
From: Quality Compliance
Sent: Thursday, March 02, 2017 5:00 PM
Subject: Warranty Enhancement Program – ZG7 for Certain 2003-2009 Model Year 4Runner Vehicles - Extension of Warranty Coverage for Broken Rear Hatch Glass (Dealer)
Attachments: ZG7 -TIS Package - Published 3-2-2017.pdf; Toyota POL17-03 - Warranty Enhancement Program ZG7.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 Broken Rear Hatch Glass on Certain 2003-2009 Model Year 4Runner Vehicles.

Background

Toyota has received a number of reports where the vehicles rear hatch glass broke during defroster operation.

Although the rear hatch glass 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 customer’s ownership experience. Toyota is now extending the warranty coverage for repairs related to Broken Rear Hatch Glass during defroster operation.

Covered Vehicles

There are approximately 602,700 certain 2003-2009 Model Year 4Runner vehicles covered by this Warranty Enhancement Program. There are approximately 6,000 Puerto Rico Vehicles involved in this Warranty Enhancement Program.

Model Name	Model Year	Production Period
4Runner	Certain 2003-2009	Mid-May 2002 through Mid-August, 2009

Warranty Enhancement Program Details

This Warranty Enhancement Program provides enhanced coverage to the vehicle’s “New Vehicle Limited Warranty” as it applies to the Rear Hatch Glass. The specific condition covered by this program is broken Rear Hatch Glass during defroster operation. If the condition is verified, the vehicle will be repaired with new Rear Hatch Glass at **no charge** under the terms of this Warranty Enhancement Program*.

- The **Primary Coverage** offers warranty enhancement until April 30, 2018, regardless of mileage.
- After the Primary Coverage ends, the **Secondary Coverage** is applicable for 9 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.

Please reference the attachments for additional details.

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



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