



Warranty Enhancement Program – 16R1
Certain 2013 through 2014 Toyota Camry Vehicles
Extension of Warranty Coverage for non-Toyota Seat Heaters

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

Subject: Warranty Enhancement Program 16R1
Certain 2013 through 2014 Toyota Camry Vehicles
Extension of Warranty Coverage for non-Toyota Seat Heaters

In our continuing efforts to help ensure the best in customer satisfaction, Gulf States Toyota (GST) is announcing a Warranty Enhancement Program to extend the warranty coverage for non-Toyota Seat Heaters on Certain 2013 through 2014 Toyota Camry Vehicles.

In these vehicles, GST has received some reports where the vehicle's non-Toyota seat heater may become inoperative over time.

Although the seat heater is covered by a limited Warranty for 3 years or 36,000 miles (whichever comes first), we at GST care about the customer's ownership experience. GST is now extending the warranty coverage for repairs related to the seat heater 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.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a coverage extension to the limited warranty for seat heaters that may become inoperative. If the condition is verified, the vehicle will be repaired with new seat heater components under the terms of this Warranty Enhancement Program.

The Warranty Enhancement Program is applicable for Five (5) 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 this warranty enhancement.

Owner Notification Mailing Date

The owner notification will commence in June, 2016. We have attached a sample owner letter for your reference.

Number and Identification of Covered Vehicles

There are approximately 8,775 certain 2013 to 2014 Model Year Camry vehicles covered by this Warranty Enhancement Program. The seat heaters were installed as an LIO option under GST P/N 00015-91248-50. A list that includes all vehicles involved in this program will be loaded onto TIS. Please verify eligibility before beginning repairs.

Claim Submission and Reimbursement Procedure

A Gulf States Toyota Port LIO warranty claim should be submitted, and must include the information contained in the chart below. Gulf States Toyota is asking all dealers to submit the warranty claim immediately after the remedy has been performed so that progression of campaign completion can be monitored closely.

	Driver Side Repaired	Passenger Side Repaired	Both Sides Repaired
Failed Part Number	00015-16R1F	00015-16R1F	00015-16R1F
Operation Code	16R1W1 (Driver Side)	16R1W3 (Passenger Side)	16R1W4 (Both Sides)
Replacement Part	00012-91448-51, 00012-91448-52, 00012-91548-21	00012-91448-51, 00012-91448-52, 00012-91548-21	00012-91448-51, 00012-91448-52, 00012-91548-21
SSC No.	16R1	16R1	16R1
Trouble Code	99	99	99
Condition	Left Seat Heater Elements Inoperative	Right Seat Heater Elements Inoperative	Left & Right Seat Heater Elements Inoperative
Cause	Customer Satisfaction	Customer Satisfaction	Customer Satisfaction
Remedy	RR Seat Heater Elements	RR Seat Heater Elements	RR Seat Heater Elements
Labor Time	1.0 hr.	1.0 hr.	2.0 hr.

* The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Only defective parts should be replaced. Claim reimbursement will not take place until the removed Seat Heater Elements are received at the GST Parts Distribution Center. Returned parts must be tagged with the LIO Warranty Claim form displaying the claim number and dealer code. Follow your normal LIO warranty parts return process.



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Technical Instructions / Procedures

Please refer to the ***Repair Manual for 2013 & 2014 Camry Seat Heater Kit 00015-91248-50*** available on the GST Portal for Technical Instructions on this repair. If either element (back or cushion) is diagnosed as inoperative, the Dealer is instructed to replace both elements on the affected seat using the part numbers listed in **Section 6. Parts Requirements and Ordering**.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

Parts Requirements and Ordering

The part number is listed in the table below and can be obtained from the GST regional PDC through your normal daily parts order. For dealers outside the GST Region, please call GST Accessory Technical Support at 1-800-444-1074 to obtain remedy parts.

Part #	Part Description	Number Required
00015-91448-51	Cushion Element	1
00015-91448-52	Back Element	1
00015-91548-21	Element Adapter Harness	2

Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER PARTS FOR STOCK.

Technician Training Requirements

The repair quality of covered vehicles is extremely important! To ensure that all vehicles have the repair performed correctly; technicians performing this safety recall repair are required to currently hold at least one of the following certification levels:

- Toyota Certified (Electrical)
- Toyota Expert (Electrical)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off

and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

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 Enhancement Program.

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.
Gulf States Toyota, Inc.



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BACKGROUND

In our continuing efforts to help ensure the best in customer satisfaction, Gulf States Toyota (GST) is announcing a Warranty Enhancement Program to extend the warranty coverage for non-Toyota Seat Heaters on Certain 2013 through 2014 Toyota Camry Vehicles.

Q1: What is the condition?

A1: In these vehicles, GST has received some reports where the vehicles non-Toyota seat heater may become inoperative over time.

Although the seat heater is covered by a limited Warranty for 3 years or 36,000 miles (whichever comes first), we at GST care about the customer's ownership experience. GST is now extending the warranty coverage for repairs related to the seat heater to address the condition described above.

Q2: What is Gulf States 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 June, 2016.

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 8,775 certain 2013 to 2014 Model Year Camry vehicles covered by this Warranty Enhancement Program.

Model	Model Year	Approx. UIO
Camry	Certain 2013 to 2014	8,775

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 coverage extension to the limited warranty for seat heaters that may become inoperative. If the condition is verified, the vehicle will be repaired with new seat heater components under the terms of this Warranty Enhancement Program.

The Warranty Enhancement Program is applicable for Five (5) 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 this warranty enhancement.

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

A5: The specific components covered by this warranty extensions are as follow:

Part #	Part Description	Number Required
00015-91248-51	Cushion Element	1
00015-91248-52	Back Element	1
00015-91248-21	Element Adapter Harness	2

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 the owner has **NOT** experienced this condition but would like to have the repair?

A7: This warranty enhancement program only applies to vehicles that exhibit the condition described above. If an owner has not experienced this condition, he/she is asked to ***please print this letter and insert in your Owner's 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 1 hour. 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 an owner has previously paid for the repairs on their vehicle?

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

Re: <VIN>

Dear Toyota Owner:

At Gulf States Toyota, Inc. (GST) we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, GST would like to advise you of an enhancement to the limited warranty for the non-Toyota seat heater installed by GST. GST has received some reports where the vehicle's non-Toyota seat heater may become inoperative over time.

While the majority of vehicles will not experience this condition, GST is offering the following New Vehicle Warranty Extension:

This Warranty Enhancement Program provides a coverage extension to the limited warranty for seat heaters that may become inoperative. If the condition is verified, the vehicle will be repaired with new seat heater components under the terms of this Warranty Enhancement Program.

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What should you do?

This warranty enhancement program only applies to vehicles that exhibit the condition described above. If an owner has not experienced this condition, he/she is asked to ***please print this letter and insert in your Owner's Warranty Information Booklet for future reference.***

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

If you have previously paid for repairs related to this condition, please mail the documents outlined on the attached Reimbursement Checklist to the following address for reimbursement consideration:

Gulf States Toyota, Inc.
Department 16R1
1375 Enclave Parkway
Houston, TX 77077

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

Sincerely,

Gulf States Toyota, Inc.

Gulf States Toyota, Inc.

Frequently Asked Questions

Q1: Is this a recall?

A1: No. This is not a recall. At Gulf States Toyota, Inc. (GST) we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, GST 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 print this letter and insert in your Owner's Warranty Information Booklet for future reference.***

Q3: Is the Warranty Enhancement Coverage transferrable 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 the diagnosis and if applicable, repair.

Q5: How long will the repair take?

A5: If the condition is present on the vehicle, the repair will take approximately 1 hour. However depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of 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?



Gulf States Toyota, Inc.
P.O. Box 442168
Houston, Texas 77244-2168

MR. SAMPLE A. SAMPLE
12345 SAMPLE STREET
ANYPLACE, USA 77551-1212

Re: <VIN>

Dear Toyota Owner:

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What should you do?

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

If you have previously paid for repairs related to this condition, please mail the documents outlined on the attached Reimbursement Checklist to the following address for reimbursement consideration:

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 - (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

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