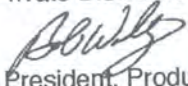


TOYOTA**PRODUCT SUPPORT DIVISION**Volume: XIX
Number: TC14-048
Date: 10/29/2014 Action
 Retain
 Information**INTEROFFICE MEMORANDUM**

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

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

Subject: Warranty Enhancement Program – ZE5
Certain 2012 – 2014 Camry
Extension of Warranty Coverage for U760E Torque Converter Shudder

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related a U760E Torque Converter Shudder.

In these vehicles, Toyota has received some reports where vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

Although the Torque Converter is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related a Torque Converter Shudder.

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 October, 2014.

2. **Owner Notification Mailing Date**

The owner notification will commence in early November, 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 extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to Torque Converter Shudder. If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission pan magnets, and updated engine control software under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until April 30, 2016 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 8 years from the date of first use or 150,000 miles, whichever occurs first.

Note: Owners of vehicles also covered by Limited Service Campaign (LSC) E03 for U760E Torque Converter Shudder must have the LSC performed prior to application of this Warranty Enhancement Program. Please see your local Toyota dealer for details.

This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

4. **Number of Vehicles Covered**

There are approximately 984,000 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
Field Product Engineers

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

Subject: Warranty Enhancement Program – ZE5
Certain 2012 – 2014 Camry
Extension of Warranty Coverage for U760E Torque Converter Shudder

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related a U760E Torque Converter Shudder.

In these vehicles, Toyota has received some reports where vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

Although the Torque Converter is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related a Torque Converter Shudder.

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 November, 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 extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to Torque Converter Shudder. If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission pan magnets, and updated engine control software under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until April 30, 2016 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 8 years from the date of first use or 150,000 miles, whichever occurs first.

Note: Owners of vehicles also covered by Limited Service Campaign (LSC) E03 for U760E Torque Converter Shudder must have the LSC performed prior to application of this Warranty Enhancement Program. Please see your local Toyota dealer for details.

This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

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

There are approximately 984,000 vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-10) for identification of vehicles covered by this Warranty Extension.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-10) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

5. Technical Instructions (Repair Procedures)

- Technical Instructions can be found in T-SB-0034-14

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

Refer to Warranty Policy Bulletin POL14-10 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

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.

Re: <VIN>

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty. Toyota has received some reports where vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

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:

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to Torque Converter Shudder. If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission pan magnets, and updated engine control software under the terms of this Warranty Enhancement Program*.

- The **Primary Coverage** offers warranty enhancement until April 30, 2016 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 8 years from the date of first use or 150,000 miles, whichever occurs first.

Note: Owners of vehicles also covered by Limited Service Campaign (LSC) E03 for U760E Torque Converter Shudder must have the LSC performed prior to application of this Warranty Enhancement Program. Please see your local Toyota dealer for details.

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

This Warranty Enhancement Program 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. 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 Toyota dealer for additional details

VIN #: _____

Date of First Use: _____

Peel and Stick Label onto the Owner's Warranty Information Booklet

What should you do?

Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above there is no action necessary at this time.

If you experience this condition, please contact any authorized Toyota 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.Toyota.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, USA, Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

*Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

Q1: Is this a recall?

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

Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition 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: I recently received a LSC notification for U760E Torque converter shudder: is this repair different?

A3: Toyota notified you about an LSC to proactively update the Engine Control Software with improved torque converter control logic. The LSC is intended to help prevent this condition from occurring and will be performed without the presence of torque converter shudder. In some cases the LSC software update may not eliminate all Torque Converter Shudder concerns; therefore Toyota has announced this warranty enhancement program to cover repair if the shudder is still present after the software update is performed. In order to be eligible for the Warranty Enhancement Program, the vehicle must exhibit a shudder condition after the LSC software update has been performed and be within the limitation of the warranty enhancement program.

Q3a: If I previously had the LSC performed and the vehicle is still experiencing a torque converter shudder, which parts will be replaced under the Warranty Enhancement Program?

A3a: If the vehicle experiences a shudder after the LSC has been performed, the dealer will verify the latest available version of the software is installed. If not, it will be updated. Additionally, the Torque converter will be replaced and additional magnets will be added to the inside of the transmission pan.

Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q5: What should I do if my vehicle has the condition described?

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q5a: What if the dealer performs diagnosis and determines that the vehicle does not have the conditions covered by this Warranty Enhancement Program?

A5a: Any authorized Toyota Dealership will determine if a condition is covered by this Warranty Enhancement at **NO CHARGE** to you. If the vehicle does not have the condition covered by this warranty enhancement program, additional diagnostics and repairs would be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).

Q6: Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?

A6: No, if this condition occurs, it will not illuminate a malfunction indicator lamp or set a diagnostic trouble code.

Q7: How long will the repair take?

A7: If the condition is present on your vehicle, the repair will take approximately 1 day. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. A rental vehicle will be provided while your vehicle is being repaired.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Assistance 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

*** Warranty Enhancement
Reimbursement Checklist**

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
- Proof-of-Payment
 - Only the Following Items are Valid Proof-of Payment
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership
 - Copy of the Bill of Sale
 - Copy of the Title
- Name, Address and Phone Number printed on all documents

Detailed diagnosis statement must answer the following three questions:

1. *Why was the vehicle brought into the repair facility?*
2. *What was the repair facility's diagnosis?*
3. *What did the repair facility do to correct the concern?*



**Warranty Enhancement Program – ZE5
Certain 2012 – 2014 Camry
Extension of Warranty Coverage for U760E Torque Converter Shudder**

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 repairs related a U760E Torque Converter Shudder.

Q1: What is the condition?

A1: In these vehicles, Toyota has received some reports where vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

Although the Torque Converter is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related a Torque Converter Shudder.

Q2: What is Toyota going to do?

A2: Owners of vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in early November, 2014.

If the owner experiences torque converter shudder, they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at **no charge**.

Note: Owners of vehicles also covered by Limited Service Campaign (LSC) E03 for U760E Torque Converter Shudder must have the LSC performed prior to application of this Warranty Enhancement Program. Please see your local Toyota dealer for details.

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

A3: There are approximately 984,000 vehicles covered by this Warranty Extension.

Model	Model Year	Appx. UIO	Production Period
Camry	Certain 2012-2014	984,000	Late July, 2011 through Late June, 2014

Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?

A3a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Warranty Enhancement Program.

Q4: What are the details of this coverage?

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to Torque Converter Shudder. If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission pan magnets, and updated engine control software under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until April 30, 2016 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 8 years from the date of first use or 150,000 miles, whichever occurs first.

This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

Q5: Which parts are covered by this warranty enhancement program?

A5: The specific components(s) covered by this warranty extensions are as follows:

- Torque Converter Kit (Includes Torque Converter, Gaskets, Additional Transmission Pan Magnets)
- Updated Engine Control Software

Q6: What should an owner do if they experience a Torque Converter Shudder?

A6: If the owner experiences Torque Converter shudder, he/she should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at **no charge**.

Q6a: What if the dealer performs diagnosis and determines that the vehicle does not have the conditions covered by this Warranty Enhancement Program?

A6a: Any authorized Toyota Dealership will determine if a condition is covered by this Warranty Enhancement at **NO CHARGE** to you. If the vehicle does not have the condition covered by this warranty enhancement program, additional diagnostics and repairs would be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).

Q7: Will this condition illuminate a Malfunction Indicator Lamp?

A7: No, if this condition occurs, it will not illuminate a malfunction indicator lamp or set a diagnostic trouble code.

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 conditions described above. If an owner has not experienced the condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

Q9: Toyota recently conducted an LSC for U760E Torque converter shudder; is this repair different?

A9: Toyota conducted an LSC to proactively update the Engine Control Software with improved torque converter control logic. The LSC is intended to help prevent this condition from occurring and will be performed without the presence of torque converter shudder. In some cases the LSC software update may not eliminate all Torque Converter Shudder concerns; therefore, Toyota has announced this warranty enhancement program to cover repair if the shudder is still present after the software update is performed. In order to be eligible for the Warranty Enhancement Program, the vehicle must exhibit a shudder condition after the LSC software update has been performed and be within the limitation of the warranty enhancement program.

Q9a: If a customer previously had the LSC performed and the vehicle is still experiencing a torque converter shudder, which parts will be replaced under the Warranty Enhancement Program?

A9a: If the vehicle experiences a shudder after the LSC has been performed, the dealer will verify the latest available version of the software is installed. If not, it will be updated. Additionally, the Torque converter will be replaced and additional magnets will be added to the inside of the transmission pan.

Q10: How long will the repair take?


A10: If the condition is present on the vehicle, the repair will take approximately 1 day. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. A rental vehicle will be provided while the repair is performed.

Q11: What if a customer has previously paid for repairs on their vehicle?

A11: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q12: What if an owner has additional questions or concerns?

A12: 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 to 4:00 pm Pacific Time

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL14-10 Date: 10/29/14 Page: 1 of 3
--	--	---

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE5):
 WARRANTY EXTENSION FOR U760E TORQUE
 CONVERTER SHUDDER ON CERTAIN 2012-2014 MY
 CAMRY VEHICLES**

Background

Toyota has received some reports where vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

Applicability

The torque converter is covered under the Toyota New Vehicle Limited Warranty for 5 years from the date of first use or 60,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to a torque converter shudder.

This Warranty Enhancement Program provides an extension to the Toyota New Vehicle Limited Warranty for repairs related to a torque converter shudder. The vehicles covered under this warranty enhancement must first have Limited Service Campaign E03 performed (if applicable). If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission magnets, and updated engine control software under the terms of this Warranty Enhancement Program.

Primary Coverage offers the warranty enhancement until **April 30, 2016, with no mileage limitation.**

After the Primary Coverage period ends, **Secondary Coverage** is applicable for **eight (8) years from the date of first use or 150,000 miles (whichever occurs first).**

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

Applicability (Continued)

This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

Applicable VIN Ranges

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Claim Submission

Claim Type	Opcode	Description	Labor Time	OFP
Repair Program	AHGA4A	Replace the torque converter assembly + recalibrate ECU	5.1 hr./vehicle	32000-#####

- The cost of Automatic Transmission Fluid (ATF) may be claimed, at a maximum of \$50.00 per vehicle, as Sublet Type "OF."
- Rental reimbursement may be claimed using Sublet Type "RT" and Sublet Reason Code "LNM." The rental amount should not exceed \$35 per day, for a maximum of one (1) day. District Service and Parts Manager (DSPM) authorization is required if the maximum number of rental days and/or the rental amount is exceeded.

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Part Number	Description	Quantity	Applicable TSB
04004-48106	Converter Assembly Kit, Torque	1	T-SB-0034-14

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.