

To: All Toyota Dealer Principals,  
Service Managers, Parts Managers

Subject: Warranty Enhancement Program – ZTZ  
2005 - 2011 Tacoma vehicles  
Extension of Warranty Coverage for Headlamp Assembly Inner Lens Distortion/Bubbling

**In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Headlamp Assembly on 2005-2011 model year Tacoma vehicles.**

In these vehicles, Toyota has received some reports where the inner Daytime Running Light/Turn Signal lens becomes distorted and bubbled in appearance, in addition the inner lens may appear cracked or separated.

**Important Note:** *This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally, this program does not address conditions related to the outer headlamp lens.*

Although the Headlamp Assembly is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for the Headlamp Assembly for the condition described in the covered vehicles. Please see the Warranty Enhancement Program Details for additional information.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will commence in early July, 2014 and will be mailed over several months. We have attached a sample owner letter for your reference.

2. **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Lamp/Turn Signal lens.

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

**Please note:**

- This coverage is for warranty work performed at an authorized Toyota dealer only.
- *Damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

3. **Number and Identification of covered Vehicles**

There are approximately 237,000 Vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-03) for identification of vehicles covered by this Warranty Extension.

4. **Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-03) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

5. **Technical Instructions (Repair Procedures)**

- Technical Instructions for 2005–2011 model year Tacoma vehicles can be found in T-SB-0129-11

6. **Parts Ordering**

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements, dealers should not increase their stock of Headlamp Assemblies. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL 14-03 for detailed parts ordering information.

**Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK.** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

The image shows a sample 'TOYOTA Parts Allocation Report' form. At the top, it says 'TOYOTA' in large red letters, followed by 'Parts Allocation Report' in black. Below that is '99999' and 'SAMPLE TOYOTA of NOWHERE'. A paragraph explains that the matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to current daily allocation quantities. It notes that parts shipments, arrivals, and inventory quantities at the local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, the daily allocation quantity is subject to change based on parts in-stock availability and in-transit inventory. The report is provided as needed when daily allocation changes for DOS parts. Another paragraph states that parts with recent changes will be illustrated from top to bottom with the most recent effective date. A final paragraph asks if the user has any questions or concerns, directing them to contact their facing PDC Customer Support Leader, John Q Sample at (999) 999-9999. At the bottom, there is a table with the following headers: Part Number, Total Allocation Quantity, Allocation Quantity, Allocation Frequency, Total Allocation Shipped, Total Allocation Remaining, and Effective Date. The table has three empty rows below the headers.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

7. **Customer Reimbursement**

Please refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



## Warranty Enhancement Program – ZTZ

2005 – 2011 Tacoma vehicles

### Extension of Warranty Coverage for Headlamp Assembly Inner Lens Distortion/Bubbling

#### BACKGROUND

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Headlamp Assembly on 2005-2011 model year Tacoma vehicles.

#### **Q1: What is the condition?**

A1: In these vehicles, Toyota has received some reports where the inner Daytime Running Light/Turn Signal lens becomes distorted and bubbled in appearance, in addition the inner lens may appear cracked or separated.

**Important Note:** This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally, this program does not address conditions related to the outer headlamp lens.

Although the Headlamp Assembly is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for the Headlamp Assembly for the condition described in the covered vehicles. Please see the Warranty Enhancement Program Details for additional information.

#### **Q2: What is Toyota going to do?**

A2: Owners of 2005 – 2011 Tacoma vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in early July, 2014.

If the owner experiences the condition described they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will replace both Headlamp Assemblies under the terms of this Warranty Enhancement Program.

#### **Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 237,000 Tacoma vehicles equipped with Daytime Running Lamps covered by this Warranty Extension.

Model	Model Year	UIO	Production Period
Tacoma	2005-2011	237,000	Mid-September, 2004 through Early September, 2011

#### **Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?**

A3a: No. This specific condition only affects 2005 - 2011 model year Tacoma vehicles..

#### **Q3b: Are all Tacoma vehicles equipped with Daytime Running Lamps?**

A3b: No, not all Tacoma vehicles are equipped with Daytime Running Lamps.

#### **Q4: What are the details of this coverage?**

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Lamp/Turn Signal lense.

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

*This coverage is for warranty work performed at an authorized Toyota dealer only. Damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

**Q5: Which parts are covered by this warranty enhancement program?**

A5: The specific component(s) covered by this warranty extension are as follows:

- Headlamp Assemblies (LH and RH)

*Please note that damage incurred from abuse, an accident, vandalism, or other similar events are not covered by the New Vehicle Limited Warranty or this Warranty Extension.*

**Q6: How long will the repair take?**

A6: The repair will take approximately 2 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What should an owner do if they experience the condition described above?**

A7: Please have the customer contact their local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this Warranty Enhancement Program the repair will be performed at **NO CHARGE**.

**Q8: What if an owner has NOT experienced this condition but would like to have the repair completed?**

A8: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q9: What was changed to prevent this condition from re-occurring?**

A9: The material of the inner lens has been changed from plastic to glass to prevent this condition from occurring.

**Q10: What if a customer has previously paid for repairs on their vehicle?**

A10: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

**Q11: What if an owner has additional questions or concerns?**

A11: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

Re: <VIN>

Dear Toyota Tacoma Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota Tacoma New Vehicle Limited Warranty. Toyota has received some reports where the inner Daytime Running Light/Turn Signal lens becomes distorted and bubbled in appearance, in addition the inner lens may appear cracked or separated.

Important Note: *This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally this program does not address conditions related to the outer headlamp lens.*

**While the majority of vehicles will not experience this condition,** to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

**What should you do?**

***Please apply the below sticker to your Owner’s Warranty Information booklet for future reference, if you have not experienced this condition there is no action necessary at this time.***

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage to your vehicle’s “New Vehicle Limited Warranty” as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Lamp/Turn Signal lense.

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner’s Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

\* Please see your Toyota dealer for additional details

VIN

#: \_\_\_\_\_

Date of First Use: \_\_\_\_\_



If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. At this time Toyota has a limited number of parts available to support vehicle repairs. It may be necessary for you to return to the dealer at a later date once sufficient quantities become available; we apologize for any inconvenience this may cause.

If you would like to update your vehicle ownership or contact information, please go to [www.Toyota.com/#login](http://www.Toyota.com/#login). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, USA, Inc.  
 Toyota Customer Experience WC10  
 19001 South Western Avenue  
 Torrance, CA 90509

\*Please refer to the attached Reimbursement Checklist for required paperwork details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

**Q1: Is this a recall?**

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**Q2: If my vehicle does not have this condition do I need to make an appointment with my dealership?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: What should I do if my vehicle has the condition described?**

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5: How long will the repair take?**

A5: If the condition is present on your vehicle, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if I have additional questions or concerns?**

A6: If you have additional questions or concerns, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

## Reimbursement Checklist

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement<sup>1</sup>
- Proof-of-Payment
  - Only the Following Items are Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- Name, Address and Phone Number printed on all documents

Detailed diagnosis statement must answer the following three questions:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern?