

# TOYOTA

## PRODUCT SUPPORT DIVISION

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 Information

### INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents

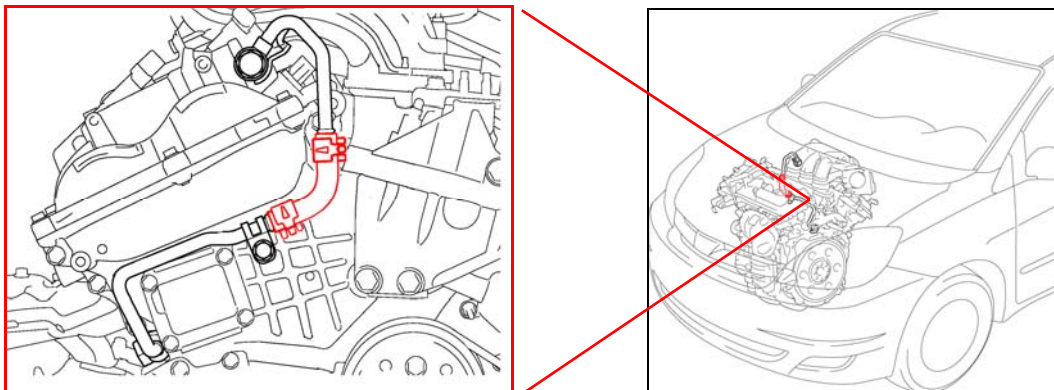
From: Bob Waltz,  
Group Vice President, Product Quality and Service Support

Subject: **Extension of** Limited Service Campaign (LSC) 90K  
Certain 2005-2009 Model Year Avalon  
Certain 2007-2010 Model Year Camry  
Certain 2008 Model Year Highlander  
Certain 2006-2009 Model Year Rav4  
Certain 2007-2010 Model Year Sienna Vehicles  
2GR-FE (V6) Engine VVTi Oil Hose Replacement

In our continuing efforts to ensure the best in customer satisfaction, Toyota is extending Limited Service Campaign (LSC) 90K on certain 2005-2009 MY Avalon, certain 2007-2010 MY Camry, certain 2008 MY Highlander, certain 2006-2009 MY Rav4, and certain 2007-2010 MY Sienna Vehicles. There are approximately 117,500 vehicles that were not completed prior to the expiration of the original LSC that will be covered by this LSC extension.

#### **Background**

On certain vehicles equipped with a 2GR-FE (V6) engine, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.



The following vital information is provided to inform you and your staff of the owner notification timing and your degree of involvement.

#### **Limited Service Campaign (LSC) Remedy**

Authorized Toyota dealerships are requested to replace the VVTi Oil Hose at **NO CHARGE** to the vehicle's owner.

This LSC extension will be available **until December 31, 2021**, and will only be available at an authorized Toyota Dealer.

#### **1. Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in Early August, 2014.

**2. Owner Notification Mailing Date**

The owner notification will commence in mid-September, 2014.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

**3. Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers conduct this LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

**4. Number and Identification of Covered Vehicles**

There are approximately 117,500 vehicles covered under this LSC extension.

**5. Parts Ordering Process (Dealer Ordering Solutions)**

Orders can be placed through the dealership's facing PDC. The VVTi Oil Hoses have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria. Each dealer has received specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders.

Additional Part Ordering information can be found in the dealer communication.

**6. Region/District Summary Reports**

We have enclosed the following LSC 90K Extension Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this LSC.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this LSC.

The attached Dealer Notification Letter contains 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.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
 Region/Private Distributor Customer Service Operations Managers  
 Region/Private Distributor Service Managers/Directors/VPs  
 Region/Private Distributor Parts Managers/Directors/VPs  
 Region/Private Distributor Customer Services Field Managers  
 Region/Private Distributor Technical Services and Training Managers  
 Region/Private Distributor District Service and/or Parts Managers  
 Region/Private Distributor Customer Relations Managers  
 Region/Private Distributor PDC Managers  
 Region/Private Distributor Field Technical Specialists  
 Region/Private Distributor Service Training Specialists  
 Region/Private Distributor Vehicle Operations Managers  
 All NAPC General Managers  
 All TMS Sales Administration Managers  
 All TMS Product Quality & Service Support Managers  
 All Field Product Engineers