




## PRODUCT SUPPORT DIVISION

### INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,   
Vice President, Product Quality & Service Support

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

Volume: XIX  
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☒ Action  
☒ Retain  
Information

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.

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 Back Door Garnish in the covered vehicles. Please see the Warranty Enhancement Program Details for additional information.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in Mid-March, 2013.

2. **Owner Notification Mailing Date**

The owner notification will commence in late March, 2013 and will be mailed over several months. We have attached a sample owner letter for your reference.

3. **Warranty Enhancement Program Details**

Toyota is offering a Warranty Coverage Extension for the Back Door Garnish 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 for the condition described above. If the condition is verified, the dealer will replace the Back Door Garnish under the terms of this warranty enhancement program.

*Please note that damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

4. **Number of Vehicles Covered**

There are approximately 490,000 Vehicles covered by this Warranty Enhancement Program.

Model	MY	UIC
Scion tC	2005 to certain 2010	306,500
Scion xB	2004 to 2006	184,000

**5. Region/District Summary Reports**

We have enclosed the following Warranty Enhancement Program Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports as this is not a Recall or Special/Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

**Enclosures**

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

M. Bevan	T. Doi	V. Katayama	R. Perez	P. Turner
G. Borst	R. Dufresne	M. King	D. Pettitt	K. Ura
J. Bracken	B. Fay	M.. Kosugi	R. Pflughaupt	P. Uribe
R. Broughman	N. Fein	J. Lang	M. Reding	A. Vaish
G. Bryan	G. Fogg	S. Lending	C. Reynolds	B. Waltz
W. Burns	J. Grosso	J. Lentz	R. Sakai	M. Warrick
D. Camden	J. Hanson	R. Lofaso	B. Sciumbato	D. Zellers
B. Carter	B. Hare	B. Lyons	H. Siddiqi	
G. Christoff	S. Heyer	D. Marsh	G. Smith	
A. Coetzee	Z. Hicks	E. Matsuda	R. Specht	
J. Colon	K. Higgins	M. Michels	J. Stempkowski	
D. Colvin	H. Hirata	A. Mito	N. Swartz	
B. Daly	C. Hostetter	T. Morrison	M. Templin	
F. Davidson	Y. Inaba	J. Moses	J. Tetherow	
D. Depew	K. Ito	C. Neff	M. Tojo	