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Applicability

Subject to the terms and conditions of the Basic Warranty.

Toyota-supplied navigation electronic control unit/audio visual and navigation (ECU/AVN/AVX) and display units installed as original equipment are warranted for 36 months or 36,000 miles from the vehicle's in-service date, whichever occurs first.

If the navigation ECU, AVN, AVX or display unit was replaced as a service part under the warranty exchange program, the warranty coverage is twelve (12) months, regardless of mileage, from the date the navigation ECU, AVN, AVX or display unit was installed in the vehicle, or the remainder of any applicable new vehicle warranty, whichever provides the greater coverage.

What Is Covered

Any replacement that becomes necessary due to a defect in materials or workmanship is warrantable with the exception of items listed under "What Is Not Covered."

Exchange Program

Warranty repairs to the navigation system are to be performed on an exchange basis for all components with the exception of the GPS antenna and fixed navigation controller on the Avalon model, which should be ordered as a service replacement part through the dealer's facing PDC.

The DVD map software disc can be ordered through the Navigation DVD Dropship Program.

Manufacturers

Toyota navigation ECU/AVN, amplifiers and display units are supplied by DENSO, Delphi Delco, Fujitsu-Ten, and AW Transmission Engineering. All in-warranty repairs to failed navigation ECU/AVN, amplifiers and display units should be handled through the appropriate manufacturer's exchange centers with the exception of **repairs to in-stock vehicles, which require installation of new components.**

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Manufacturers (continued)

The exchange centers are:

Manufacturer	Components
AW Transmission Engineering U.S.A. Inc. (AISIN AW Co., LTD.) 14933 Keel Street Plymouth, MI 48170 (800) 692-5832 (734) 416-3844 Fax	<ul style="list-style-type: none"> • Navigation Computer (DVD) • AVN (Audio Visual and Navigation Unit (all in one))
Delphi Delco Electronics Systems c/o Auto Electric Radio 1841 West Commonwealth Fullerton, CA 92833 (800) 321-6970 (714) 773-0815 Fax	<ul style="list-style-type: none"> • Navigation computer (DVD) & Display Unit (all in one)
DENSO Sales California, Inc. 3900 Via Oro Avenue Long Beach, CA 90810 (888) 285-4236 (310) 513-7519 Fax	<ul style="list-style-type: none"> • Navigation computer (DVD) • Display Unit • AVN (Audio Visual & Navigation) Unit (all in one) • RSE (Rear Seat Entertainment) Unit
Fujitsu-Ten National Service Headquarters 19600 S. Vermont Avenue Torrance, CA 90502 (800) 237-5413 (800) 438-5410 Fax	<ul style="list-style-type: none"> • Display unit • AVX (Audio Visual External Navigation)

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Exchange Program Information

The table below provides exchange program details including vehicle model and year, applicable components and manufacturer information.

Toyota Vehicle Model	Component	Manufacturer
Land Cruiser	<ul style="list-style-type: none"> Display Unit Navigation Computer (DVD) 	Fujitsu-Ten AWTEC
	<ul style="list-style-type: none"> Display Unit & Navigation Computer (DVD) 	DENSO
Avalon	<ul style="list-style-type: none"> Display Unit & Navigation Computer (DVD) 	DENSO
	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	
	<ul style="list-style-type: none"> Remote 	Panasonic
4Runner	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO
	<ul style="list-style-type: none"> AVX Navigation Computer (DVD) 	Fujitsu-Ten DENSO
Matrix	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	Delphi
		DENSO
Corolla	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO
Rav4	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO
Sienna	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO
	<ul style="list-style-type: none"> AVX Navigation Computer (DVD) 	Fujitsu-Ten DENSO
Scion xD	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	AWTEC
Scion xB	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	AWTEC
Scion tC	<ul style="list-style-type: none"> AVN (Audio Visual & Navigation) Unit (all in one) 	AWTEC

Exchange Program Information (Continued)

Toyota Vehicle Model	Component	Manufacturer
Camry	<ul style="list-style-type: none"> • AVX • Navigation Computer (DVD) 	Fujitsu-Ten DENSO
	<ul style="list-style-type: none"> • AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO
Prius	<ul style="list-style-type: none"> • Multi Display with Navigation • Multi Display without Navigation 	Fujitsu-Ten
	<ul style="list-style-type: none"> • Navigation Computer (DVD) 	AWTEC
	<ul style="list-style-type: none"> • Navigation Computer (DVD) 	DENSO
	<ul style="list-style-type: none"> • AVN (Audio Visual & Navigation) Unit (all in one) 	
Highlander	<ul style="list-style-type: none"> • Display Unit & Navigation Computer (DVD) 	DENSO
	<ul style="list-style-type: none"> • AVN (Audio Visual & Navigation) Unit (all in one) 	
Highlander Hybrid	<ul style="list-style-type: none"> • Display Unit & Navigation Computer (DVD) 	DENSO
	<ul style="list-style-type: none"> • AVN (Audio Visual & Navigation) Unit (all in one) 	
Solara	<ul style="list-style-type: none"> • AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO
Tundra †	<ul style="list-style-type: none"> • AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO
Sequoia	<ul style="list-style-type: none"> • AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO
Venza	<ul style="list-style-type: none"> • AVN (Audio Visual & Navigation) Unit (all in one) 	DENSO

† For the 2005MY Tundra, dealers should look at the amplifier first to determine who the manufacturer is and then use the applicable exchange part number.

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Obtaining Exchange Components

To obtain exchange components:

- The dealer should call the applicable manufacturer's exchange center to request shipment of an exchange unit. When contacting the exchange center, the dealer must indicate whether the navigation unit is covered by the new vehicle warranty, service parts warranty or whether it will be customer-pay.
- The dealership will be required to provide the following to the exchange center:
 - Dealership name, dealer code, address and telephone number
 - Name and department of person placing call
 - Toyota part number requested
 - Type of unit required
 - Vehicle model and year
 - VIN
 - Vehicle date-of-first-use and current mileage
 - Customer name
 - Description of complaint
 - Repair Order Number
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- The dealer will be issued a Return Authorization Number (RA#) for the exchange component.

Shipment of Failed Core Components

The failed core must be shipped to the applicable exchange center from which the replacement component was ordered as follows:

- Ship the core freight prepaid.
- Use the carton and packing material in which the replacement exchange component was received. Pack the failed component according to the instructions located inside the original carton.
 - For DENSO components, the appropriate **Navigation System Diagnosis and Core Return Form must be fully completed** and included when returning the unit to the exchange center (the core return form will be included in the box with the exchange unit shipped to the dealer). **Adhere the self-addressed DENSO Return label to the outside of the box.** Toyota highly recommends including a copy of the repair order with the diagnostic form.

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Shipment of Failed Core Components (continued)

- For AWTEC components, the appropriate **Navigation ECU Diagnosis Check Sheet must be completed** and included when returning the unit to the exchange center (the core return form will be included in the box with the exchange unit shipped to the dealer). The core label must also be affixed to the outside of the box, indicating the part number and serial number of the unit inside.
- **The manufacturer must receive the failed core within 30 days of the ship date of the replacement component.** The ship date is clearly marked on a bright, orange label affixed to the outside of the carton containing the replacement component.

Failed cores not received by the applicable manufacturer **within 30 days** from the replacement component ship date will result in a debit to the dealer's monthly parts statement equivalent to dealer cost of a new unit. There will be no appeals. **All chargebacks are final.**

Cores received without the applicable forms or with incomplete or incorrectly completed forms will be returned to the dealer. Cores received from another manufacturer or received with a form indicating a different model number will also be returned to the dealer at the dealer's expense.

Freight Reimbursement

Reimbursement for freight to ship failed components to the exchange center may be claimed in the sublet section of the warranty claim submitted for R&R of the failed component (see below). Requests for exchange freight must be submitted on the R&R claim. Requests for exchange freight other than on the R&R claim will not be considered for reimbursement.

Claim Submission

The warranty claim should contain the following:

- Request for labor reimbursement for removal and reinstallation (R&R) of the navigation component.
- The freight costs (to a maximum of \$13 per component) incurred in shipping the failed navigation component to the manufacturer's exchange center should be entered in the sublet section of the warranty claim using sublet type "FR" (Freight).
- Add an exchange handling fee of 0.2 hours of "Z" time to each exchange claim.

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Replacement Parts

No replacement parts, except for the GPS antenna, DVD map software disc, and the remote control on the Avalon model are allowed on warranty claims for navigation system repairs.

Failed Part Number

The failed part number entered on the warranty claim is the same as the part number used to order the exchange component.

Navigation DVD Software Upgrades

Navigation DVD upgrades can be ordered through the Navigation DVD Dropship Program for Toyota and Scion vehicles equipped with OE navigation components that operate using special navigation DVDs. Navigation DVDs should be ordered like any other PDC stocked part, except that UPS will dropship the DVDs to the dealership. Map database updates are generally available annually every fall. The updates are not mandatory and are a customer pay option.

Damaged or Irretrievable DVD Map Discs

If the DVD map disc will not eject or was damaged by the navigation ECU or AVN, it can be replaced under warranty. If the DVD map disc will not eject, it must be clearly noted that the map disc would not eject from the unit. Lastly, the replacement DVD map disc must be ordered as an update through the Navigation DVD Dropship Program.

Technical Assistance

Technical questions regarding the operation and diagnosis of navigation systems should be directed to the Technical Assistance Hotline at (800) 233-3718. Dealers should not phone the manufacturer's exchange centers or the Toyota Dealer "800" Warranty Assistance Line for technical assistance.

Out of Warranty Navigation Exchange Program

The Out of Warranty (OOW) Navigation Exchange Program for Toyota vehicles equipped with Denso original equipment manufactured (OEM) navigation components that are no longer covered by the New Vehicle Limited Warranty is not handled through TMS Warranty. If you have a warranty claim, **DO NOT** file the claim with TMS Warranty; instead, send it directly to Denso.

For warranty procedures, contact the Denso Navigation Hotline phone number (888-285-4236) for mailing and claim instructions.

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What Is Not Covered

Repair of a navigation ECU, AVN, AVX or display unit performed by a non-authorized Toyota exchange 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.

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."