

Toyota Motor Sales, U.S.A., Inc. 19001 South Western Avenue Torrance, CA 90501 (310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

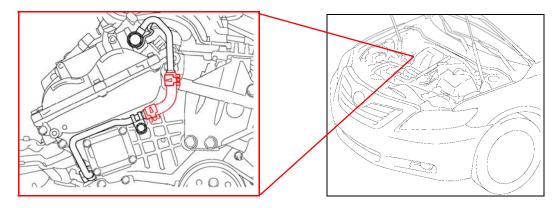
Subject: Limited Service Campaign (LSC) 90K – Phase 2

2007 - Early 2010 Model Year Camry Vehicles Equipped with the V6 (2GR-FE) Engine

VVT-I Oil Hose Replacement

Toyota will initiate phase 2 of the Limited Service Campaign to replace the VVT-i oil hose in certain 2007 – early 2010 model year Camry vehicles with a 2GR-FE (V6) engine.

On Certain 2007 – early 2010 model year Camry vehicles equipped with a 2GR-FE (V6) engine, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.



The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification will commence in mid-February, 2010, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner, who has not yet received a notification, please instruct them to *verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs*. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

2. Vehicle Applicability

This Limited Service Campaign will be available at no charge to the vehicle owners until *March 31*, 2013. All terms of the affected vehicle's Toyota Basic Warranty will remain intact regardless of whether or not the customer takes advantage of the Limited Service Campaign.

3. Vehicles in Dealer Stock

Dealers are requested to perform LSC procedures on any vehicles in their stock prior to sale or lease. Vehicle LSC completion can be verified through TIS.

4. Dealer/Owner Lists

Dealer Reports will no longer contain a VIN list. However, they will contain the number of involved vehicles per dealership and a suggested parts order, where applicable.

These counts are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

5. Number and Identification of Involved Vehicles in Phase 2

There are approximately 169,200 Camry (2007 – early 2010 model year) vehicles involved in the U.S.

Model	WMI	Year	VIN Range		
Wodei			VDS	Range	
CAMRY V6	4T1	2007	BK46K	U001023 – U560047	
		2008		U040415 – U576879	
		2009		U073252 – U587034	
		2010	BK3EK	U100166 - U100665	
	JTN	2007	BK46K	3000019 - 3031526	
		2008		3031540 - 3037065	
		2009		3037071 - 3040307	

Please note that not all vehicles in the VIN range are affected by this LSC. If your dealership is contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

6. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Model Application	Part No.	Part Name	Qty/Unit
All	04009-33131	No.1 Oil Hose Kit	1

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program.

It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

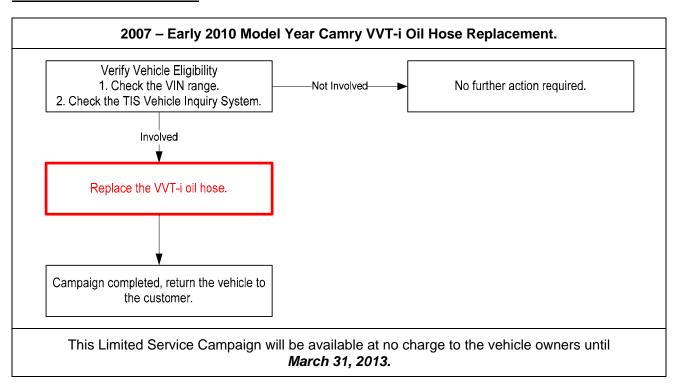
7. Repair Procedures

Refer to TIS for Technical Instructions on Camry.

NOTE: To conduct this campaign, technicians will need to utilize a pair of long nose pliers. One angled long nose pliers was sent to each dealer during Phase 1 of this campaign. Technicians may also utilize one of the following commercially available tools:

Snap-On: 411BCP
 Matco: PNG111B
 Mac: P301733

8. Reimbursement Procedures



Submit Limited Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation codes to be used for this campaign are:

LSC#	Model	Op. Code	Description	Flat Rate Hour
90K	Camry V6	9609K3	Replace the oil cooler hose	0.7

NOTE:

The above flat rate time includes 0.1 hour for administrative costs per unit for the dealership.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-bystep procedures required to implement this Limited Service Campaign.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



Limited Service Campaign (LSC 90K) Q&A – Phase 2 2007 – Early 2010 Model Year Camry Vehicles with a 2GR-FE (V6) Engine VVT-i Oil Hose Replacement

Q1: What is the condition?

A1: On certain 2007 – early 2010 model year Camry vehicles with a 2GR-FE (V6) engine, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.

Q2: What is the cause of this condition?

A2: The rubber portion of the engine oil supply hose for the VVT-i actuator may develop a pinhole. Over time, exposure to small amounts of corrosive gases from the positive crankcase ventilation (PCV) may cause this pinhole in the hose to expand. As a result oil may leak from the hose.

Q3: Are there any warnings that this condition exists?

A3: Yes, this condition may cause abnormal engine noise and/or the oil pressure light to illuminate.

Q4: Which and how many vehicles are involved?

A4: There are approximately 169,200 Camry V6 (2007 – early 2010 model year) vehicles involved in the U.S.

Q5: Are there any other Toyota, Scion or Lexus vehicles involved?

A5: Yes, there are approximately 173,000 Toyota Avalon (model year 2005-2006) and RAV4 (2006 model year), and 374,000 Lexus ES 350 (model year 2007-2008) and RX 350 (model year 2007-2009) vehicles involved.

Toyota is currently investigating how this condition may affect other Toyota vehicles.

Q6: What is the production period of the affected vehicles?

A6: The affected Carry V6 vehicles were produced from late December 2005 to mid-June 2009.

Q7: What is Toyota going to do?

A7: Owners of the involved Camry V6 vehicles will receive a Limited Service Campaign notification by first class mail, beginning in mid-February 2010. Toyota dealers will replace the VVT-i Oil Hose with a newly designed one at **NO CHARGE** to the customer.

Q8: When will this Limited Service Campaign expire?

A8: This Limited Service Campaign will be offered until *March 31, 2013*.

Q9: How long will the repair take?

A9: The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A10: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, repair.

Limited Service Campaign (LSC) 90K Certain (MY, Make, Model) Vehicles Equipped with the V6 (2GR-FE) Engine Variable Valve Timing with Intelligence (VVT-i) Oil Hose Replacement

Dear Toyota Owner:

Thank you very much for your patronage of Toyota. We are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign (LSC) for your (*My, Make, Model*) equipped with a 2GR-FE engine.

What is the condition?

On your (MY, Make, Model) vehicle, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.

What will Toyota do?

Any Toyota dealer will replace the VVT-i oil hose with a newly designed one at NO CHARGE to you. This LSC will be offered until *March 31, 2013*, and will only be available at your authorized Toyota Dealer.

What should you do?

Before you are inconvenienced by this condition, please contact your authorized Toyota dealer to schedule an appointment to replace the VVT-i oil hose with a newly designed one. This LSC will be offered until *March 31, 2013*. Based upon your specific model, the repair may take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for your service appointment.

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

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-937. Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.

What if you have previously paid for the replacement of this VVT-i oil hose for this specific condition?

If you have previously paid for the replacement of this VVT-i oil hose pertaining to this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc Toyota Customer Experience, WC 10 19001 South Western Avenue Torrance, CA 90509

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.