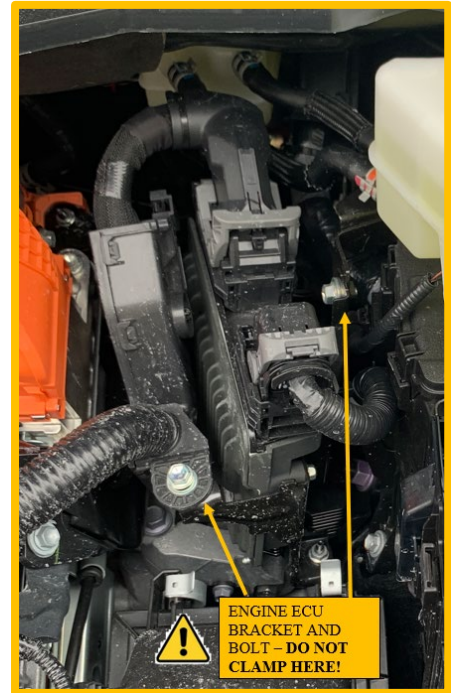
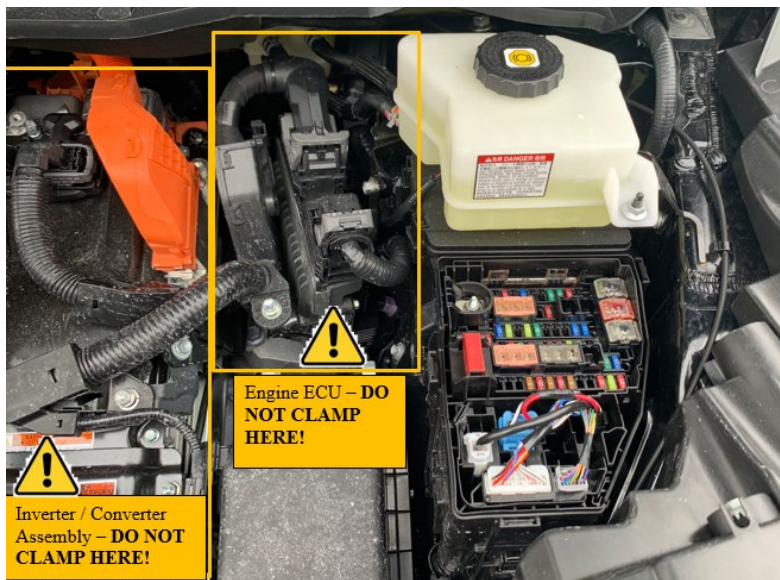


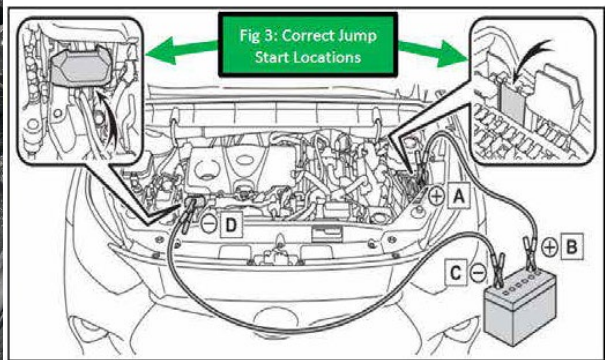
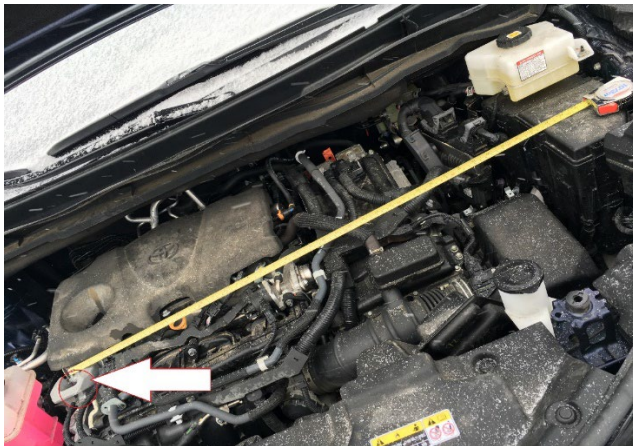
### Supplier Alert - Toyota and Lexus Vehicles:

ASG has been alerted regarding damage claims related to Boost services performed on Toyota & Lexus vehicles with blown damaged Engine ECU (Electronic Control Unit). The Manufacturer has identified that damage may occur as a result of connecting the negative lead too close to the ECU (not reverse connection).

#### Sienna Hybrid example of incorrect negative connection points:



The Manufacturers recommended connection point is approx. 38" from the positive boost terminal/ECU (see Sienna Hybrid images below as an example):



**ASG recognizes that many providers are using booster packs that CANNOT physically connect to the manufacturer recommended connection points with leads/cables that measure a total span of approximately 38".** If your company does not feel comfortable boosting the vehicle in this situation, you have the option to tow. Once you are on-scene, please explain to customers that in order to avoid potential damage best to tow to the dealer for a proper boost / further investigation to the root cause of the no start condition.

Longer-term, as the market shifts to HV and Electric Vehicles, it is ASG's expectation that all ASG Service Providers obtain the appropriate equipment to service manufacturer vehicles as per owner's manuals. Until appropriate equipment is available by all service providers, please follow steps below:

1. Ask your Driver to confirm with the Customer that the Customer **HAS NOT** attempted to boost the vehicle. If the Customer has attempted a boost, **tow operator notes answers/takes pictures, as necessary. Take pictures around engine ECU and brackets for any evidence of existing clamp marks or electrical arching.**
2. Refer to the vehicle's owner's manual for connection points for each Toyota/Lexus vehicle
  - a) If your company **has recommended equipment** required to boost as per owner's manual, boost using the recommended connection points.



**DO NOT CLAMP ONTO ENGINE ECU/BRACKETS OR ONTO OTHER ELECTRICAL COMPONENTS**

- b) If your company **does not have recommended equipment** to boost as per recommended ground point, boost at alternative ground point (Solid, stationary, unpainted metallic point other than the ECU brackets or electrical components, and is as far away as possible from the exclusive jump starting positive terminal and any moving parts).



**DO NOT CLAMP ONTO ENGINE ECU/BRACKETS OR ONTO OTHER ELECTRICAL COMPONENTS**

3. Ask your drivers to take before and after photos of your connection points used when attempting to boost the vehicle. It is recommended in order to protect the driver and your company against potential damage claims.
4. If after boost attempt vehicle will still not start/READY ON, or warning lights illuminate, tow vehicle to dealership.

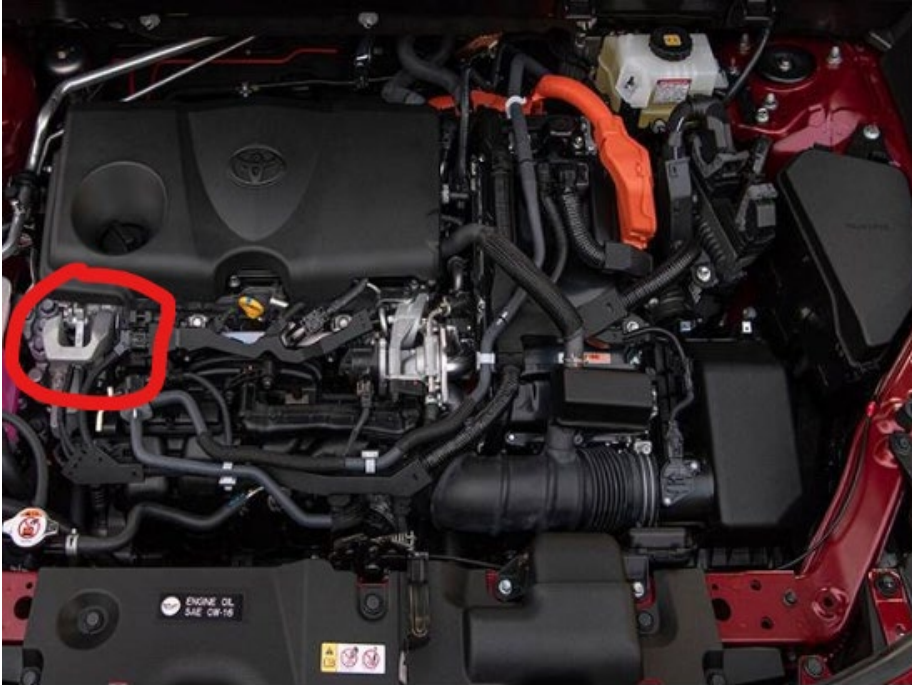
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**Recommended Connection Points by Vehicle Type (As Per Current Owner's Manual):**

Refer to vehicle Owner's Manual for most up to date information.

**Toyota RAV4 Hybrid Engine:**



**Toyota Sienna Hybrid Engine:**



**Toyota Venza Hybrid Engine:**



**Toyota Camry Hybrid Engine:**



**Toyota Highlander Hybrid Engine:**



**Lexus UX Hybrid Engine: NOTE - Must remove engine cover**

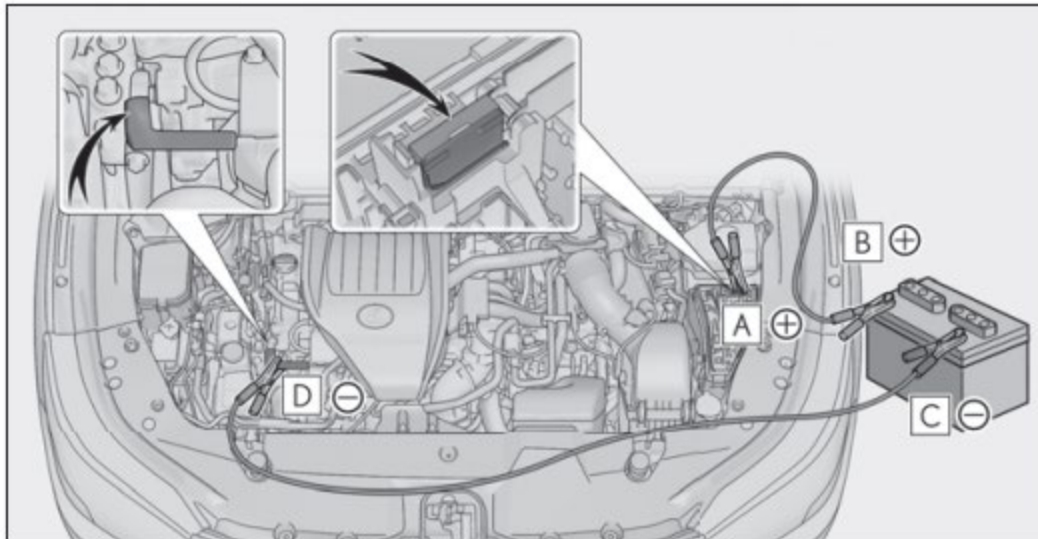


**Lexus NX Hybrid Engine:** Note - Must remove engine cover if you can't clip properly



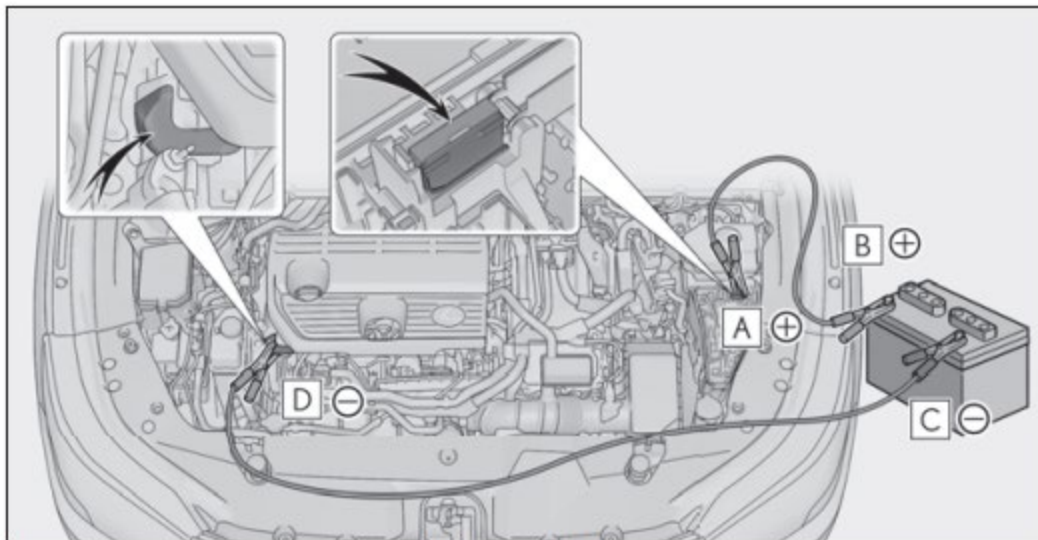
clamp at the other end of the negative cable to **D**.

► RX500h



- A** Exclusive jump starting terminal (your vehicle)
- B** Positive (+) battery terminal (second vehicle)
- C** Negative (-) battery terminal (second vehicle)
- D** Solid, stationary, unpainted metallic point away from the exclusive jump starting terminal and any moving parts as shown in the illustration

► RX350h



- A** Exclusive jump starting terminal (your vehicle)



RX 500H



RX 350H



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