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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, Delphi/Delco (core returns handled by AER Technologies), Fujitsu-Ten, Harman-Becker (core returns handled by United Radio), 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 (orders should be placed with your facing PDC).

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 (AER) Technologies, Inc.
650 Columbia Street
Brea, CA 92821
(800) 321-6970 • (714) 446-6105 Fax

Fujitsu-Ten

National Service Headquarters
20200 S. Western Avenue
Torrance, CA 90501
For Exchange/Service Help/Consultation
(800) 237-5413 • (800) 438-5410 Fax

Audio Exchange Procedures (Continued)

Harman-Becker

c/o United Radio
5705 Enterprise Parkway
East Syracuse, NY 13057
(800) 448-0944

Panasonic

c/o Komtec Electronics
7221 Oranewood Ave
Garden Grove, CA 92841
Attn: Receiving Dept.
(800) 423-8150 Exchange & Security Code Questions
(800) 367-7689 Service Help/Consultation • (800) 682-8056 Fax

Pioneer Electronics Service

995 E. Discovery Lane
Anaheim, CA 92801
(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 (the "faceplate number") 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)

- Dealers should access Toyota Vendor Exchange on Dealer Daily to order exchange units. Customer pay units will be charged directly to the dealership by the audio manufacturer.
- 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.
- 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.

Audio Exchange Procedures (Continued)

- 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 \$15) 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 \$15) 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.
- The Additional Information tab must contain the Return Authorization Number (RA#) assigned by the audio manufacturer for purposes of cross reference by the manufacturer (some audio manufacturers may refer to this as "claim number").

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

¹ 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."