



March 2, 2017

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

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

Subject: Warranty Enhancement Program – ZG7
Certain 2003-2009 Model Year 4Runner Vehicles
Extension of Warranty Coverage for Broken Rear Hatch Glass

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for Broken Rear Hatch Glass on Certain 2003-2009 Model Year 4Runner Vehicles.

Background

Toyota has received a number of reports where the vehicles rear hatch glass broke during defroster operation.

Although the rear hatch glass is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customer's ownership experience. Toyota is now extending the warranty coverage for repairs related to Broken Rear Hatch Glass during defroster operation.

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 enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Rear Hatch Glass. The specific condition covered by this program is broken Rear Hatch Glass during defroster operation. If the condition is verified, the vehicle will be repaired with new Rear Hatch Glass at **no charge** under the terms of this Warranty Enhancement Program*.

- The **Primary Coverage** offers warranty enhancement until April 30, 2018, regardless of mileage.
- After the Primary Coverage ends, the **Secondary Coverage** is applicable for 9 years from the date of first use with no mileage limitation.

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.

Covered Vehicles

There are approximately 602,700 certain 2003-2009 Model Year 4Runner vehicles covered by this Warranty Enhancement Program. There are approximately 6,000 Puerto Rico Vehicles involved in this Warranty Enhancement Program.

Model Name	Model Year	Production Period
4Runner	Certain 2003-2009	Mid-May 2002 through Mid-August, 2009

Owner Letter Mailing Date

Toyota will begin to notify owners in early March, 2017 and 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 Any Specialty
- Expert Any Specialty
- Master or Master Diagnostic Technician (MDT)

Always check which technicians can perform the recall remedy 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 extension program can be found in [T-SB-0189-17](#).

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 TMS 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 POL17-03 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 ([Bulletin No. POL17-03](#)) 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 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 associates.

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

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 Extension Program.

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.



Warranty Enhancement Program – ZG7
Certain 2003-2009 Model Year 4Runner Vehicles
Extension of Warranty Coverage for Broken Rear Hatch Glass

Frequently Asked Questions
Published March 2, 2017

Q1: What is the condition?

A1: Toyota has received a number of reports where the vehicle's rear hatch glass broke during defroster operation.

Although the rear hatch glass is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customer's ownership experience. Toyota is now extending the warranty coverage for repairs related to Broken Rear Hatch Glass during defroster operation.

Q2: What is Toyota going to do?

A2: Toyota will send (in phases consistent with parts availability and repair capacity) starting in early March, 2017, an owner notification 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, the dealer will replace the Rear Hatch Glass at **NO CHARGE** to the customer.]

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

A3: There are approximately 602,700 certain 2003-2009 Model Year 4Runner vehicles covered by this Warranty Enhancement Program. There are approximately 6,000 Puerto Rico Vehicles involved in this Warranty Enhancement Program.

Model Name	Model Year	Production Period
4Runner	Certain 2003-2009	Mid-May 2002 through Mid-August, 2009

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 Rear Hatch Glass. The specific condition covered by this program is broken Rear Hatch Glass during defroster operation. If the condition is verified, the vehicle will be repaired with new Rear Hatch Glass at no charge under the terms of this Warranty Enhancement Program*.

- The **Primary Coverage** offers warranty enhancement until April 30, 2018, regardless of mileage.
- After the Primary Coverage ends, the **Secondary Coverage** is applicable for 9 years from the date of first use with no mileage limitation.

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.

Q5: Which part(s) are covered by this Warranty Enhancement Program?

A5: The specific component covered by this warranty extension is as follows:

- Rear Hatch Glass

Q6: What should an owner do if they experience this condition?

A6: If an owner thinks that the condition described in this Warranty Enhancement Program has occurred, he/she should contact a local Toyota dealer for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the warranty extension, 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 Owners Warranty Information Booklet for future reference.

Q8: How will Toyota determine the cause of the broken rear hatch glass?

A8: The dealership will follow an inspection that is outlined in a technical service bulletin that identifies how to determine if the rear hatch glass broke due to defroster operation. Rear hatch glass that is broken due to other factors such as rock chips or impact damage will not be covered by this Warranty Enhancement Program.

Q9: The original Rear Hatch Glass that was in my vehicle which broke was tinted; will Toyota apply tint to the replacement Rear Hatch Glass?

A9: If the Rear Hatch Glass was factory tinted from Toyota, it will be replaced with a factory tinted replacement. If the vehicle had Rear Glass that was not factory tinted, the glass will be replaced with a non-tinted replacement. Re-tinting will not be covered by Toyota under this Warranty Enhancement Program.

Note: The factory tinted glass is a green color tint.

Q10: How long will the repair take?

A10: The repair takes 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.

Q11: What if I previously paid for repairs related to this Warranty Enhancement Program?

A11: Reimbursement consideration instructions will be provided in the owner letter.

Q12: How does Toyota obtain my mailing information?

A12: 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.

Q13: What if I have additional questions or concerns?

A13: 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.



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WARRANTY ENHANCEMENT NOTIFICATION – ZG7

[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 where the vehicles rear hatch glass broke during defroster operation. 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 enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Rear Hatch Glass. The specific condition covered by this program is broken Rear Hatch Glass during defroster operation. If the condition is verified, the vehicle will be repaired with new Rear Hatch Glass under the terms of this Warranty Enhancement Program*.

- The **Primary Coverage** offers warranty enhancement until April 30, 2018, regardless of mileage.
- After the Primary Coverage ends, the **Secondary Coverage** is applicable for 9 years from the date of first use with no mileage limitation.

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.

*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.

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.

SAMPLE

WARRANTY ENHANCEMENT PROGRAM FREQUENTLY ASKED QUESTIONS
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ZG7

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

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: What should I do if my vehicle has the condition described?

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. There is no need for you to clean the broken glass before visiting the dealership; clean-up of the glass will be performed by the Toyota dealer.

Q5: How will Toyota determine the cause of the broken rear hatch glass?

A5: The dealership will follow an inspection that is outlined in a technical service bulletin that identifies how to determine if the rear hatch glass broke due to defroster operation. Rear hatch glass that is broken due to other factors such as rock chips or impact damage will not be covered by this Warranty Enhancement Program.

Q6: The original Rear Hatch Glass that was in my vehicle which shattered was tinted; will Toyota apply tint to the replacement Rear Hatch Glass?

A6: If the Rear Hatch Glass was factory tinted from Toyota, it will be replaced with a factory tinted replacement. If the vehicle had Rear Glass that was not factory tinted, the glass will be replaced with a non-tinted replacement. Re-tinting will not be covered by Toyota under this Warranty Enhancement Program.

Note: The factory tinted glass is a green color tint.

Q7: How long will the repair take?

A7: If the condition is present on your vehicle, 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 if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time