



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

July, 2002

Dear Toyota Owner,

Recently, you received a letter from Toyota concerning engine oil gel. We have reviewed our Special Policy Adjustment and we have made some enhancements to our program to provide you with even more assurances of our commitment to you.

Our original letter was not intended to place blame for engine failures caused by oil gel but to provide assurance to all customers and relief to customers who have had the problem. To ensure that we achieve these goals for you, we are enhancing our program because we know our customers rely on our vehicles for long-term durability.

Effective immediately Toyota will provide coverage for oil gelling related engine damage for eight years, unlimited mileage from the date of first sale or lease of the vehicle. In addition, we will cover reasonable incidental expenses, such as the expense of a rental car, associated with oil gel related repairs. All we ask is that you show a reasonable effort to regularly maintain your vehicle.

This enhanced program is a statement of the confidence we have in our products as well as a commitment we make to our customers. Even though the number of owners who have experienced or will experience oil gelling is very low, we want all of our customers to have peace of mind and to know that we stand behind our products. This is the Toyota way of doing business.

If you have not had a problem with oil gelling, you do not need to contact us ... simply continue to regularly maintain your vehicle. If you have had a problem, please contact us at 1-888-802-9436 and we will work with you to process your reimbursement.

If you do develop an oil gelling related problem in the future, please contact your Toyota dealer to arrange for repairs.

Thank you for your confidence in choosing a Toyota. Your satisfaction is our number one priority.

Sincerely,

Toyota Motor Sales, USA Inc.