

Applicability

Subject to terms of Accessory Warranty and Basic Warranty.

Toyota-supplied rear seat audio (RSA), rear seat entertainment (RSE), and vehicle entertainment systems (VES) installed as original equipment are warranted for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.

Length of Coverage

Toyota-supplied rear seat audio (RSA), rear seat entertainment (RSE), and vehicle entertainment systems installed by a Toyota or Scion 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.

Optional wireless headphones are covered for 12 months, regardless of mileage, and do not assume any coverage under the New Vehicle Limited Warranty.

What Is Covered

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

RSA/RSE and VES Exchange Procedures

Warranty repairs to RSA/RSE units are to be performed on an exchange basis for all components. Components include stereo controller, rear display, DVD player and for some models a combination rear display and DVD component.

The VES includes both exchange and non-exchange components.

RSA/RSE Exchange Centers

Toyota RSA/RSE units are supplied by Audiovox, Fujitsu-Ten, Harman Becker, Panasonic and TMI Products. All in-warranty repairs to failed RSEs/RSAs should be handled through the manufacturer's exchange centers with the exception of repairs to in-stock vehicles, which require installation of new components.

RSA/RSE Exchange Centers (Continued)

Manufacturer	Components
<p>Audiovox Electronics Corporation 150 Marcus Blvd. Hauppauge, NY 11788</p> <p>(800) 383-2770 For Exchange</p>	<ul style="list-style-type: none"> • Rear display • DVD player
<p>Fujitsu-Ten National Service Center 20200 S. Western Avenue Torrance, CA 90501</p> <p>(800) 237-5413 For Exchange Service Help/Consultation (800) 438-5410 Fax</p>	<ul style="list-style-type: none"> • Stereo controller
<p>Harman Becker c/o United Radio 5705 Enterprise Parkway East Syracuse, NY 13057</p> <p>(800) 448-0944 For Exchange</p>	<ul style="list-style-type: none"> • Rear display • DVD player
<p>Panasonic c/o Komtec Electronics 7221 Oranewood Ave Garden Grove, CA 92841 Attn: Receiving Dept.</p> <p>(800) 423-8150 For Exchange (800) 367-7689 For Service Help/ Consultation (800) 682-8056 Fax</p>	<ul style="list-style-type: none"> • Combination rear display / DVD • DVD player
<p>TMI Products, Inc. 1493 Bentley Drive Corona, CA 92879 (800) 624-7960, Ext. 149 or 170 (951) 272-4674 Fax</p>	<ul style="list-style-type: none"> • LCD Monitor Kit: <ul style="list-style-type: none"> - 7" LCD - Pick tool - Removal card tool - Instructions • A/V Control Module

VES Components Exchange and Non-Exchange Components

VES includes both exchange and non-exchange components. The following chart identifies which components must be exchanged and which components are available through each dealer's facing PDC. All in-warranty repairs to failed video cassette players (VCP) or flat panel displays (FPD) should be handled through the manufacturer's exchange center.

<p>Order Exchange Parts from Rosen Products</p> <p>Rosen Products LLC c/o United Radio 5705 Enterprise Parkway East Syracuse, NY 13057</p> <p>(800) 448-0944 For Exchange</p>	<p>Order Parts from Facing PDC</p>
<ul style="list-style-type: none"> - Video cassette player (VCP) - Flat panel displays (FPD) 	<ul style="list-style-type: none"> - Remote - Console Chassis - Shroud assembly - FM modulator - Wire harness - Auxiliary board and jack plate - Volume control knob - Wireless headphone - Cup holder - Center console

Technical Assistance

Dealers requiring diagnostic assistance should contact the Toyota Technical Assistance Hotline at (800) 233-3718.

RSA/RSE and VES Exchange Procedures:

- The customer visits the Toyota or Scion dealership with an entertainment system complaint. The dealer documents the complaint and determines the source of the problem. The diagnostic guide or Technical Assistance Hotline may be used to assist in diagnosing entertainment system problems. Dealers requiring diagnostic assistance should contact the Toyota Technical Assistance Hotline at (800) 233-3719.
- 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 DVD player, display, stereo controller, video cassette player (VCP) or flat panel display (FPD), the dealer should call the applicable exchange center to request shipment of an exchange unit.
- If the problem is related to the LCD Monitor or A/V Control Module, the failed part may be left in the vehicle until the exchange unit is received.
- When contacting the exchange center, the dealer must indicate whether the RSA/RSE or VES unit is covered by the New Vehicle Limited Warranty, Service Parts Warranty, or whether it will be customer-pay. Customer-pay units will be charged directly to the dealership by the applicable 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 failed part number, and original install date on service parts claims
 - Toyota part number
 - Complaint analysis

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 component. The speaker lead, power supply lead wires, and support brackets should not be removed, cut, or modified.

- The dealer should submit a warranty claim for R&R time of the DVD player, display unit, stereo controller, VCP, or FPD, and shipping cost (in a freight sublet).
- Dealers will be charged for the repair cost of any damage to the component due to improper removal procedures.
- Dealers must notify the exchange center if the customer will not return to have the exchange unit installed within 30 days. If the customer fails to return to the dealership for the exchange unit within 30 days from the date of the original repair, the dealer should return the unused component to the manufacturer for credit.

RSA/RSE and VES Exchange Procedures (Continued)

The failed component MUST be returned to 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 chargebacks are final.

Shipment of Exchange Units

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 Advance Return Authorization Form provided with the exchange unit should be used as the address label. The repair cost of a failed component received at the exchange center without the specified address label will be considered a non-warranty repair and will be charged to the dealer at dealer cost.

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.

Claim Submission

- Toyota will reimburse dealers for freight costs (to a maximum of \$20) incurred in returning failed entertainment 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.

Claim Submission (Continued)

The warranty claim should contain the following:

- Request for labor reimbursement for removal and reinstallation (R&R) of the entertainment unit.
- The Freight costs (to a maximum of \$20) incurred in shipping the failed entertainment unit.
- On each claim where an exchange component is required under warranty, add 0.2-hour of "Z" time for administration fees.

What Is Not Covered

Repair of a DVD player, display, stereo controller, video cassette player (VCP) or flat panel display (FPD) performed by a non-authorized Toyota or Scion service center is not warranted.

Any unit that has been subjected to abuse, misuse, accident, accidental spills, customer-applied cleaners, road hazards, fire, theft, vandalism, casualty, failure to follow operating instructions 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.

Damage due to environmental causes such as floods, airborne fallout, chemicals, salt, hail, windstorms, lightning, or extreme temperature is not covered.

Any stereo controller, rear display, DVD player, flat panel display assembly (FPD), video cassette player (VCP) case, or DVD case that has been opened for any reason is not covered.

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

Damage due to improper connection to equipment of another manufacturer or modification of existing materials is not covered.

Correction of problems resulting from poor radio signal, liquid damage, or correction of faulty installation is not warranted.

Damage due to improper installation or connection to the RSA/RSE or VES is not warranted.

Damage caused during or by faulty installation of the RSA/RSE or VES is not warranted.

What Is Not Covered (Continued)

The following only applies to VES: Dirty tape heads are not considered to be a defect in materials or workmanship, but are a result of normal use of the unit. Tape head cleaning is a customer maintenance issue and is not acceptable as a warranty claim condition. Cassette players received by the Vehicle Entertainment Center and diagnosed as having only dirty tape heads and no other warrantable defect will be charged back to the dealer at the dealer cost of the unit. In addition, damage due to the use of faulty tape cartridges or cleaning of VCP tape heads is not warranted.

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."