

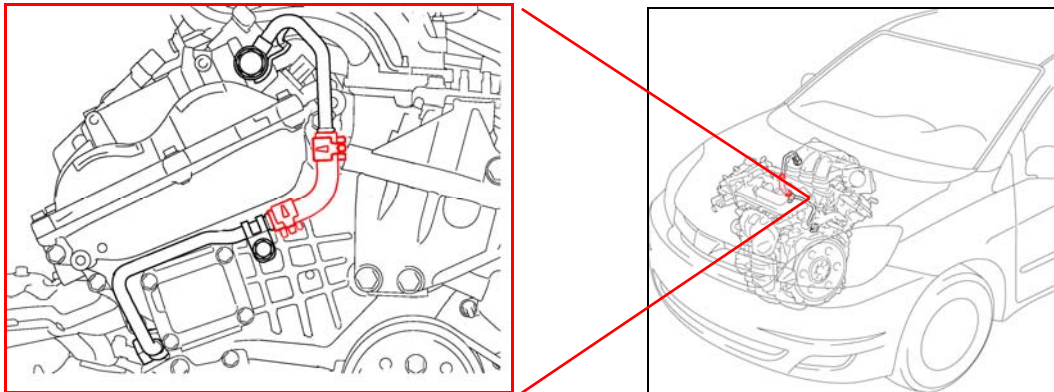
To: All Toyota Dealer Principals, Service Managers, and Parts Managers

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, and
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. Owner Notification Mailing Date

The owner notification will commence in mid-September.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the LSC extension announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

(Owner Notification Mailing Date Continued...)

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

2. Used Vehicles in Dealership Inventory (In-Stock Vehicles)

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

3. Number and Identification of Covered Vehicles

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

MODEL	WMI	VDS	MY	Start	Finish	MODEL	WMI	VDS	MY	Start	Finish			
Avalon	4T1	BK36B	2005	U001102	U062420	RAV4	JTM	2007	BK33V	5012869	5040746			
			2006	U062432	U167701					6010030	6028011			
			2007	U165629	U253861					BK34V	5012765	5040451		
			2008	U251079	U311505						5013592	5040587		
			2009	U324725	U346786						ZK31V	5005695	5016119	
Camry	4T1	BK46K	2007	U001024	U560047				ZK32V	6003146	6010005			
			2008	U054582	U576873				5005722	5015913				
			2009	U073259	U587034				6003166	6009951				
			2010	BK3EK	U100665				U100665	ZK33V	5005710	5016113		
	JTN	BK46K	2007	3000021	3031526				6003137	6009952				
			2008	3031562	3037061				ZK34V	5005707	5016043			
			2009	3037144	3040290				ZK35V	5005854	5015772			
Highlander	JTE	2008	DS41A	2000147	2048686	RAV4	JTM	2008	BK31V	5040842	5061094			
			DS42A	2000181	2048885					6028124	6044174			
			DS43A	2000146	2049459				BK32V	5041092	5060709			
			DS44A	2000303	2048181					6028135	6044123			
			ES41A	2000201	2084190				BK33V	5040791	5060960			
			ES42A	2000190	2082145					6028079	6044259			
			ES43A	2000188	2083204				BK34V	5040796	5060495			
RAV4	2T3	2009	BK31V	W002732	W002744				Sienna	5TD	2007	BK22C	S000038	S008764
			BK33V	W002720	W002720								BK23C	S000025
	JTM	2006	BK31V	5000037	5012682							ZK22C	S000015	S099335
				6000087	6010000							ZK23C	S000018	S099339
			BK32V	5000030	5012501							BK22C	S008777	S022321
				6000080	6009998	BK23C	S008766	S022099						
			BK33V	5000027	5012628	ZK22C	S099372	S223498						
				6000090	6009974	ZK23C	S095940	S225256						
			BK34V	5000094	5012662	BK23C	S023175	S023175						
				5000084	5012671		ZK22C	S228570				S243366		
			ZK31V	5000039	5005680	ZK23C	S227256	S281144						
				6000020	6003114		2010	KK4CC				S298111	S299362	
	ZK32V	5000044	5005619	BK31V	5012714	5040726								
		6000017	6003131		6010028	6028043								
	ZK33V	5000011	5005655	BK32V	5012762	5040722								
		6000026	6003054		6010136	6028051								
	ZK34V	5000021	5005593											
		5000407	5005532											

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 the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS. **Not all vehicles in the VIN range are covered by this LSC extension.**

4. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through TIS prior to performing repairs.)

5. Parts Ordering

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.

Campaign	Part Number	Part Description	Qty.
90K	04009-33131	No.1 Oil Hose Kit	1

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.

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer: Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

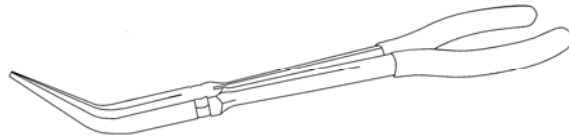
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

6. Required Special Service Tools

An angled needle nose pliers will be required to complete the repair, one of these tools was previously provided free of charge at the launch of the original 90K LSC. Technicians may also utilize the following commercially available tools:

- **Snap-On: 411BCP**
- **Matco: PNG111B**
- **Mac: P301733**



7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the LSC process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- **Certified Engine**
- **Expert Engine**
- **Master**
- **Master Diagnostic Technician**

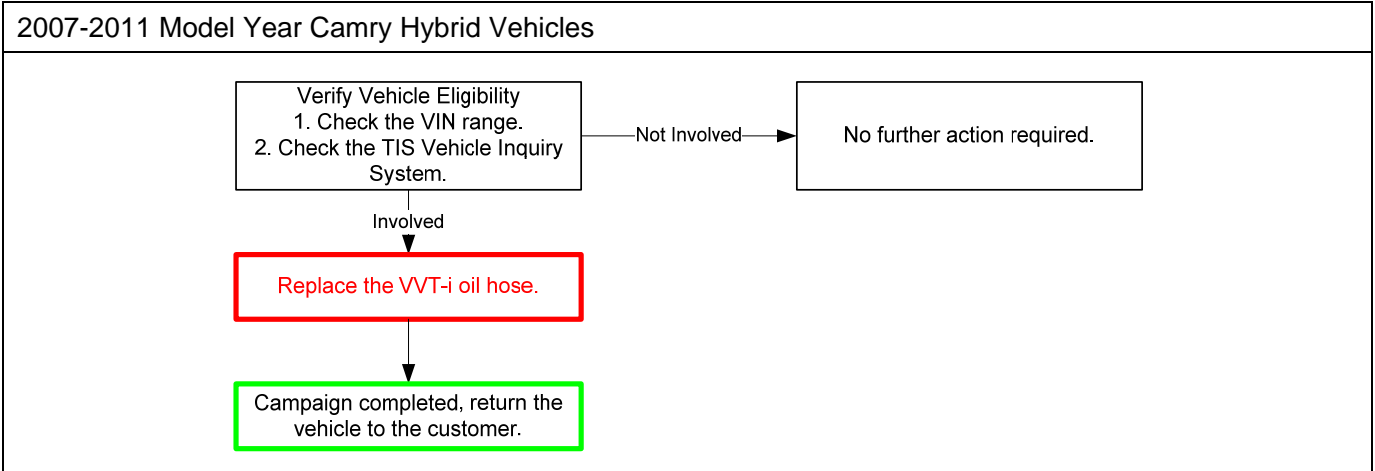
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

8. Remedy Procedures

Please refer to TIS for Technical Instructions.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

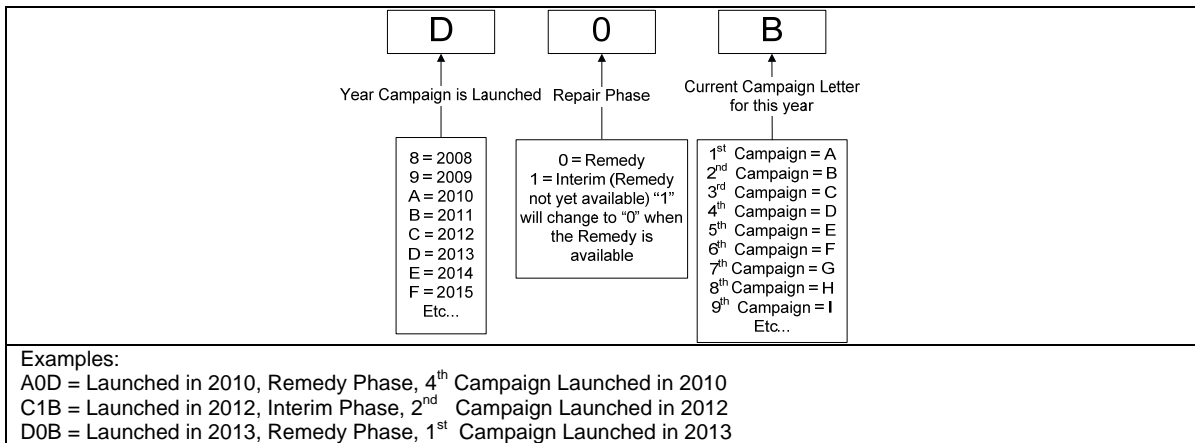
9. Warranty Reimbursement Procedure



LSC	Op. Code	Model	Description	Flat Rate
90K	9609K1	Highlander	Replace VVTi Oil Hose	0.7 hr/vehicle
	9609K2	RAV4		0.6 hr/vehicle
	9609K3	Camry		0.7 hr/vehicle
	9609K4	Avalon		0.7 hr/vehicle
	9609K5	Sienna		1.0 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

10. Campaign Designation Decoder



11. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

12. 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

13. Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or LSC remedy. 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 Customer Experience Center (1-888-270-9371).

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 Limited Service Campaign.

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