

INTEROFFICE MEMORANDUM

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

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

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

Specific information for Region support is provided below.

Condition

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on September 11, 2019.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.