

From: [Quality Compliance](#)
Subject: Customer Support Program (CSP) - ZG2/ZG3 - (Class Action Settlement for Corson v. Toyota Motor Sales, U.S.A., Inc) - Certain 2009-2010 Model Year Corolla Vehicles - Electric Power Steering System (Dealer)
Date: Thursday, June 30, 2016 3:35:38 PM
Attachments: [ZG2-ZG3 - TIS Package - Rem - \(Pub 6.30.16\).pdf](#)
[Toyota POL16-05 - Customer Support Program ZG2 and ZG3 - Corolla Electric Power Steering.pdf](#)

On April 6, 2016 a settlement of claims in a class action lawsuit involving certain 2009 and 2010 Toyota Corolla vehicles (excluding the XRS grade) equipped with an electric power steering system was approved.

Background:

The class action settlement relates to certain 2009 and 2010 Toyota Corolla vehicles (excluding the XRS grade) equipped with an electric power steering (EPS) system, which has been alleged to “cause vehicles to wander or drift from center at highway speeds and/or suddenly veer to one direction during normal use.” Toyota denies these allegations and believes the concerns raised in the lawsuit are about customer preference for on-center steering feel in the vehicles.

Toyota has determined that turning the page on this legal issue is in the best interests of the company and its employees, dealers and customers. In keeping with its core principles, Toyota has structured this agreement in ways that work to put customers first. This CSP was created as part of the implementation of the settlement.

CSP Coverage:

This CSP has three different categories of customer relief as follows:

- a) The no cost installation of a re-tuned electronic control unit ("Re-Tuned ECU") for eligible class members who would prefer an alternative on-center steering feel and from whom Toyota Motor Sales, U.S.A., Inc. has received a complaint about their Subject Vehicle's on-center steering feel;
- (b) A fifty (50) percent discounted installation of the Re-Tuned ECU for eligible class members who would prefer an alternative on-center steering feel; or
- (c) Reimbursement up to \$695.00 for eligible class members who already paid to have a Re-Tuned ECU installed in their Subject Vehicles.

Customers who opted in and are eligible for installation of the Re-Tuned ECU were provided a notification/voucher from the settlement administrator for either a 50% coverage (ZG3) or a 100% coverage (ZG2). **Customers eligible for this program must request service prior to April 6, 2017.**

Toyota has loaded VINs into the TIS vehicle inquiry system according to the following classification for ease of dealer identification.

Coverage Category	TIS Designation	Coverage	UIO
A	ZG2	100% Part and Labor	34
B	ZG3	50% Part and Labor	4,224

Important Notes:

- *The settlement does not cover additional costs associated with services such as vehicle alignment and such services are not required for settlement benefit eligibility.*
- *Customers are entitled to the original ECU removed from their vehicles, in the event they desire to have it re-installed at a future date. Discuss with customers if they would like to have the original ECU provided to them. If customers request re-installation of the original ECU, the cost of doing so is their responsibility.*

Please reference the attached Dealer Letter for additional details.

Thank you for your support.

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to provide the finest ownership experience.



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