




PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

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 Action
 Retain
 Information

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

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

Subject: Warranty Enhancement Program – ZTZ
2005 - 2011 Tacoma vehicles
Extension of Warranty Coverage for Headlamp Assembly Inner Lens Distortion/Bubbling

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 Headlamp Assembly on 2005-2011 model year Tacoma vehicles.

In these vehicles, Toyota has received some reports where the inner Daytime Running Light/Turn Signal lens becomes distorted and bubbled in appearance, in addition the inner lens may appear cracked or separated.

Important Note: This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally, this program does not address conditions related to the outer headlamp lens.

Although the Headlamp Assembly 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. Toyota is now extending the warranty coverage for the Headlamp Assembly for the condition described 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 late June, 2014.

2. **Owner Notification Mailing Date**

The owner notification will commence in early July, 2014 and will be mailed over several months. We have attached a sample owner letter for your reference.

3. **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Lamp/Turn Signal lens.

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

Please note:

- This coverage is for warranty work performed at an authorized Toyota dealer only.
- *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 237,000 Vehicles covered by this Warranty Enhancement Program.

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