

Re: <VIN>

Dear Scion tC Owner:

At Scion, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Scion would like to advise you of an enhancement to portions of your Scion tC New Vehicle Limited Warranty. Scion has received some reports where the Back Door Garnish may loosen. In certain cases, continued usage of the loose garnish could result in breakage of the Back Door Garnish.

***While the majority of vehicles will not experience this condition,*** to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

**What should you do?**

***If you have not experienced this condition there is no action necessary at this time, please apply the below sticker to your Owner's Warranty Information booklet for future reference.***

**Warranty Enhancement Program Details**

Scion has extended your vehicle's New Limited Vehicle Warranty as it applies to the Back Door Garnish to 7 Years from the date of first use with no mileage limitation or one year from the announcement of this Warranty Enhancement Program, whichever is longer\*. This specific condition covered by this Warranty Enhancement Program is a loose or broken Back Door Garnish assembly.

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

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

\* Please see your Scion dealer for additional details

VIN # \_\_\_\_\_

Peel and Stick label onto the Owner's Warranty Information booklet

If you experience this condition, please contact any authorized Scion dealer and make arrangements for diagnosis and, if applicable, repair.

If you would like to update your vehicle ownership or contact information, please go to [www.scion.com/#login](http://www.scion.com/#login). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repairs related to this condition, 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.  
Scion 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,

Scion,  
A Marque of Toyota Motor Sales, U.S.A., Inc.

Warranty Enhancement Program  
Frequently Asked Questions

ZTW

**Q1: Is this a recall?**

A1: No. This is not a recall. At Scion, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Scion is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**Q2: Do I need to make an appointment with my dealership if my vehicle does not have this condition?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: What should I do if my vehicle has a loose or broken Back Door Garnish?**

A4: If you experience this condition, please contact any authorized Scion dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5: How long will the repair take?**

A5: If the condition is present on your vehicle, the repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if I have additional questions or concerns?**

A6: If you have additional questions or concerns, please contact the Scion Customer Assistance Center at 1-866-707-2466 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

WARRANTY ENHANCEMENT NOTIFICATION - ZTW

Re: <VIN>

Dear Scion xB Owner:

At Scion, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Scion would like to advise you of an enhancement to portions of your Scion xB New Vehicle Limited Warranty. Scion has received some reports where the Back Door Garnish may loosen. In certain cases, continued usage of the loose garnish could result in breakage of the Back Door Garnish.

***While the majority of vehicles will not experience this condition,*** to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

**What should you do?**

***If you have not experienced this condition there is no action necessary at this time, please apply the below sticker to your Owner's Warranty Information booklet for future reference.***

**Warranty Enhancement Program Details**

Scion has extended your vehicle's New Limited Vehicle Warranty as it applies to the Back Door Garnish to 7 Years from the date of first use with no mileage limitation or one year from the announcement of this Warranty Enhancement Program, whichever is longer\*. This specific condition covered by this Warranty Enhancement Program is a loose or broken Back Door Garnish assembly.

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

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

\* Please see your Scion dealer for additional details

VIN # \_\_\_\_\_

Peel and Stick label onto the Owner's Warranty Information booklet

If you experience this condition, please contact any authorized Scion dealer and make arrangements for diagnosis and, if applicable, repair.

If you would like to update your vehicle ownership or contact information, please go to [www.scion.com/#login](http://www.scion.com/#login). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repairs related to this condition, 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.  
Scion 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,

Scion,  
A Marque of Toyota Motor Sales, U.S.A., Inc.

Warranty Enhancement Program Frequently Asked Questions
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ZTW
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**Q1: Is this a recall?**

A1: No. This is not a recall. At Scion, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Scion is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**Q2: Do I need to make an appointment with my dealership if my vehicle does not have this condition?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: What should I do if my vehicle has a loose or broken Back Door Garnish?**

A4: If you experience this condition, please contact any authorized Scion dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5: How long will the repair take?**

A5: If the condition is present on your vehicle, the repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if I have additional questions or concerns?**

A6: If you have additional questions or concerns, please contact the Scion Customer Assistance Center at 1-866-707-2466 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time



**Warranty Enhancement Program – ZTW**  
**2005 to certain 2010 Model Year Scion tC vehicles**  
**2004 to 2006 Model Year Scion xB vehicles**  
**Extension of Warranty Coverage for Back Door Garnish Loose or Broken**

**BACKGROUND**

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Back Door Garnish on 2005 to certain 2010 Model Year Scion tC and 2004 to 2006 model Year Scion xB vehicles.

**Q1: What is the condition?**

A1: In these vehicles, Toyota has received some reports where the Back Door Garnish may loosen. In certain cases, continued usage of the loose garnish could result in breakage of the Back Door Garnish.

Although the Back Door Garnish is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. To ensure our customers' satisfaction with that ownership experience, we are offering an extension of the warranty coverage for the covered vehicle's Back Door Garnish.

**Q2: What is Toyota going to do?**

A2: Owners of 2005 to certain 2010 Scion tC and 2004 to 2006 Scion xB vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in late March, 2013.

The Owner Notification Letter will advise owners of the warranty extension as it applies to the Back Door Garnish. If the owner experiences the condition described above within **7 years from the date of first use with no mileage limitation or one year from the announcement of this Warranty Enhancement Program**, whichever is longer, they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will replace the Back Door Garnish under the terms of this Warranty Enhancement Program.

**Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 490,000 Vehicles covered by this Warranty Extension.

Model	Model Year	UIO	Production Period
tC	2005 to certain 2010	306,500	Mid-March, 2004 through Late August, 2009
xB	2004 to 2006	184,000	Late January, 2003 through Late December, 2006

**Q4: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?**

A4: No. This specific condition only affects 2005 to certain 2010 model year Scion tC and 2004 to 2006 model year Scion xB vehicles.

**Q5: What are the details of this coverage?**

A5: This warranty enhancement is available for **7 years from the date of first use with no mileage limitation or one year from the announcement of this Warranty Enhancement Program**, whichever is longer. The specific components(s) covered by this warranty extensions are as follows:

- Back Door Garnish

*Please note that damage incurred from abuse, an accident, vandalism, or other similar events are not covered by the New Vehicle Limited Warranty or this Warranty Extension.*

**Q6: How long will the repair take?**

A6: The repair will take approximately 30 minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What should an owner do if they experience the condition described above?**

A7: Please have the customer contact their local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this Warranty Enhancement Program the repair will be performed at **NO CHARGE**.

**Q8: What if an owner has NOT experienced this condition but would like to have the repair completed?**

A8: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

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

A9: The backdoor garnish molding was modified to provide additional ribbing material at the mounting stud stand offs to increase the component strength.

**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