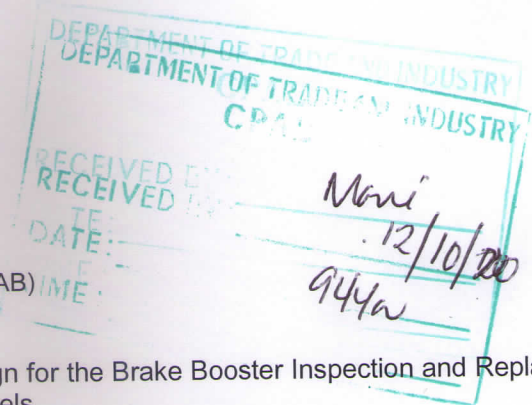




Ref. No.: CSO-TD20-LL-105

December 8, 2020

ATTY. MARIMEL D. PORCIUNCULA
Director
Consumer Policy & Advocacy Bureau (CPAB)
Department of Trade and Industry



Subject: Special Service Campaign for the Brake Booster Inspection and Replacement on certain Toyota Hilux Models

Dear Atty. Porciuncula,

In line with its corporate commitment to product safety and quality, Toyota has initiated a Special Service Campaign for the Brake Booster Inspection and Replacement on certain Toyota Hilux Models.

The Special Service Campaign shall cover total of 12,016 vehicles officially sold in the Philippine market:

Brand	Model	No. of Units	Production period
Toyota	Hilux	12,016	June 21, 2018 to December 20, 2018
Nothing Follows			


The piston strength in the brake booster of the subject vehicles could degrade due to improper molding condition of the resin piston. If this occurred, the piston may break by operating the brake pedal repeatedly and worst case may result to loss of braking assist while driving that could increase the vehicle stopping distance.

With this, we will inspect, and if necessary, replace the Brake Booster with a new one, at **NO COST** to our Customers.

Toyota Motor Philippines is currently preparing the replacement parts and will notify the concerned customers through Official Notification Letters and invite them to bring their vehicles to Toyota Dealers for the special service.

We look forward to your usual kind understanding and support.

Very truly yours,


ATTY. ROMMEL R. GUTIERREZ
First Vice President
Corporate Affairs Group

Cc: ATTY. RUTH B. CASTELO
Underscretary
Consumer Protection Group
Department of Trade and Industry

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