

From: Quality Compliance
Sent: Wednesday, April 26, 2017 5:32 PM
Subject: Warranty Enhancement Program ZH3 - Certain 2008 - 2015 Model Year Sequoia Vehicles and Certain 2007 - 2015 Model Year Tundra Vehicles - Extension of Warranty Coverage for the Outside Door Handles (Internal)
Attachments: ZH3-Dealer Letter-Published 4.26.2017.pdf; ZH3-Region Letter-Published 4.26.2017.pdf; POL17-07-Warranty Enhancement Program ZH3-Published 4.26.2017.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 the outside door handles on certain 2008 – 2015 model year Sequoia Vehicles and certain 2007 – 2015 model year Tundra vehicles.

Background

Toyota has received a number of reports regarding the outside door handles on certain 2008 – 2015 model year Sequoia vehicles and on certain 2007 – 2015 model year Tundra vehicles. In these reports, customers have indicated that one or more of the outside door handles exhibited an abnormal feeling, dragging, or sticking when used.

Although the outside door handles are 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 one or more of the outside door handles exhibits an abnormal feeling, dragging, or sticking when used.

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

Covered Vehicles

Approximately 1,082,500 vehicles are covered by this Warranty Enhancement Program. Approximately 1,900 vehicles covered by this Warranty Enhancement Program were distributed to Puerto Rico.

Model Name	Model Year	Approximate UIO	Production Period
Sequoia	2008 – 2015	119,300	Early November 2007 – Early April 2015
Tundra	2007 - 2015	963,200	Late October 2006 - Early April 2015

Warranty Enhancement Program Details

This Warranty Enhancement Program provides additional coverage for the inner component of any of the vehicle’s outside door handles beyond the vehicle’s original “New Vehicle Limited Warranty.” The specific condition covered by this program is when any of the outside door handles exhibits an abnormal feeling, dragging, or sticking when used. If the condition is verified, in any of the outside door handles, the inner component of the affected outside door handle(s) will be replaced with a new one under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until October 9, 2018 regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 7 years from the vehicle’s date of first use, regardless of mileage.

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 Program.

Please reference the attachments for additional details.

Dealers will be notified on April 26, 2017 at approximately 4:00 p.m. Pacific Time.

Thank you for your support,

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



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