

<b>Policy 4.13</b>	<b>Audio Systems Warranty</b>	<b>12/11</b>	<b>Page 1 of 5</b>
--------------------	-------------------------------	--------------	--------------------

### **Applicability**

Subject to the terms of the Accessory Warranty and Basic Warranty.

### **Length of Coverage**

Toyota-supplied audio systems installed as original equipment are warranted for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.

Toyota-supplied audio systems installed by a Toyota dealer are warranted for 12 months, regardless of mileage from the date of installation on the vehicle, or the remainder of the applicable New Vehicle Limited Warranty, whichever provides the greater coverage.

### **What Is Covered**

Any repair or exchange which becomes necessary due to a defect in materials or workmanship with the exception of the items listed under "What Is Not Covered."

### **Audio Exchange Procedures**

Toyota audio systems are supplied by Alpine, Delco, Fujitsu-Ten, Harman-Becker, Pioneer and Panasonic. All in-warranty repairs to failed audio chassis (including amplifiers) should be handled through the manufacturers' exchange centers with the exception of claims for in-stock vehicles, which require new replacement parts. The authorized exchange centers are listed below:

#### **Alpine Electronics**

19145 Gramercy Place  
Torrance, CA 90501  
(800) 421-2284 ext. 8888 or 8889 • (310) 320-6906 Fax

#### **Delphi Delco Electronics Systems**

c/o Auto Electric Radio Technologies, Inc.  
650 Columbia Street  
Brea, CA 92821  
(800) 321-6970 • (714) 446-6105 Fax

#### **Fujitsu-Ten**

National Service Headquarters  
19600 S. Vermont Ave.  
Torrance, CA 90502  
For Exchange/Service Help/Consultation  
(800) 237-5413 • (800) 438-5410 Fax

### **Audio Exchange Procedures (Continued)**

#### **Harman-Becker**

c/o Sybesma Electronics  
581 Ottawa Avenue – Suite 100  
Holland, MI 49423  
(800) 580-1808 • (800) 580-1810 Fax

#### **Panasonic**

6590 Darin Way  
Cypress, CA 90630  
(800) 423-8150 Exchange & Security Code Questions  
(800) 367-7689 Service Help/Consultation • (800) 682-8056 Fax

#### **Pioneer Electronics Service**

1925 E. Dominguez St.  
Long Beach, CA 90810  
(800) 553-3756 • (310) 952-2821 Fax

The audio exchange procedures are as follows:

- The customer visits the Toyota dealership with an audio system complaint. The dealer documents the complaint and determines the source of the problem.
- If the problem is found to be related to antenna, wiring, speaker, or bracket, the dealer should perform the necessary repair and submit a warranty claim for the repair cost.
- If the problem is related to the chassis, the failed unit may be left in the vehicle until the exchange unit is received. The audio chassis contains an identification number on the faceplate to identify the radio model. (Identification numbers beginning with one through three identify Fujitsu-Ten units, and numbers beginning with five through seven identify Panasonic units.) This identification number should be used when requesting the exchange replacement unit.

**Audio Exchange Procedures (Continued)**

- The dealer should call the applicable exchange center to request shipment of an exchange unit. When contacting the exchange center, the dealer must indicate whether the audio unit is covered by the new vehicle warranty, service parts warranty, or whether it will be customer-pay. Customer-pay units will be charged directly to the dealership by the audio manufacturer. In addition, the dealership will be required to provide the following information to the exchange center:
  - Dealer name, address, and dealer code
  - Vehicle Identification Number, repair order number, repair date, repair mileage, vehicle in-service date, original part number, and original install date if this is a service parts claim
  - Model Identification number (found on the faceplate of the failed unit)
  - Complaint analysis

The exchange unit will be forwarded to dealers along with a copy of the vendor's Radio Warranty Claim Form. It is the responsibility of the Toyota servicing dealer to ensure the accuracy of the warranty claim information that is supplied to the exchange centers.

- Upon receipt of the exchange unit, dealers should make an appointment with the customer to install the exchanged unit. Care should be taken to ensure proper removal of the failed chassis. The speaker lead, power supply lead wires, and support brackets should not be removed, cut, or modified. Dealers will be charged for the repair cost of any damage to the chassis due to improper removal procedure.

Dealers must notify the exchange center if the customer will not return to have the radio installed within 30 days. If the customer fails to return to the dealership for the radio exchange within 30 days from the shipping date (date unit was ordered), the dealer should return the unused chassis to the manufacturer for credit.

- The failed chassis **MUST** be received by the exchange center within 30 days from the shipping date. Failed units not received within 30 days will be charged back to dealers at dealer cost. There will be no appeals. All charge-backs are final.

**Audio Exchange Procedures (Continued)**

Units should be packaged in the foam-packed box in which the exchange unit was received and shipped via prepaid freight through a commercial carrier or United Parcel Service. The vendor address label from the Radio Warranty Vendor Claim Form provided with the exchange unit should be used as the address label. The repair cost of a failed chassis received at the exchange center without the specified address label will be considered a non-warranty repair and will be charged to the dealer.

Toyota recommends the use of a log sheet to track the return of failed units to the exchange center. The log sheet should include the following:

- Dealer repair order number
- Vehicle Identification Number
- Customer name
- Vendor claim number
- Vendor name
- Part number
- Exchange unit order date
- Exchange unit receipt date
- Failed unit return date

Dealers must ensure that the correct unit is returned to the exchange center. If a different model (unit different from the one the exchange center sent to the dealership) is returned to the exchange center, the dealer will be charged at dealer cost for the unit sent.

- Toyota will reimburse dealers for freight costs (to a maximum of \$13) incurred in returning failed audio units to the exchange center. The request for reimbursement must be included on the warranty claim for removal and reinstallation (R&R) time. Requests for exchange freight other than on the R&R claim will not be considered for reimbursement.

**Helpful Tips: Audio Claims**

The warranty claim submitted to TMS should contain the following:

- Request for labor reimbursement for removal and reinstallation (R&R) of the audio unit.
- Freight costs (to a maximum of \$13) incurred in returning the failed audio unit to the exchange center.
- Add an exchange handling fee of 0.2 hours of "Z" time to each exchange claim.

### Helpful Tips: Audio Claims (Continued)

- The Additional Information tab must contain the Return Authorization Number (RA#) assigned by the audio manufacturer for purposes of cross reference by the manufacturer (note that some audio manufacturers may refer to this as "claim number."). RA# formats are as follows:

<b>MANUFACTURER</b>	<b>RA# FORMAT</b>	<b>FACE PLATE NUMBER</b>
Alpine	TX1- # # # # # #	Begins with "L"
Delco	# # # # # # # A= Alpha, # = Numeric	Begins with "AD"
Fujitsu-Ten	# <sup>1</sup> YT # # # # # # or # <sup>1</sup> NT # # # # # #	Begins with "1, 2, 3" or "A1, A2, A3"
Harman-Becker	# # # # # #	Use part number on amplifier
Panasonic	T- # # # # # #	Begins with "5, 6, 7" or "A5, A6, A7"
Pioneer	#####	Begins with a "T"

<sup>1</sup> Changes every year – the "#" refers to year.

### What Is Not Covered

Repair of a radio/stereo chassis or speaker performed by a non-authorized Toyota audio service center is not warranted.

Any unit that has been subjected to abuse, misuse, accident, or negligent repair or replacement in any way so as to have adversely affected, in Toyota's reasonable opinion, the performance, reliability, or stability of the unit is not covered.

Elimination of car static, motor noise, or other electrical interference is not warranted.

Correction of problems resulting from antenna system, water damage, or correction of faulty installation is not warranted.

**Units which have been subjected to tampering, liquid spill, or have foreign objects inserted inside (e.g., coins) are not covered.**

This warranty is subject to the limitations and exclusions as listed in Policy No. 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty."