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| DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator |  TOYOTA <i>Customer Support Program Bulletin</i> | No.: POL19-06 Date: 6/6/2019 Page: 1 of 3 |
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**SUBJECT: *CUSTOMER SUPPORT PROGRAM BULLETIN (ZKC):
REPAIR COVERAGE FOR BRAKE ACTUATOR
ASSEMBLY AND BRAKE BOOSTER PUMP ASSEMBLY
ON CERTAIN 2008-2010 MY HIGHLANDER HYBRID
VEHICLES***

Background

Toyota has received reports regarding the Brake Actuator Assembly and Brake Booster Pump Assembly indicating certain internal malfunctions.

Applicability

Although the Brake Actuator Assembly and Brake Booster Pump Assembly are covered by Toyota's New Vehicle Limited Warranty, for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customer's ownership experience. Toyota is providing coverage for repairs related to the certain internal malfunctions of the brake booster assemblies.

Primary Coverage offers the Customer Support Program until **December 31, 2020, regardless of mileage.**

After the Primary Coverage, the Secondary Coverage is applicable for **10 years or 150,000 miles from the vehicle's date of first use, whichever occurs first.**

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this Policy may result in a claim debit.

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.

Covered Vehicles

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Expert Hybrid
- Master
- Master Diagnostic Technician

Claims for repairs that were performed by non-qualified technicians are subject to debit.

Claim Submission

Claim Type: Repair Program

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

| Opcode | Description | Labor Time |
|--------|---|-----------------|
| ZKC001 | Replace the brake actuator assembly + Replace the brake booster pump assembly | 1.9 hr./vehicle |

Sublet

The cost of the brake fluid (2.0 L per vehicle) will be reimbursed under sublet type "OF" for opcode ZKC001 at a max of \$15.00.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

| Part Number | Description | Quantity |
|-------------|--|----------|
| 04008-26448 | Actuator Assy, Brake w/ Fluid | 1 |
| 04008-51148 | Pump Kit, Brake Booster w/ Accumulator | 1 |

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies 9.3 and 9.6 for additional details.

Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0064-19. Please refer to TIS for additional information.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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