

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

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. **Owner Notification Letter 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.

2. **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.*

3. **Number and Identification of covered Vehicles**

There are approximately 237,000 Vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-03) for identification of vehicles covered by this Warranty Extension.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-03) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

5. Technical Instructions (Repair Procedures)

- Technical Instructions for 2005–2011 model year Tacoma vehicles can be found in T-SB-0129-11

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 Headlamp Assemblies. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL 14-03 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.

The image shows a sample 'TOYOTA Parts Allocation Report' form. At the top, it says 'TOYOTA' in large red letters, followed by 'Parts Allocation Report' in black. Below that is a small text block: '99999 SAMPLE TOYOTA of NOWHERE'. A paragraph explains that the matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to current daily allocation quantities. It notes that parts shipments, arrivals, and inventory quantities at the local PDC will change daily as parts are received and shipped from NAPO Suppliers. Another paragraph states that parts with recent changes will be illustrated from top to bottom with the most recent effective date. A final note says: 'If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.' Below the text is a table with the following headers: 'Part Number', 'Total Allocation Quantity', 'Allocation Quantity', 'Allocation Frequency', 'Total Allocation Shipped', 'Total Allocation Remaining', and 'Effective Date'. The table body contains three empty rows.

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.