

April 26, 2017

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

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

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.

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.

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

Owner Notification Letter Mailing Date

Toyota will begin to notify owners in May 2017, and owner notification letters will be mailed over several months. A sample of the owner notification letter has been included for your reference.

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 "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 Level Technician (Any specialty)
- Expert Level Technician (Any specialty)
- Master Level Technician
- Master Diagnostic Technician

Always check which technicians can perform this repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Technical instructions for this Warranty Enhancement Program can be found in T-SB-0202-17.

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As this is an extension of the warranty, most customers will only request reimbursement from Toyota for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL17-07 for additional parts ordering information.

All Warranty Enhancement Program (WEP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Warranty Reimbursement Procedure

Refer to the Warranty Policy Bulletin POL17-07 for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner notification letter.

Media Contacts

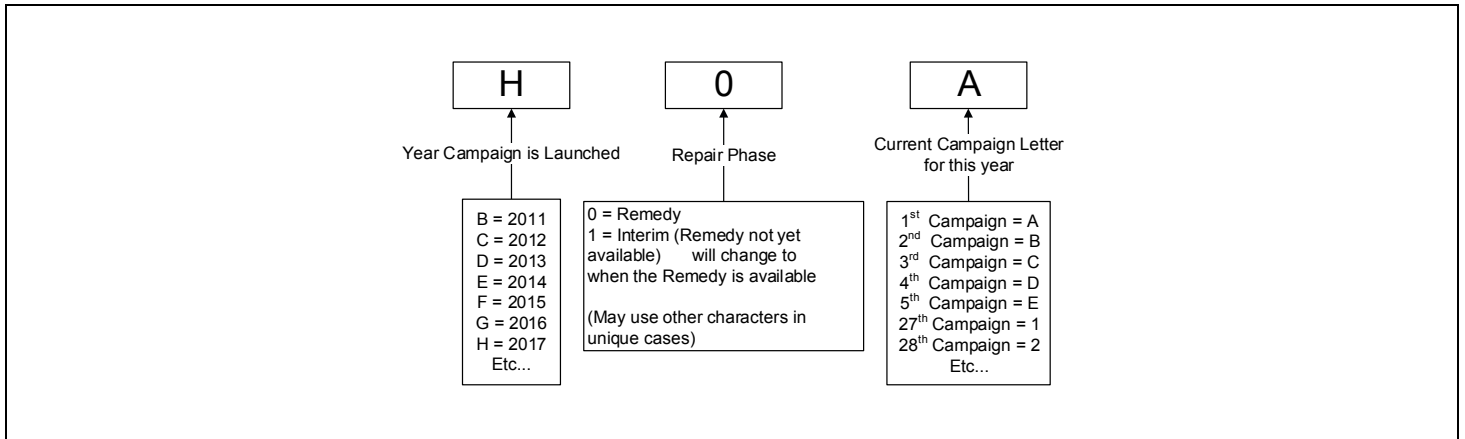
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Warranty Enhancement Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 H0A = Launched in 2017, Remedy Phase, 1st Campaign Launched in 2017.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Warranty Enhancement Program.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



**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**

**Frequently Asked Questions
Published April 26, 2017**

Q1: *What is the condition?*

A1: 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.

Q2: *What is Toyota going to do?*

A2: Toyota will send (in phases consistent with parts availability and repair capacity) starting in May 2017, an owner notification letter by first class mail advising owners of this Warranty Enhancement Program.

If the owner experiences the condition described above, he/she should contact a local authorized Toyota dealership for diagnosis. 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 at **NO CHARGE** to the customer.

Q3: *Which and how many vehicles are covered by this Warranty Enhancement Program?*

A3: 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

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program.

Q4: What are the details of this coverage?

A4: This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the outside door handles. 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.

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.

Q5: Which part is covered by this Warranty Enhancement Program?

A5: The inner component of the outside door handles affected by this condition are covered by this Warranty Enhancement Program. **Note:** The outer covers of the outside door handles are not covered by this Warranty Enhancement Program and will be reused as part of the repair covered by this Warranty Enhancement Program.

Q6: What should an owner do if experiencing this condition?

A6: If an owner thinks that he/she has experienced the condition described in this Warranty Enhancement Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the Warranty Enhancement Program, the repair will be performed at **NO CHARGE**.

Q7: What if an owner HAS NOT experienced this condition but would like to have the repair completed?

A7: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to apply the warranty enhancement notification sticker to the Owner's Warranty Information Booklet for future reference.

Q8: How long will the repair take?

A8: Depending upon the number of outside door handles determined to be affected by the condition, the repair could take as long as one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q9: What if I previously paid for repairs related to this Warranty Enhancement Program?

A9: Reimbursement consideration instructions will be provided in the owner notification letter.

Q10: How does Toyota obtain my mailing information?

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q11: What if I have additional questions or concerns?

A11: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

WARRANTY ENHANCEMENT NOTIFICATION – ZH3

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty.

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. While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Extension:

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.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your 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 see your Toyota dealer for additional details.

VIN# _____

Date of First Use _____

Peel and Stick
Label onto the
Owner's Warranty
Information Booklet

What should you do?

Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.

If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

If you would like to update your vehicle ownership or contact information, please go to www.Toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information 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

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

**WARRANTY ENHANCEMENT PROGRAM
FREQUENTLY ASKED QUESTIONS**

ZH3

Q1: *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage.

Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

Q3: *Which part is covered by this Warranty Enhancement Program?*

A3: The inner component of the outside door handles affected by this condition are covered by this Warranty Enhancement Program. **Note:** The outer covers of the outside door handles are not covered by this Warranty Enhancement Program and will be reused as part of the repair covered by this Warranty Enhancement Program.

Q4: *Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?*

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q5: *What should I do if my vehicle has the condition described?*

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q6: *How long will the repair take?*

A6: Depending upon the number of outside door handles determined to be affected by the condition, the repair could take as long as 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q7: *What if I have additional questions or concerns?*

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.