



TOYOTA

Ref. No.: CSO-TD24-LL-051

*Move your world*

June 10, 2024

**ATTY. CHERRYL G. CARBONELL**

OIC-Director  
Consumer Protection & Advocacy Bureau (CPAB)  
Department of Trade and Industry

**Subject:** Special Service Campaign for Sports Bar Replacement on Toyota Hilux GR-S Model

Dear Atty. Carbonell,

As part of its corporate commitment to product safety and quality, Toyota has launched a Special Service Campaign for Sports Bar Replacement on Toyota Hilux GR-S model.

In the Philippine market, the Special Service Campaign for the Toyota Hilux GR-S model will cover a total of **3,244** vehicles:

| Brand                 | Model      | No. of Vehicles | Production period                    |
|-----------------------|------------|-----------------|--------------------------------------|
| Toyota                | Hilux GR-S | 3,244           | July 27, 2023 through April 24, 2024 |
| ***Nothing Follows*** |            |                 |                                      |

Involved vehicles are equipped with a sports bar affixed through brackets. Under certain severe usage conditions, the brackets may crack causing the sports bar to potentially detach from the vehicle. If this occurs, it could become hazardous to other vehicles and pose a safety risk for pedestrian traffic.

Involved customers will be notified by Toyota Motor Philippines through an Official Notification Letter and will be invited by authorized Toyota Dealers to replace the Sports Bar with a new and improved one at **NO COST** to the vehicle owners. However, while the replacement part is not yet available, our authorized Toyota Dealers will remove the Sports Bar to prevent potential problems from occurring. Please note that our Authorized Toyota Dealers will contact involved customers once the replacement part becomes available.

Customers may also check if the Toyota vehicle is included in any active Service Campaign at <https://online.toyota.com.ph/service-campaign>.

Involved customers with vehicles included in the Service Campaign are highly encouraged to immediately set an appointment with any authorized Toyota Dealers to perform the necessary remedy for the Sports Bar and prevent problems from occurring.

Thank you very much and we look forward to your support.

Very truly yours,

  
**BERNARDINO C. AREVALO**

First Vice President  
Customer Service Operations  
Marketing Division

Cc: ATTY. AMANDA MARIE F. NOGRALES  
Assistant Secretary/Supervising Head  
Consumer Protection Group (CPG)  
Department of Trade and Industry

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