
From: Quality Compliance
Sent: Tuesday, April 19, 2016 6:36 PM
Subject: Warranty Enhancement Program – ZG1 – Extension of Warranty Coverage for Brake Actuator Assembly on Certain 2006-2007 MY Highlander Hybrid and 2004-2009 MY Prius Vehicles (Dealer)
Attachments: ZG1 - Dealer Package (Published 4-19-2016).pdf; Toyota POL16-03 - Warranty Enhancement Program ZG1 - Brake Actuator Assembly.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Brake Actuator Assembly on certain 2006-2007 MY Highlander Hybrid and Certain 2004-2009 MY Prius Vehicles.

Background

In these vehicles, Toyota has received some reports where various brake system related warning lamps illuminate due to internal malfunctions of the Brake Actuator assembly.

Although the Brake Actuator 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 internal malfunctions of the Brake Actuator Assembly.

The following 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 enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Brake Actuator Assembly. The specific condition covered by this program are repairs related to an internal malfunction of the Brake Actuator Assembly. If the condition is verified, the vehicle will be repaired with a new Brake Actuator Assembly at **no charge** under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until December 31, 2017, regardless of mileage.
- After the Primary Coverage end, the **Secondary Coverage** is applicable for 10 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.

Dealer Notification

- Claim filing will be available starting on 4/20/2016

Owner Letter Mailing Date

Toyota will begin to notify owners in late April, 2016 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Number and Identification of covered Vehicles

There are approximately 736,000 Vehicles covered by this Warranty Enhancement Program.

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 Program.

Thank you for your cooperation.

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We are unified in our passion
to provide the finest ownership experience.



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