
From: Quality Compliance
Sent: Thursday, March 23, 2017 4:14 PM

Cc: Warranty Enhancement Program ZG8 - Certain 2012 - 2013 Model Year iQ - Extension of Warranty Coverage for Rough Idle (Dealer)
ZG8-Dealer Package-Published 3.23.2017.pdf; Toyota POL17-05 - Warranty

Subject:

Attachments: Enhancement Program ZG8 - Rough Idle FINAL 3-....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 certain 2012 – 2013 model year Scion iQ vehicles that exhibit a rough idle and abnormal noise condition caused by internal carbon deposit in the combustion chambers.

Background

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.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Covered Vehicles:

There are approximately 11,500 vehicles covered by this Warranty Enhancement Program. Also note that approximately 250 vehicles covered by this Warranty Enhancement Program were distributed to Puerto Rico.

| Model Name | Model Year | Production Period |
|------------|------------|----------------------------------|
| iQ | 2012-2013 | Mid-May 2011 – Mid-December 2012 |

Warranty Enhancement Program Details:

This Warranty Enhancement Program provides enhanced coverage to the vehicle’s “New Vehicle Limited Warranty” as it applies to the engine. The specific condition covered by this program are repairs related to internal carbon deposits in the combustion chambers. If the condition is verified, for the enhanced term, the vehicle will be repaired with a new cylinder head cover, and the combustion chambers will be cleaned.

- ***The coverage offers warranty enhancement 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.

Thank you for your support,

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We are unified in our passion
to provide the finest ownership experier



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