

Original Publication Date: January 12, 2021

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

CUSTOMER SUPPORT PROGRAM 20TE01

Certain 2016–2017 Model Year Land Cruiser
Coverage for Repairs for Air Conditioner (A/C) Servo Motor Malfunction

Model / Years	Production Period	Approximate Total Vehicles
2016– 2017 Land Cruiser	Late August 2015 – Late June 2017	6,800

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Repairs for air conditioner (A/C) servo motor malfunction.

Background

There is a possibility that the A/C servo motor(s) have an internal electrical malfunction which could lead to inconsistent air temperature coming from the air conditioner (A/C) vents, air not coming out at the selected temperature, and/or air not coming out of the selected A/C vent of the vehicle.

Although the A/C servo motors 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 A/C servo motor(s) that have an internal electrical malfunction which could lead to the symptoms described above.

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 A/C servo motor(s). The specific condition covered by this program is an internal electrical malfunction in the A/C servo motor(s) which could lead to inconsistent air temperature coming from the air conditioner (A/C) vents, air not coming out at the selected temperature, and/or air not coming out of the selected A/C vent of the vehicles. In addition to internal malfunctions, specific Diagnostic Trouble Codes (DTCs) B1441, B1442, B1443, B1445, B1446, B1447, B1448, B1449, B1457, B1458, B1486 and/or B1488 may be stored in the vehicles memory to be used as verification. If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will reprogram the A/C control module, test the A/C servo motor(s) and, if necessary, replace any failed servo motor(s) with a new one(s) FREE OF CHARGE for the period described below.

- The *Primary Coverage* offers coverage until January 12, 2022, regardless of mileage.
- After the Primary Coverage, the *Secondary Coverage* is applicable for 7 years or 125,000 miles from the 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 6,800 vehicles covered by this Customer Support Program. There are approximately 20 vehicles in Puerto Rico involved in this Customer Support Program.

Owner Letter Mailing Date

Toyota will begin to notify owners starting in late January 2021 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. 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 Brand Engagement Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP *IS NOT* emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title are *NOT ELIGIBLE* for coverage under this CSP.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

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 Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

As this is a Customer Support Program, the condition *MUST* be verified by inspecting the vehicle. Therefore, dealers *SHOULD NOT* increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis as per [T-SB-0000-00](#) and order the applicable parts identified by following the T-SB.

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Any specialty)
- Expert Technician (Any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

Remedy Procedures

Technical instructions for this Customer Support Program can be found in [T-SB-0000-00](#).

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

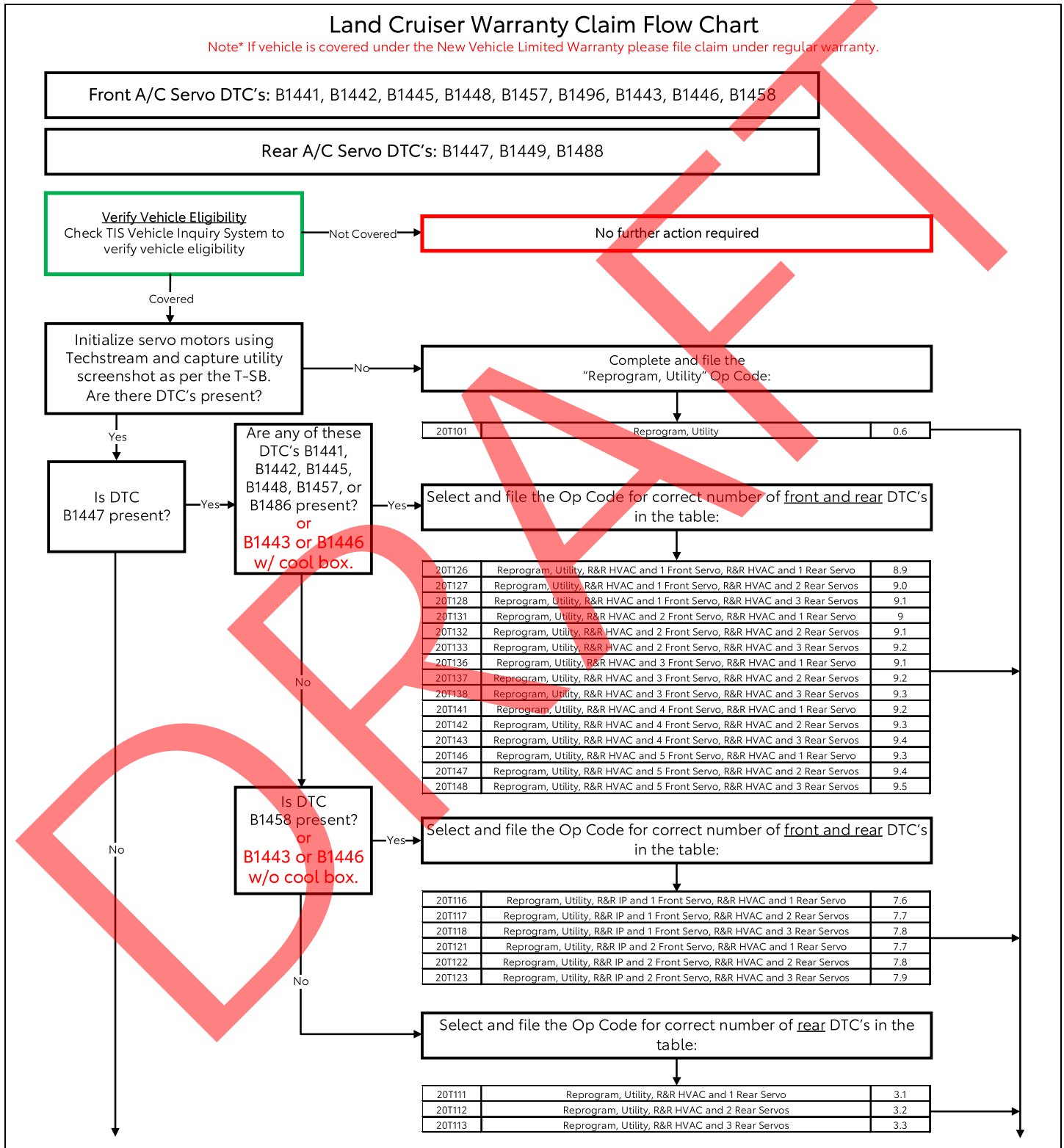
- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

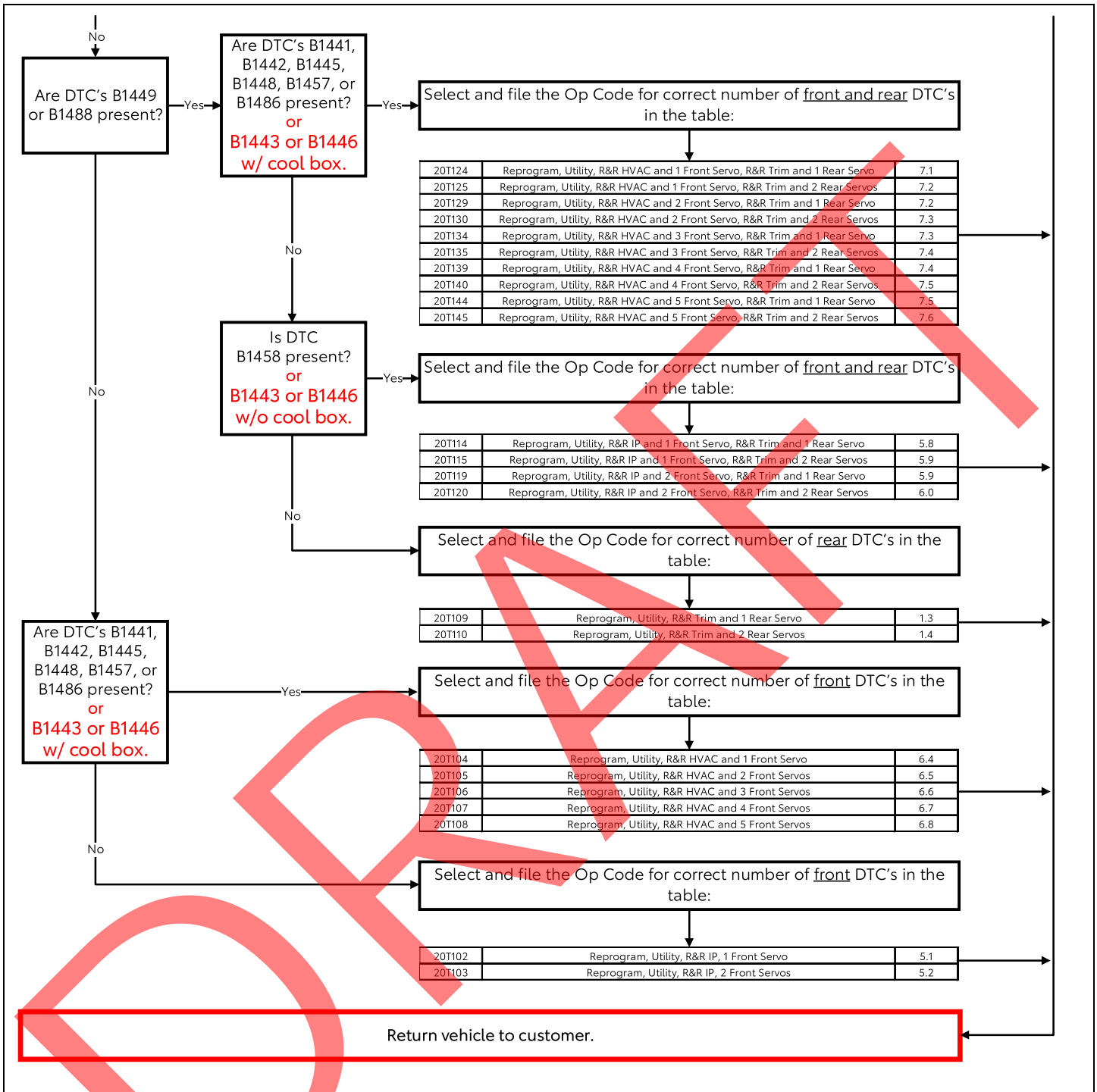
Warranty Reimbursement Procedures

Reimbursement Procedure

NOTE: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a Regular warranty claim.



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Notes:

- Dealers may claim the cost for Super Long Life Coolant under all Op Codes above except 20T101 at a maximum amount of \$63.00 per vehicle as sublet type "OF".
- Dealers may claim the cost for refrigerant under all Op Codes above except 20T101 at a maximum amount of \$35.00 per vehicle as sublet type "AC".
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 1 day at \$35.00 per day as a sublet type "RT" under Op Codes 20T102, 20T103, 20T114, 20T115, and 20T119.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 2 days at \$35.00 per day as a sublet type "RT" under Op Codes 20T104, 20T105, 20T106, 20T107, 20T108, 20T109, 20T110, 20T111, 20T112, 20T113, 20T116, 20T117, 20T118, , 20T120, 20T121, 20T122, 20T123, 20T124, 20T125, 20T126, 20T127, 20T128, 20T129, 20T130, 20T131, 20T132, 20T138, 20T139, 20T140, 20T141, 20T142, 20T143, 20T144, 20T145, 20T146, 20T147, and 20T148.

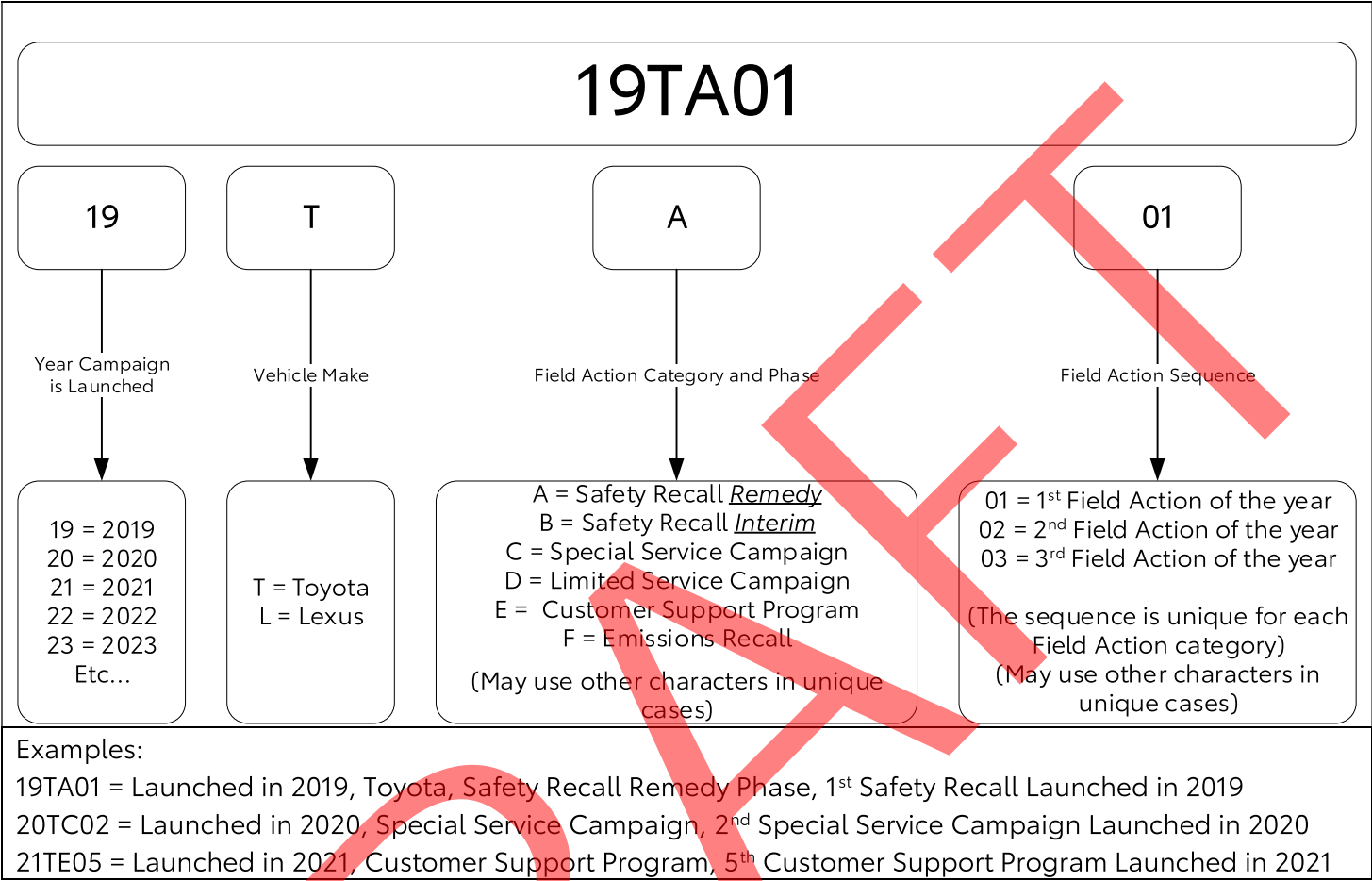
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



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 Customer Support Program.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



CUSTOMER SUPPORT PROGRAM 20TE01

Certain 2016–2017 Model Year Land Cruiser
Coverage for Repairs for Air Conditioner (A/C) Servo Motor Malfunction

Frequently Asked Questions

Original Publication Date: January 12, 2021

Q1: *What is the condition?*

A1: There is a possibility that the A/C servo motor(s) have an internal electrical malfunction which could lead to inconsistent air temperature coming from the air conditioner (A/C) vents, air not coming out at the selected temperature, and/or air not coming out of the selected A/C vent of the vehicle.

Q1a: *What is a servo motor?*

A1a: Servo motors control the doors located within the Heating, Ventilation and Air Conditioning unit. These doors open and close to control the flow of hot or cold air. The doors also direct air to the desired mode/vent setting on the subject vehicle's A/C controls (Windshield Defogger, Left Hand Side, Right Hand Side, Feet, etc.).

Q1b: *Are there any signs or indications that my vehicle may have this condition?*

A1b: If the customer notices uneven temperatures from A/C vents, air not coming out of the correct vent, or air not coming out at the selected temperature, the vehicle may be experiencing the concern described above. However, the owner should contact their dealership for diagnosis to confirm the condition.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail starting in late January 2021, advising owners of this Customer Support Program. Owner notifications will be mailed over several months.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will reprogram the A/C control module, test the A/C servo motor(s) and, if necessary, replace any failed servo motor(s) with a new one(s) **FREE OF CHARGE** for the period described below.

Q3: Which and how many vehicles are covered by this Customer Support Program?

A3: There are approximately 6,800 vehicles covered by this Customer Support Program.

Model Year	Model Name	Production Period
2016 – 2017	Land Cruiser	Late August 2015– Late June 2017

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?

A3a: Yes, the following Lexus vehicles are also covered by Customer Support Program 20LE01: certain 2016–2017 model year GS F, certain 2016–2017 model year GS200T, certain 2016–2017 model year IS200T, certain 2016–2017 model year RC200T, certain 2013–2017 model year GS350, certain 2013–2017 model year GS450H, certain 2014–2015 model year IS250, certain 2016–2017 model year IS300, certain 2016–2017 model year RC300, certain 2014–2017 model year IS350, certain 2015–2017 model year RC F, certain 2015–2017 model year RC350, and certain 2016–2017 model year LX570.

Q4: What are the details of this program?

A4: This Customer Support Program provides coverage as it applies to the A/C servo motor(s). The specific condition covered by this program is an internal electrical malfunction in the A/C servo motor(s) which could lead to inconsistent air temperature coming from the air conditioner (A/C) vents, air not coming out at the selected temperature, and/or air not coming out of the selected A/C vent of the vehicle. If the condition is verified, the dealer will reprogram the A/C control module, test the A/C servo motor(s) and, if necessary, replace any failed servo motor(s) with a new one(s) **FREE OF CHARGE** under the terms of this Customer Support Program.

- The *Primary Coverage* will be offered until January 12, 2022, regardless of year or mileage.
- After the *Primary Coverage*, the *Secondary Coverage* is applicable for 7 years or 125,000 miles from the 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.

Q5: *What should an owner do if experiencing this condition?*

A5: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner.

Q5a: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A5a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

Q6: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A6: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q7: *How long will the repair take?*

A7: The repair takes approximately 1 to 10 hours depending on the model of vehicle and the number of servo motors replaced. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. If the repair is estimated to exceed 4 hours, a loaner vehicle may be provided for the period that your vehicle is undergoing repair.

Q8: *What if I previously paid for repairs related to this Customer Support Program?*

A8: Reimbursement consideration instructions will be provided in the owner letter.

Q9: *How does Toyota obtain my mailing information?*

A9: 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.

Q10: *What if I have additional questions or concerns?*

A10: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER SUPPORT PROGRAM 20TE01 NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

This Customer Support Program provides coverage as it applies to the air conditioner (A/C) servo motor(s). The specific condition covered by this program is an internal electrical malfunction in the A/C servo motor(s) which could lead to inconsistent air temperature coming from the A/C vents, air not coming out at the selected temperature, and/or air not coming out of the selected A/C vent of the vehicles. If the condition is verified, the dealer will reprogram the A/C control module, test the A/C servo motor(s) and, if necessary, replace any failed servo motor(s) with a new one(s) **FREE OF CHARGE** under the terms of this Customer Support Program.

<u>Primary Coverage</u>	<u>Secondary Coverage</u> (After Primary Coverage ends)
The Primary Coverage offers coverage until January 07, 2022, regardless of mileage.	Applicable for 7 years or 125,000 miles from the date of first use, whichever occurs first.

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately 1 to 10 hours, depending on your vehicle model and the number of A/C servo motors replaced. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

What if you have other questions?

- Refer to the Frequently Asked Questions sheet included with this letter.
- Your local Toyota dealer will also be more than happy to answer any of your questions.

- Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, please visit www.toyota.com/recall/update-info-toyota. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Brand Engagement Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

▼ Remove at perforation and place in the back of your owner's manual ▼

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the air conditioner (A/C) servo motors. The specific condition covered by this program is inconsistent air temperature coming from the A/C vents, air not coming out at the selected temperature and/or air not coming out of the selected A/C vent caused by an electrical malfunction. If the condition is verified and found to be related to the A/C servo motor(s), any authorized dealer will reprogram the servo motor(s) and, if necessary, replace any failed servo motor(s) with a new one(s) under the terms of this Customer Support Program*.

- The **Primary Coverage** will be offered until January 07, 2022, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 7 years from the date of first use OR 125,000 miles, whichever occurs first.

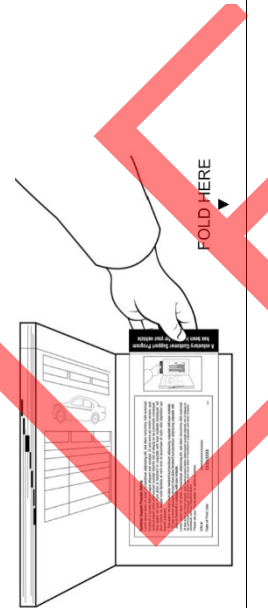
Please note that this coverage is for work performed at an authorized Toyota dealer only.

This coverage 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 see your Toyota dealer for additional details

VIN # _____

Date of First Use _____



A voluntary Customer Support Program has been initiated for your vehicle

SAMPLE

TOYOTA

CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

Q1: *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.**

Q3: *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: *Which part(s) are covered by this Customer Support Program?*

A5: Refer to the owner letter to find the specific component(s) covered by this program.

Q6: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.