

<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager	 <b>TOYOTA</b> <i>Warranty Procedures Bulletin</i>	No.: <b>PRO02-15</b> Date: <b>10/29/02</b> Page: <b>1 of 1</b>
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**SUBJECT: SUPPLIER OF VEHICLE ENTERTAINMENT SYSTEMS (VES) CHANGED FROM ROSEN TO SYBESMA ELECTRONICS**

As of October 1, 2002 the supplier of Rosen's Vehicle Entertainment Systems (VES) has changed from Rosen to Sybesma Electronics.

***Vehicle Entertainment System Exchange Procedures***

Contact for warranty exchange assistance has been **CHANGED** to the following:

Rosen Products LLC  
c/o Sybesma Electronics  
501 West 17<sup>th</sup> Street  
Holland, MI 49423  
Attention: Technical Services Group — TMS/USA  
(800) 964-1708, 8:30 a.m. to 5 p.m., EST  
(616) 392-9885 Fax

Dealers must notify the manufacturer's exchange center if the customer will not return to have the unit installed within **20 days**. ***This was previously 30 days.*** If the customer fails to return to the dealership for the video cassette player (VCP) or flat panel displays (FPD) exchange within **20 days** from the date of the original repair, the dealer should return the unused VCP or FPD to Sybesma Electronics for credit.

- The defective VCP or FPD must be returned to the exchange center within **20 days** from the shipping date. ***This was also previously 30 days.*** Defective units not received within **20 days** will be charged back to the dealer at dealer cost. There will be no appeals. All charge-backs are final.

***Claim Submission***

The warranty claim should contain a request for labor reimbursement for removal and reinstallation (R&R) of the entertainment unit.

The supplier provides with the exchange unit a prepaid label to cover freight costs. **No claims are permitted for freight reimbursement.** Claims received requesting reimbursement for freight will be returned for correction. Refer to Policy 4.26 in the *Toyota Policy and Procedures Manual* for additional information. This updated information will be added to it shortly.