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| DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator |  TOYOTA Warranty Policy Bulletin | No.: POL17-03 Date: 03/02/2017 Page: 1 of 3 |
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZG7):
WARRANTY EXTENSION FOR BROKEN REAR HATCH
GLASS ON CERTAIN 2003-2009 MY 4RUNNER VEHICLES**

Background

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

Applicability

The Rear Hatch Glass is covered by Toyota’s New Vehicle Limited Warranty* for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to broken rear hatch glass during defroster operation.

Primary Coverage offers Warranty Enhancement until **April 30, 2018, regardless of mileage.**

After the Primary Coverage expires, the **Secondary Coverage** is applicable for **nine (9) years from the date-of-first use, with no mileage limitation.**

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this Warranty Enhancement by checking Technical Information System (TIS) before completing any repairs.

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, “Warranty Solicitation.” Non-compliance of this policy may result in a claim debit.

**This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled” is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.17, “What Is Not Covered by the Toyota New Vehicle Limited Warranty”.*

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "SC17A - Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Any Specialty
- Expert Any Specialty
- Master or Master Diagnostic Technician (MDT)

Claims for repairs that were performed by non-qualified technicians are subject to debit.

Claim Submission

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** Warranty claim.

| Claim Type | Opcode | OFF | Description | Labor Time |
|----------------|--------|----------------------------------|-------------------------|-----------------|
| Repair Program | CHG24A | 68150-35260 or 68150-35270 | Replace back door glass | 0.9 hr./vehicle |

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

| Part Number | Description | Quantity |
|-------------|-----------------------------------|----------|
| 68150-35400 | GLASS – TINTED | 1 |
| 68150-35410 | GLASS – NON TINTED | 1 |
| 67848-35020 | COVER, BACK DOOR SERVICE HOLE, LH | 1 |

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Replacement Parts (Continued)

As needed parts are the following:

| Part Number | Description | Quantity |
|-------------|---|-----------|
| | BUTYL TAPE – 3M RIBBON SEAL OR EQUIVALENT | As needed |
| 90467-A0005 | CLIP | As needed |

Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0189-17, please refer to TIS for additional information.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership 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**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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