

**Certain 2008 to 2010 Model Year Avalon Vehicles
Warranty Enhancement Notice for High Beam/DRL Bulbs**

CSC-10042925-9889

Re: <MY> <Avalon> <VIN>

Dear Avalon Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an enhancement to portions of your Avalon's New Vehicle Limited Warranty.

Toyota cares about our customers

The High Beam and Daytime Running Light (DRL) in your Avalon operate on the same bulb. Toyota has received reports from customers that in some cases a High Beam/DRL Bulb would become inoperative earlier than expected.

It is important to note that the High Beam/DRL Bulbs are separate from your Head Lights (Low Beams). Therefore, this condition does not impact your ability to continue to use your regular (Low Beam) head lights in the event a High Beam/DRL Bulb was to become inoperative.

Although the High Beam/DRL Bulbs are normally covered by Toyota's New Vehicle Limited Warranty* for 3 years or 36,000 miles, whichever comes first, we at Toyota care about your overall experience with the Avalon. To further assure you that we stand behind our product, we are offering an enhancement of the warranty coverage on your vehicle for inoperative High Beam/DRL Bulbs.

*Please see your Owner's Warranty Information Booklet for details.

Warranty Enhancement

This warranty enhancement applies for 72,000 miles or 5 years from the date of first use, whichever occurs first, and provides the following enhanced coverage:

- If the vehicle's High Beam/DRL Bulb(s) becomes inoperative during the warranty extension coverage, any authorized Toyota dealer will replace the driver and passenger bulb housing assemblies. The new assemblies contain a different type of bulb.

This offer is subject to the same conditions and limitations set forth in the New Vehicle Limited Warranty section of the Owner's Warranty Information booklet, with the exception of the enhanced warranty coverage for the High Beam/DRL Bulb(s) described above.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

Please note that damage incurred from abuse, a crash, vandalism, or other similar events is not covered by Toyota's New Vehicle Limited Warranty or this Warranty Enhancement.

What should you do?

If you have not experienced this condition, please insert this letter into your Avalon's Owners Warranty Information booklet for future reference.

In the event that you experience the condition described above related to your Avalon's High Beam/DRL Bulbs within 5 years from the vehicle's date of first use or before 72,000 miles, whichever occurs first, contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

The repair will take approximately 1 hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs or replacement of your vehicles High Beam/DRL Bulb(s) and/or Bulb Housing Assemblies for this condition?

If you have previously paid for the repair or replacement of the High Beam/DRL Bulb(s) and/or Bulb Housing Assembly to address the condition which is described in this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



**Customer Support Program (CSP) - ZTR
 Certain 2008 to 2010 Model Year Avalon Vehicles
 Extension of Warranty Coverage for High Beam/DRL Bulbs**

BACKGROUND

In our continuing efforts to assure the best in customer satisfaction, Toyota is announcing a Customer Support Program (CSP) to extend the warranty coverage on the High Beam/DRL Bulbs of certain 2008 to 2010 model year (MY) Avalon vehicles.

Q1: What is the condition?

A1: The High Beam and Daytime Running Light (DRL) in the Avalon operate on the same bulb. Toyota has received reports from customers that in some cases a High Beam/DRL Bulb would become inoperative earlier than expected in certain 2008 to 2010 Model Year Avalon Vehicles.

It is important to note that the High Beam/DRL Bulbs are separate from the Head Lights (Low Beams). Therefore, this condition does not impact the ability to continue to use the regular (Low Beam) head lights in the event a High Beam/DRL Bulb was to become inoperative.

Although the High Beam/DRL Bulbs are normally covered by Toyota's New Vehicle Limited Warranty* for 3 years or 36,000 miles, whichever comes first, we at Toyota care about the customers overall experience with the Avalon. To further assure them that we stand behind the product, we are offering an enhancement of the warranty coverage on this vehicle for inoperative High Beam/DRL Bulbs.

*Please see the Owner's Warranty Information Booklet for details.

Q2: What is Toyota going to do?

A2: This warranty enhancement applies for 72,000 miles or 5 years from the date of first use, whichever occurs first, and provides the following enhanced coverage:

- If the vehicle's High Beam/DRL bulb(s) becomes inoperative during the warranty extension coverage, any authorized Toyota dealer will replace the driver and passenger bulb housing assemblies. The new assemblies contain a different type of bulb.

Owners of certain 2008 to 2010 Model Year Avalon vehicles covered by this CSP will receive an Owner Letter via first class mail starting in Mid-October, 2011. Owners will be advised of the CSP coverage and in the event they encounter this condition before 72,000 miles or within 5 years from the vehicles date of first use, whichever comes first, to contact a Toyota dealership for diagnosis and repair. The repair will be conducted in accordance with the terms of the Warranty Extension (CSP).

Q3: Which vehicles are covered by this CSP?

A3: There are approximately 98,000 certain 2008 to 2010 Model Year Avalon vehicles covered by this CSP.

Model	WMI	MY	VIN Range	
			VDS	UIO
Avalon	4T1	2008	BK36B	61,762
		2009	BK36B	21,847
		2010	BK3DB	14,291

Q4: What is the production period of the vehicles covered by this CSP?

A4: The covered Toyota Avalon vehicles were produced from early February, 2007 through early March, 2010.

Q5: Are there any other Toyota, Lexus or Scion vehicles covered by this CSP?

A5: No. This specific condition only affects certain 2008 to 2010 Model Year Avalon vehicles.

Q6: What are the details of this coverage?

A6: This warranty extension is available for 72,000 miles or 5 years from the vehicles date of first use, whichever occurs first, for inoperative High Beam/DRL Bulbs. The specific component(s) covered by this warranty extension are as follows:

- Driver and Passenger Bulb Housing Assemblies (bulbs included)

Please note that damage incurred from abuse, a crash, vandalism, or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.

Q7: How long will the repair take?

A7: The repair will take approximately 1 hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: What should an owner do if they experience an inoperative High Beam/DRL Bulb condition?

A8: Please have the customer contact their local Toyota dealer for appropriate diagnosis and repair. If the High Beam/DRL Bulb condition is accordance with the terms of this CSP the repair will be performed at **NO CHARGE**.

Q9: What was changed to prevent this condition from re-occurring?

A9: Toyota has changed the bulb housing shape and the bulb type.

Q10: What if a customer has previously paid for repairs on their vehicle?

A10: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q11: What if an owner has additional questions or concerns?

A11: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

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