


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL17-07 Date: 04/26/2017 Page: 1 of 3 <b>REVISED 10/5/2017</b>
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZH3):  
WARRANTY EXTENSION FOR OUTSIDE DOOR HANDLES  
ON CERTAIN 2008–2015 MY SEQUOIA VEHICLES AND  
CERTAIN 2007-2015 MY 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.

**Applicability**

The outside door handles are covered by Toyota's New Vehicle Limited Warranty\* for 3 years or 36,000 miles (whichever occurs first). However, Toyota is now extending the warranty coverage for repairs related when one or more of the outside door handles exhibits an abnormal feeling, dragging, or sticking when used.

**Primary Coverage** offers the Warranty Enhancement until October 9, 2018, regardless of mileage.

After the Primary Coverage ends, the **Secondary Coverage is applicable for seven (7) years from the date-of-first use, with no mileage limitation.**

Verify VIN applicability for this Warranty Enhancement by checking TIS (Technical Information System) before completing any repairs.

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

***\*This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty".***

**Covered Vehicles**

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

**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

Claims for repairs that were performed by non-qualified technicians are subject to debit.

**Claim Submission**

Claim Type	Opcode	Description	Labor Time
Repair Program	CHG39A	R&R outside door handle No.2, 1 Door	0.2 hr./vehicle
	CHG39B	R&R outside door handle No.2, 2 Doors	0.3 hr./vehicle
	CHG39C	R&R outside door handle No.2, 3 Doors	0.4 hr./vehicle
	CHG39D	R&R outside door handle No.2, 4 Doors	0.5 hr./vehicle

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

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**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

Model	Part Number	Description	Quantity
Sequoia & Tundra	69214-0C010	Handle Assy, Door, Outside RH	1 per affected outside door handle

**Technical Instructions (Repair Procedures)**

For Sequoia and Tundra, technical instructions can be found in T-SB-0202-17. Please refer to TIS for additional information.

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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