TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM Published March 23, 2015

To: All Toyota Region General Managers / Vice Presidents

From: Bob Waltz
Group Vice-President, Product Quality and Service Support

Subject: Warranty Enhancement Program ZG8
Certain 2012 - 2013 Model Year iQ
Extension of Warranty Coverage for Rough Idle

Specific information for Region support is provided below.

Condition
In these vehicles, Toyota has received some reports where vehicles may exhibit a combination of abnormal engine noise and rough idle.

Although the engine is covered by "Toyota's New Vehicle Limited Warranty" for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to engine noise and rough idle condition caused by internal carbon deposit in the combustion chambers.

Dealer Notification
The attached dealer letter will be sent to all Toyota dealers on March 23, 2017.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

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