

◄ IMPORTANT UPDATE ►

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
September 11, 2018	A watermark has been added to the Dealer Letter to indicate that ZTR expired on September 10, 2018

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



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

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

Subject: Customer Support Program (CSP) – ZTR Certain 2008 to 2010 Model Year Avalon Vehicles Extension of Warranty Coverage for High Beam/DRL Bulbs

In our continuing efforts to assure the best in customer satisfaction, Toyota is announcing a Customer Support Program (CSP) to extend the warranty coverage on the High Beam/DRL Bulbs of certain 2008 to 2010 model year (MY) Avalon vehicles.

Background

The High Beam and Daytime Running Light (DRL) in the Avalon operate on the same bulb. Toyota has received reports from customers that in some cases a High Beam/DRL Bulb would become inoperative earlier than expected in certain 2008 to 2010 Model Year Avalon Vehicles.

It is important to note that the High Beam/DRL Bulbs are separate from the Head Lights (Low Beams). Therefore, this condition does not impact the ability to continue to use the regular (Low Beam) head lights in the event a High Beam/DRL Bulb was to become inoperative.

Although the High Beam/DRL Bulbs are normally covered by Toyota's New Vehicle Limited Warranty* for 3 years or 36,000 miles, whichever comes first, we at Toyota care about the customers overall experience with the Avalon. To further assure them that we stand behind the product, we are offering an enhancement of the warranty coverage on this vehicle for inoperative High Beam/DRL Bulbs.

*Please see the Owner's Warranty Information Booklet for details.

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

1. Owner Notification Letter Mailing Date

The owner notification will commence in late October, 2011. We have attached a sample owner letter for your reference.

2. <u>CSP Coverage Details</u>

This warranty enhancement applies for 72,000 miles or 5 years from the date of first use, whichever occurs first, and provides the following enhanced coverage:

If the vehicle's High Beam/DRL bulb(s) becomes inoperative during the warranty extension coverage, any authorized Toyota dealer will replace the driver and passenger bulb housing assemblies. The new assemblies contain a different type of bulb.

This offer is subject to the same conditions and limitations set forth in the New Vehicle Limited Warranty section of the Owner's Warranty Information booklet, with the exception of the enhanced warranty coverage for the High Beam/DRL Bulb(s) described above.

Please note that damage incurred from abuse, a crash, vandalism, or other similar events is not covered by Toyota's New Vehicle Limited Warranty or this Warranty Enhancement.

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3. <u>Number and Identification of Covered Vehicles</u>

There are approximately 98,000 Avalon vehicles (Certain 2008 to 2010 Model Year) covered by this High Beam/DRL Bulb Warranty Enhancement.

Please refer to Warranty Policy Bulletin (Bulletin No. POL11-04) for identification of vehicles covered by this CSP.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL11-04) for warranty claim processing instructions.

5. <u>Technical Instructions/Procedures</u>

Please refer to T-SB-0044-10 for Technical Instructions and repair information.

6. Parts Ordering

As this is a Warranty Extension most customers will only request reimbursement from TMS for past replacements, dealers should not increase their stock of headlight assemblies. As always, if a customer experiences a High Beam/DRL Bulb failure, have the dealer order the applicable parts. This warranty extension coverage is limited to the following:

• Driver and Passenger Bulb Housing Assemblies (bulbs included)

Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK.** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

7. <u>Customer Reimbursement</u>

Please refer to the attached owner letter for reimbursement consideration instructions.

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 CSP.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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

ΤΟΥΟΤΑ

Customer Support Program (CSP) - ZTR Certain 2008 to 2010 Model Year Avalon Vehicles Extension of Warranty Coverage for High Beam/DRL Bulbs

BACKGROUND

In our continuing efforts to assure the best in customer satisfaction, Toyota is announcing a Customer Support Program (CSP) to extend the warranty coverage on the High Beam/DRL Bulbs of certain 2008 to 2010 model year (MY) Avalon vehicles.

Q1: What is the condition?

A1: The High Beam and Daytime Running Light (DRL) in the Avalon operate on the same bulb. Toyota has received reports from customers that in some cases a High Beam/DRL Bulb would become inoperative earlier than expected in certain 2008 to 2010 Model Year Avalon Vehicles.

It is important to note that the High Beam/DRL Bulbs are separate from the Head Lights (Low Beams). Therefore, this condition does not impact the ability to continue to use the regular (Low Beam) head lights in the event a High Beam/DRL Bulb was to become inoperative.

Although the High Beam/DRL Bulbs are normally covered by Toyota's New Vehicle Limited Warranty* for 3 years or 36,000 miles, whichever comes first, we at Toyota care about the customers overall experience with the Avalon. To further assure them that we stand behind the product, we are offering an enhancement of the warranty coverage on this vehicle for inoperative High Beam/DRL Bulbs.

*Please see the Owner's Warranty Information Booklet for details.

Q2: What is Toyota going to do?

- A2: This warranty enhancement applies for 72,000 miles or 5 years from the date of first use, whichever occurs first, and provides the following enhanced coverage:
 - If the vehicle's High Beam/DRL bulb(s) becomes inoperative during the warranty extension coverage, any authorized Toyota dealer will replace the driver and passenger bulb housing assemblies. The new assemblies contain a different type of bulb.

Owners of certain 2008 to 2010 Model Year Avalon vehicles covered by this CSP will receive an Owner Letter via first class mail starting in Mid-October, 2011. Owners will be advised of the CSP coverage and in the event they encounter this condition before 72,000 miles or within 5 years from the vehicles date of first use, whichever comes first, to contact a Toyota dealership for diagnosis and repair. The repair will be conducted in accordance with the terms of the Warranty Extension (CSP).

Q3: Which vehicles are covered by this CSP?

Q4:

A3: There are approximately 98,000 certain 2008 to 2010 Model Year Avalon vehicles covered by this CSP.

	Model	WMI	MY	VIN Range	
				VDS	UIO
S	Avalon	4T1	2008	BK36B	61,762
			2009	BK36B	21,847
			2010	BK3DB	14,291

What is the production period of the vehicles covered by this CSP?

A4: The covered Toyota Avalon vehicles were produced from early February, 2007 through early March, 2010.

Q5: Are there any other Toyota, Lexus or Scion vehicles covered by this CSP?

A5: No. This specific condition only affects certain 2008 to 2010 Model Year Avalon vehicles.

Q6: What are the details of this coverage?

- A6: This warranty extension is available for 72,000 miles or 5 years from the vehicles date of first use, whichever occurs first, for inoperative High Beam/DRL Bulbs. The specific component(s) covered by this warranty extension are as follows:
 - Driver and Passenger Bulb Housing Assemblies (bulbs included)

Please note that damage incurred from abuse, a crash, vandalism, or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.

Q7: How long will the repair take?

A7: The repair will take approximately 1 hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: What should an owner do if they experience an inoperative High Beam/DRL Bulb condition?

A8: Please have the customer contact their local Toyota dealer for appropriate diagnosis and repair. If the High Beam/DRL Bulb condition is accordance with the terms of this CSP the repair will be performed at **NO CHARGE**.

Q9: What was changed to prevent this condition from re-occurring?

A9: Toyota has changed the bulb housing shape and the bulb type.

<u>Q10: What if a customer has previously paid for repairs on their vehicle?</u>

A10: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q11: What if an owner has additional questions or concerns?

A11: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Enday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

Certain 2008 to 2010 Model Year Avalon Vehicles Warranty Enhancement Notice for High Beam/DRL Bulbs

Re: <MY> <Avalon> <VIN>

Dear Avalon Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an enhancement to portions of your Avalon's New Vehicle Limited Warranty.

Toyota cares about our customers

The High Beam and Daytime Running Light (DRL) in your Avalon operate on the same bulb. Toyota has received reports from customers that in some cases a High Beam/DRL Bulb would become inoperative earlier than expected.

It is important to note that the High Beam/DRL Bulbs are separate from your Head Lights (Low Beams). Therefore, this condition does not impact your ability to continue to use your regular (Low Beam) head lights in the event a High Beam/DRL Bulb was to become inoperative.

Although the High Beam/DRL Bulbs are normally covered by Toyota's New Vehicle Limited Warranty* for 3 years or 36,000 miles, whichever comes first, we at Toyota care about your overall experience with the Avalon. To further assure you that we stand behind our product, we are offering an enhancement of the warranty coverage on your vehicle for inoperative High Beam/DRL Bulbs. *Please see your Owner's Warranty Information Booklet for details.

Warranty Enhancement

This warranty enhancement applies for 72,000 miles or 5 years from the date of first use, whichever occurs first, and provides the following enhanced coverage:

• If the vehicle's High Beam/DRL Bulb(s) becomes inoperative during the warranty extension coverage, any authorized Toyota dealer will replace the driver and passenger bulb housing assemblies. The new assemblies contain a different type of bulb.

This offer is subject to the same conditions and limitations set forth in the New Vehicle Limited Warranty section of the Owner's Warranty Information booklet, with the exception of the enhanced warranty coverage for the High Beam/DRL Bulb(s) described above.

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

Please note that damage incurred from abuse, a crash, vandalism, or other similar events is not covered by Toyota's New Vehicle Limited Warranty or this Warranty Enhancement.

What should you do?

If you have not experienced this condition, please insert this letter into your Avalon's Owners Warranty Information booklet for future reference.

In the event that you experience the condition described above related to your Avalon's Headlight High Beam/DRL Bulbs within 5 years from the vehicle's date of first use or before 72,000 miles, whichever occurs first, contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

The repair will take approximately 1 hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

What if you have previously paid for repairs or replacement of your vehicles High Beam/DRL Bulb(s) and/or Bulb Housing Assemblies for this condition?

If you have previously paid for the repair or replacement of the High Beam/DRL Bulb(s) and/or Bulb Housing Assembly to address the condition which is described in this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc. Toyota Customer Experience, WC 10 19001 South Western Avenue Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

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