Primary Coverage** offers coverage until December 31, 2020, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the vehicle's date of first use, whichever occurs first.

This coverage is for 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 the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Covered Vehicles

There are approximately 44,200 vehicles covered by this Customer Support Program. There are approximately 160 vehicles involved in this Customer Support Program that were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
2008-2010 Highlander Hybrid	Early March 2007 – Late July 2010	44,200

Please reference the attachments for additional details.

Dealers will be notified on June 6, 2019 at approximately 3:00 pm Central time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department