C0F Expired on May 31, 2015



Update – 7/23/2012: Vehicle applicability section has been updated to provide information regarding vehicles that had updated parts installed during vehicle manufacturing.

Previous versions of these documents should be discarded.

Toyota Motor Sales, U.S.A., Inc. 19001 South Western Avenue Torrance, CA 90501 (310) 468-1000

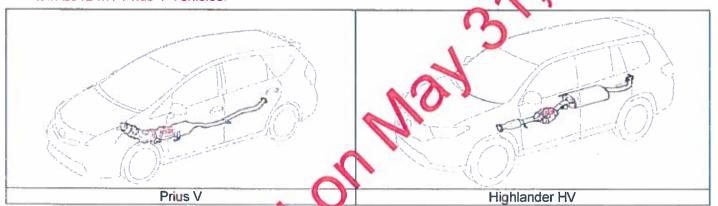
To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Limited Service Campaign C0F

Certain 2011 and 2012 MY Highlander HV and Certain 2012 MY Prius V Vehicles

Exhaust Gas Control Actuator Replacement

In our continuing efforts to assure the best in customer satisfaction, Toyota is launching a United Service Campaign to replace the Exhaust Gas Control Actuator on Certain 2011 and 2012 MY Highlander HV and Certain 2012 MY Prius V Vehicles.



Background

On certain 2011 and 2012 model year Tipplander HV and certain 2012 model year Prius V vehicles, there is a possibility that the exhaust gas control city ator may develop a coolant leak. If a coolant leak occurs, the Water Temp Indicator Lamp* (1), and Che & Engine Lamp (12) will illuminate.

* For Highlander HV the Water Texts Indicator Lamp will illuminate when the needle for the engine coolant temperature gauge enters the end one.

If the above warning amps il uminate, the driver should pull over, and contact an authorized Toyota dealer for diagnosis and repair Continued operation of the vehicle with insufficient levels of coolant will cause the engine to overheat.

Limited Service Campaign (LSC) Remedy

Toyota devlers are requested to replace the Exhaust Gas Control Actuator at NO CHARGE to the customer.

All terms on the New Vehicle Limited Warranty will remain intact regardless of whether or not the customer takes advantage of this Limited Service Campaign. Additional details on the vehicle's New Vehicle Limited Warranty coverage can be found in the Owner's Warranty and Service Guide booklet.

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

1. Owner Notification Letter Mailing Date

The owner notification will commence in Late April, 2012, shortly after the dealer notification.

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 Dealer Daily/TIS prior to performing repairs*. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the commer who purchased the vehicle.

2. Vehicle Applicability

This Limited Service Campaign will be available at no charge to vehicle owners unit way, 2015. All terms of the covered vehicle's applicable New Vehicle Limited Warranty will remain it act regardless of whether or not the customer takes advantage of the Limited Service Campaign.

There are a small number of vehicles (approximately 200) that had an updated center exhaust pipe assembly and exhaust gas control actuator installed during vehicle manufacturing. The kit parts used for this campaign cannot be installed on these exhaust pipes due to design changes on the exhaust pipe. There is no need to replace the actuator on these vehicles. If a vehicle that appears to be in this condition arrives at the dealer, confirm the vehicle's condition and contact your regional representative for further information.

3. New and Used Vehicles in Dealership Inventory (In-Stock V) hicks)

To ensure customer satisfaction Toyota request that dealers perform the Limited Service Campaign Remedy on any New or Used Vehicle in dealer inventory that is the red by this Limited Service Campaign prior to customer delivery.

4. Toyota Rent-A-Car (TRAC) Vehicles

Toyota requests that dealers verify whether their TRAC vehicles are covered by Limited Service Campaign C0F. If a vehicle is covered, please perform the Limited Service Campaign prior to renting the vehicle to a customer.

5. 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.

6. Number and Identification of Covered Vehicles

There are approximately 5,600 certain 2011 and 2012 Model Year Highlander HV Vehicles and approximately 18,000 Certain 2012 Model Year Prius V vehicles covered by this Limited Service Campaign in the U.S.

| Model | WMI | MY | VDS | START | FINISH | |
|------------------|-----|------|-------|---------|-------------------------------|--|
| Highlander HV | _ | 2011 | BC3EH | 2000105 | 2003975 | |
| | JTE | 2011 | DC3EH | 2000102 | The second | |
| | JIE | 2012 | BC3EH | 2003982 | 2003975 2003980 2007095 | |
| | | 2012 | DC3EH | 2003983 | 2007094 | |

| Model | WMI | MY | VDS | START | FINISH |
|---------|-----|------|-------|---------|---------|
| Prius V | JTD | 2012 | ZN3EU | 3000105 | 3079570 |

Please note that **not all vehicles in the VIN range are covered** by this Limited Service Campaign. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS.** Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

| at the second second | |
|----------------------|------|
| STATE | UIO |
| AK | 28 |
| AL | 174 |
| _AR | 129 |
| AZ | 400 |
| CA | 5014 |
| CO | 354 |
| CT | 259 |
| DC | 0 |
| DE | 63 |
| FL | 1158 |
| GA | 379 |

| STATE | UIO |
|-------|-----|
| HI | 0 |
| IA | 158 |
| ID | 95 |
| IL | 743 |
| IN | 323 |
| KS | 122 |
| KY | 197 |
| LA | 109 |
| MA | 673 |
| MD | 557 |
| ME | 84 |

| STATE | UIO |
|----------|------------|
| IM | 281 |
| MN | 221 |
| MO | 237 |
| MS | 57 |
| MT | 39 |
| NC | 571 |
| ND | 28 |
| NE | 70 |
| NH | 111 |
| NJ | 513 |
| NM | 127 |
| NH NJ | 111 513 |

| | 117 |
|-------|-------|
| STATE | UIO |
| NV | 136 |
| NY | 963 |
| OH | 524 |
| OK | 105 |
| OR | 482 |
| PA | 724 |
| RI | 79 |
| SC | 214 |
| SD | 33 |
| TN | 272 |
| TX | 898 (|
| | |

| 2.132 | |
|-------|-------------|
| STATE | UIO |
| UT | 104 |
| VA | 811 |
| VT | 68 |
| WA | 762 |
| WI | 349 |
| WV | / 65 |
| WY | |
| A | - |
| 0'' | |
| | |

7. Super Long Life Coolant

| Chemical Part No. | Chemical Name | ♦ Qty/Unit |
|-------------------|-------------------------------------------------------------------|------------|
| 00272-SLLC2 | Toyota Genuine 50/50 Pre-Diluted Super ong Life Coolant (SLLC) | 1 Gal. |

Toyota Genuine 50/50 Pre-Diluted Super Long Life Coolant (SLLC) can be ordered through the Toyota Chemical Program and will be drop shipped from AMREP.

8. Parts Ordering (Dealer Ordering Solutions)

Orders can be placed through your dealership's facing the parts have been placed on Dealer Ordering Solutions and will be systematically released only based on dealer ordering criteria.

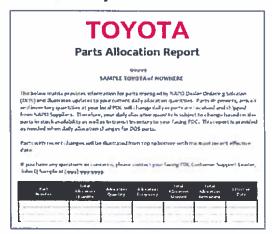
Please refer to the table below and the Technical Instructions for part number information.

| Model | Part Number | | | Description | Qty |
|---------------|-------------|-------|-----|-----------------------------|-----|
| ALL | 16492-21050 | | | RING, O RADIATOR | 1 |
| Highlander HV | 04001-88131 | ACTIA | TOF | R SET, EXH PIPE GAS CONTROL | 1 |
| Prius V | 04001-88237 | ACTUA | TOF | R SET, EXH PIPE GAS CONTROL | 1 |

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, W. Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-18. for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

Each dealer will neive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volum x 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. A sample of the Parts Allocation Report has been attached below for your reference.

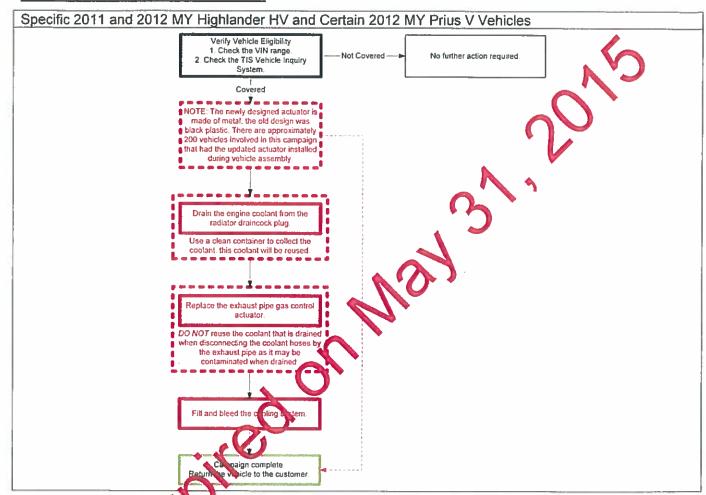


9. Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

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

10. Warranty Reimbursement Procedure



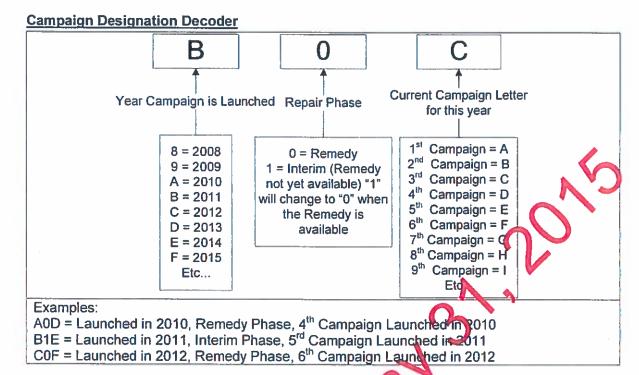
The operation codes to be used for this campaign are:

| LSC | Morel | Dp. Code | Description | Flat Rate Hour |
|-----|---------------|----------|------------------------------------------------------------------|----------------|
| COF | Prius | 2606DB | Confirm VIN and Perform Exhaust Gas Control Actuator Replacement | 2.3 hr/vehicle |
| CUI | Hig lander HV | 2606DC | Confirm VIN and Perform Exhaust Gas Control Actuator Replacement | 2.1 hr/vehicle |

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

 The cost of 50% Premix Super Long Life Coolant (00272-SLLC2) can be claimed up to 1 liter at a naximum of \$7.00 per vehicle as sublet type "OF" under Op. Codes 2606DB and 2606DC.
- Prius V Rental Car: Use "RT" sublet type for Op. Code 2606DB. A customer rental car through the Toyota-Rent-A-Car (TRAC) program is available for a maximum of 1 day at a maximum rate of \$35 per day.
- Highlander HV Rental Car: Use "RT" sublet type for Op. Code 2606DC. A customer rental car
 through the Toyota-Rent-A-Car (TRAC) program is available for a maximum of 2 days at a maximum
 rate of \$35 per day.
- Towing Sublet: If the customer's vehicle required towing to the dealership, use "TW" sublet type under Op. Codes 2606DB and 260DC.

NOTE: For operation codes covering vehicles that were updated during vehicle manufacturing contact your regional representative.



11. Repair Quality Confirmation

The repair quality of covered vehicles is extremely imported to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at east 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 robal and national) receive a consistent message. In this regard, all media contacts must be directed to Priva Dyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to sustomers. Please provide this contact to only media associates.)

13. Customer Contacts

Customers who receive the wher 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 not dealer 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 his 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.