

TOYOTA**PRODUCT SUPPORT DIVISION****INTEROFFICE MEMORANDUM**

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

From: Bob Waltz, *BWaltz*
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
Number: TC13-007
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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	

To: All Toyota Dealer Principals,
Service Managers, Parts Managers

Subject: Warranty Enhancement Program – ZTW
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2004 to 2006 Model Year Scion xB vehicles
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1. Owner Notification Letter Mailing Date

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2. 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.

3. Number and Identification of covered Vehicles

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

Model	MY	UIO	Applicable TSB
Scion tC	2005 to certain 2010	306,500	S-SB-0001-10
Scion xB	2004 to 2006	184,000	S-SB-0012-13

Please refer to Warranty Policy Bulletin (Bulletin No. POL13-01) for identification of vehicles covered by this Warranty Extension.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL13-01) for warranty claim processing instructions for this Warranty Enhancement Program. *All parts replaced for this repair are subject to warranty parts recovery.*

5. Technical Instructions (Repair Procedures)

- Technical Instructions for 2005 to certain 2010 Scion tC Vehicles can be found in S-SB-0001-10.
- Technical Instructions for 2004 to 2006 Scion xB Vehicles can be found in S-SB-0012-13.
Note: Power tools should not be used to install the new Back Door Garnish; warranty will not be responsible for subsequent repairs due to installation damage. Please make sure to use the proper torque values specified in the above TSB's during replacement.

6. Parts Ordering

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements, dealers should not increase their stock of Back Door Garnishes. As always, if a customer experiences a loose or broken Back Door Garnish, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL13-01 for detailed parts ordering information.

*Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK.** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.*

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Safety Recall, Service Campaign (SSC/LSC) and Warranty Enhancement Program parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

7. Customer Reimbursement

Please refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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

WARRANTY ENHANCEMENT NOTIFICATION - ZTW

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. 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. 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

Q1: Is this a recall?

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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