SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 2.4L 2AZ-FXE HYBRID
RA-TOY2AH-245678-20261028

2009 Toyota Camry Hybrid · XV40 Camry Hybrid (2.4L hybrid, 2AZ-FXE) · FWD

4T1BB46K69U245678

ODOMETER IN: 130,000 | DOOR-JAMB BUILD (MM/YY): | RO #: | TECHNICIAN / DATE:

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

15V-689 · Visibility · power window devices and controls — ☐ Open ☐ Done ☐ N/A

12V-491 · Visibility · power window devices and controls — ☐ Open ☐ Done ☐ N/A

09V-388 · Vehicle speed control · accelerator pedal — ☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Brake actuator failure (brake, ABS and VSC warning lights)

Check now · Inside the range (68,000–150,000 mi (middle half of 41 Camry Hybrid owner complaints that state a mileage))

Scan the brake (skid control) system for C1391 / C1252 / C1253 / C1256 — ☐ OK ☐ Watch ☐ Fix

Check the VIN for ZE1 work — ☐ OK ☐ Watch ☐ Fix

Brake codes: none / stored / active

Scan for: C1391, C1252, C1253, C1256

Parts (XV40): Ask your parts supplier for the OE part number for this VIN.

2. Hybrid battery wear and cooling-fan clogging

Check now · Inside the range (100,000–190,000 mi, the middle half of 13 owner reports)

Scan the hybrid system for P0A80 / P0A7F and block voltages — ☐ OK ☐ Watch ☐ Fix

Inspect the battery intake vent and fan for lint — ☐ OK ☐ Watch ☐ Fix

Block voltage spread: even / uneven

Scan for: P0A80, P0A7F

Parts (XV40): Ask your parts supplier for the OE part number for this VIN.

3. Oil consumption (piston rings)

Watch · Any mileage (2007–2011 Camry Hybrid (program ZE7) and 2010–2012 HS 250h (program ZTL) were covered; both have expired)

Oil-consumption test (mark and measure over 1,200 miles) — ☐ OK ☐ Watch ☐ Fix

Spark plug fouling — ☐ OK ☐ Watch ☐ Fix

Oil use: under 1 qt / 1–2 qt / more per 1,200 mi

Scan for: P0420, P0300

Parts (XV40): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 160,000 MI (ASK FOR RECORDS)

Spark plugs · every 120,000 mi · was due at 120,000 mi (check records) · $249 — ☐ Done (records) ☐ Due ☐ Quoted

Engine coolant · first at 100,000 mi, then every 50,000 mi or 5 years · was due at 100,000 mi and by age (check records) · From $179 — ☐ Done (records) ☐ Due ☐ Quoted

Hybrid inverter coolant · first at 100,000 mi, then every 50,000 mi or 5 years · was due at 100,000 mi, next 150,000 mi · quote — ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 2.4L 2AZ-FXE HYBRID, QUICK CHECKS

- **Brakes (other)** (756 complaints): General brake complaints (pedal feel, warning lights, pads); most of the costly ones are the actuator item. HS 250h brake complaints are also counted here.
- **Stalling / hybrid warnings** (90 complaints): Mixed causes in a small number of complaints, many alongside brake-actuator warnings.
- **Dashboard melting / sticky** (74 complaints): Owners report the dashboard turning sticky or shiny in heat; an interior fault, not an engine item.
- **Steering** (70 complaints): Steering complaints; not an engine fault.
- **Suspension** (64 complaints): Suspension complaints, many on the HS 250h; not an engine fault.
- **Sudden acceleration / floor mats** (41 complaints): Handled by Toyota floor-mat and pedal recall 09V-388; not an engine wear item.
- **Air bags** (40 complaints): Air-bag complaints; not an engine fault.
- **Water pump** (17 complaints): Some owners report a leaking or failed engine water pump; we found no Toyota bulletin for it on this engine and too few bills to price it.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Brake actuator failure (brake, ABS and VSC warning lights)
A small internal brake-fluid leak inside the brake actuator turns on the brake, ABS and traction warning lights, shows a Check VSC message and stores codes C1391, C1252, C1253 or C1256. At 130,000 mi your car is in the mileage range where owners report it.
Ask: have you noticed brake, ABS and traction warning lights together, or check VSC message?

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2. Hybrid battery wear and cooling-fan clogging
The hybrid battery loses capacity with age and miles. At 130,000 mi your car is in the mileage range where owners report it. Our price is $100, before tax and shop supplies.
Ask: have you noticed check-engine light with P0A80 or P0A7F, or engine running more than usual; lower fuel economy?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Toyota repair procedures and your shop's judgment.