

# CSC-10056082-5556

WARRANTY ENHANCEMENT NOTIFICATION – ZTZ

Re: <VIN>

Dear Toyota Tacoma 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 Tacoma New Vehicle Limited Warranty. Toyota has received some reports where the inner Daytime Running Light/Turn Signal lens becomes distorted and bubbled in appearance, in addition the inner lens may appear cracked or separated.

**Important Note:** *This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally this program does not address conditions related to the outer headlamp lens.*

**While the majority of vehicles will not experience this condition,** to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

## What should you do?

**Please apply the sticker below to your Owner's Warranty Information booklet for future reference; if you have not experienced this condition there is no action necessary at this time.**

### Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage to your vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Light/Turn Signal lens.\*

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

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

This offer 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, with the exception of the warranty enhancement coverage for this specific condition. 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

If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. At this time Toyota has a limited number of parts available to support vehicle repairs. It may be necessary for you to return to the dealer at a later date once sufficient quantities become available; we apologize for any inconvenience this may cause.

If you would like to update your vehicle ownership or contact information, please go to [www.Toyota.com/#login](http://www.Toyota.com/#login). 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 proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, USA, Inc.  
Toyota Customer Experience WC10  
19001 South Western Avenue  
Torrance, CA 90509

\*Please refer to the attached Reimbursement Checklist for required paperwork details.

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

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

**Warranty Enhancement Program  
Frequently Asked Questions**

ZTZ

**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 ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**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 conditions 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.

**Q5: How long will the repair take?**

A5: If the condition is present on your vehicle, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if I have additional questions or concerns?**

A6: 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

**\* Warranty Enhancement  
Reimbursement Checklist**

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement<sup>1</sup>
- Proof-of-Payment
  - Only the Following Items are Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- Name, Address and Phone Number printed on all documents

Detailed diagnosis statement must answer the following three questions:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern?