


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL11-04 Date: 10/12/11 Page: 1 of 3
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**SUBJECT: CUSTOMER SUPPORT PROGRAM (ZTR):  
WARRANTY ENHANCEMENT FOR HIGH BEAM/  
DRL BULBS ON CERTAIN 2008-2010 MY AVALON  
VEHICLES**

Beginning October 13, 2011, Toyota will initiate a Customer Support Program (CSP) for certain 2008-2010 model year Avalon vehicles to enhance the warranty coverage on the High Beam/DRL Bulbs.

**Background**

The High Beam and Daytime Running Light (DRL) in the Avalon operate on the same bulb. Toyota has received reports from customers that in some cases a High Beam/DRL Bulb may become inoperative earlier than expected in certain 2008 to 2010 model year Avalon vehicles.

***It is important to note that the High Beam/DRL Bulbs are separate from the Head Lights (Low Beams). Therefore, this condition does not impact the ability to continue to use the regular (Low Beam) head lights in the event a High Beam/DRL Bulb was to become inoperative.***

Although the High Beam/DRL Bulbs are normally covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles, whichever comes first, we at Toyota care about the customer's overall experience with the Avalon. To further assure them that we stand behind the product, we are offering an enhancement of the warranty coverage on this vehicle for inoperative High Beam/DRL Bulbs.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Applicability**

This warranty enhancement applies for **5 years or 72,000 miles** from the date of first use, whichever occurs first, and provides the following enhanced coverage:

- If the vehicle's High Beam/DRL bulb(s) becomes inoperative during the warranty extension coverage, any authorized Toyota dealer will replace the driver and passenger bulb housing assemblies. The new assemblies contain a different type of bulb.

This offer is subject to the same conditions and limitations set forth in the New Vehicle Limited Warranty section of the *Warranty and Maintenance Guide*, with the exception of the enhanced warranty coverage for the High Beam/DRL Bulb(s) described above.

Please verify VIN applicability for this CSP by performing a VIN Inquiry in CPS before completing any repairs.

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

**Applicable VIN Ranges**

Model	WMI	VDS	Serial	Production Period
Avalon	4T1	BK36B	U209130 - U370971	February 2, 2007 to March 19, 2010
		BK3DB	U351302 - U370973	

**Claim Submission**

Claim Type	Opcode	Description	Labor Time	Rental
Repair Program	0724M1	Replace Driver and Passenger Bulb Housing Assemblies and Perform Alignment	1.2 hr/vehicle	N/A

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **regular** warranty claim.

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**Rental**

Rental is ***not*** provided for this repair. If warranty claims are submitted with rental, the claim will be returned requesting removal of rental.

**Replacement Parts**

Part Name	Part No.	Bulb Type	Qty/Unit
Headlamp Assembly, RH	81110 - 07093	Halogen	1
	81110 - 07083	HID	
Headlamp Assembly, LH	81150 - 07093	Halogen	1
	81150 - 07083	HID	

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair or replacement of the High Beam/DRL Bulb(s) and/or Bulb Housing Assemblies to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Motor Sales, U.S.A., Inc.  
Customer Experience Center, WC10  
19001 South Western Avenue  
Torrance, CA 90509**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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