

March 1, 2017

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

Subject: Warranty Enhancement Program ZG4  
Certain 2008 – 2013 Model Year Highlander and Highlander Hybrid Vehicles  
Extension of Warranty Coverage for the Power Back Door

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 Power Back Door on certain 2008 – 2013 model year Highlander and Highlander Hybrid vehicles.

### **Background**

Certain 2008 – 2013 model year Highlander and Highlander Hybrid vehicles may exhibit a condition where the Power Back Door does not close properly. In some cases, the Power Back Door may reach the fully closed position and then reverse to the open position. In other cases, the Power Back Door closes, but produces a pop or clunk noise.

Although the Power Back Door is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to when the Power Back Door does not close properly as described above.

### **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides enhanced coverage to the vehicles "New Vehicle Limited Warranty" as it applies to the Power Back Door. The specific condition covered by this program is when the Power Back Door does not close properly as described above. If the condition is verified, the vehicle will be repaired with a new Power Back Door under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until October 25, 2018, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 8 years or 150,000 miles from the vehicle's date of first use, 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.*

### **Covered Vehicles**

Approximately 402,500 Highlander and Highlander Hybrid vehicles are covered by this Warranty Enhancement Program. Approximately 3,500 vehicles involved in this Warranty Enhancement Program were distributed to Puerto Rico.

Model Name	Model Year	Approximate UIO	Production Period
Highlander	2008 - 2013	352,900	Early March 2007 – Late November 2013
Highlander Hybrid		49,600	Mid-March 2007 – Late October 2013

**Owner Letter Mailing Date**

Toyota will begin to notify owners in March 2017, and owner letters will be mailed over several months. A sample of the owner letter has been included for your reference.

**Technician Training Requirements for Hatch Deformation Inspection ONLY**

All dealership technicians performing the hatch deformation inspection are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the inspection performed correctly; technicians performing this inspection are required to currently hold at least one of the following certification levels:

- Maintenance-Level technician or higher.

Always check which technicians can perform the inspection by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this inspection. Carefully review your resources, the technician skill level, and ability before assigning technicians to this inspection. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this inspection at all times.

The repair covered by this Warranty Enhancement Program will, in many cases, be sublet to a body shop. For this reason, Toyota has not created Technician Training Requirements for the repair covered by this Warranty Enhancement Program.

**Remedy Procedures**

Technical instructions for this warranty enhancement program can be found in T-SB-0191-17.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition, dealers should conduct appropriate diagnosis and order the applicable parts.

Dealers are requested to order all of the necessary parts for one repair using **ONE** Dealer Order Reference Number.

*Refer to Warranty Policy Bulletin POL17-04 for additional parts ordering information.*

*All Warranty Enhancement Program (WEP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.*

**Warranty Reimbursement Procedure**

Refer to the Warranty Policy Bulletin (Bulletin No. POL17-04) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Warranty Enhancement Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.



**Warranty Enhancement Program ZG4  
Certain 2008 – 2013 Model Year Highlander and Highlander Hybrid Vehicles  
Extension of Warranty Coverage for the Power Back Door**

**Frequently Asked Questions  
Published March 1, 2017**

**Q1: *What is the condition?***

A1: Certain 2008 – 2013 model year Highlander and Highlander Hybrid vehicles may exhibit a condition where the Power Back Door does not close properly. In some cases, the Power Back Door may reach the fully closed position and then reverse to the open position. In other cases, the Power Back Door closes, but produces a pop or clunk noise.

Although the Power Back Door is covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers’ ownership experience. Toyota is now extending the warranty coverage for repairs related to when the Power Back Door does not close properly as described above.

**Q2: *What is Toyota going to do?***

A2: Toyota will send (in phases consistent with parts availability and repair capacity) starting in March 2017, an owner notification by first class mail advising owners of this Warranty Enhancement Program.

If the owner experiences the condition described above, he/she should contact a local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the Power Back Door with a new one at **NO CHARGE** to the customer.

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

A3: There are approximately 402,500 Highlander and Highlander Hybrid vehicles covered by this Warranty Enhancement Program.

<b>Model Name</b>	<b>Model Year</b>	<b>Approximate UIO</b>	<b>Production Period</b>
Highlander	2008 - 2013	352,900	Early March 2007 – Late November 2013
Highlander Hybrid		49,600	Mid-March 2007 – Late October 2013

**Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program in the U.S.?***

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program.

**Q4: What are the details of this coverage?**

A4: This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Power Back Door. If the condition is verified, the vehicle will be repaired with a new Power Back Door under the terms of this Warranty Enhancement Program.

This Warranty Enhancement Program provides enhanced coverage to the vehicles "New Vehicle Limited Warranty" as it applies to the Power Back Door. The specific condition covered by this program is when the Power Back Door does not close properly as described above. If the condition is verified, the vehicle will be repaired with a new Power Back Door under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until October 25, 2018, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 8 years or 150,000 miles from the vehicle's date of first use, 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.*

**Q5: Which part(s) are covered by this Warranty Enhancement Program?**

A5: The following specific parts are covered by this Warranty Enhancement Program:

- Power Back Door Panel
- Power Back Door Stays
- Power Back Door Weather-strip
- Power Back Door Motor
- Power Back Door Hinges

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

A6: If an owner thinks that the condition described in this Warranty Enhancement Program is present, he/she should contact a local Toyota dealer for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the warranty extension, 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 Owner's Warranty Information Booklet for future reference.

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

A8: The repair takes approximately 10.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. In addition, the vehicle may need to be sent to another repair facility for body work as part of this repair. A rental vehicle will be provided for the total time necessary to complete the repair covered by this Warranty Enhancement Program.

**Q9: What if I previously paid for repairs related to this Warranty Enhancement Program?**

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10: How does Toyota obtain my mailing information?**

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q11: What if I have additional questions or concerns?**

A11: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

**WARRANTY ENHANCEMENT NOTIFICATION – ZG4**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty.

Certain 2008 – 2013 model year Highlander and Highlander Hybrid vehicles may exhibit a condition where the Power Back Door does not close properly. In some cases, the Power Back Door may reach the fully closed position and then reverse to the open position. In other cases, the Power Back Door closes, but produces a pop or clunk noise. While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Enhancement:

**Warranty Enhancement Program Details**

Certain 2008 – 2013 model year Highlander and Highlander Hybrid vehicles may exhibit a condition where the Power Back Door does not close properly. In some cases, the Power Back Door may reach the fully closed position and then reverse to the open position. In other cases, the Power Back Door closes, but produces a pop or clunk noise.

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Power Back Door. The specific condition covered by this program is when the Power Back Door does not close properly as described above. If the condition is verified, the vehicle will be repaired with a new Power Back Door under the terms of this Warranty Enhancement Program.\*

- The **Primary Coverage** offers warranty enhancement until October 25, 2018, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 8 years or 150,000 miles from the vehicle's date of first use, whichever occurs first.

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.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

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, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

**WARRANTY ENHANCEMENT PROGRAM  
FREQUENTLY ASKED QUESTIONS**

**ZG4**

**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 10.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. In addition, the vehicle may need to be sent to another repair facility for body work as part of this repair. A rental vehicle will be provided for the time necessary to complete the repair covered by this Warranty Enhancement Program.

**Q6: *What if I have additional questions or concerns?***

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.