

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EA11-001

TOYOTA

10-13-2011

Attachment

Response 4

6 PAGE 44

9 PAGE 54

12 PAGE 55

13 PAGE 57

15 PAGE 59

EA11-001

TOYOTA

10-13-2011

Attachment

Response 4

Notices and Claims

**Case Report - 200509260414****Customer/Caller Summary:**

Customer Name/Address:

Moreno Valley, CA

Caller Phone:

Caller Alt. Phone:

**Case Summary:**

Case Title: Product; FCRP; Bushings/Ball Joints- Suspension; Other-Please Specify  
Case Type: Accident  
Contact Method: Phone  
Cust Attitude: Concerned  
Coding Type: Complaint  
Category: Product  
Problem Area: FCRP  
Component: Bushings/Ball Joints- Suspension  
Condition: Other-Please Specify  
VIN: 5TBRT34122S  
Dofu: 08/04/2002  
Current Miles: 35000  
Incident Miles: 35000  
Model Year: 2002  
Model Name: Tundra  
Region: Los Angeles  
District: 0  
Dealer 1: Los Angeles Region, 04160  
Selling Dealer: Moreno Valley Toyota, 04128

**Case History:**

Customer Seeks: to have veh inspected & know if accident was due to ball joint ssc 50 J or brake failure.  
CAC Stated: Ncr apol & advd will be contacted w/in 3 bus days. Ncr advd inspection may take up to 30 days.

\*\*\* PHONE LOG 09/26/2005 08:50:39 AM MCervantes1  
[REDACTED] wife sts husband was involved in accident & would like ncr to speak with husband. Cust sts husband requires someone who is spanish speaking. Cust husband does not get out until after 4:00pm EST time.

\*\*\* CASE CLOSE 09/26/2005 08:50:47 AM MCervantes1  
Ncr apol & advd will call tomorow to determine when it is a good time to speak to Mr. [REDACTED] Ncr advd of ref #.

\*\*\* NOTES 09/27/2005 02:27:12 PM MCervantes1  
+OUTGOING CUST CALL+  
Ncr cllid in attempt to set up a phone appointment with cust. No answer, no machine.

\*\*\* NOTES 09/28/2005 04:53:09 PM MCervantes1  
+OUTGOING CUST CALL+  
Ncr returning cust v/m. Cust sts husband will be home after 3:00 pm. Ncr cllid & phone busy.

\*\*\* NOTES 09/29/2005 09:17:09 AM MCervantes1  
+OUTGOING CUST CALL+  
Ncr attempted to call cust & phone busy.

\*\*\* NOTES 10/10/2005 05:05:26 PM MCervantes1  
===FCRP===  
SPANISH CALLER: Mr. [REDACTED] sts there was a dead animal on the road sts attempted to swerve & heard a loud noise in doing so & brakes did not engage. Cust sts veh rolled over. Cust one of the wheels & tire came off. Cust fls accident was due to ssc 50 J for ball joints & or brake failure. Cust sts veh is totaled & did not have insurance at at the time. Cust sks veh to be inspected & toyota to assit in repair or replacement of veh as it may have been due to

\*\*\* NOTES 10/10/2005 05:06:46 PM MCervantes1  
<<<a manufacturing concern. Cust sts veh currently at cust home but willing to take veh to Moreno Valley

Toyota. Cust sks to be contact a few days prior to inspection to make the necessary arrangements to have veh taken to dlr. LEGAL REQUEST FCRP WITH MANY INTERIOR & EXTERIOR PHOTOS.

\*\*\* NOTES 10/11/2005 09:23:43 AM MGiderman110

\*\*\* Outgoing call \*\*\*

RCR MGiderman left msg w/cust's wife to adv Region has received cust case and dispatching to FTS for review. Adv veh will be inspected within 30 days Adv cust will receive Toyota's final position within 30 days from the date of veh inspection. NOTE: Please contact cust at day # after 4:30pm to schedule inspection.

\*\*\* CASE CLOSE 10/31/2005 04:57:12 PM MGiderman110

RCR MGiderman received FTS inspection and photos. RCR forwarded inspection and photos to Legal. Cust waiting for response from Legal. CLOSING CASE.

---

**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Case Close	10/31/2005 04:57:12 PM	MGiderman110	Status = Closed, Resolution Code = Full, State = Open.
Accept	10/11/2005 09:36:07 AM	MGiderman110	from Queue Los Angeles to WIP FCR(P) Insp Date Set.
Notes	10/11/2005 09:23:43 AM	MGiderman110	Log notes.
Notes	10/10/2005 05:05:26 PM	MCervantes1	Log notes.
Modify	10/10/2005 05:05:26 PM	MCervantes1	into WIP default and Status of Action CAC.
Notes	10/10/2005 05:06:46 PM	MCervantes1	Log notes.
Dispatch	10/10/2005 05:07:15 PM	MCervantes1	Action Region.
Chg Status	10/10/2005 05:07:15 PM	MCervantes1	Case sent to region: Los Angeles
Reopen	10/10/2005 04:51:22 PM	MCervantes1	with Condition of Open and Status of Action CAC.
Notes	09/28/2005 04:53:09 PM	MCervantes1	Log notes.
Notes	09/29/2005 09:17:09 AM	MCervantes1	Log notes.
Notes	09/27/2005 02:27:12 PM	MCervantes1	Log notes.
Create	09/26/2005 08:34:54 AM	MCervantes1	Contact = [REDACTED], Priority = Customer, Status = Action CAC.
Modify	09/26/2005 08:50:39 AM	MCervantes1	into WIP default and Status of Action CAC.
Phone Log	09/26/2005 08:50:39 AM	MCervantes1	Start = 09/26/2005 08:34:54 AM, End = 09/26/2005 08:50:39 AM, Contact = [REDACTED]
Case Close	09/26/2005 08:50:47 AM	MCervantes1	Status = Closed, Resolution Code = Full, State = Open.

Writers Direct Telephone (310) 468-5027  
Writers Direct Fax (310) 381-6317

November 17, 2005

[REDACTED]  
Moreno Valley, CA [REDACTED]

RE: Date of Loss: October 27, 2005  
Vehicle: 2002 Toyota Tundra  
VIN#: 5TBRT34122S [REDACTED]

Dear Mr. [REDACTED]

This letter is in response to your recent communication with Customer Relations Department in regards to the above referenced incident.

It is our understanding that you reported that you were operating the vehicle when there was an animal in the road as you attempted to swerve around it you heard a loud noise and the brakes would not engage.

Your vehicle was inspected by one of our field technicians on October 27, 2005 at Toyota of Morena Valley. The Lower Control Arm was severely bent in the upward direction. The Ball Joint retaining nut and a severed portion of the Ball Joint were still intact and no failure of the Ball Joint was observed. The distention of the Lower Control Arm would indicate that the Ball Joint fractured from a severe lateral force. The Master Cylinder cap was not present and the reservoir was empty. It was noted that the brake line was severed on the front driver's side. It was determined that the brake fluid evacuated after the accident.

We are very sorry about this most unfortunate incident however based on our inspection of the vehicle it has been determined it was not the result of any type of manufacturing defect. Thank you for allowing us to address your concerns.

Very truly yours,

Carole A. Hargrave  
Claims Manager  
Toyota Motor Sales U.S.A., Inc.

# Case Report - 200204081843

## Customer/Caller Summary:

Customer Name/Address:

San Bernardino, CA

Caller Phone:

Caller Alt. Phone:

## Case Summary:

Case Title: Product; FCRP; Brakes; Inoperative  
 Case Type: Accident  
 Contact Method: Phone  
 Cust Attitude: To Pursue Legal Acti  
 Coding Type: Complaint  
 Category: Product  
 Problem Area: FCRP  
 Component: Brakes  
 Condition: Inoperative  
 VIN: 5TBRN341X2S  
 Dofu: 10/22/01  
 Current Miles: 7000  
 Incident Miles: 7000  
 Model Year: 2002  
 Model Name: Tundra  
 Region: Los Angeles  
 District: 7  
 Dealer 1: Toy. Of San Bernardino, 04061  
 Selling Dealer: Toy. Of San Bernardino, 04061

*Farmers' Club #*

## Case History:

Customer Seeks: damages & trauma & medical  
CAC Stated: Customer will recieve contact w/in 3 bus days to arrange for inspection of veh

\*\*\* PHONE LOG 04/08/2002 04:45:08 PM NWilson  
Cust (Farmers Ins- ) sts veh has been involved in 2 accidents. Cust sts fls both accidents were due to brake failure. Cust sts date of first accident was 1/17/02 & second was 3/24/01. Cust sts veh is currently in condition that followed incident. Cust sts Jennifer Soto-daughter & two other persons involved in incident. Ms. was driving veh & sts was wearing seat belts. Cust sts other two passangers were not wearing seat belt & were ejected from veh>>>>

\*\*\* NOTES 04/08/2002 04:45:30 PM NWilson  
>>>> one passanger coma for 8 days & f/u conditions not yet determined. Other passanger is paralysed from waist down. Cust sts no other vehs involved. PLEASE CONTACT JEFF AT INS CO FOR F/U (909-514-2695).  
LEGAL REQUEST FCRP WITH MANY INTERIOR & EXTERIOR PHOTOS

\*\*\* NOTES 04/09/02 09:29:24 AM 1a5  
RCR researching case.

*Veh. at:*  
*cell*

## Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	04/08/02 04:26:27 PM	NWilson	Contact = Priority = Customer, Status = Action CAC.
Modify	04/08/02 04:39:29 PM	NWilson	into WIP default and Status of Action CAC.
Modify	04/08/02 04:45:02 PM	NWilson	into WIP default and Status of Action CAC.
Modify	04/08/02 04:45:07 PM	NWilson	into WIP default and Status of Action CAC.
Phone Log	04/08/02 04:45:08 PM	NWilson	Start = 04/08/2002 04:26:27 PM, End = 04/08/2002 04:45:08 PM, Contact =
Notes	04/08/02 04:45:30 PM	NWilson	Log notes.
Modify	04/08/02 04:45:34 PM	NWilson	into WIP default and Status of Action CAC.
Dispatch	04/08/02 04:45:35 PM	NWilson	Action Region to Los Angeles
Chg Status	04/08/02 04:45:35 PM	NWilson	Case sent to region: Los Angeles
Notes	04/09/02 09:29:24 AM	1a5	Log notes.

PRISM+

[REDACTED]

JULY 24, 02 TE VEH INSP.

Loc: INS. AUTO AUCTION - FONTANA, CA

VIN: 5TBRN341X2S [REDACTED]

Roll 1



C/TR 1D6/FE11,ATM A02A/A340E VCK30L ARSSKA NO.985



MFD. BY: TOYOTA MOTOR MANUFACTURING. INDIANA, INC.  
GVWR (LBS): 5700 DATE 08/01  
GAWR (LBS): FRT. 3160 WITH P245/70R16 TIRES.  
16X7JJ RIMS AT 26 PSI COLD.  
RR. 3480 WITH P245/70R16 TIRES.  
16X7JJ RIMS AT 35 PSI COLD.  
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE. 5TBRN341X2S [REDACTED] TRUCK

MFD. BY: TOYOTA MOTOR MANUFACTURING. INDIANA, INC.  
GVWR (LBS): 5700 DATE 08/01  
GAWR (LBS): FRT. 3160 WITH P245/70R16 TIRES.  
16X7JJ RIMS AT 26 PSI COLD.  
RR. 3480 WITH P245/70R16 TIRES.  
16X7JJ RIMS AT 35 PSI COLD.  
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE. 5TBRN341X2S [REDACTED] TRUCK



C/TR 1D6/FE11,ATM A02A/A340E VCK30L ARSSKA NO.985

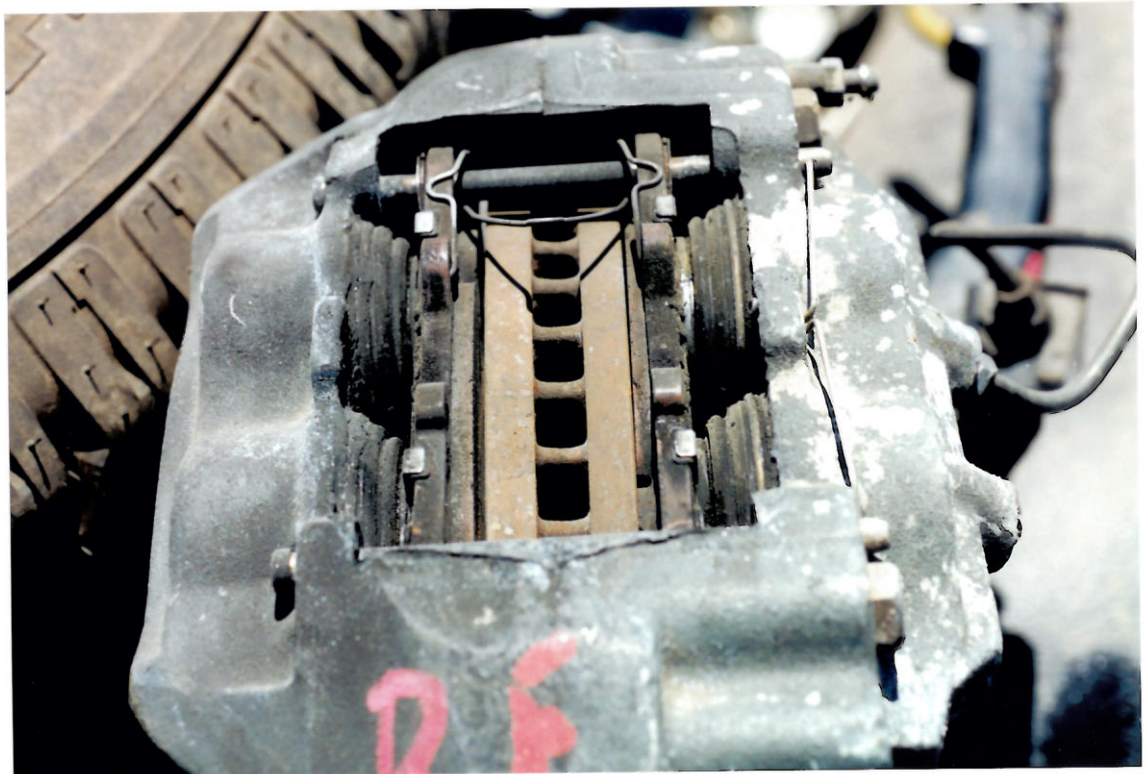
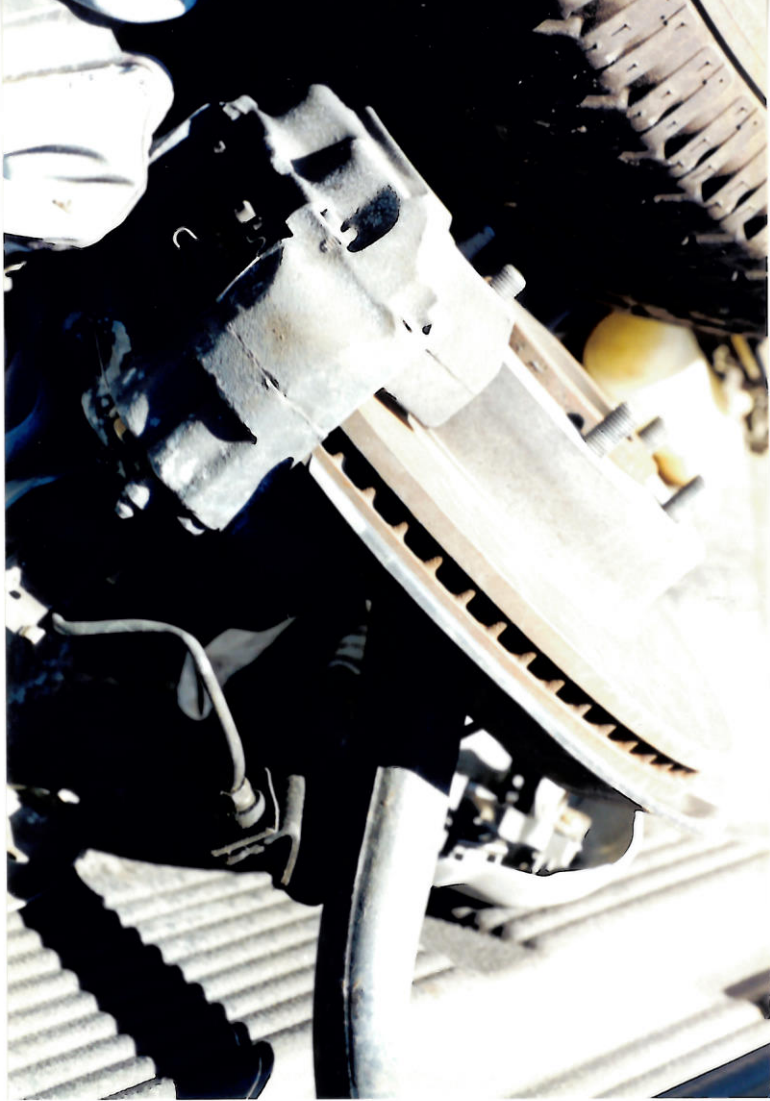
MFD. BY: TOYOTA MOTOR MANUFACTURING. INDIANA, INC.  
GVWR (LBS): 5700 DATE 08/01  
GAWR (LBS): FRT. 3160 WITH P245/70R16 TIRES.  
16X7JJ RIMS AT 26 PSI COLD.  
RR. 3480 WITH P245/70R16 TIRES.  
16X7JJ RIMS AT 35 PSI COLD.  
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE. 5TBRN341X2S [REDACTED] TRUCK

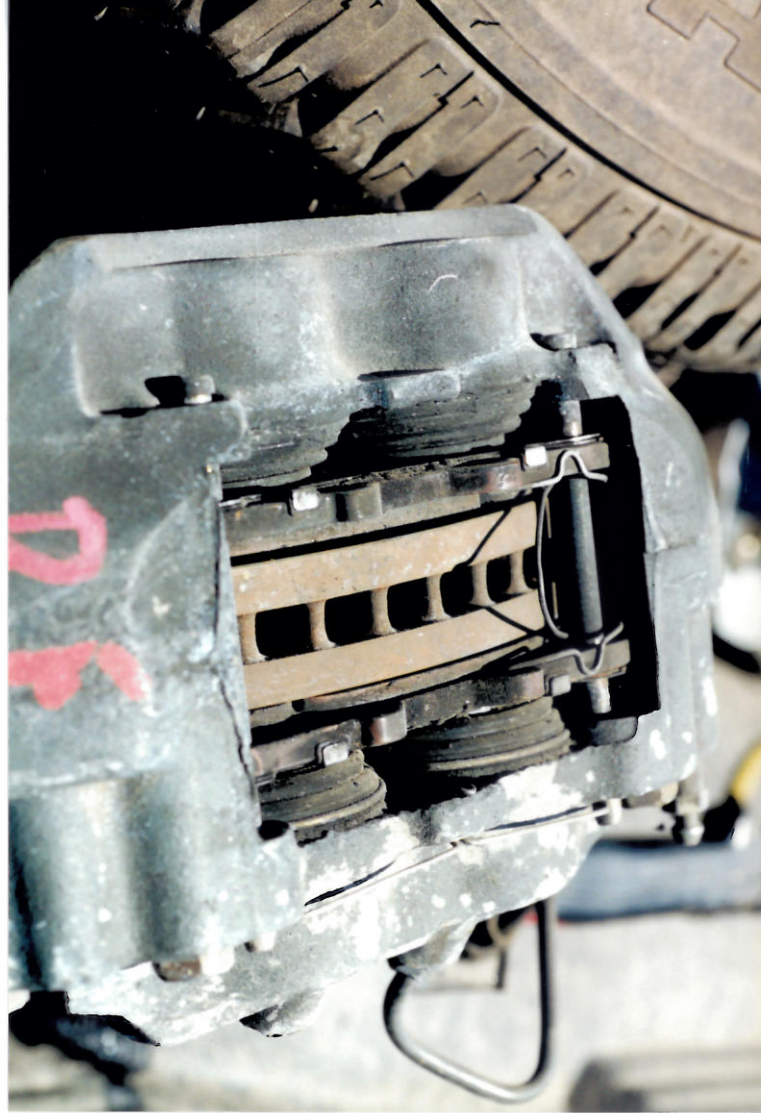


C/TR 1D6/FE11,ATM A02A/A340E VCK30L ARSSKA NO.985



























PRISM+

[REDACTED]

JULY 24, 02 TE Vek INSP.

Loc: INS. AUTO AUCTION - FONTANA, CA

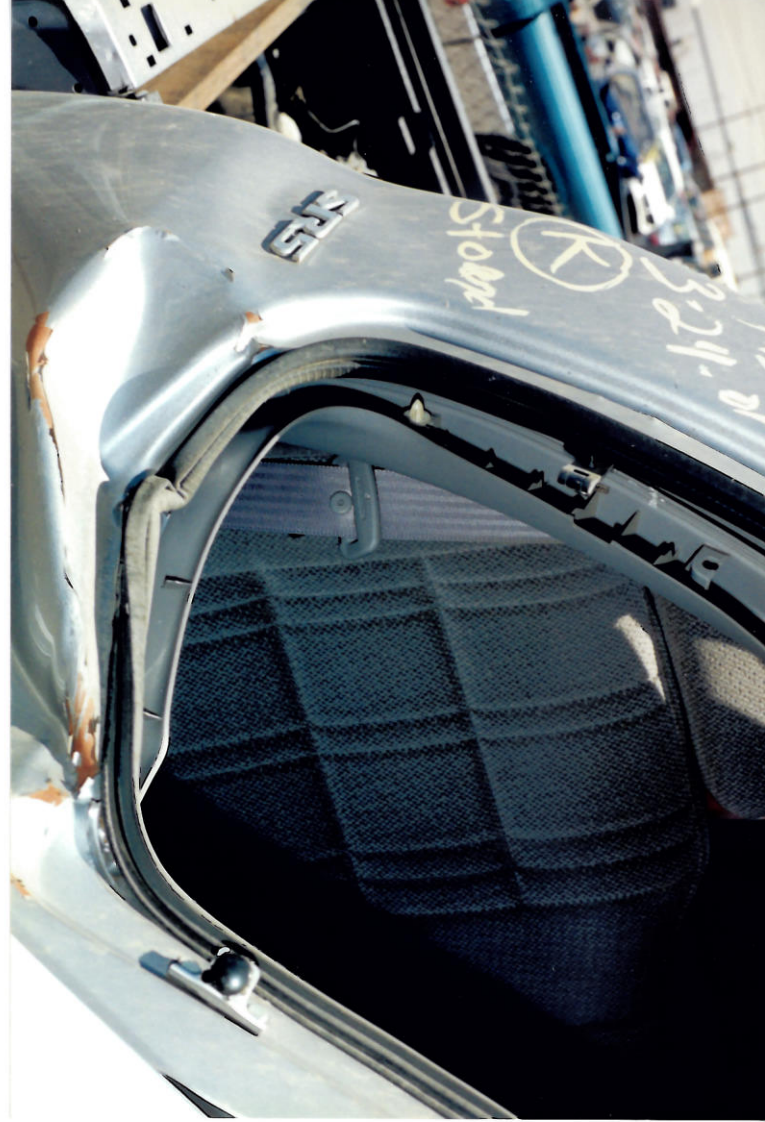
VIN: 5TBRN341X2S [REDACTED]

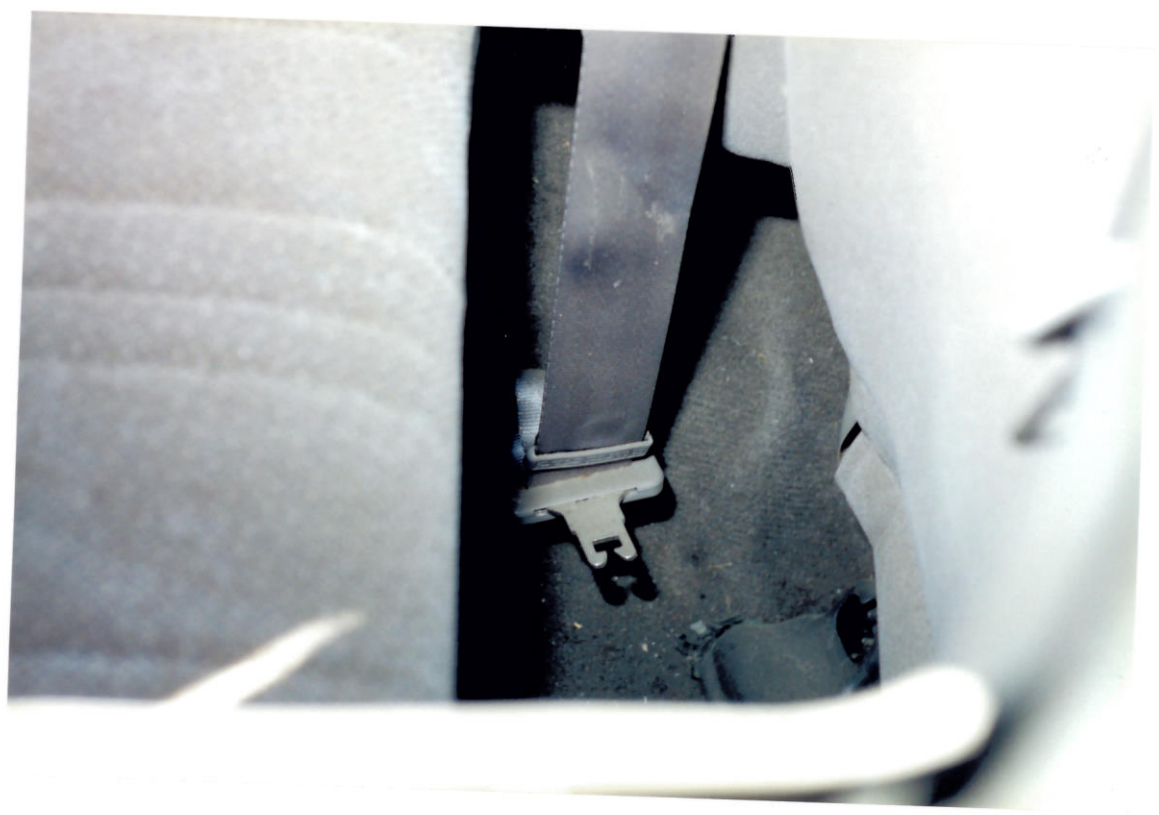
ROLL # 2













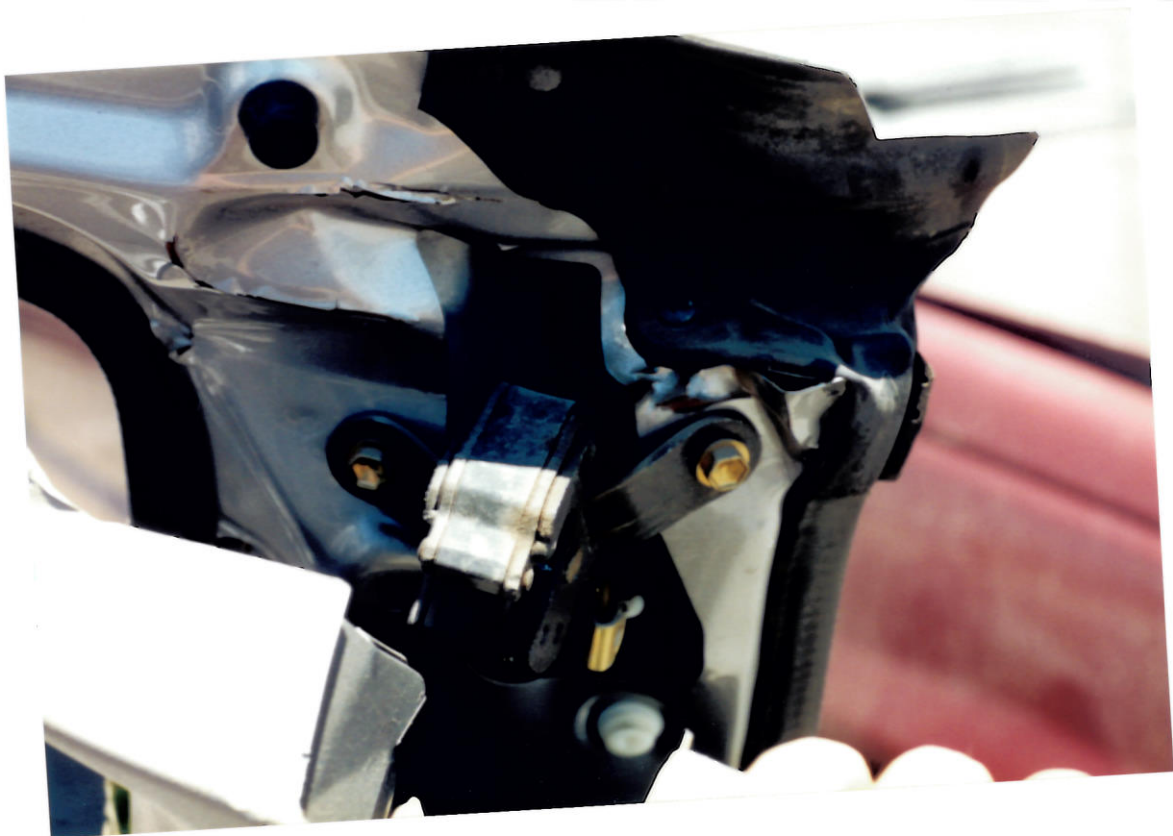
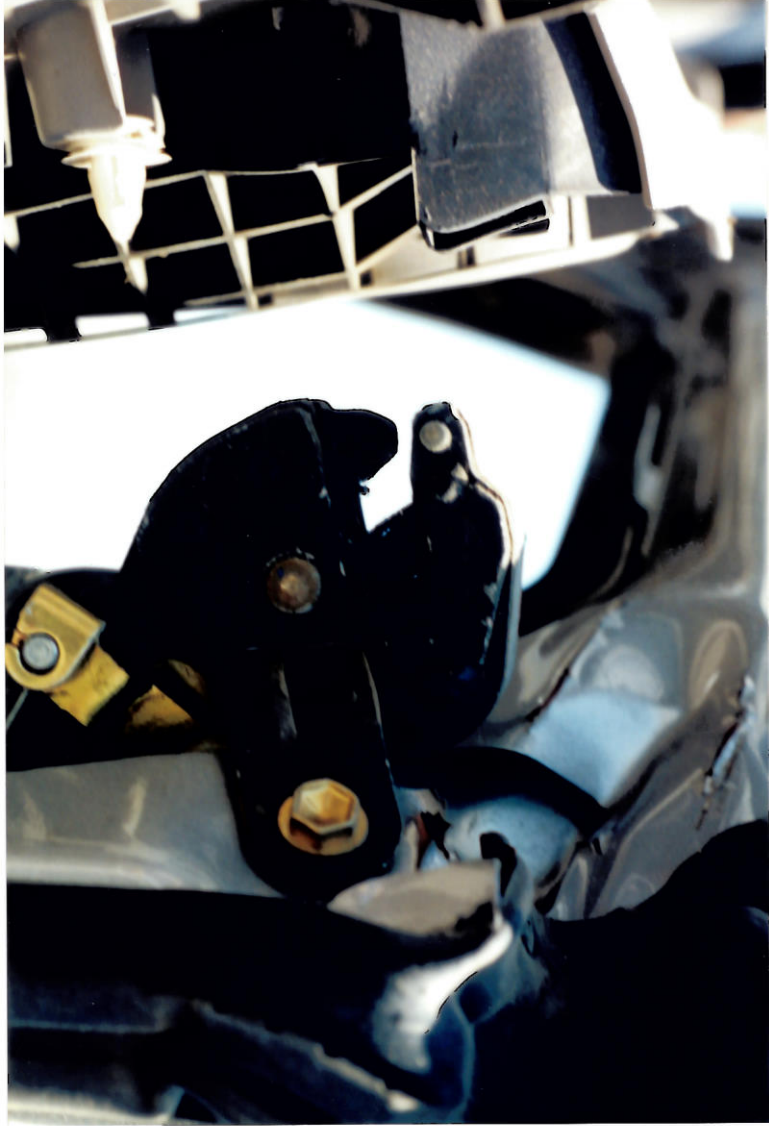














PRISM+

JULY 24, 02 TE VEH INSP.

Loc: INS. AUTO AUCTION - FONTANA, CA

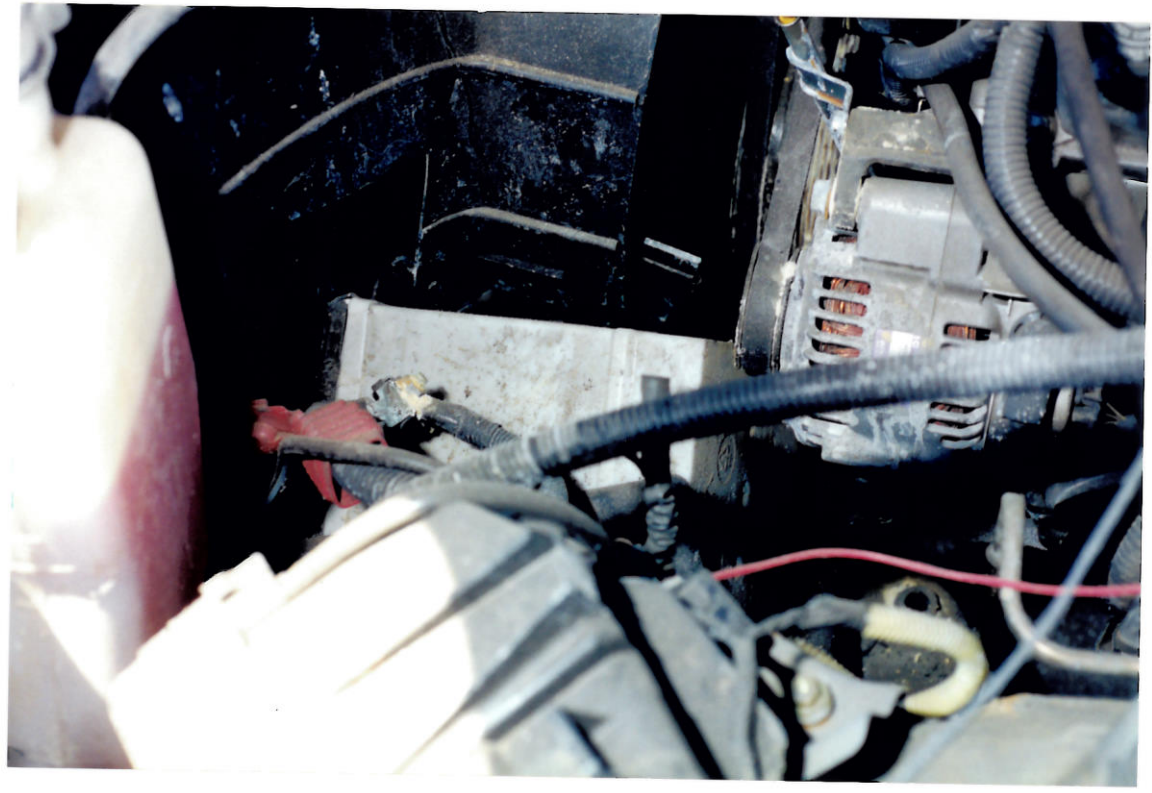
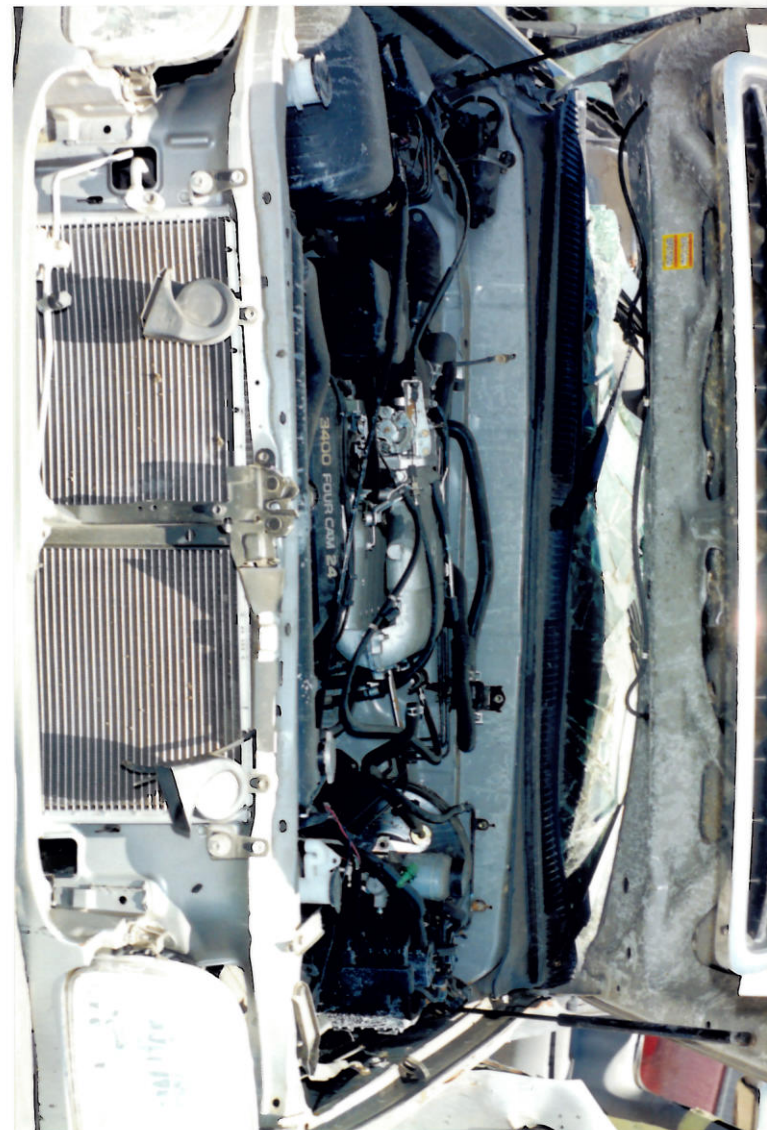
VIN: 5TBRN341X2S

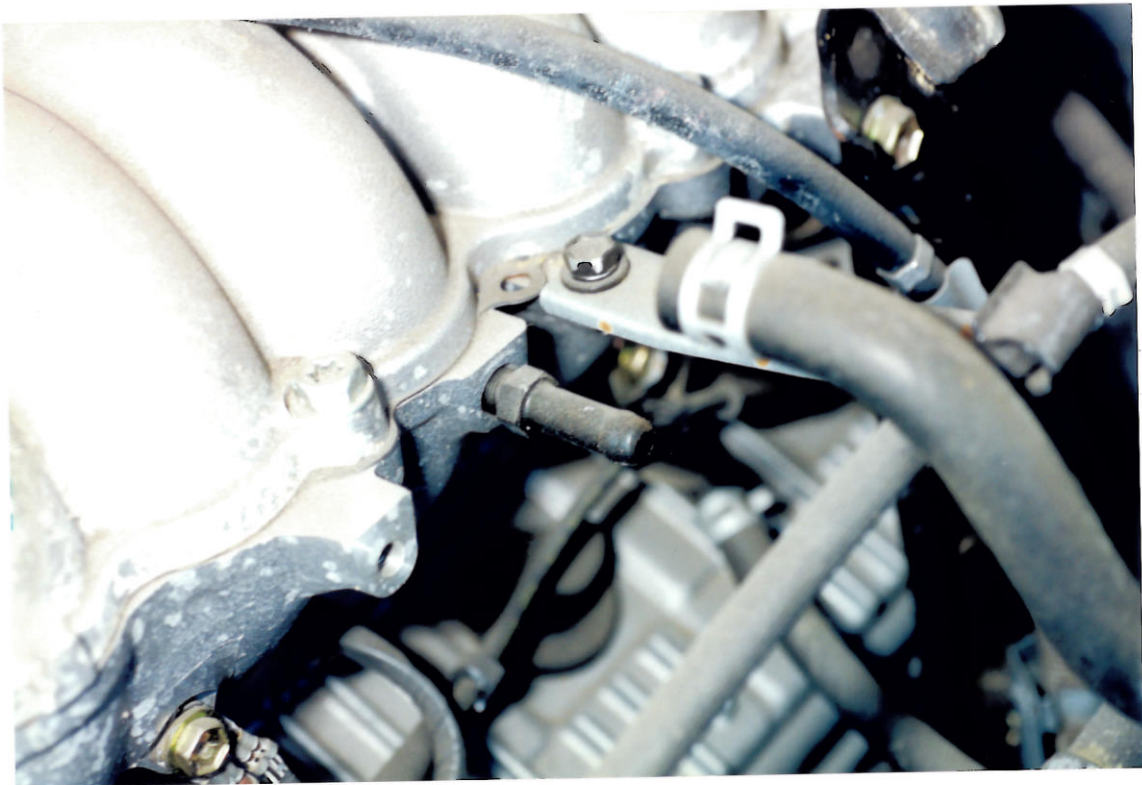
ROLL & R 3

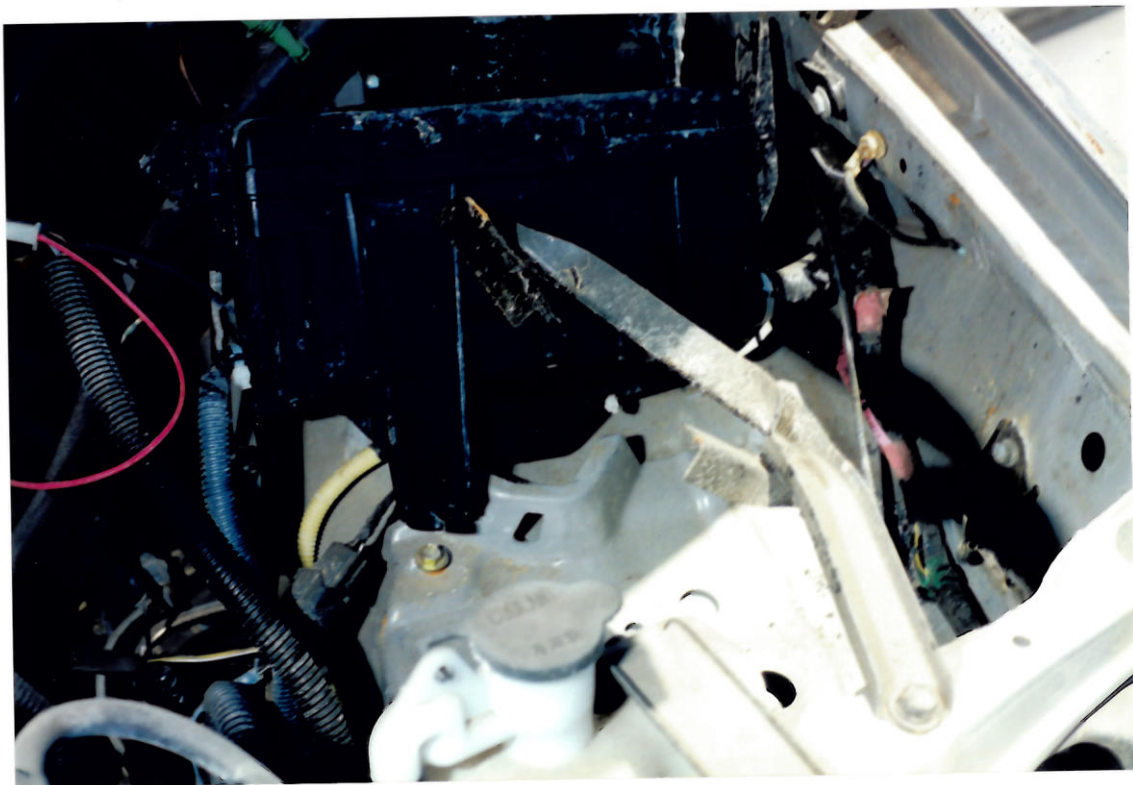
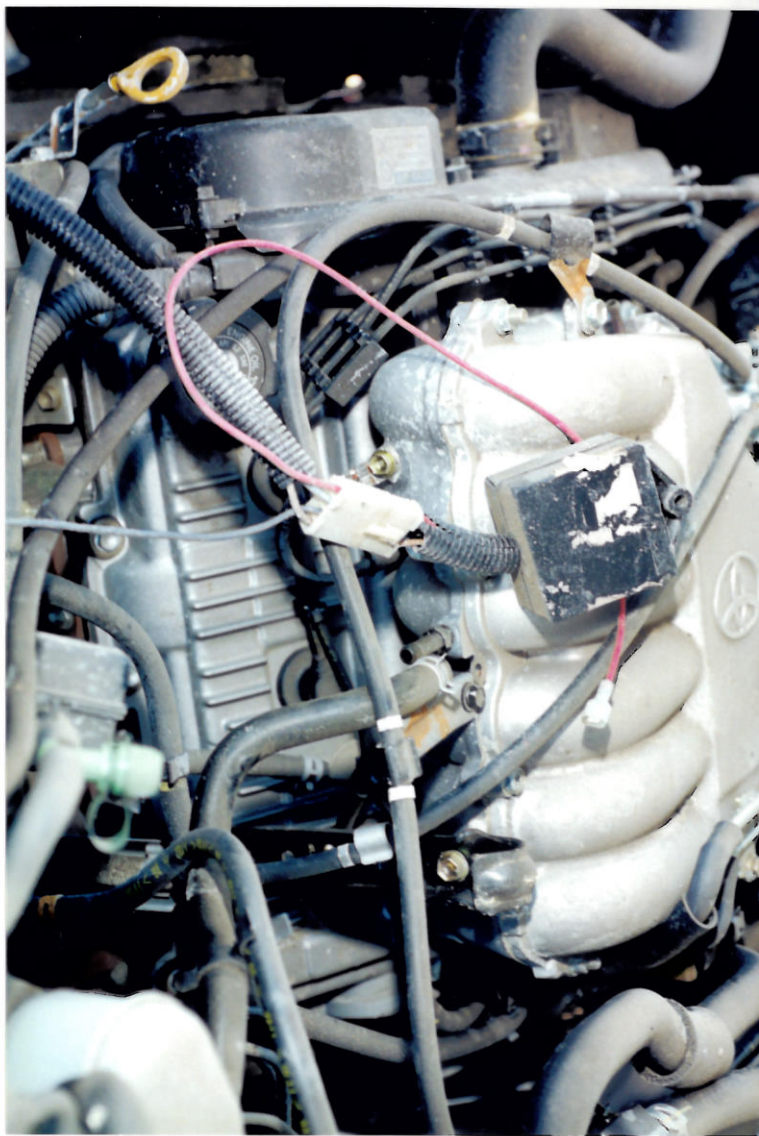
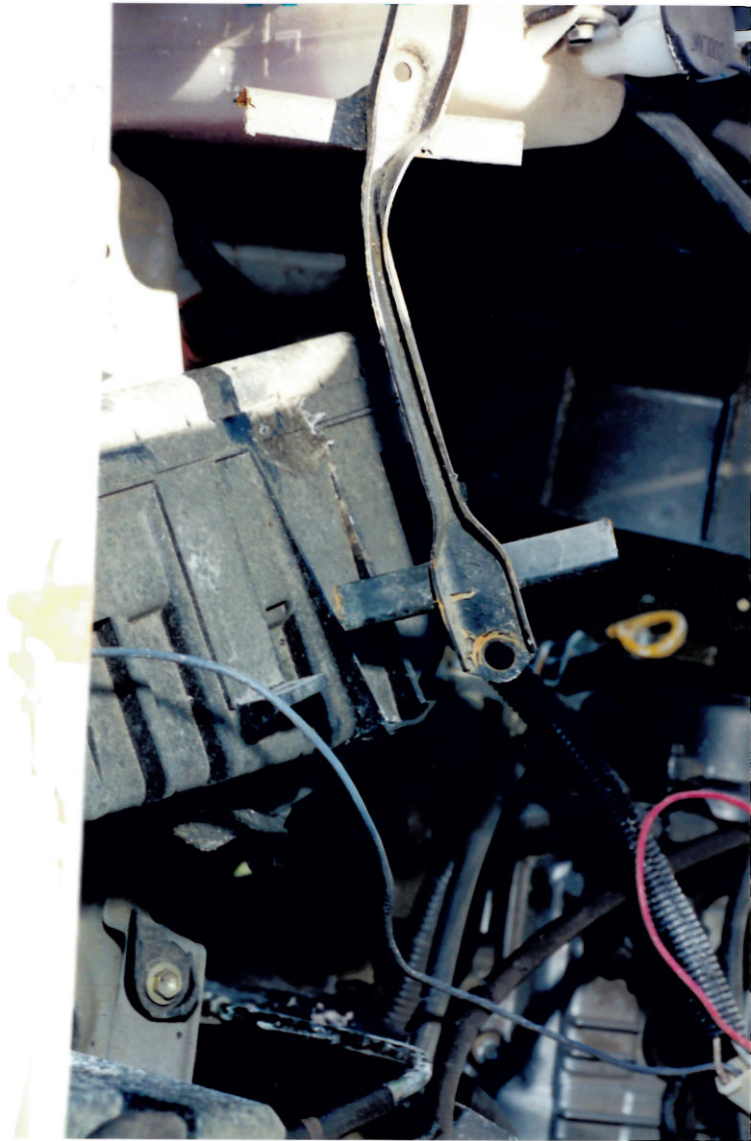




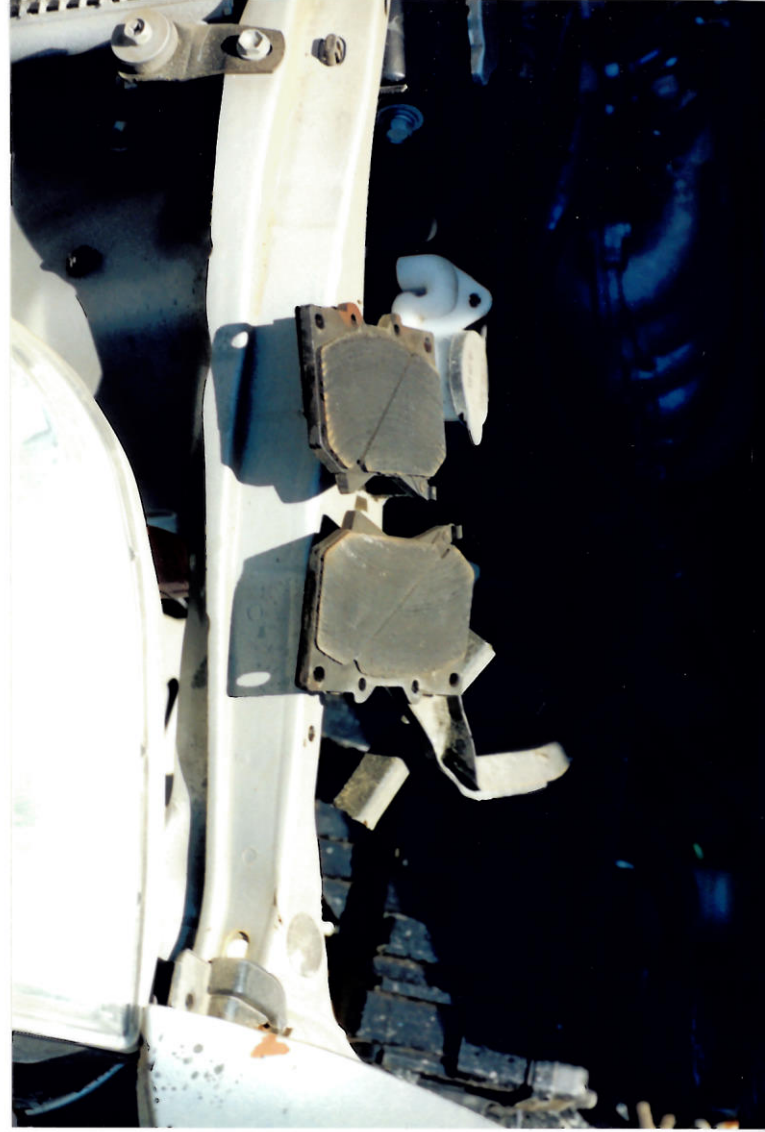




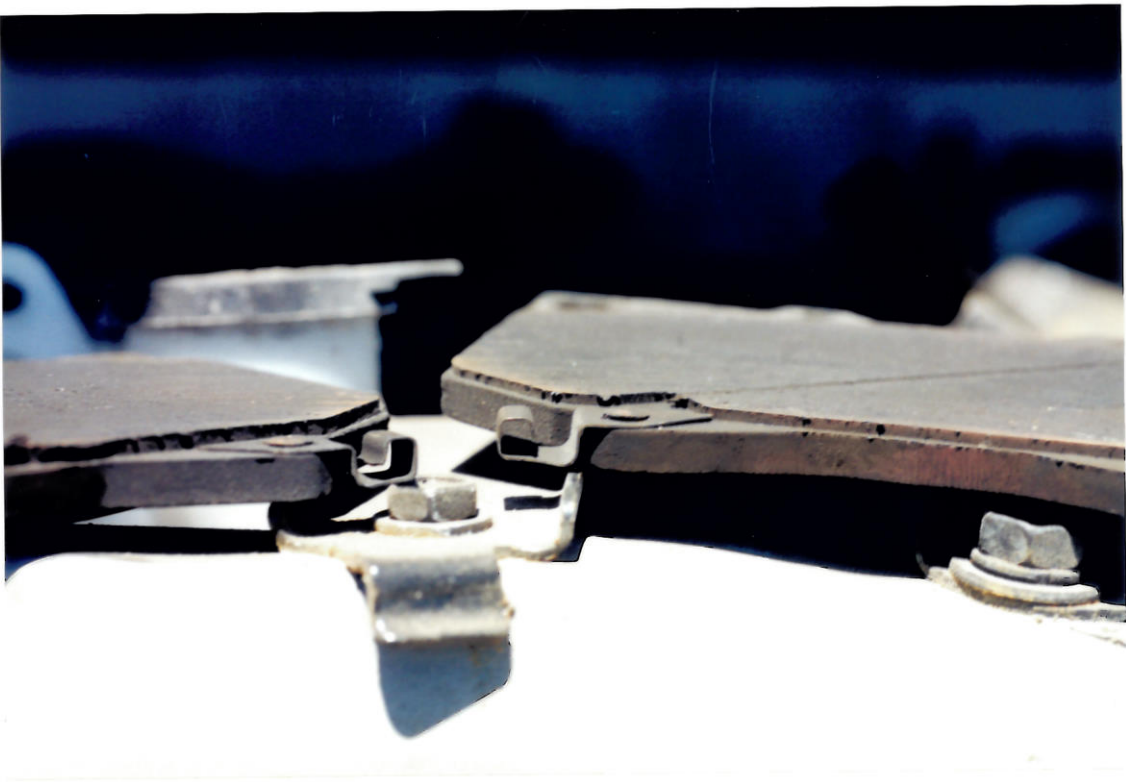
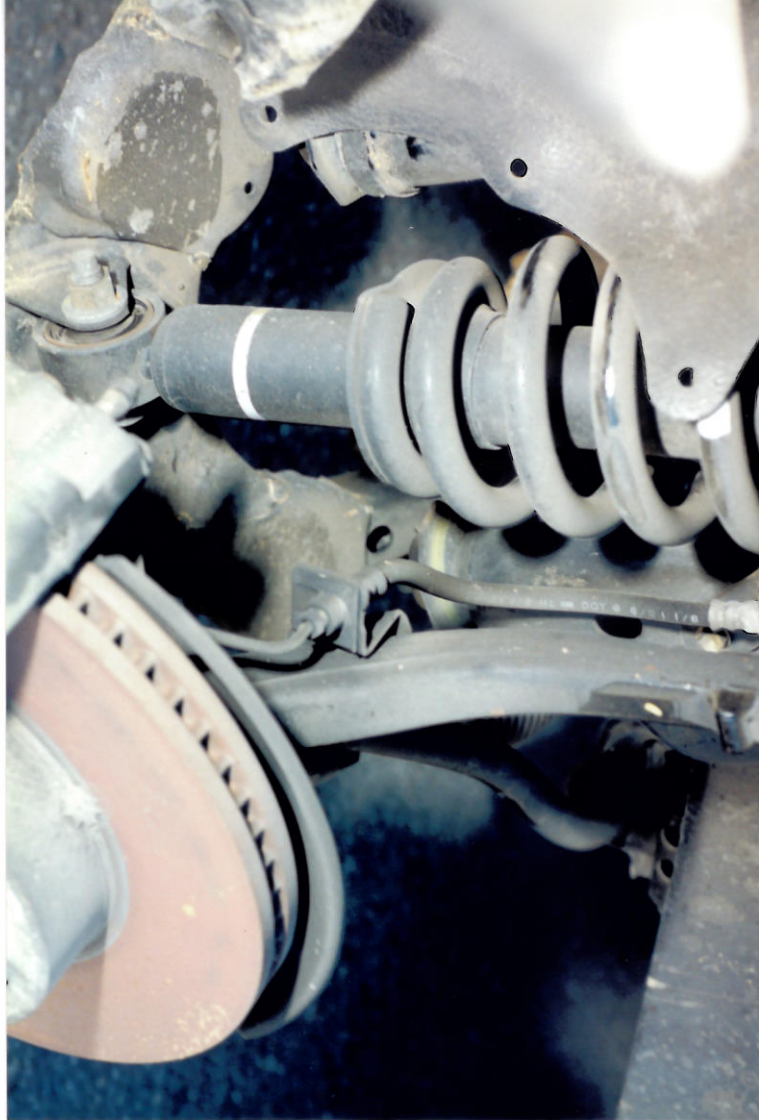




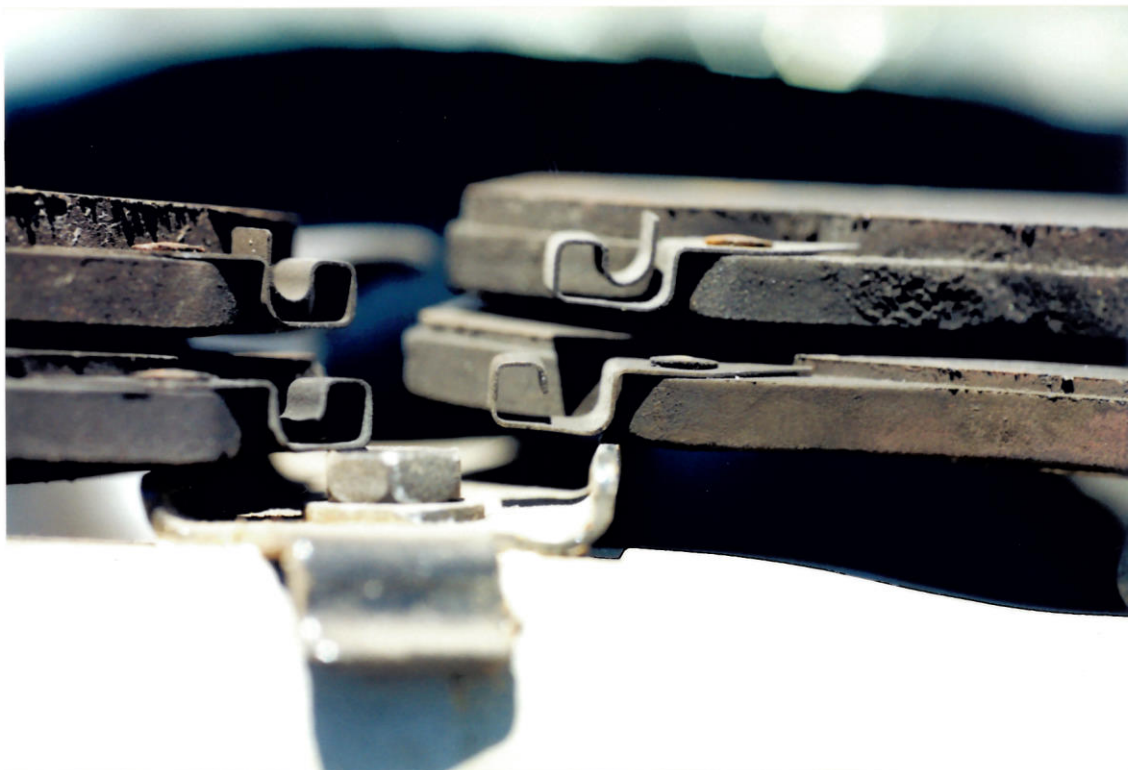
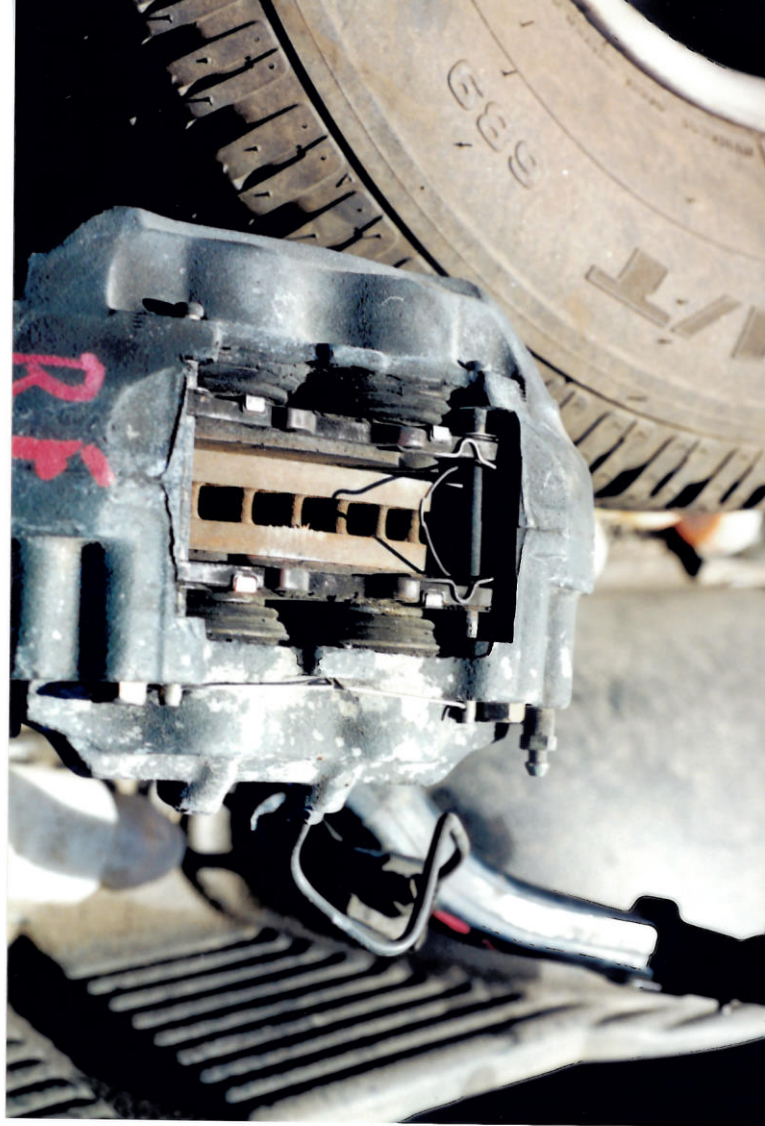
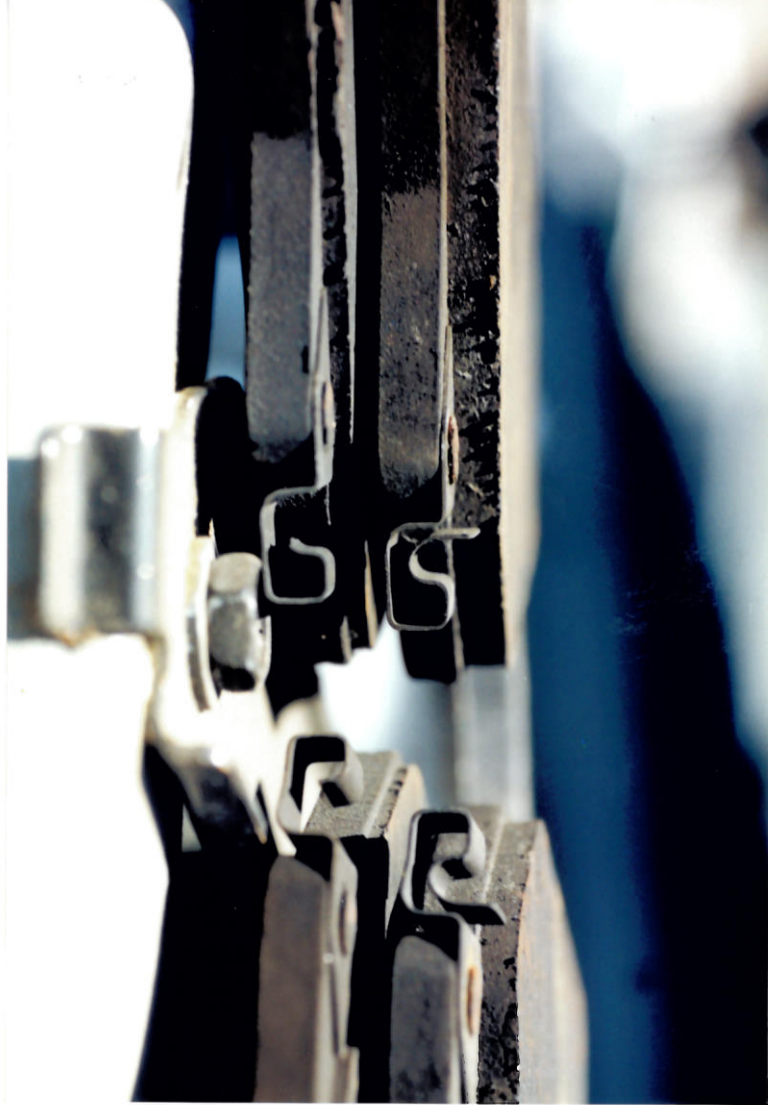


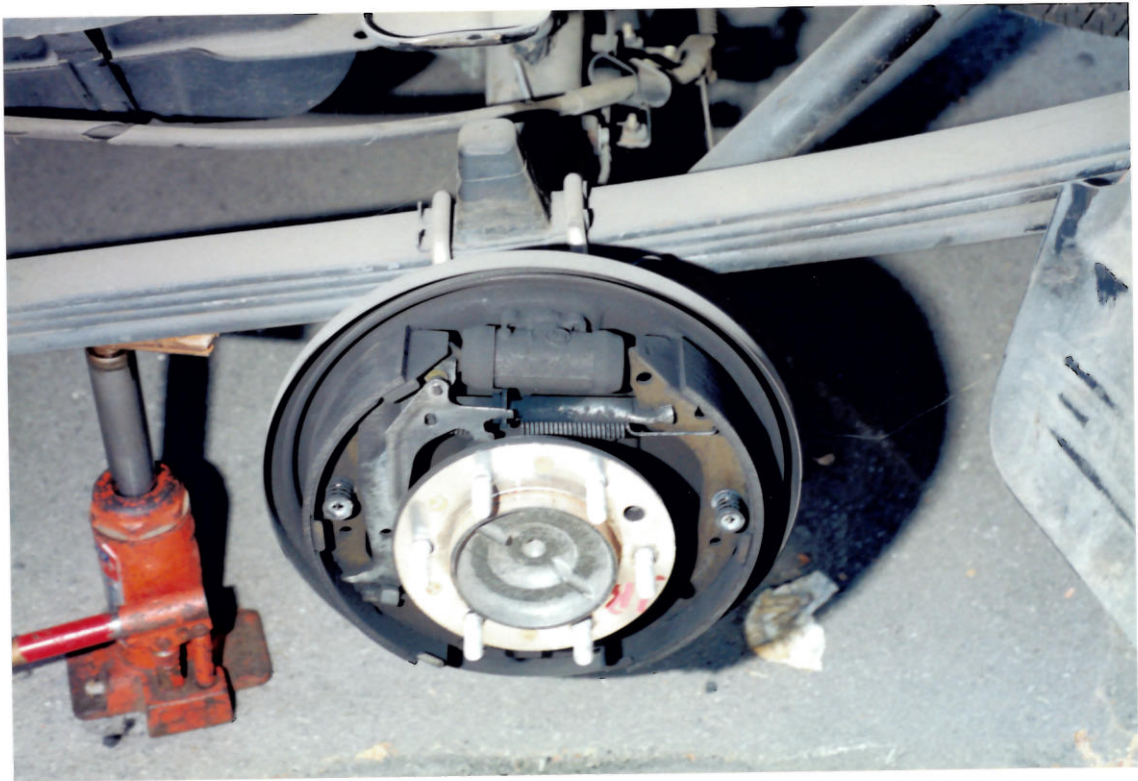
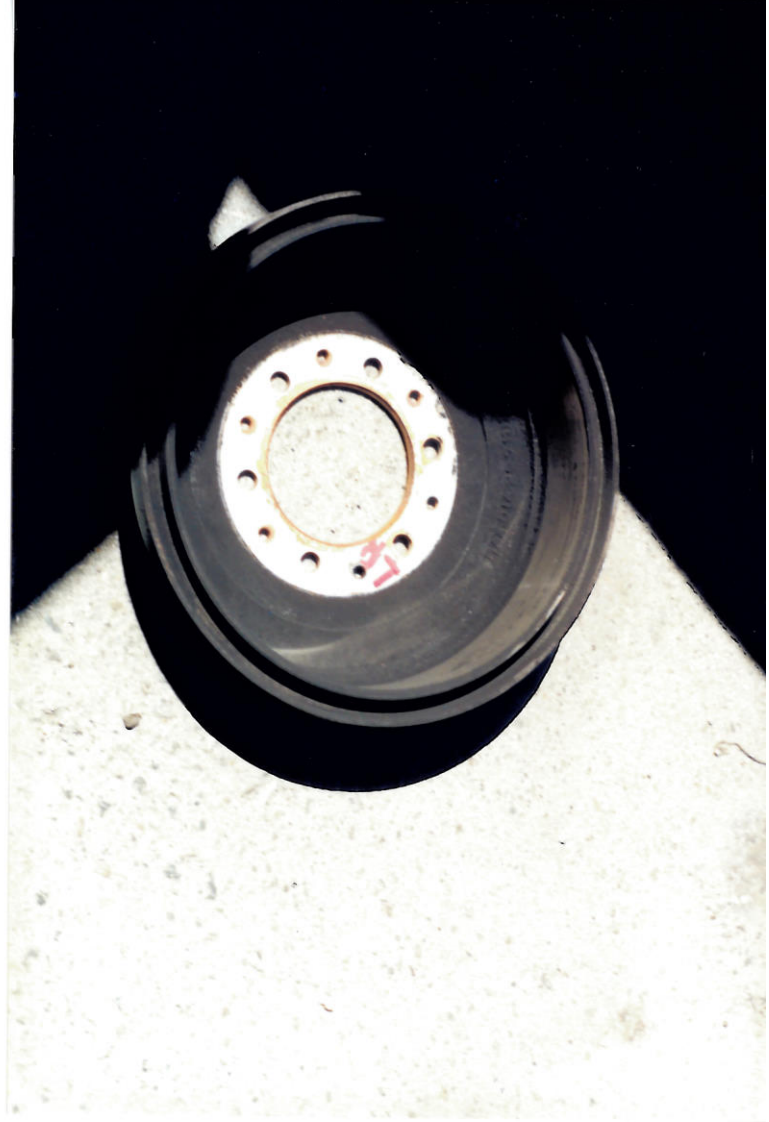


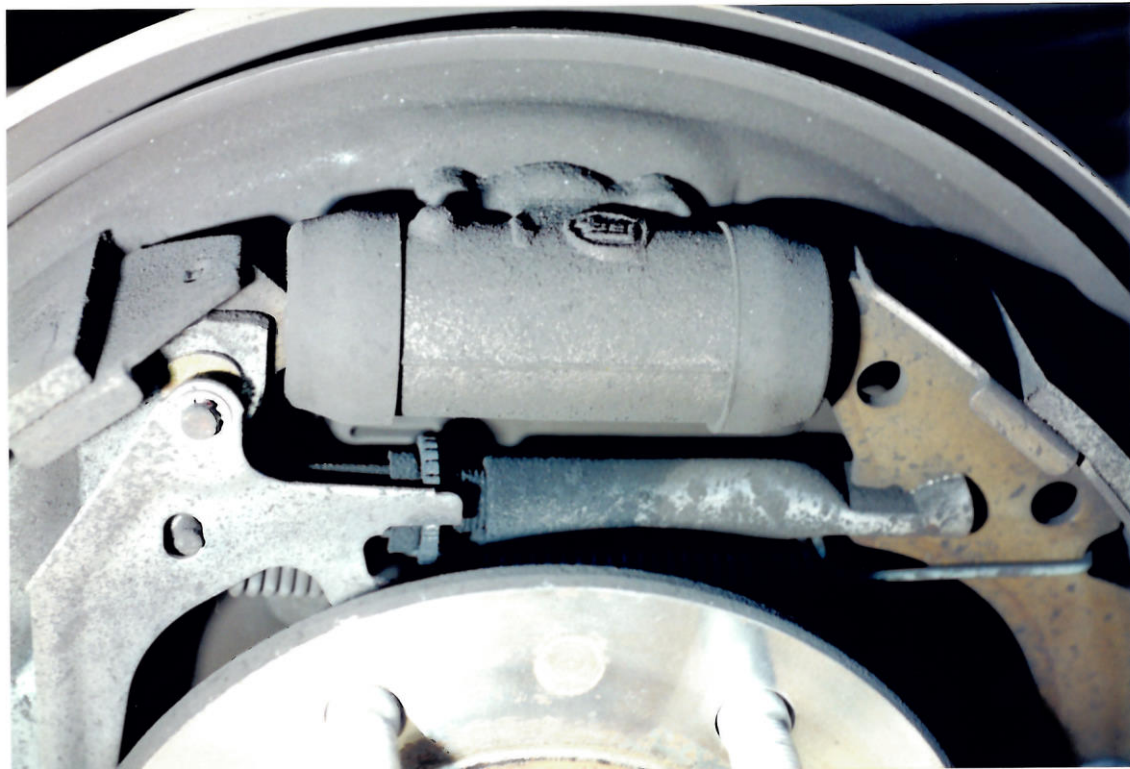
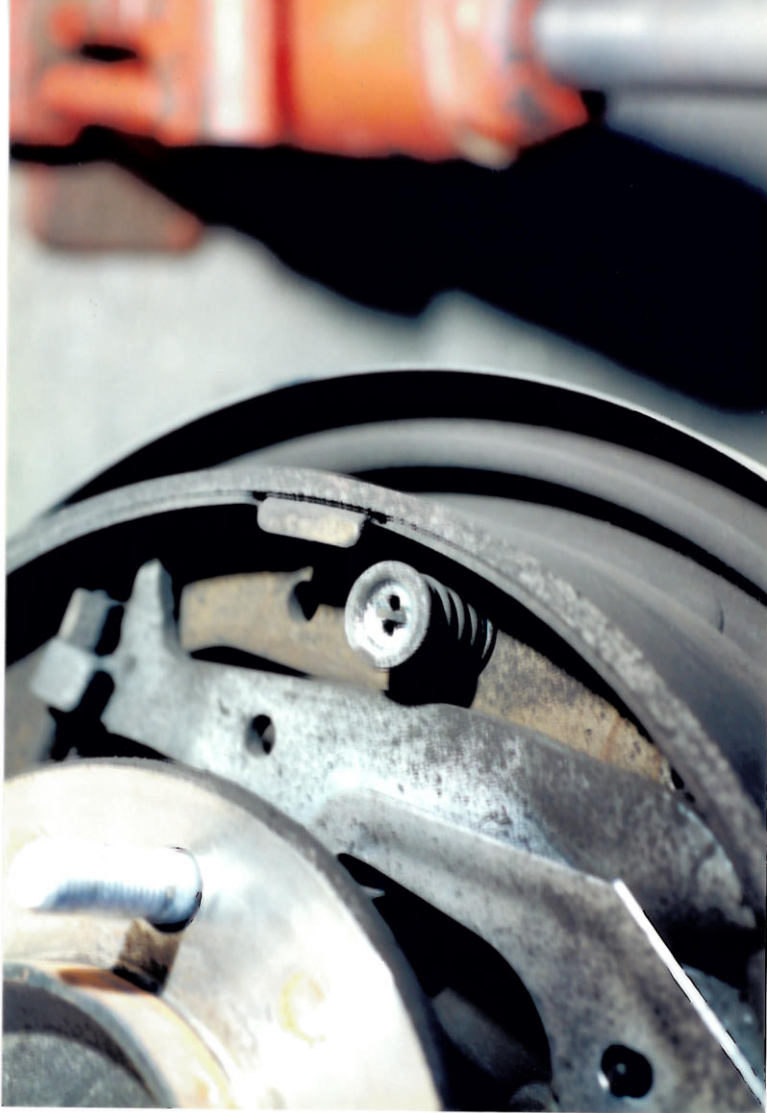












CONFIDENTIAL BUSINESS INFORMATION

**Number of subject vehicles for which Toyota sold an extended service plan**

Model	MY	Gold	Platinum	Powertrain	Comprehensive	Total
Tundra	2000	CONFIDENTIAL BUSINESS INFORMATION REDACTED				
	2001					
	2002					
	2003					
Sequoia	2001					
	2002					
	2003					
Total						

EA11-001

TOYOTA

10-13-2011

Attachment

Response 6

Extended Warranty Option

# Toyota Reference Guide

Vehicle Service Agreements



# Toyota Extra Care - Platinum, Gold and Powertrain

	Platinum – NEW Plans	Platinum – USED Plans	Gold – NEW Plans	Gold – USED Plans	Powertrain – NEW Plans	Powertrain – USED Plans
<b>Qualifying Criteria</b>	Vehicles are eligible for a "New Vehicle" VSA for 3 years or 36,000 miles, whichever comes first. Time is effective from date of first use. Mileage is effective at zero.	Vehicles qualify if within current plus 9 model years and less than 125,000 miles. Used vehicle plans must be purchased at the time of used vehicle sale ONLY.	Vehicles are eligible for a "New Vehicle" VSA for 3 years or 36,000 miles, whichever comes first. Time is effective from date of first use. Mileage is effective at zero.	Vehicles qualify if within current plus 9 model years and less than 125,000 miles. Used vehicle plans must be purchased at the time of used vehicle sale ONLY.	Vehicles are eligible for a "New Vehicle" VSA for 3 years or 36,000 miles, whichever comes first. Time is effective from date of first use. Mileage is effective at zero.	Vehicles qualify if within current plus 12 model years and less than 100,000 miles. Used vehicle plans must be purchased at the time of used vehicle sale ONLY.
<b>Plans Offered</b> See Rate Binder for details. VSA expires at expiration mileage or date, whichever comes first.	<b>Years/ Miles</b> <b>3 years/</b> 50,000, 80,000 miles <b>4 years/</b> 65,000, 100,000, 125,000 miles <b>5 years/</b> 60,000, 80,000, 100,000, 125,000 miles <b>6 years/</b> 75,000, 100,000, 125,000 miles <b>7 years/</b> 75,000, 100,000, 125,000 miles <b>8 years/</b> 75,000, 100,000, 125,000 miles	<b>Plan Term - Mileage*</b> Max. Mileage at Purchase <b>1 year - 12,000</b> 30,000, 50,000, 70,000, 85,000, 100,000, 125,000 miles <b>2 years - 24,000</b> 30,000, 50,000, 70,000, 85,000, 100,000 miles <b>3 years - 36,000</b> 30,000, 50,000, 70,000, 85,000, 100,000 miles <b>4 years - 50,000</b> 30,000, 50,000, 70,000, 85,000, 100,000 miles <b>5 years - 60,000</b> 30,000, 50,000, 70,000, 85,000 miles	<b>Years/ Miles</b> <b>3 years/</b> 50,000, 80,000 miles <b>4 years/</b> 65,000, 100,000, 125,000 miles <b>5 years/</b> 60,000, 80,000, 100,000, 125,000 miles <b>6 years/</b> 75,000, 100,000, 125,000 miles <b>7 years/</b> 75,000, 100,000, 125,000 miles <b>8 years/</b> 75,000, 100,000, 125,000 miles	<b>Plan Term - Mileage*</b> Max. Mileage at Purchase <b>1 year - 12,000</b> 30,000, 50,000, 70,000, 85,000, 100,000, 125,000 miles <b>2 years - 24,000</b> 30,000, 50,000, 70,000, 85,000, 100,000 miles <b>3 years - 36,000</b> 30,000, 50,000, 70,000, 85,000, 100,000 miles <b>4 years - 50,000</b> 30,000, 50,000, 70,000, 85,000, 100,000 miles <b>5 years - 60,000</b> 30,000, 50,000, 70,000, 85,000 miles	<b>Years/ Miles</b> <b>6 years/</b> 100,000 miles	<b>Plan Term - Mileage*</b> Max. Mileage at Purchase <b>1 year - 12,000</b> 30,000, 50,000, 70,000, 85,000, 100,000 miles <b>2 years - 24,000</b> 30,000, 50,000, 70,000, 85,000, 100,000 miles
<b>Towing Benefits**</b>	Unlimited towing reimbursement to the nearest dealership or authorized repair facility	Unlimited towing reimbursement to the nearest dealership or authorized repair facility	Up to \$50 per occurrence	Up to \$50 per occurrence	Up to \$50 per occurrence	Up to \$50 per occurrence
<b>Substitute Transportation**</b> Requires prior approval of Administrator.	Up to \$50 per day for a maximum of 5 days per occurrence	Up to \$50 per day for a maximum of 5 days per occurrence	Up to \$35 per day for a maximum of 5 days per occurrence	Up to \$35 per day for a maximum of 5 days per occurrence	Up to \$35 per day for a maximum of 5 days per occurrence	Up to \$35 per day for a maximum of 5 days per occurrence
<b>Travel Protection Benefits: Lodging and Meals**</b> Must be more than 150 miles from home. Requires prior approval of Administrator.	Up to \$100 per day for a maximum of 5 days over the life of the Agreement	Up to \$100 per day for a maximum of 5 days over the life of the Agreement	Up to \$50 per day for a maximum of 4 days over the life of the Agreement	None	Up to \$50 per day for a maximum of 4 days over the life of the Agreement	None
<b>Deductible Options***</b> Depending on selected plan.	\$0 or \$50 per eligible repair visit	\$0 or \$50 per eligible repair visit	\$0 or \$50 per eligible repair visit	\$0 or \$50 per eligible repair visit	\$0 or \$50 per eligible repair visit	\$0 or \$50 per eligible repair visit
<b>Transferability</b> Between private parties only. Excludes Retail Outlets.	Transferable one time, from the original new car owner to the next owner, for a \$50 processing fee.	Transferable one time, from the original used car owner to the next owner, for a \$50 processing fee.	Transferable one time, from the original new car owner to the next owner, for a \$50 processing fee.	Transferable one time, from the original used car owner to the next owner, for a \$50 processing fee.	Transferable one time, from the original new car owner to the next owner, for a \$50 processing fee.	Transferable one time, from the original used car owner to the next owner, for a \$50 processing fee.
<b>Cancellation</b> Please refer to actual Vehicle Service Agreement contract for state-specific policy.	Within 30 days, full refund less a \$25 processing fee. Pro-rata refund beyond 30 days, or if benefits have been paid. (Joint payee if release of lien is not attached).	Within 30 days, full refund less a \$25 processing fee. Pro-rata refund beyond 30 days, or if benefits have been paid. (Joint payee if release of lien is not attached).	Within 30 days, full refund less a \$25 processing fee. Pro-rata refund beyond 30 days, or if benefits have been paid. (Joint payee if release of lien is not attached).	Within 30 days, full refund less a \$25 processing fee. Pro-rata refund beyond 30 days, or if benefits have been paid. (Joint payee if release of lien is not attached).	Within 30 days, full refund less a \$25 processing fee. Pro-rata refund beyond 30 days, or if benefits have been paid. (Joint payee if release of lien is not attached).	Within 30 days, full refund less a \$25 processing fee. Pro-rata refund beyond 30 days, or if benefits have been paid. (Joint payee if release of lien is not attached).

Coverage is subject to exclusions and limitations set forth in the Vehicle Service Agreement.

Note: The benefits and covered operations stated here are subject to change or may vary slightly based upon the purchase date of the Agreement.

\* Coverage expires upon reaching your selected time or mileage of the coverage period, whichever occurs first.

\*\* Available if vehicle is inoperable due to the mechanical failure of a covered component. Valid receipts will be required for reimbursement.

\*\*\* Plans feature \$0 or \$50 deductible options. Deductible applies to each eligible repair visit.

# Toyota Certified Used Vehicles

	Toyota Certified Used Vehicle Warranty		Toyota Certified Vehicle Service Agreement	
	Limited Powertrain Warranty	Comprehensive Warranty	Platinum	Gold
<b>Qualifying Criteria</b>	Vehicles that are of current plus 6 model years old and with less than 85,000 total vehicle miles and meet the requirements of Certification established by Toyota.	Vehicles that are of current plus 6 model years old and with less than 85,000 total vehicle miles and meet the requirements of Certification established by Toyota.	Vehicle must have a Toyota Certified Used Vehicle Limited Powertrain Warranty and be a Toyota Certified Used Vehicle to be eligible for the Toyota Certified Used Vehicle Service Agreement. Available at the time of Toyota Certified Used Vehicle purchase ONLY.	Vehicle must have a Toyota Certified Used Vehicle Limited Powertrain Warranty and be a Toyota Certified Used Vehicle to be eligible for the Toyota Certified Vehicle Service Agreement. Available at the time of Toyota Certified Used Vehicle purchase ONLY.
<b>Plans Offered*</b> <i>See Rates and Reference Guide for details.</i>	Certified Used Vehicle Limited Powertrain Warranty provided by Toyota. Coverage effective until 7 years after vehicle's date of first use as a new vehicle or 100,000 total vehicle miles, whichever occurs first.	Certified Comprehensive Warranty provided by Toyota. Coverage effective for 12 months or 12,000 miles from date of purchase of the Certified Used Vehicle, whichever occurs first.	Plan Options: 7 years / 100,000 miles 7 years / 125,000 miles 8 years / 100,000 miles 8 years / 125,000 miles  Coverage effective as of vehicle's date of first use as a new vehicle.*	Coverage effective until 7 years after vehicle's date of first use as a new vehicle or 100,000 total vehicle miles, whichever occurs first.
<b>Roadside Assistance</b> <i>Includes towing, flat tire, lockout, jump start and fuel delivery services (up to 3 gallons). Ask customers to call 1-800-297-0486 24 hours a day, 365 days a year within the US and Canada.</i>	Roadside Assistance is provided for 1 year from the date of Certified Used Vehicle purchase, whichever comes first.	Provided under Certified Limited Powertrain Warranty.	Coverage is effective throughout the life of the Agreement.	Coverage is effective throughout the life of the Agreement.
<b>Towing Benefits</b>	Beyond the Roadside Assistance period, towing to the nearest Toyota dealership is provided for covered repairs at \$50 per occurrence.** Coverage effective until 7 years after vehicle's date of first use as a new vehicle or 100,000 total vehicle miles, whichever occurs first.	Towing provided under Certified Limited Powertrain Warranty.	Towing to the nearest Toyota dealership.	Towing to the nearest Toyota dealership.
<b>Substitute Transportation**</b> <i>Requires prior approval of Administrator.</i>	Up to \$35 per day for a maximum of 5 days per occurrence.	Up to \$50 per day for a maximum of 5 days per occurrence.	Up to \$50 per day for a maximum of 5 days per occurrence.	Up to \$35 per day for a maximum of 5 days per occurrence.
<b>Travel Protection Benefits: Lodging and Meals**</b> <i>Must be more than 150 miles from home. Requires prior approval of Administrator.</i>	Up to \$50 per day for a maximum of 4 days over the life of the Agreement.	Up to \$100 per day for a maximum of 5 days over the life of the Agreement.	Up to \$100 per day for a maximum of 5 days over the life of the Agreement.	Up to \$50 per day for a maximum of 4 days over the life of the Agreement.
<b>Deductible Options***</b> Depending on selected plan.	\$50 per eligible repair visit. Deductible is waived under Platinum plan.	\$50 per eligible repair visit. Deductible is waived under Platinum plan.	\$0 per eligible repair visit.	\$50 per eligible repair visit.
<b>Transferability</b> Between private parties only. Excludes Retail Outlets.	Toyota Certified Used Vehicle Limited Powertrain Warranty transfers with the vehicle until Warranty expiration. See the Toyota Certified Policies and Procedures Manual for specific details.	Non-transferable.	Transferable one time, from the original used car owner to the next owner, for a \$50 processing fee.	Transferable one time, from the original used car owner to the next owner, for a \$50 processing fee.
<b>Cancellation</b> Please refer to actual Vehicle Service Agreement contract for state-specific policy.	Toyota Certified Used Vehicle Limited Powertrain Warranty can be cancelled (called an "Unwind") by the dealer only. The dealer must receive approval from Toyota. If cancellation is within 90 days and no claims have been paid, the dealer receives a full refund, less a \$25 processing fee. Please contact your Regional Toyota Certified Used Vehicle Manager for details.	Toyota Certified Used Vehicle Comprehensive Warranty can be cancelled (called an "Unwind") by the dealer only. The dealer must receive approval from Toyota. If cancellation is within 90 days and no claims have been paid, the dealer receives a full refund, less a \$25 processing fee. Please contact your Regional Toyota Certified Used Vehicle Manager for details.	Within 30 days, full refund less \$25 processing fee. Pro-rata refund beyond 30 days, or if benefits have been paid. (Joint payee if release of lien is not attached). Please refer to actual Vehicle Service Agreement contract for state-specific policy.	Within 30 days, full refund less \$25 processing fee. Pro-rata refund beyond 30 days, or if benefits have been paid. (Joint payee if release of lien is not attached). Please refer to actual Vehicle Service Agreement contract for state-specific policy.

Coverage is subject to exclusions and limitations set forth in the Vehicle Service Agreement.

Note: The benefits and covered operations stated here are subject to change or may vary slightly based upon the purchase date of the Agreement.

\* Coverage expires upon reaching your selected time or mileage of the coverage period, whichever occurs first.

\*\* Available if vehicle is inoperable due to the mechanical failure of a covered component. Valid receipts required for reimbursement.

\*\*\* Plans feature \$0 or \$50 deductible options. Deductible applies to each eligible repair visit.



# COMPONENTS

The components listed on these pages are examples of those covered under the TFS VSA Plans, the Toyota Certified Used Vehicle (TCUV) Comprehensive Warranty and TCUV Limited Powertrain Warranty.

Description	Platinum/ Certified Platinum/TCUV Comprehensive Warranty	Gold/ Certified Gold	Powertrain/ TCUV Ltd. Powertrain Warranty
-------------	--	----------------------------	--

## AIR CONDITIONING / HEATING

Air Conditioning Lines and Tubes	•	•	
Air Conditioning Pressure Switches	•	•	
Air Temperature Control Programmer	•	•	
Blower Motor	•	•	
Blower Motor Resistor	•	•	
Compressor	•	•	
Compressor Clutch Assembly	•	•	
Compressor Pulley	•	•	
Condenser	•	•	
Condenser Fan and Motor	•	•	
Cooler Control Switch	•		
Cooler Unit	•		
Damper Servo	•		
Defroster Control Cable	•		
Evaporator	•	•	
Evaporator Temperature Sensor	•	•	
Expansion Valve	•	•	
Heater Control Head	•		
Heater Control Valve	•	•	
Heater Core	•	•	
Idle Pulley	•	•	
Pressure Regulator Assembly	•	•	
Receiver/Dryer	•	•	
Schrader Valve	•	•	
Seals and Gaskets	•	•	

## AUTOMATIC TRANSMISSION\*

Transfer Case Components (ALL internally lubricated components) and:

Hoses, Lines and Tubes	•	•	•
Seals and Gaskets	•	•	•
Shift Lever Knob	•		
Shift Linkage and Cables	•	•	•
Solenoids	•	•	•
Torque Converter	•	•	•
Transfer/Transmission Case	•	•	•
Transmission Mounts	•	•	•
Vacuum Modulator	•	•	•

## AXLE ASSEMBLY\*

(Front, Rear, Four-Wheel, and All-Wheel Drive):

ALL internally lubricated components and:

4x4 Actuators	•	•	•
Axles and Bearings	•	•	•
Center Support Bearing	•	•	•
Constant Velocity Joints and Boots	•	•	•
Differential Carrier Assembly	•		
Drive Axle Housing	•	•	•
Drive Shaft	•	•	•
Hubs	•	•	•
Locking Hubs	•	•	•
Seals and Gaskets	•	•	•
Thrust Washers	•	•	•
Universal Joints	•	•	•
Viscous Coupling	•	•	•

Description	Platinum/ Certified Platinum/TCUV Comprehensive Warranty	Gold/ Certified Gold	Powertrain/ TCUV Ltd. Powertrain Warranty
-------------	--	----------------------------	--

## BRAKES

Anti-Lock Braking/Traction Control Actuator, Pump and Motor	•	•	
Brake Booster	•	•	
Brake Hoses, Lines and Tubes	•	•	
Brake Pedal Subassembly	•		
Disc Brake Calipers	•	•	
Load-Sensing Proportioning Valve	•	•	
Master Cylinder	•	•	
Parking Brake Cable	•	•	
Parking Brake Control Handle Assembly	•		
Parking Brake Lever Subassembly	•		
Parking Brake Pedal Subassembly	•		
Proportioning Valve	•	•	
Rear Brake Backing Plate	•		
Seals and Gaskets	•	•	
Wheel Cylinders	•	•	

## COMPUTERS AND ELECTRONICS

Airbag Sensors	•		
Antenna Cord	•		
Anti-Lock Braking/Traction Control Computer and Sensors	•	•	
Automatic Shoulder Belt Computer	•	•	
Body Control Module	•	•	
Circuit Opening Relay	•		
Compact Disc (CD) Player	•		
Cruise Control Computer	•	•	
Driver's Side and Passenger's Side Airbags	•		
Electronic Ignition Unit	•	•	
Electronically Controlled Transmission/Transfer Case Computer and Sensors	•	•	
Electronically Modulated Suspension Computer	•	•	
Engine Control Computer**	•	•	•
Front Seat Airbag Assembly	•		
Graphic Equalizer	•		
Knock Sensor	•	•	
Navigation System	•		
Power Mirror Electronic Control Unit	•	•	
Power Seat Computer	•	•	
Progressive Power Steering Computer	•	•	
Radio Tuner	•		
Side Impact Airbag	•		
Steering Sensor	•		
Stereo Component Amplifier	•		
Sunroof Control Computer and Relay	•	•	
Tape Player	•		
Tilt/Telescoping Steering Computer	•	•	
Traction Control Computer	•		
Trip Computer	•	•	
Variable Induction System	•		
Vehicle Security Computers and Sensor	•	•	
Wiper Module	•	•	

Exact determination of coverage will be made by the Administrator. For questions, please call toll free: 1-800-228-8559.

\* For Toyota Certified Used Vehicles, Axle Assembly, Automatic Transmission, Manual Transmission and Engine Components are covered under the Toyota Certified Used Vehicle Limited Powertrain Warranty.

\*\* Fuel Pump and Engine Control Computer for hybrid vehicles are covered under the Toyota Certified Used Vehicle Limited Powertrain Warranty, not the Certified VSAs.

Description	Platinum/ Certified Platinum/TCUV Comprehensive Warranty	Gold/ Certified Gold	Powertrain/ TCUV Ltd. Powertrain Warranty
<b>COOLING SYSTEM</b>			
Coolant Level Sensor/Tank	•		
Cooling Fan Relay	•	•	
Cooling Fan Sensor	•	•	
Engine Coolant Temperature Switch or Sensor (at radiator)	•		
Engine Cooling Fan Motor	•	•	
Engine Fan	•	•	
Engine Fan Clutch	•	•	
Engine Fan Motor	•	•	
Engine Fan Shroud	•	•	
Equipment Drive Pulley	•		
Fan Bracket Subassembly	•	•	
Radiator	•	•	
Radiator Fan Relay	•		
Seals and Gaskets	•	•	
Thermostat	•		

### ELECTRICAL

Alternator	•	•	
Automatic-Off Headlamp Sensor, Timer and Switches	•	•	
Automatic Shoulder Belt Motor and Switches	•	•	
Automatic Temperature Control Unit	•	•	
Back-up Light Switch	•		
Battery to Ground Cable	•		
Battery to Starter Cable	•		
Blower Motor	•	•	
Blower Motor Resistor	•	•	
Charge Warning Relay	•		
Clutch Starter Interlock Switch	•	•	
Convertible Top Motor	•	•	
Cruise Control Actuator/Servo	•	•	
Cruise Control Sensors and Switches	•	•	
Cruise Control Vacuum Motor	•	•	
Defogger Relay	•	•	
Distributor	•	•	
Door Control Relay	•		
Engine Coolant Temperature Gauge and Sending Unit	•		
Engine Coolant Temperature Receiver Gauge and Sending Unit	•		
Engine Cooling Fan Motor	•	•	
Engine Tachometer	•		
Fuel Gauge and Sending Unit	•		
Fuel Receiver Gauge and Sending Unit	•		
Guide Rail Limit Switch	•		
Headlamp Washer	•	•	
Headlight Control Relay	•		
Horn	•		
Horn (for theft deterrent)	•		
Ignition Coil	•	•	
Ignition Switch Lock Cylinder and Key Set	•		

Description	Platinum/ Certified Platinum/TCUV Comprehensive Warranty	Gold/ Certified Gold	Powertrain/ TCUV Ltd. Powertrain Warranty
<b>ELECTRICAL (continued)</b>			
Integration Relay	•		
Lamp Failure Indicator Sensor	•	•	
License Plate Light Assembly	•		
Lock Cylinder Set	•		
Main Relay	•		
Manually Operated Switches	•	•	
Oil Pressure Receiver Gauge and Sending Unit	•		
Power Antenna Motor and Cable	•	•	
Power Door Lock Actuator	•	•	
Power Mirror Defogger	•	•	
Power Mirror Motor	•	•	
Power Seat Motors	•	•	
Power Sliding Door Motor	•	•	
Power Window Motor/Regulator	•	•	
Rear Shock Absorber Control Actuator	•		
Retractable Headlamp Motor	•	•	
Shoulder Belt Drive Motor	•		
Smart Entry and Start System Switch, Sensor and Electronic Control Unit	•	•	
Spark Plug Resistive Cord	•		
Speedometer	•		
Starter Motor	•	•	
Starter Solenoid	•	•	
Stop Light Switch	•	•	
Sunroof Cables	•		
Sunroof Motor	•	•	
Taillight Control Relay	•		
Turn Signal Flasher	•		
Unlock Warning Buzzer	•		
Windshield Washer Pump	•	•	
Windshield Wiper Link Assembly	•		
Wiper Control Relay	•		
Wiper Motor	•		
Wiring Harnesses	•		

### ENGINE

ALL internally lubricated components and:			
Air Control Valve (ACV)	•		
Air Pump	•		
Balance Shaft	•	•	•
Belt Tensioner	•		
Camshaft	•	•	•
Crankcase Ventilation Valve	•		
Crankshaft	•	•	•
Crankshaft Pulley	•	•	•
Cylinder Heads	•	•	•
Engine Block	•	•	•
Engine Mounts	•	•	•

Exact determination of coverage will be made by the Administrator. For questions, please call toll free: 1-800-228-8559.

\* For Toyota Certified Used Vehicles, Axle Assembly, Automatic Transmission, Manual Transmission and Engine Components are covered under the Toyota Certified Used Vehicle Limited Powertrain Warranty.

# COMPONENTS

The components listed on these pages are examples of those covered under the TFS VSA Plans, the Toyota Certified Used Vehicle (TCUV) Comprehensive Warranty and TCUV Limited Powertrain Warranty.

Description	Platinum/ Certified Platinum/TCUV Comprehensive Warranty	Gold/ Certified Gold	Powertrain/ TCUV Ltd. Powertrain Warranty
<b>ENGINE (Continued)</b>			
Engine Oil Reservoir	•	•	•
Engine Oil Reservoir Pump	•	•	•
Equipment Drive Shaft	•	•	•
Exhaust Gas Recirculation Valve	•		
Exhaust Manifolds	•	•	•
Exhaust Manifold Heat Insulator	•		
Exhaust Pipe Gasket	•		
Flexplate	•	•	•
Flywheel	•	•	•
Idler Pulley	•	•	•
Intake Air Control Valve (IACV)	•		
Intake Manifold	•	•	•
Mixture Control Valve	•		
Oil Cooler	•		
Oil Filter Bracket Subassembly	•		
Oil Pan	•	•	•
Oil Pressure Switch	•	•	•
Oil Pump	•	•	•
Oil Sending Unit	•	•	•
Pair Valve (Reed Valve)	•		
Piston	•	•	•
Seals and Gaskets	•	•	•
Supercharger	•	•	•
Supercharger Bypass Valve	•		
Supercharger Intercooler	•	•	•
Supercharger Relay	•		
Tensioners	•	•	•
Thermal Vacuum Valve	•		
Thermostatic Valve	•		
Three-way Catalyst Converter	•		
Timing Belt	•	•	•
Timing Belt Idler	•		
Timing Chain	•	•	•
Timing Cover	•	•	•
Timing Gears	•	•	•
Turbo Intercooler	•	•	•
Turbo Wastegate	•	•	•
Turbocharger	•	•	•
Vacuum Switch	•		
Vacuum Switching Valve	•		
Vacuum Transmitting Valve	•		
Valve Covers	•	•	•
Water Pump	•	•	•

Description	Platinum/ Certified Platinum/TCUV Comprehensive Warranty	Gold/ Certified Gold	Powertrain/ TCUV Ltd. Powertrain Warranty
<b>FUEL SYSTEM</b>			
Air Flow Meter	•	•	
Carburetor	•	•	
Charcoal Canister	•		
Diesel Fuel Injection Pump	•	•	
Electric Fuel Pump	•	•	
Electronic Fuel Injection System	•	•	
Fuel Filler Opening Lid Hinge Spring	•		
Fuel Injectors	•	•	
Fuel Pressure Regulator	•	•	
Fuel Pump**	•	•	
Fuel Sending Unit	•	•	
Fuel Sensors	•	•	
Fuel Tank	•	•	
Throttle Body	•	•	

## HYBRID

Actuator Assembly Shift Control	•	•	
Battery Computer Assembly	•	•	
Battery Current Sensor	•	•	
Circuit Breaker Sensor	•	•	
Combination Meter Assembly	•	•	
Combination Meter Computer	•	•	
Engine Control Computer	•	•	
Hybrid Vehicle Battery Blower Assembly	•	•	
Hybrid Vehicle Battery	•	•	
Blower Motor Control			
Hybrid Vehicle Battery Thermistor	•	•	
Hybrid Vehicle Control Computer	•	•	
Hybrid Vehicle Generator Assembly	•	•	•
Hybrid Vehicle Motor Assembly	•	•	•
Hybrid Vehicle Transaxle Assembly	•	•	•
Inverter Assembly With Converter	•	•	
Main Switch Assembly	•	•	
Power Source Control	•	•	
Computer Assembly	•		
Power Steering Electronic Control Unit Assembly	•	•	
Power Steering Gear Assembly	•	•	
Shift Lever Position Sensor	•	•	
Skid Control Computer Assembly	•	•	
Steering Column Assembly	•	•	
Transmission Control Module	•	•	
Transmission Input Damper Assembly	•	•	•

Exact determination of coverage will be made by the Administrator. For questions, please call toll free: 1-800-228-8559.

\* For Toyota Certified Used Vehicles, Axle Assembly, Automatic Transmission, Manual Transmission and Engine Components are covered under the Toyota Certified Used Vehicle Limited Powertrain Warranty.

\*\* Fuel Pump and Engine Control Computer for hybrid vehicles are covered under the Toyota Certified Used Vehicle Limited Powertrain Warranty, not the Certified VSAs.



Description	Platinum/ Certified Platinum/TCUV Comprehensive Warranty	Gold/ Certified Gold	Powertrain/ TCUV Ltd. Powertrain Warranty
<b>MANUAL TRANSMISSION</b>			
Transfer Case Components (ALL internally lubricated components) and:			
Clutch Master Cylinder	•	•	•
Clutch Pedal Subassembly	•		
Clutch Release Cylinder	•	•	•
Control Position Indicator Subassembly	•		
Gears and Shafts	•	•	•
Hoses, Lines and Tubes	•	•	•
Master Cylinder Reservoir	•		
Radial Ball Bearing (for Clutch Release) and/or Clutch Fork	•		
Seals and Gaskets	•	•	•
Shift Lever Boot and/or Retainer	•		
Shift Lever Knob	•		
Shift Lever Subassembly	•		
Shift Linkage and Cables	•	•	•
Transfer/Transmission Case	•	•	•
Transmission Mounts	•	•	•

### STEERING

Gear Box internal components and:

Bushings/Bearings	•	•	
Center Link	•	•	
Horn Contact Ring	•		
Hoses, Lines, and Tubes	•	•	
Idler Arm	•	•	
Knuckle Stopper Cover	•		
Pitman Arm	•	•	
Power Steering Pump	•	•	
Power Steering Pump Pulley	•		
Rack and Pinion	•	•	
Seals and Gaskets	•	•	
Steering Column	•	•	
Steering Column Coupling	•	•	
Steering Column Shaft	•	•	
Steering Dampener	•	•	
Steering Gear Box and Pump Housings	•	•	
Tie Rod End	•	•	

### SUSPENSION

(Front and Rear):

Bushings/Bearings	•	•	
Control Arm Shafts	•	•	
Electronic Suspension Actuator/Motor and Compressor	•	•	
Front and Rear Coil Springs	•		
Front and Rear Stabilizer Bar	•		
Front Leading Arm	•		
Front Spring Assembly	•		
Front Spring Shackle	•		
Radius Arm	•	•	
Spindle	•	•	
Spindle Support	•	•	
Steering Knuckle	•	•	

Description	Platinum/ Certified Platinum/TCUV Comprehensive Warranty	Gold/ Certified Gold	Powertrain/ TCUV Ltd. Powertrain Warranty
<b>SUSPENSION (Continued)</b>			
Strut Rod	•		
Sway Bar Link	•	•	
Torsion Bar Spring	•		
Upper and Lower Ball Joints	•	•	
Upper and Lower Control Arms	•	•	
Upper Arm Shaft	•		

### ADDITIONAL COMPONENTS

Accelerator Pedal and/or Bracket Subassembly	•		
Accelerator Pedal Rod Assembly	•		
Back Door Lock Assembly	•		
Convertible Roof Hook	•		
Door Lock Cylinder	•		
Front and Rear Door Lock Assembly	•		
Front Seat Belt	•		
Glove Compartment Door Lock Cylinder	•		
Glove Compartment Door Latch Subassembly	•		
Hood Lock Assembly	•		
Hood Lock Control Cable Assembly	•		
Hood Support Assembly	•		
Rear Seat Belt	•		
Reclining Seat Back Adjuster	•		
Removable Roof Lock Handle	•		
Seat Track Assembly	•		
Shoulder Belt Guide Rail Assembly	•		
Sliding Roof Drive Cable	•		
Sliding Roof Guide Rail	•		
Tail Gate Lock Assembly	•		
Tilt Roof Lock Handle Assembly	•		



Exact determination of coverage will be made by the Administrator. For questions, please call toll free: 1-800-228-8559.

\* For Toyota Certified Used Vehicles, Axle Assembly, Automatic Transmission, Manual Transmission and Engine Components are covered under the Toyota Certified Used Vehicle Limited Powertrain Warranty.

\*\* Fuel Pump and Engine Control Computer for hybrid vehicles are covered under the Toyota Certified Used Vehicle Limited Powertrain Warranty, not the Certified VSAs.

## Toyota Extra Care VSA Service Coverage

### Claim Information 1-800-228-8559

Prior approval is required for all Toyota Financial Services (TFS) Vehicle Service Agreements and Toyota Certified Used Vehicle Limited Powertrain Warranty claims.

Follow the steps outlined below for prior claim authorization:

#### 1. Check Vehicle

Diagnose the vehicle's malfunction.

#### 2. Verify Coverage

Call Toyota Financial Services for Claim Authorization and Agreement verification at:

Toyota Financial Services	1-800-228-8559
Monday - Friday	7am - 7pm Central Time
Saturday	8am - 1pm Central Time

- Verify the VIN on the VSA or Certified Warranty matches the vehicle's VIN.
- Verify that the owner of the vehicle is also the owner of the VSA or Certified Warranty, as coverage will only apply to the owner.
- Verify with TFS that the Agreement is active.
- Verify with TFS that the odometer reads less than the Agreement expiration mileage.
- Verify coverage for the component requiring replacement or repair.
- Obtain and record the authorization number given by the Claims Operations Specialist on the Repair Order.

#### 3. Complete Repair

- After verification of coverage with TFS, repair the vehicle.
- Collect the deductible, if any, from the customer.
- Provide the customer a copy of the Repair Order.
- Provide a copy of the Repair Order to TFS, if required.

#### 4. Repair Order

The dealership must retain the repair order in their files for a period of seven (7) years from the date of the repairs.

Note: TFS may request an inspection of the vehicle by an independent third party prior to the claim authorization. A claims representative will advise the dealership of the results of the inspection and authorize the repair, if applicable.



### Platinum, Certified Platinum VSA, TCUV Comprehensive Warranty and TCUV Limited Powertrain Warranty Plan Coverage

All manufacturer-original equipment parts installed by the manufacturer or a Toyota Dealer are covered for mechanical failures, unless otherwise excluded.

*The items below are NOT covered:*

Accessory Drive Belts  
Batteries  
Body Panels  
Brake Linings, Pads and Shoes, Rotors and Drums  
Bumpers  
Carpet  
Chrome  
Clutch Friction Disc and Pressure Plate  
Dash Cover and Pad  
Door Trim, Handles, and Fabric  
Filters  
Fluids  
Glass (including Windshields)  
Headliner  
Heating Hoses, Lines, and Tubes  
Hinges  
Hoses  
Hybrid Vehicle Battery Pack\*  
Hybrid Vehicle Battery Plug Assembly\*  
Hybrid Vehicle Relay Assembly\*  
Hybrid Vehicle Supply Battery Assembly\*  
Interior and Exterior Trim and Moldings  
(including but not limited to Ash Trays, Covers, Cup Holders, and Vents)  
Lamps (Back-up, Fog Light, Side Marker, and Turn Signal Light Assemblies)  
Light Bulbs  
Nuts, Bolts, Clips, Retainers, and Fasteners  
Paint  
Rust and Corrosion Damage  
Seat Covers  
Sheet Metals  
Shiny Metals  
Spark Plugs  
Structural Framework and Welds  
Tires  
Vacuum Hoses, Lines, and Tubes  
Weather Stripping  
Wheels and Rims  
Windshield Wiper Blades  
(Rubber Component)

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Attachment-Response 9

ENTIRE PAGES CONFIDENTIAL BUSINESS INFORMATION

PAGES 1 to 3

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Attachment-Response 12-1

ENTIRE PAGES CONFIDENTIAL BUSINESS INFORMATION

PAGES 1 to 4

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Attachment-Response 12-2

ENTIRE PAGES CONFIDENTIAL BUSINESS INFORMATION

PAGES 1 to 5



ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Attachment-Response 12-3

ENTIRE PAGES CONFIDENTIAL BUSINESS INFORMATION

PAGES 1 to 6

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Attachment-Response 12-4

ENTIRE PAGES CONFIDENTIAL BUSINESS INFORMATION

PAGES 1 to 7

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Attachment-Response 12-5

ENTIRE PAGES CONFIDENTIAL BUSINESS INFORMATION

PAGES 1 to 6

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Attachment-Response 13

ENTIRE PAGES CONFIDENTIAL BUSINESS INFORMATION

PAGES 1 to 7

EA11-001

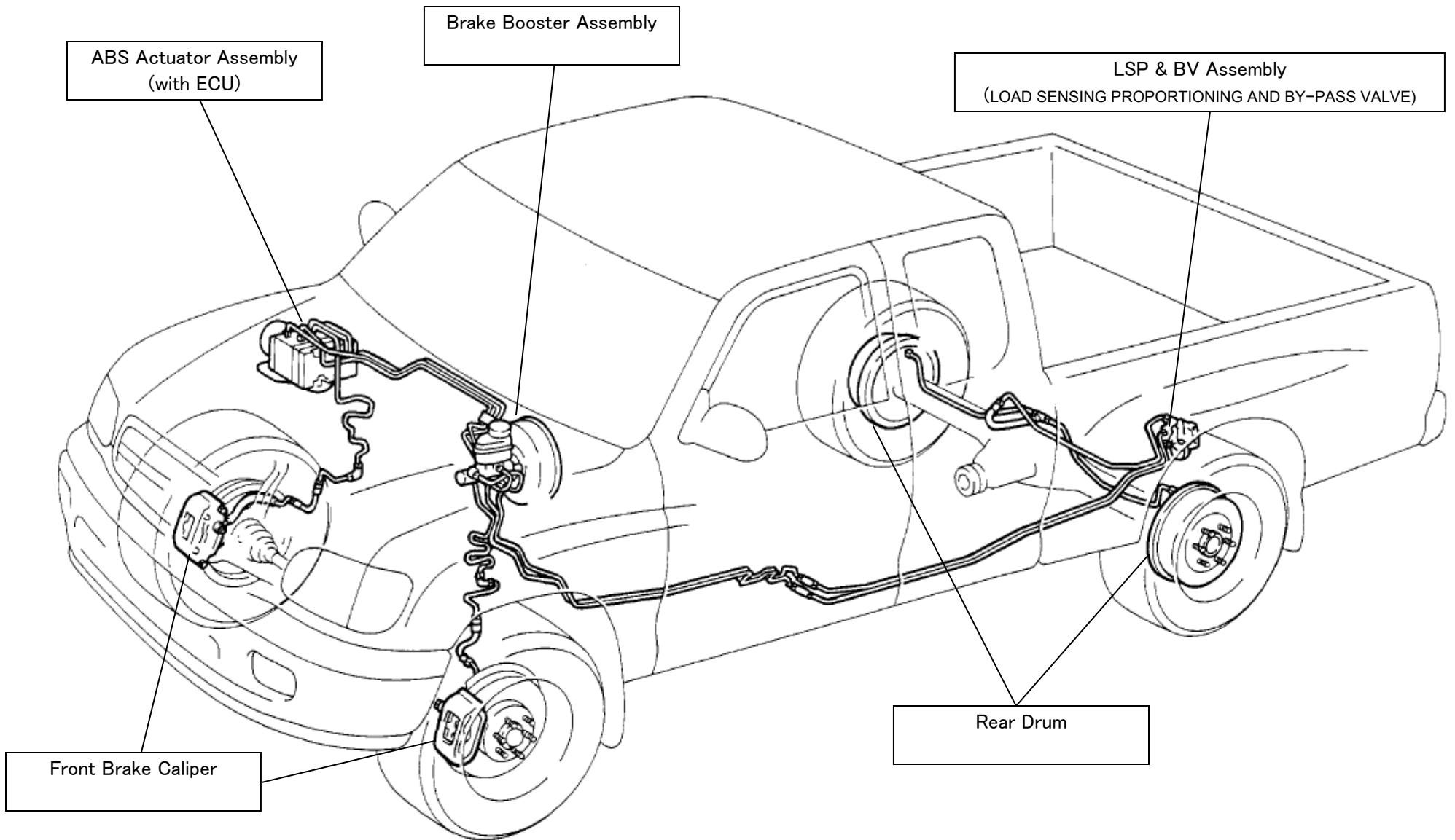
TOYOTA

10-13-2011

Attachment

Response 15

### Diagram of Brake Line System for 2000 - 2003 Tundra



Note: The diagram above shows an access cab model with an optional ABS.

Brake lines on a standard cab model or models without ABS are slightly different from the diagram above.

Diagram of Brake Line System for 2001 - 2003 Sequoia

