



Move your world

Ref. No.: CSO-TD22-LL-022

April 20, 2022

ATTY. MELQUIADES MARCUS N. VALDEZ II

Director

Consumer Protection & Advocacy Bureau (CPAB)

Department of Trade and Industry

Subject: Special Service Campaign (SSC) - Brake Actuator ECU Reprogramming on certain Lexus NX HEV and Toyota RAV4 HEV

Dear Atty. Valdez,

In line with its corporate commitment to product safety and quality, Toyota has initiated a Special Service Campaign related to Brake Actuator ECU Reprogramming on certain Lexus NX HEV and Toyota RAV4 HEV.

In Global Market, the production period of the affected vehicles is from October 8, 2019 to April 7, 2022.

In Philippine market, the Special Service Campaign shall cover total of 132 officially sold vehicles:

Brand	Model	No. of Units	Production period
Lexus	NX HEV	40	November 17, 2021 to March 31, 2022
Toyota	RAV4 HEV	92	December 01, 2021 to April 01, 2022
Nothing Follows			

The subject vehicles are equipped with a Vehicle Stability Control (VSC) system that is operated by a Skid Control ECU with a specific software logic. Due to an incorrect programming of the Skid Control ECU software, after a particular set of operating inputs where the driver manually turns off the VSC by the VSC in-vehicle control and the ignition is turned off and then turned back on while the brake pedal is continuously depressed, the VSC will not return to the default ON setting at the next ignition cycle. This condition can result in a noncompliance with applicable regulations in some countries. Unless these precise operating inputs are followed, VSC operation will automatically return to the default VSC ON setting at any subsequent ignition cycle. If the VSC does not default to VSC ON, a warning light will illuminate, indicating to the driver that the VSC is not activated. If VSC does not return to the default ON setting because the precise operating inputs were carried out and the driver also does not recognize the warning light to manually reactivate the VSC system, then operating the vehicle with an inoperative VSC system could increase the risk of a crash in certain driving conditions.

With this, we will perform reprogramming on Brake Actuator ECU. The remedy will be performed at **NO COST** to our Customers.

We look forward to your usual kind understanding and support.

Very truly yours,


MR. BERNARDINO C. AREVALO
First Vice President
Customer Service Operations
Marketing Division

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

TOYOTA MOTOR PHILIPPINES CORPORATION

Head Office & Santa Rosa Plant
Toyota Special Economic Zone,
Santa Rosa-Tagaytay Highway
Santa Rosa City, Laguna 4026, Philippines
T +63 2 8825 8888 / +63 49 541 3020, F +63 2 8843 5799
www.toyota.com.ph

Makati Office
31/F GT Tower International,
6813 Ayala Ave. cor. H.V. Dela Costa St.
Salcedo Village, Makati City 1227, Philippines
T +63 2 8858 8200, F +63 2 8858 8040
customerassistance@toyota.com.ph

Vehicle Logistics Hub
Diversion Rd. Balagtas 4200
Batangas City (Capital)
Batangas, Philippines