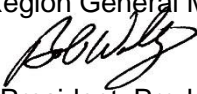


INTEROFFICE MEMORANDUM

Published April 26, 2017

To: All Toyota Region General Managers / Vice Presidents

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

Subject: Warranty Enhancement Program ZH3
Certain 2008 – 2015 Model Year Sequoia Vehicles
Certain 2007 – 2015 Model Year Tundra Vehicles
Extension of Warranty Coverage for the Outside Door Handles

Specific information for Region support is provided below.

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.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers on April 26, 2017 at approximately 4:00 p.m. Pacific Time.

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.