




# PRODUCT SUPPORT DIVISION

Volume: XIX  
Number: TC15-029  
Date: 6/22/2015  
 Action  
 Retain  
 Information

## INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents  
From: Bob Waltz,   
Vice President, Product Quality & Service Support  
Subject: Warranty Enhancement Program – ZF1  
Certain 2010-2013 Model Year Highlander Vehicles  
Extension of Warranty Coverage for Sun Visor Assembly

**In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for Sun Visor Assemblies on Certain 2010 to 2013 Model Year Highlander vehicles.**

In these vehicles, Toyota has received some reports where the vehicle's sun visor does not retain the closed stored position and slowly rotates downward.

Although the Sun Visor Assembly is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers ownership experience. Toyota is now extending the warranty coverage for repairs related to the sun visor to address the condition described above.

The following vital 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, 2015.

2. **Owner Notification Mailing Date**

The owner notification will commence in Late June, 2015 and will be mailed over 2 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 sunvisor assemblies that do not retain the closed stored position and slowly rotate downward. If the condition is verified, the vehicle will be repaired with a new sun visor assembly under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until August 31, 2016 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 7 years from the date of first use with no mileage limitation.

*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 443,000 certain 2010 to 2013 Model Year Highlander vehicles covered by this Warranty Enhancement Program.

Model Year	Vanity Lamp	Color	UIO	Applicable TSB
Certain 2010 to 2013	Yes	Gray	315,415	T-SB-0029-15
	Yes	Sand Beige	124,235	
	No	Gray	2,264	
	No	Sand Beige	1,032	

**5. Region/District Summary Reports**

We have enclosed the following Warranty Enhancement Program ZF1 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 Special or 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