

**WARRANTY ENHANCEMENT PROGRAM
FREQUENTLY ASKED QUESTIONS**




ZG1

Q1: Is this a recall?

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

Q2: How do I determine if my vehicle has a concern with the Brake Actuator Assembly?

A2: If the following warning lamps are illuminated, your vehicle may be experiencing a concern with the Brake Actuator Assembly that is covered by this warranty enhancement.

	BRAKE		ABS	
Master Warning Light (Red)	Brake Warning Light (Red)	Electronically Controlled Brake Warning (Yellow)	Anti-Lock Brake System (Yellow)	SLIP Indicator (Yellow)

Please note: It is possible for the lights above to be illuminated and the condition not be related to this warranty enhancement program.

Q2a: What if the dealer performs diagnosis and determines that my vehicle does not have one of the conditions covered by this Warranty Enhancement Program?

A2a: The warning lights can be triggered due to conditions detected not specific to the brake actuator assembly. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that if the condition is not covered by this warranty enhancement, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement.

Q3: If my vehicle does not have one of these conditions, do I need to make an appointment with my dealership?

A3: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced one of these conditions, please apply the sticker to your Owner's Warranty & Maintenance Guide booklet for future reference.**

Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the conditions and terms specified in the notification letter.

Q5: What should I do if my vehicle displays the warning indicators shown above?

A5: If you experience illumination of the brake system warning indicators shown above, please contact any authorized Toyota dealer at your earliest convenience and make arrangements for diagnosis and repair, if applicable.

Q6: How long will the repair take?

A6: If the condition is present on your vehicle, the repair for Highlander Hybrid vehicles will take approximately 2 hours and the repair for Prius vehicles will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.