

TOYOTA

OFFICE OF DEFECTS &
INVESTIGATIONS

2012 OCT -4 P 5:06

Jim

Toyota Motor Engineering &
Manufacturing North America, Inc.

Vehicle Safety & Compliance
Liaison Office

Mail Code: S-104

19001 South Western Avenue

Torrance, CA 90501

October 3, 2012

Mr. D. Scott Yon, Chief
Vehicle Integrity Division
Office of Defects Investigation, NVS-214
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: NVS-212-pco; EA12-001

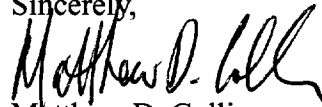
Dear Mr. Yon:

On behalf of Toyota Motor Corporation, this letter is being sent in response to your August 9, 2012 letter regarding EA12-001, a peer vehicle inquiry. Enclosed you will find the complete response and two CD-ROM's with the attachments for your convenience.

Please be aware that some of the responses and several of the attachments provided with this response contain confidential and proprietary business information. Therefore, Toyota is submitting a request to NHTSA's Office of Chief Counsel for a determination that those materials are entitled to confidential treatment pursuant to 49 CFR Part 512 and Exemption 4 of the Freedom of Information Act, 5 U.S.C. § 552(b)(4).

Should you have any questions about this response, please contact me at (310) 468-1946.

Sincerely,




Matthew D. Collins,
Manager

Toyota Motor Engineering & Manufacturing
North America, Inc.

MC:tk
Enclosure

1. **State within the body of the response letter a summary table**, by make, model and model year, the number of subject peer vehicles Toyota has manufactured for sale or lease in the United States. Separately, for each model subject peer vehicle manufactured to date by Toyota, state the following:

- a. Vehicle identification number (VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Date of manufacture (in "yyyy/mm/dd" date format);
- f. Date warranty coverage commenced (in "yyyy/mm/dd" date format);
- g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease);
- h. Total number of air bags and seat belt pre-tensioners;
- i. If equipped with seat belt pre-tensioners;
- j. If equipped with side-impact air bags; and
- k. If equipped with side head curtain air bags.

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Provide the detailed information in Microsoft Access 2007, or a compatible format, entitled "Q1_PRODDATA.accdb" Multiple model vehicle data can be provided in separate tables within a single database file providing that the overall file size does not exceed 1GB.

Response 1

The number of subject peer vehicles manufactured for sale or lease in the United States is provided in the following table.

MODEL	2000	2001	2002	2003	2004	Total
Toyota Avalon	108,065	77,926	67,458	68,880	50,270	372,599
Toyota Camry*	346,442	282,224				628,666
Toyota Camry Solara	55,184	41,011	38,918	17,506		152,619
Toyota Corolla				330,421	273,011	603,432
Toyota Corolla Matrix				87,440	60,510	147,950
Toyota Echo	56,712	52,723	32,506	35,282	5,697	182,920
Toyota Tacoma	142,655	160,292	162,319	157,415	159,335	782,016
Toyota Tundra	126,030	92,746	110,377	113,197	106,466	548,816
Lexus RX	89,442	86,213	73,053	34,746		283,454
Scion xA					14,602	14,602
Total	924,530	793,135	484,631	844,887	669,891	3,717,074

*: MY2000 and 2001 Camry vehicles equipped with side air bags have air bag control modules produced by a supplier other than TRW and are not included in the numbers in the table above. Camry vehicles without side air bags have air bag control modules produced by either TRW or another supplier. Toyota is not able to identify which specific vehicles without side air bags contain a TRW module, so all have been included in the counts in the table above.

In addition, the detailed information responsive to “a” through “k” is provided electronically on CD-ROM in Microsoft Access 2007 format entitled “Q1_PRODDATA.accdb” stored in the folder “Attachment-Response 1.”

2. **State the number of each of the following reports**, received by Toyota, or of which Toyota is otherwise aware, which relate to, or may relate to, the subject condition in the subject peer vehicles:
- a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a fire, crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible subject condition or defect in a subject peer vehicle, property damage claims, consumer complaints, or field reports;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

For subparts “a” through “f” **state within the body of the response letter a summary table** containing the total number of each item (e.g., a. consumer complaints, b. field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items “c” through “f,” provide a summary description of the alleged problem and causal and contributing factors and Toyota’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e” and “f” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Response 2

Toyota is providing in the summary table below the number of reports described in “a” through “f” above which relate to, or may relate to, the alleged condition in the subject peer vehicles. Multiple reports involving the same vehicle are counted separately, and multiple reports of the same incident are

also counted separately, so there duplicate entries in the table.

Type of Reports	Total
Consumer Complaints	85
Field Reports	33
Dealer Reports (TAS)	21
Third-Party Arbitration Proceedings	0
Lawsuits	2
Report of Fire	0
Report of Crash	4
Report of Injuries	33
Report of Fatalities	0
Property Damage Claims	5
Total Vehicles with Reports (Unique VIN)	88

This information is also provided electronically on CD-ROM in Excel format entitled "Total Count for Reports.xlsx" stored in the folder "Attachment- Response 2."

For items "c" through "f", the additional requested information, where available, is also provided in "Total Count for Reports.xlsx."

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Toyota's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., a. consumer complaint, b. field report, f. lawsuits etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date (in "yyyy/mm/dd" date format);
 - h. Report or claim date (in "yyyy/mm/dd" date format);
 - i. Whether a fire or crash is alleged;
 - j. Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - l. Number of alleged fatalities, if any; and

- m. Specify which air bag device(s) had deployed (i.e. Drv 1, Drv 2, Pass1, Pass2, Drv Side, Pass Side, Drv Curtain, Pass Curtain, Drv SB and/or Pass SB as applicable).

Provide this information in Microsoft Access 2007, or a compatible format, entitled "Q3_ORDATA.accdb." Multiple model vehicle data can be provided in separate tables within a single database file providing that the overall file size does not exceed 1GB.

Response 3

The information "a" through "m" for each item (complaint, report, etc.), where available, is provided electronically on CD-ROM in Microsoft Access 2007 format entitled "Q3_ORDATA.accdb" stored in the folder "Attachment-Response 3".

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., a. consumer complaints, b. field reports, f. lawsuits etc.) and describe the method Toyota used for organizing the documents.

Response 4

Documents related to each item within the scope of Request No. 2, where available, are provided electronically on CD-ROM in PDF format stored in the folder "Attachment-Response 4." (The records of consumer complaints are stored in the sub-folder "Consumer Complaint." Dealer reports (i.e., Technical Assistance System call records) are stored in the sub folder "TAS." Copies of Toyota field reports are stored in sub-folder "Field Report." Copies of documents for claims and notices are stored in the sub-folder "Claims and Notices" within the "Consumer Complaint" sub-folder. Copies of documents for lawsuits are stored in the sub-folder "Lawsuit." There are no third-party arbitration matters.

5. **State within the body of the response letter a summary table**, by model and model year, a total count for each of the following categories of claims, collectively, that have been paid by Toyota to date that relate to, or may relate to, the subject condition in the subject peer vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Toyota's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;

- d. Repair date (in “yyyy/mm/dd” date format);
- e. Vehicle mileage at time of repair;
- f. Repairing dealer’s or facility’s name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Count as a separate claim each repair/incident assigned a separate claim/report number, even if a single vehicle is involved. Count as a single claim any duplicative claims assigned the same claim/report number.

Provide the detailed information in Microsoft Access 2007, or a compatible format, entitled “Q5_WRNTYDATA.accdb.” Multiple model vehicle data can be provided in separate tables within a single database file providing that the overall file size does not exceed 1GB.

Response 5

The total count of warranty claims, extended warranty claims, and claims for good will services paid by Toyota by model and model year that relate to, or may relate to, the alleged condition in the subject peer vehicles are provided in the following table.

MODEL	2000	2001	2002	2003	2004	Total
Toyota Avalon	1	1	0	1	0	3
Toyota Camry	0	0	-	-	-	0
Toyota Camry Solara	0	0	0	0	-	0
Toyota Corolla	-	-	-	14	1	15
Toyota Corolla Matrix	-	-	-	1	0	1
Toyota Echo	0	0	0	0	0	0
Toyota Tacoma	0	0	1	1	0	2
Toyota Tundra	0	0	0	0	0	0
Lexus RX	2	0	0	0	-	2
Scion xA	-	-	-	-	0	0
Total	3	1	1	17	1	23

The detailed information for each claim, where available, is also provided electronically on CD-ROM in Microsoft Access 2003 format entitled “Q5_WRNTYDATA.accdb” stored in the folder “Attachment-Response 5.”

6. Describe in detail the search criteria used by Toyota to identify the items identified in response to Request No. 3 [sic], including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the subject condition in the subject peer vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Toyota on the subject peer vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered) and if it covers inadvertent side-airbag deployments (without an actual side crash, but sensors did sense a shock pulse). Describe any extended warranty coverage option(s) that Toyota offered for the subject peer vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty and if it covers inadvertent side-airbag deployments.

Response 6

The search criteria used by Toyota to identify the items identified in response to Request No. 5 is as follows:

Toyota searched the warranty, extended warranty (service contract) and goodwill service databases as outlined in the Microsoft Excel 2010 file entitled "Search Criteria, Operation & Problem Codes.pdf" stored in the folder "Attachment-Response 6" on CD-ROM. A list of all labor operations, labor operation description, problem codes and problem code descriptions identified in these warranty claims, extended warranty claims, and goodwill claims are also provided in the same file described above.

The terms that Toyota offers for new vehicle warranty coverage on the subject vehicles are as follows:

For Air Bag and restraint system related components:

- 60 months or 60,000 miles from the vehicle's date-of-first-use, whichever occurs first for Toyota vehicles.
- 72 months or 70,000 miles from the vehicle's date-of-first-use, whichever occurs first for Lexus vehicles.

There are some extended warranty coverage options that Toyota offered for purchase with the subject vehicles. Detailed information about these options is provided electronically on CD-ROM, in PDF format, entitled "Extended Warranty Option.pdf" stored in the folder "Attachment-Response 6."

The number of the subject vehicles for which Toyota sold an extended service plan is provided, by model and model year. Please note that this document contains trade secret and commercial information; therefore, Toyota believes that this document must be afforded confidential treatment. A request for confidential treatment of this document has been sent to the Office of Chief Counsel. A public version of this document is included with this response.

7. Separately, for each model and model year of the subject peer vehicles, provide the manufacturer short and long nomenclature/name for the electronic air bag module (i.e. RCM/Restraint Control Model etc...), the module part number including revision number (Toyota and TRW numbers), when it was put into production service (mm/yy), and what air bag system devices (i.e. frontal, side-impact, head curtain and/or seat belt pre-tensioners) the module can deploy.

Response 7

The requested information is stored in the folder "Attachment-Response 7."

8. Furnish Toyota's assessment of the alleged problem condition in the subject peer vehicle(s), including:
- a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses; and
 - e. What warnings (both visually and audibly), if any, the operator would have that the alleged defect or problem condition was occurring or about to occur, or that the subject component was malfunctioning (does the air bag light illuminate intermittently or in a constant ON mode).

Response 8

Toyota has been investigating the alleged problem condition in the subject peer vehicles equipped with an air bag control module supplied by TRW Automotive. Based on information provided by TRW, Toyota has identified 10 Toyota and Lexus models equipped with the same ASIC as used in the MY2002-2003 Jeep Liberty ORC Module ("the subject component"). Among these 10 models, as noted in Response 7, the same ASIC was used in 4 different generations (generation 4.0, 4.5, 5.0, and 5.5) of air bag control modules. Toyota's investigation is attempting to understand the ASIC's role in allegations of unintended air bag deployment.

The reports relating to the subject condition in the subject peer vehicles appear to reflect several different circumstances. There are reports on vehicles in poor condition (e.g., a salvage title), and some in which electrical system modification is noted. Several may involve appropriate air bag deployment as a result of an undercarriage or frontal impact sufficient to trigger the air bag system. The largest numbers of reported incidents involve MY2003 Corolla and Matrix vehicles which used a TRW system with a generation 5.0 air bag control module (there are 50 reports on Corolla and 13 on Matrix involving the various circumstances). MY 2004 Corolla and Matrix models and MY2003 and 2004 Avalons also used generation 5.0 TRW modules, but the number of incidents is quite different on these (there is one report on MY2003/04 Avalon, none on MY2004 Matrix, and 4 on MY2004 Corolla). Other peer models incorporating a TRW system used generation 4.0, 4.5, or 5.5 control modules, but

the number of incidents is quite different compared with MY2003 Corolla and Matrix models. Therefore, Toyota's investigation has focused on the generation 5.0 module.

Toyota initially received 3 returned air bag control modules from MY2003 Corolla and Matrix vehicles where an inadvertent air bag deployment was alleged. These modules were sent to TRW for detailed analysis. TRW reported that all of the modules showed a trace of thermal damage on the ASIC which may be related to electrical overstress (EOS).

In an effort to understand potential sources of EOS, Toyota has done an in-depth investigation of 22 MY2003 U.S. Corolla and Matrix vehicles and one MY2004 Corolla where an inadvertent air bag deployment was alleged. Some of the investigations have been joint vehicle inspections with TRW engineering personnel. During the inspections of the air bag system, certain Diagnostic Trouble Code(s) were retrieved indicating a malfunction in the air bag control module or a short in air bag/pretensioner squib circuit. In some instances a DTC could not be retrieved, because there was damage that caused a communication error with the air bag module. In 18 of the vehicle inspections, the incident air bag control module was replaced with a generation 5.0 service replacement part, and the air bag inflators were replaced with dummy resistors. Various electrical loads were applied by changing vehicle system settings, such as by operating the air conditioning, wiper/washer system and horn, to create an environment prone to inductive noise to determine if this could be a contributing factor in the incidents. Toyota was able to confirm nano second level inductive noise, which is a common characteristic in vehicle systems. Yet, Toyota was unable to reproduce thermal damage to the ASIC.

In addition, after the vehicle inspections noted above, a number of air bag control modules were recovered by Toyota from some of these inspected vehicles and provided to TRW for detailed analysis. TRW has completed an inspection and analysis of 9 of these recovered air bag modules to date and reported that all of them had thermal damage on the ASIC.

TRW provided information regarding bench testing that it performed on new generation 5.0 control modules containing the subject ASIC circuit under a variety of different conditions, including temperature, frequency (applying micro second level noise which has more energy and is more severe than the nano second level noise) and application of multiple noises. TRW indicated that they did not observe thermal damage to the ASIC during those tests.

Toyota conducted bench testing using both complete control modules and the subject ASIC itself under a variety of different conditions to attempt to identify possible conditions under which thermal damage in the ASIC similar to that observed in the recovered air bag control modules could occur. These conditions included several types of pulse voltages, frequency modulations, and a number of pulse wave variation applications. Thermal damage was reproduced in only one of approximately 20 ASICs tested when -4 volts (direct current) was directly applied to the pins of the squib line on the

module for approximately 0.1 seconds. However, Toyota is not aware of this type of electrical noise occurring in vehicle systems.

Toyota also acquired 2 vehicles from owners alleging inadvertent air bag deployment. Toyota measured the type of electrical noise created by the various electrical systems, such as the wiper motor, air conditioning, door locks, and horn. No abnormalities were identified.

Toyota is continuing its investigation into these reports. Because the largest numbers of reported incidents involve MY2003 Corolla and Matrix vehicles, TRW was requested to obtain the manufacturing history, including any changes in the production line and in the quality control process, from the Tier 2 ASIC supplier, but complete history is apparently not available from the ASIC supplier. Toyota intends to recover 200 TRW generation 5.0 air bag control modules from in-use vehicles for additional analysis. We have asked TRW to undertake a more detailed Fault Tree Analysis (FTA) to further understand possible contributing factors. As new information becomes available we will update the agency on our findings.

* * *

Data provided in this document is current as of the following dates:

Response		Date
Response 1	Production Data	8/16/2012
Response 2 - 4	Consumer Complaints	8/16/2012
	Field Reports	8/16/2012
	Dealer Reports	8/16/2012
	3 rd Party Arbitration	8/16/2012
	Lawsuits, Claims and Notices (from Legal Department)	8/16/2012
Response 5	Warranty claims	8/16/2012
	Goodwill	8/16/2012
	Extended warranty claims	8/16/2012
Response 6	Extended service plan data	8/16/2012
Response 7	Subject parts information	8/16/2012

In the foregoing responses to this Information Request ("IR"), information has been obtained from those departments and employees knowledgeable about the subject matter of this inquiry most likely to have such information in the regular and ordinary course of business. When a particular Request seeks "documents" as defined in the IR, reasonable, good faith searches have been made of corporate records where such documents would ordinarily be expected to be found and to which Toyota would ordinarily refer when looking for such information.

The definitions of "documents" and "Toyota", however, are unreasonably broad, vague, and ambiguous, and Toyota objects to such definitions, because they exceed a reasonable understanding of such terms. For example, "calendars", "travel reports", "contracts" and "personnel records", to name a few, would not normally contain responsive information pertaining to the alleged condition subject of this inquiry. Toyota has also not provided information from electronic files that require extraordinary or expert means to retrieve that are generally unavailable to the computer user.

In addition, Toyota has not provided information from persons or entities over which it does not ordinarily exercise control, such as independent suppliers and contractors. Toyota also objects to the definition of "Toyota" to the extent it purports to include outside counsel. It would be unduly burdensome to require Toyota to request that outside counsel search files for responsive documents. Moreover, it is highly unlikely that outside counsel would possess any non-privileged documents responsive to this IR that are not already being produced by Toyota. In light of the significant burden and cost associated with canvassing outside counsel for potentially responsive documents and the very low probability of identifying any non-privileged document not already being produced, Toyota has not asked its outside counsel to search for responsive documents.

Toyota understands this IR to seek information on vehicles manufactured for sale in the United States and its territories. Also, we understand documents specifically related to the preparation of the responses are not sought.

The source of information used as a basis for the data in each Attachment, including the date the data were updated and retrieved, is identified above as applicable. If a document itself is the source for the requested information and it is provided, no further source identification is provided. If a document, drawing or component is requested, or if no responsive information is available, we assume no further source identification is called for.

Toyota is not providing privileged documents that may be responsive to this Information Request. With regard to claims of privilege, Toyota understands that it is acceptable to the Agency for Toyota to identify specific categories of privileged documents rather than any specific document within those categories. These categories include: (a) communications between outside counsel and employee's of

Toyota's Legal Department, other Toyota employees, or employees of parties represented by Toyota in litigation and claims; (b) communications between employees of Toyota's Legal Department and other Toyota employees, or employees of parties represented by Toyota in litigation and claims; (c) notes and other work product of outside counsel or of employees of Toyota's Legal Department, including work product of employees or consultants done for or at the request of outside counsel or Toyota's Legal Department. For any privileged documents that are not included in these categories, if any, Toyota will provide a privilege log identifying any such document under separate cover. Toyota is not claiming a legal privilege for any documents provided with this response; however, Toyota does not waive the legal privilege or work-product protection with respect to other documents that may have been prepared in connection with a specific litigation or claim. In addition, Toyota may assert the attorney-client privilege or claim protection under the work-product protection for analyses or other documents that may be prepared in connection with litigation or claims in the future.

Toyota understands that NHTSA will protect any private information about persons that is contained in the Attachments to this response, based on privacy considerations. Such private information includes data such as names, addresses, phone or fax numbers, email addresses, license plate numbers, driver's license numbers and the last 6 digits of a vehicle's VIN.

EA12-001

TOYOTA

10-3-2012

DISC 3

Attachment-Response 6

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 6

Extended Warranty for Vehicles

Extended Warranty for Vehicles

MODEL	MODEL YEAR	EXTENDED WARRANTY TYPE			
		GOLD	PLATINUM	POWERTRAIN	TCUV
AVALON	2000				
	2001				
	2002				
	2003				
	2004				
CAMRY	2000				
	2001				
	2002				
	2003				
	2004				
COROLLA	2003	[CONFIDENTIAL BUSINESS INFORMATION]			
	2004				
ECHO	2000				
	2001				
	2002				
	2003				
	2004				
MATRIX	2003				
	2004				
RX300	2000				
	2001				
	2002				
	2003				
	2004				
RX330/RX350	2004				
SOLARA	2000				
	2001				
	2002				
	2003				
TACOMA 2X	2000				
	2001				
	2002				
	2003				
	2004				
TACOMA 4X	2000				
	2001				
	2002				
	2003				
	2004				
TUNDRA 2X	2000				
	2001				
	2002				
	2003				
	2004				

[CONFIDENTIAL BUSINESS INFORMATION]

Attachment-Response 6

Extended Warranty for Vehicles

MODEL	MODEL YEAR	EXTENDED WARRANTY TYPE			
		GOLD	PLATINUM	POWERTRAIN	TCUV
TUNDRA 4X	2000				
	2001				
	2002				
	2003	[CONFIDENTIAL BUSINESS INFORMATION]			
	2004				
xA	2004				

EA12-001

TOYOTA

10-3-2012 DISC 3

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
Qualifying Criteria	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.
Plans Offered See Rate Binder for details. VSA expires at expiration mileage or date, whichever comes first.	Years/ Miles 3 years/ 50,000, 80,000 miles 4 years/ 65,000, 100,000, 125,000 miles 5 years/ 60,000, 80,000, 100,000, 125,000 miles 6 years/ 75,000, 100,000, 125,000 miles 7 years/ 75,000, 100,000, 125,000 miles 8 years/ 75,000, 100,000, 125,000 miles	Plan Term - Mileage* Max. Mileage at Purchase 1 year - 12,000 30,000, 50,000, 70,000, 85,000, 100,000, 125,000 miles 2 years - 24,000 30,000, 50,000, 70,000, 85,000, 100,000 miles 3 years - 36,000 30,000, 50,000, 70,000, 85,000, 100,000 miles 4 years - 50,000 30,000, 50,000, 70,000, 85,000, 100,000 miles 5 years - 60,000 30,000, 50,000, 70,000, 85,000 miles	Years/ Miles 3 years/ 50,000, 80,000 miles 4 years/ 65,000, 100,000, 125,000 miles 5 years/ 60,000, 80,000, 100,000, 125,000 miles 6 years/ 75,000, 100,000, 125,000 miles 7 years/ 75,000, 100,000, 125,000 miles 8 years/ 75,000, 100,000, 125,000 miles	Plan Term - Mileage* Max. Mileage at Purchase 1 year - 12,000 30,000, 50,000, 70,000, 85,000, 100,000, 125,000 miles 2 years - 24,000 30,000, 50,000, 70,000, 85,000, 100,000 miles 3 years - 36,000 30,000, 50,000, 70,000, 85,000, 100,000 miles 4 years - 50,000 30,000, 50,000, 70,000, 85,000, 100,000 miles 5 years - 60,000 30,000, 50,000, 70,000, 85,000 miles	Years/ Miles 6 years/ 100,000 miles 1 year - 12,000 30,000, 50,000, 70,000, 85,000, 100,000 miles 2 years - 24,000 30,000, 50,000, 70,000, 85,000, 100,000 miles	Plan Term - Mileage* Max. Mileage at Purchase 1 year - 12,000 30,000, 50,000, 70,000, 85,000, 100,000 miles 2 years - 24,000 30,000, 50,000, 70,000, 85,000, 100,000 miles
Towing Benefits**	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
Substitute Transportation** <i>Requires prior approval of Administrator.</i>	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
Travel Protection Benefits: Lodging and Meals** Must be more than 150 miles from home. <i>Requires prior approval of Administrator.</i>	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
Deductible Options*** 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
Transferability 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.
Cancellation 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
Qualifying Criteria	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.
Plans Offered* <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.
Roadside Assistance <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.
Towing Benefits	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.
Substitute Transportation** <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.
Travel Protection Benefits: Lodging and Meals** <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.
Deductible Options*** 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.
Transferability 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.
Cancellation 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
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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
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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
COOLING SYSTEM			
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
ELECTRICAL (continued)			
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
ENGINE (Continued)			
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
FUEL SYSTEM			
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
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MANUAL TRANSMISSION

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
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SUSPENSION (Continued)

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)

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 6

Search Criteria, Operation &
Problem Codes

Search criteria for identifying items provided in response to Question 5

Initial Search Criteria:

Part Number	Part Description
89170-*****	SENSOR ASSY, AIR BAG
45130-*****	BUTTON ASSY, HORN
73970-*****	AIR BAG ASSY, INSTRUMENT PANEL PASSENGER
73210-*****	BELT ASSY, FRONT SEAT OUTER, RH
73220-*****	BELT ASSY, FRONT SEAT OUTER, LH
71040-*****	BACK ASSY, FRONT SEAT, RH
71430-*****	BACK ASSY, FRONT SEAT, RH
71070-*****	BACK ASSY, FRONT SEAT, LH
71440-*****	BACK ASSY, FRONT SEAT, LH

After initial search, the items were further filtered as follows:

For regular warranty:

1. T1 Code Filtering

Not to include:

T1 code	Problem code Description
01	Hard or impossible starting
11	Excessive oil consumption
12	Failure in I/M program
13	Overheating
14	Dieseling run on
15	Fails to reach normal operation temperature
17	Engine no start (Includes percolation, stall)
19	Improper contents of exhaust gas
1A	Failed emission test
02	Rough idling
21	Shuddering
22	Slipping
24	Jumping-out
25	Improper synchronizing, improper engaging, clash
33	Constant steering pull to one side
36	Squeaking, squalling
38	Low efficiency
04	Stumble, Hesitate, Poor Acceleration
41	Improper Stroke
44	Excess Vibration
45	Uneven Vehicle Height
46	Brake Dragging
52	Ineffective Lock
53	Improper Closing
59	Wind Noise
06	Excessive Knocking

61	Dirty, Stain, Discoloration
64	Leaks
65	Oil Leak, Oil Entering
66	Water Leak, Water Entering
67	Poor Feeling of Switches or Control
68	Poor Chrome Plating
69	Paint
71	Battery Does Not Hold Charge
72	Ineffective On
73	Inaccurate
75	Poor Wiping of Blade
76	Poor Sound
7A	A/C, cooler or heater not cold or hot enough (excludes gas leak code=64)
7B	Malfunction of display panel (includes liquid crystal display etc.)
81	Unstable on and off
83	Correct Odometer
84	Improper coming out lighter, antenna
85	Improper tuning of radio
8A	Engine check lamp on/MIL on
8B	Warning or indicator lamp on
8C	Warning or indicator lamp on (other than code = 8A & 8B)
8D	Light dim or inoperative (includes headlamp etc.)
91	Abnormal Noise
95	Inoperative
98	Poor Maneuverability
9B	Shudder, excessive vibration or pulsation

2. Keyword

air bag, *airbag*, *deploy*, *unintended*, *pretensioner*, *seat belt*, *seatbelt*, *SRS*,
supplemental restraint, *curtain*

3. Sampling Method

Claims were organized from most expensive to least expensive by part cost. All claims with parts cost over \$300.00 were read (population of 3462 applicable cases). \$300 was chosen as no airbag ECU is available for less than that (dealer cost), since the ECU must be changed in every deployment case, there can be no claims for this issue at a cost less than \$300. As a logic check, the 200 least expensive claims were also analyzed, this yielded no results.

For goodwill and extended warranty:

All items were read to determine responsiveness.

List of labor operation codes included in warranty search result

<First five digits>

Labor Op	Labor Op Description
99912	JTR Part Recovery
89301	Air Bag System, Center Airbag Sensor Assembly
71150	Separate Seat-Seat Belt, Front Seat Belt
44105	Steering Wheel, Horn Button Assembly
89311	Air Bag System, Front Passenger Airbag Assembly
89399	Air Bag System, Others

<The sixth digit>

Labor Op	Labor Op Description
1	Remove and Reinstall or Replace
3	Inspect, Clean and/or Lubrication

List of problem codes included in warranty search result

Problem code	Problem code Description
99	Others
87	Erroneous Behavior
91	Abnormal Noise
62	Loosening, Falling Off
82	Ineffective Off
95	Inoperative

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 7

MODEL	MY	Long Name	Short Name	P/N TOYOTA	P/N TRW	Gen.	Prod period of veh to which the part is available	Front Airbag Driver 1st	Front Airbag Driver 2nd	Front Airbag Passenger 1st	Front Airbag Passenger 2nd	Side Airbag D & P	Curtain Airbag D & P	Pre-tensioner D & P	
AVALON	00-02	Sensor Assy, Air Bag	None	89170-07120	204048-101	4.0	1999/08-2000/03	Yes	No	Yes	No	Yes	No	Yes	
				89170-07121	204048-103	4.0	2000/03-2001/07	Yes	No	Yes	No	Yes	No	Yes	
				89170-07130	204048-102	4.0	1999/08-1999/11	Yes	No	Yes	No	Yes	No	Yes	
				89170-07140	208675-101	4.5	2001/07-2002/06	Yes	No	Yes	No	Yes	No	Yes	
03-04	89170-07200			209166-101	5.0	2002/06-	Yes	Yes	Yes	Yes	Yes	No	Yes		
CAMRY	00-01			89170-06130	204006-105	4.0	1999/07-2000/06	Yes	No	Yes	No	No	No	Yes	
				89170-06091	204006-107	4.0	2000/03-	Yes	No	Yes	No	No	No	Yes	
				89170-06131	204006-108	4.0	2000/06-	Yes	No	Yes	No	No	No	Yes	
CAMRY SOLARA	00-01			89170-06091	204006-107	4.0	2000/03-2002/12	Yes	No	Yes	No	No	No	Yes	
				89170-06100	204006-102	4.0	1998/06-2000/03	Yes	No	Yes	No	Yes	No	Yes	
				89170-06101	204006-109	4.0	2000/03-2002/12	Yes	No	Yes	No	Yes	No	Yes	
				89170-06160	206967-101	4.0	2000/02-2000/03	Yes	No	Yes	No	No	No	Yes	
				89170-06161	206967-103	4.0	2000/03-2002/12	Yes	No	Yes	No	No	No	Yes	
				89170-06170	206967-102	4.0	2000/02-2000/03	Yes	No	Yes	No	Yes	No	Yes	
				89170-06171	206967-104	4.0	2000/03-2002/12	Yes	No	Yes	No	Yes	No	Yes	
				02-03	89170-06091	204006-107	4.0	2000/03-2002/12	Yes	No	Yes	No	No	No	Yes
				89170-06101	204006-109	4.0	2000/03-2002/12	Yes	No	Yes	No	Yes	No	Yes	
				89170-06161	206967-103	4.0	2000/03-2002/12	Yes	No	Yes	No	No	No	Yes	
				89170-06171	206967-104	4.0	2000/03-2002/12	Yes	No	Yes	No	Yes	No	Yes	
				COROLLA	03-04	89170-02190	207771-101	5.0	2002/01-2004/05	Yes	Yes	Yes	Yes	No	No
89170-02200	207771-103					5.0	2002/01-2004/05	Yes	Yes	Yes	Yes	Yes	No	Yes	
89170-02190	207771-101					5.0	2002/01-2004/05	Yes	Yes	Yes	Yes	No	No	Yes	
COROLLA MATRIX	03-04			89170-02200	207771-103	5.0	2002/01-2004/05	Yes	Yes	Yes	Yes	Yes	No	No	Yes
				89170-01010	207771-105	5.0	2002/01-2004/05	Yes	Yes	Yes	Yes	No	No	Yes	
ECHO	01-04			89170-01020	207771-107	5.0	2002/01-2004/05	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
				89170-0W100	207880-101	4.5	2000/08-2002/08	Yes	No	Yes	No	Yes	No	Yes	
				89170-0W110	207880-102	4.5	2000/08-2002/08	Yes	No	Yes	No	Yes	No	Yes	
				89170-0W120	207880-103	4.5	2000/08-2002/08	Yes	No	Yes	No	Yes	No	Yes	
				89170-0W130	207880-104	4.5	2000/08-2002/08	Yes	No	Yes	No	Yes	No	Yes	
				04	89170-0W140	210286-101	4.5	2002/08-	Yes	No	Yes	No	Yes	No	Yes
				89170-0W150	210286-102	4.5	2002/08-	Yes	No	Yes	No	Yes	No	Yes	
				89170-0W160	210286-103	4.5	2002/08-	Yes	No	Yes	No	Yes	No	Yes	
RX	00			89170-0W170	210286-104	4.5	2002/08-	Yes	No	Yes	No	Yes	No	Yes	
	01-03			89170-0W040	203052-101	4.0	1998/01-2000/07	Yes	No	Yes	No	Yes	No	Yes	
				89170-0W080	205931-102	4.5	2000/07-	Yes	No	Yes	No	Yes	No	Yes	
SCION XA	04			89170-0W240	210833-101	5.5	2003/04-2005/07	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
TACOMA	00			89170-04020	202607-103	4.0	1999/08-2000/06	Yes	No	Yes	No	No	No	Yes	
				89170-04021	202607-104	4.0	2000/06-2000/09	Yes	No	Yes	No	No	No	Yes	
				01-04	89170-04030	206275-101	4.0	2000/09-2001/09	Yes	No	Yes	No	No	No	Yes
				89170-04040	208357-101	4.5	2001/09-	Yes	No	Yes	No	No	No	Yes	
TUNDRA	00-02			89170-0C010	204527-101	4.0	1999/02-2000/04	Yes	No	Yes	No	No	No	Yes	
				89170-0C011	204527-102	4.0	2000/04-2000/08	Yes	No	Yes	No	No	No	Yes	
				89170-0C050	205911-101	4.5	2000/08-2002/08	Yes	No	Yes	No	No	No	Yes	
				03-04	89170-0C060	208421-101	4.5	2002/08-2004/08	Yes	No	Yes	No	No	No	Yes
				89170-0C080	208421-102	4.5	2002/08-2004/08	Yes	No	Yes	No	No	No	Yes	