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Ref. No.: CSO-TD25-LL-007

February 14, 2025

ATTY. CHERRYL G. CARBONELL

OIC-Director

Consumer Protection & Advocacy Bureau (CPAB)

Department of Trade and Industry

Subject: Special Service Campaign for Engine ECU Reprogramming on Toyota Raize Model

Dear Atty. Carbonell,

As part of its corporate commitment to product safety and quality, Toyota Motor Philippines (TMP) has launched a Special Service Campaign to conduct reprogramming of the Engine ECU on certain Toyota Raize Model.

In the Philippine market, the Special Service Campaign on Toyota Raize model will cover a total of 28,828 vehicles:

Brand	Model	No. of Vehicles	Production period
Toyota	Raize	28,828	December 1, 2021 through July 15, 2024
Nothing Follows			


The subject vehicles are equipped with a certain engine ECU. Due to improper programming of the engine ECU, under certain driving conditions, such as frequent braking operation in high altitude areas, there is a possibility that the suction pressure in the brake booster could not be maintained as designed. If this occurs, this could make the brake pedal harder to press, which means the vehicle might take longer to stop.

Involved customers will be notified by Toyota Motor Philippines through Official Notification Letter and will be invited by authorized Toyota Dealers to perform the necessary reprogramming of the Engine ECU. The remedy will be performed at **NO CHARGE** to vehicle owners. 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 dealer to perform the necessary reprogramming of the Engine ECU and prevent problems from occurring. Customers may also schedule the repair during the Periodic Maintenance appointment if the vehicle is already due or approaching its regular maintenance schedule.

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. AGATON TEODORO O. UVERO
 Assistant Secretary and Supervising Head
 Fair Trade Group (FTG)
 Department of Trade and Industry

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Toyota Service Campaign Website