

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

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. **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.

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 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.*

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

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<br>2010 to<br>2013 | Yes         | Gray       | 315,415 | <a href="#">T-SB-0029-15</a> |
|                            | Yes         | Sand Beige | 124,235 |                              |
|                            | No          | Gray       | 2,264   |                              |
|                            | No          | Sand Beige | 1,032   |                              |

Please refer to Warranty Policy Bulletin (Bulletin No. [POL15-01](#)) for identification of vehicles covered by this Warranty Enhancement Program.

4. **Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. [POL15-01](#)) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

5. **Technical Instructions/Procedures**

- Technical Instructions can be found in [T-SB-0029-15](#)

6. **Parts Ordering**

As this is a Warranty Extension most customers will only request reimbursement from TMS for past replacements, dealers should not increase their stock of Sun Visor Assemblies. As always, if a customer experiences a sun visor assembly that does not retain the closed stored position, dealers should conduct appropriate diagnosis and order the applicable parts.

*Refer to Warranty Policy Bulletin [POL15-01](#) 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

Model: **YAMC00 (YAMC00) (YAMC00)**

(This report is generated for the purpose of providing information to dealers regarding the allocation of parts for the repair of the condition described in the associated bulletin. It is not intended to be used for any other purpose. The information contained herein is confidential and should not be disclosed to any other party. The information contained herein is for internal use only and should not be used for any other purpose. The information contained herein is for internal use only and should not be used for any other purpose.)

| Part Number | Unit Allocation Quantity | Allocation Priority | Total Allocation Request | Total Allocation Received | 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.



**Warranty Enhancement Program – ZF1  
 Certain 2010 – 2013 Model Year Highlander Vehicles  
 Extension of Warranty Coverage for Sun Visor Assembly**

**BACKGROUND**

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.

**Q1: What is the condition?**

A1: 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.

**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 Late June, 2015.

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

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

A3: There are approximately 443,000 vehicles covered by this Warranty Enhancement Program.

| Model      | Model Year           | Appx. UIO | Production Period                               |
|------------|----------------------|-----------|---|
| Highlander | Certain 2010 to 2013 | 443,000   | Mid-September, 2009 through Late November, 2013 |

**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 Sun Visor 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.*

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

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

- Sun Visor Assembly

**Q6: What should an owner do if they experience this condition?**

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

**Q7: What if an owner has NOT experienced this condition but would like to have the repair completed?**

A7: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition 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.

**Q8: How long will the repair take?**

A8: If the condition is present on the 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.

**Q9: What if a customer has previously paid for repairs on their vehicle?**

A9: Owners who have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

**Q10: What if an owner has additional questions or concerns?**

A10: 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

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 help 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 the vehicle's sun visor does not retain the closed stored position and slowly rotates downward.

While the majority of vehicles will not experience this condition, 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 Sun Visor 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.

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 have experienced 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/ownersupdate](http://www.Toyota.com/ownersupdate). 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 help ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage.

**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 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 the condition described?**

A4: If you experience this condition, please contact any authorized Toyota 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 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



## 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?





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| <b>DISTRIBUTE TO:</b><br><input checked="" type="checkbox"/> Service Manager<br><input checked="" type="checkbox"/> Warranty Administrator |  <b>TOYOTA</b><br><br><b>Warranty Policy Bulletin</b> | No.: POL15-01<br>Date: 06/22/15<br>Page: 1 of 2 |
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**SUBJECT: CUSTOMER SUPPORT PROGRAM (ZF1): WARRANTY ENHANCEMENT FOR SUN VISOR ASSEMBLIES ON CERTAIN 2010- 2013MY HIGHLANDER VEHICLES**

**Background**

Toyota has received some reports regarding sun visors in certain 2010 to 2013 model year Highlander vehicles. In these cases, the sun visor does not retain the closed stored position and slowly rotates downward.

**Applicability**

The Sun Visor Assembly is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Customer Support Program (CSP) to cover the replacement of the Sun Visor Assembly.

**Primary Coverage** offers the warranty enhancement until August 31, 2016 regardless of mileage.

After the Primary Coverage expires, the **Secondary Coverage** is applicable for **seven (7) years from the date of first use, regardless of mileage.**

Please verify VIN applicability for this CSP by checking TIS before completing any repairs.

***This Warranty Enhancement Program is subject to all the terms and conditions set forth in the Toyota New Vehicle Limited Warranty, as detailed in Toyota Warranty Policies 4.1 and 4.17. Please note that damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.***

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**Claim Submission**

| Claim Type     | Op. Code | Description                | Labor Time      |
|----------------|----------|----------------------------|-----------------|
| Repair Program | BHG16A   | Replace Sun Visor Assembly | 0.3 hr./vehicle |

**Notes:**

- If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **regular** warranty claim.
- If the vehicle requires a repair for the opposite side, a second claim should be submitted.

**Replacement Parts**

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

| Part Number    | Description    | Vanity Lamp | Trim Color | Qty | Condition (Case)                 | Applicable TSB                 |
|----------------|----------------|-------------|------------|-----|----------------------------------|--------------------------------|
| 04005-11348-B0 | Visor Assy, RH | Yes         | Gray       | 1   | Will Not Retain Desired Position | Repair Manual and T-SB-0029-15 |
| 04005-11348-E0 |                | Yes         | Sand Beige | 1   |                                  |                                |
| 04005-11448-B0 |                | No          | Gray       | 1   |                                  |                                |
| 04005-11448-E0 |                | No          | Sand Beige | 1   |                                  |                                |
| 04005-11148-B0 | Visor Assy, LH | Yes         | Gray       | 1   |                                  |                                |
| 04005-11148-E0 |                | Yes         | Sand Beige | 1   |                                  |                                |
| 04005-11248-B0 |                | No          | Gray       | 1   |                                  |                                |
| 04005-11248-E0 |                | No          | Sand Beige | 1   |                                  |                                |

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair or replacement of the Sun Visor Assembly 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.

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| <b>Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.</b> |
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