

## INTEROFFICE MEMORANDUM

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

From: Tom Trisdale   
Vice-President, Product Quality and Service Support

## CUSTOMER SUPPORT PROGRAM ZKC

Certain 2008-2010 Model Year Highlander Hybrid Vehicles  
Coverage for Brake Actuator Assembly and Brake Booster Pump Assembly

Specific information for Region support is provided below.

**Background**

Toyota has received reports regarding the Brake Actuator Assembly and Brake Booster Pump Assembly on certain 2008 - 2010 model year Highlander Hybrid vehicles. These reports have indicated certain internal malfunctions of the Brake Actuator Assembly.

Although the Brake Actuator Assembly and Brake Booster Pump Assembly are covered by Toyota's New Vehicle Limited Warranty for normal warranty coverage period, 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 the certain internal malfunctions of the brake booster assemblies.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on June 6, 2019.

*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.