


From: QC_DoNotReply QC_DoNotReply@toyota.com 
Subject: Internal CSP Introduction Notice - Customer Support Program 20TE01 - Certain 2016–2017 Model Year Land Cruiser - Coverage for Repairs for Air Conditioner (A/C) Servo Motor Malfunction (Internal)
Date: January 7, 2021 at 1:03 PM
To:

Advance Internal Notice: Dealers will be notified on January 12, 2021 at approximately 11:00 am Central time.

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.

Covered Vehicles:

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

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

image.

- 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.

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Technician Certification Requirements

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

Owner Letter Mailing Date

Toyota will begin to notify owners starting in late January 2021 and will be mailed over several months.

Customer Reimbursement Opcode

Reimbursement for the cost of repairs previously paid by the customer, may be reimbursed under Opcode 20T149.

Please reference the attachments for additional details.

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email quality_compliance@toyota.com.

Thank you for your support,



20TE01 - Dealer
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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.

