
From: Quality Compliance
Sent: Wednesday, September 11, 2019 3:38 PM
Subject: Customer Support Program ZKK - Certain 2012 - 2014 Model Year Camry Hybrid Vehicles - Certain 2013 - 2015 Model Year Avalon Hybrid Vehicles - Coverage for Brake Booster and Brake Booster Pump Assemblies (Internal)
Attachments: ZKK - RL - Camry HV, Avalon HV - (09.11.2019).pdf; ZKK - Dealer Packet- Camry HV Avalon HV - Brake Actuator - (09.11.2019).pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Brake Booster and Brake Booster Pump Assemblies on certain 2012-2014 Model Year Camry Hybrid vehicles and certain 2013-2015 Model Year Avalon Hybrid vehicles.

Background

Toyota has received reports regarding the Brake Booster and Brake Booster Pump Assemblies on certain 2012 - 2014 model year Camry Hybrid vehicles and certain 2013 - 2015 model year Avalon Hybrid Vehicles. These reports have indicated certain internal malfunctions of the Brake Booster Assembly.

Although the Brake Booster and Brake Booster Pump Assemblies are covered by Toyota’s New Vehicle Limited Warranty for 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 certain internal malfunctions of the Brake Booster and Brake Booster Pump Assemblies in some of the subject vehicles.

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

Covered Vehicles:

Model Name	Model Year	Approximate Total Vehicles	Production Period
Camry Hybrid	2012-2014	127,000	Early April 2011 - Early September 2014
Avalon Hybrid	2013-2015	47,200	Late May 2012 – Late October 2015

Customer Support Program Details:

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

- The Primary Coverage will be offered until March 31, 2021, regardless of mileage.
- After the Primary Coverage, the Secondary Coverage is applicable for 10 years or 150,000 miles from the date of first use, whichever comes 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.

Please reference the attachments for additional details.

Dealers will be notified on September 11th, 2019 at approximately 4:00 PM CST.

Thank you for your support.

TOYOTA MOTOR NORTH AMERICA

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