

Brake Booster Complimentary Repair

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

Toyota has received reports about certain internal malfunctions of the brake booster assemblies in some of the subject vehicles. In these reports, customers have noted various brake system related warning lamps illuminated.

This Customer Support Program provides coverage as it applies to the brake booster and brake booster pump assemblies. The specific condition covered by this program is for certain internal malfunctions of the brake booster assemblies. If the condition is verified, the vehicle will be repaired with a new brake booster and brake booster pump assemblies under the terms of this Customer Support Program.

If the following warning lamps are illuminated, your vehicle may be experiencing a concern with the brake booster and brake booster pump assemblies which are covered by this Customer Support Program.

Looks Like	Name	Color
Triangle with !	Master Warning Light	Yellow
BRAKE	Brake System Warning Light and Warning Buzzer	Red
! in circle enclosed by ()	Brake System Warning Light	Red
ABS	ABS Warning Light	Yellow
Traction Control	SLIP Indicator	Yellow

1.1.1 Primary Coverage

Applicable until [A particular date in] 2021 with no year/mileage limitation.

1.1.2 Secondary Coverage

After Primary Coverage ends. Applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

2 What Should You Do?

If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately six hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

2.1 What if you have other questions?

- Refer to the Frequently Asked Questions sheet included with this letter.
- Your local Toyota dealer will also be more than happy to answer any of your questions.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 4:30 p.m., Central Time.

If you would like to update your vehicle ownership or contact information, please visit www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

2.2 What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR

Toyota Motor Sales, USA, Inc.

c/o Toyota Motor North America, Inc.

PO Box 259001 - SSCICSP Reimbursements, Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you. Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA., Inc.

3 Customer Support Program Details

This Customer Support Program provides coverage as it applies to the brake booster and brake booster pump assemblies. The specific condition covered by this program is for certain internal malfunctions of the brake booster assemblies. If the condition is verified, the vehicle will be repaired with a new brake booster and brake booster pump assemblies under the terms of this Customer Support Program:

The Primary Coverage will be offered until [A particular date in] 2021, regardless of mileage. After the Primary Coverage, the Secondary Coverage is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

Please note that this coverage is for work performed at an authorized Toyota dealer only.

This coverage 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. Please see your Toyota dealer for additional details.

VIN: [Your VIN here]

Date of First Use: [Your date of first use here]

4 Customer Support Program FAQ

Q1: Is this a recall?

A 1: 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 help ensure customer satisfaction, Toyota is advising you of this this Customer Support Program.

Q2: If my vehicle does not have this condition. do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is now exhibiting the condition described in this letter. If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.

Q3: Is the Customer Support Program coverage transferable if I sell my vehicle?

A3: Yes, this Customer Support Program coverage is fully transferable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: What should I do if my vehicle has the condition described?

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: Which part(s) are covered by this Customer Support Program?

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q6: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A6: Please be aware that, if the condition is not covered by this Customer Support Program, 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 Customer Support Program.

5 Customer Reimbursement Checklist

5.1 Documentation Showing the Repairs are Related to the Covered Condition

Examples of documentation would be a repair order or invoice showing the following information:

- Mileage on the date the repair order was created.
- Description showing the repair addressed the covered condition, including (1) the reason the vehicle was brought to the repair facility, (2) the repair facility's diagnosis, and (3) the repair that was performed.
- Itemized breakdown of labor charges for each repair performed, if more than one repair is on the same repair order or invoice.

5.2 Proof-Of-Payment for the Repair

Examples include one of the following items as valid proof-of-payment:

- Copy of a cancelled check.
- Copy of a signed credit card receipt.
- Copy of a credit card statement.
- If paid by cash, receipt for cash. If receipt was not provided or is not available, a letter from the repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash.

5.3 Vehicle Identification

Including Make, Model, Model Year, and Vehicle Identification Number. Examples of valid vehicle identification:

- Campaign notification letter with name and vehicle identification number.
- Receipt such as a repair order with vehicle identification number, make, model, and year.
- State registration.
- Copy of the bill of sale.
- Copy of the title.

5.4 Documentation Showing the Name and Address of the Owner or Purchaser of the Vehicle at the Time the Repair was Made and Who is Submitting the Claim for Reimbursement.

- See examples above.
- Providing a phone number and/or email would also be helpful if we need to contact you about any of the information submitted.
- Please print your name and address on all documents.

5.5 Documentation Showing the Name and Address of the Owner of the Vehicle at the Time of the Repair (If Different from the Person Making the Claim for Reimbursement)

- See examples above.