

INTEROFFICE MEMORANDUM

Original Publication Date: January 12, 2021

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

From: Gary Ross 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM 20TE01

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

Specific information for Region support is provided below.

Condition

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on January 12, 2021.

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.