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Ref. No.: CSO-TD24-LL-006

March 11, 2024

ATTY. MELQUIADES MARCUS N. VALDEZ II

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

Subject: Special Service Campaign for Automatic Transmission ECU Reprogram on Toyota Land Cruiser 300 Model

Dear Atty. Valdez,

As part of its corporate commitment to product safety and quality, Toyota has launched a Special Service Campaign to reprogram the Automatic Transmission ECU on Toyota Land Cruiser 300 model.

In the Philippine market, the Special Service Campaign for the Toyota Land Cruiser 300 model will cover a total of **3,420** officially sold vehicles:

Brand	Model	No. of Vehicles	Production period
Toyota	Land Cruiser 300	3,420	July 21, 2021 through January 12, 2024
Nothing Follows			

An issue in the design of a certain brake clutch disc may cause delayed disengagement when shifting to neutral. This could lead to involuntary low-speed forward movement if the foot brake or parking brake is not applied, that may increase the risk of a collision.

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 Automatic Transmission 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 Automatic Transmission ECU 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. RUTH B. CASTELO
Undersecretary
Consumer Protection Group
Department of Trade and Industry

TOYOTA MOTOR PHILIPPINES CORPORATION

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





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ATTY. MELQUIADES MARCUS N. VALDEZ II

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

Subject: Special Service Campaign for Automatic Transmission ECU Reprogram on Lexus LX600 Model

Dear Atty. Valdez,

As part of its corporate commitment to product safety and quality, Toyota has launched a Special Service Campaign to reprogram the Automatic Transmission ECU on Lexus LX600 model.

In the Philippine market, the Special Service Campaign for the Lexus LX600 model will cover a total of **74** officially sold vehicles:

Brand	Model	No. of Vehicles	Production period
Lexus	LX 600	74	December 13, 2021 through December 28, 2023
Nothing Follows			

An issue in the design of a certain brake clutch disc may cause delayed disengagement when shifting to neutral. This could lead to involuntary low-speed forward movement if the foot brake or parking brake is not applied, that may increase the risk of a collision.

Involved customers will be notified by Toyota Motor Philippines through Official Notification Letter and will be invited by an authorized Lexus Dealer to perform the necessary reprogramming of the Automatic Transmission ECU. The remedy will be performed at **NO CHARGE** to vehicle owners.

Involved customers with vehicles included in the service campaign are highly encouraged to immediately set an appointment with an authorized Lexus Dealer to perform the necessary reprogramming of the Automatic Transmission ECU and prevent problems from occurring.

Thank you very much

Very truly yours,



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

Cc: ATTY. RUTH B. CASTELO
Undersecretary
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