

Re: <VIN>

CSC-10056522-3178

Dear Corolla 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 Toyota Corolla New Vehicle Limited Warranty.

A small number of customers have expressed dissatisfaction with the holding performance of the trunk lid. The operation and performance of the trunk lid is evident from first use and does not change over time. However, in certain limited conditions the trunk lid may begin to close after opening. The conditions below may contribute to this:

- if the lid is not fully opened
- if operated in certain windy conditions
- if the vehicle is parked on an incline
- if a heavy load is on the trunk lid, such as snow and ice, or if equipped with an aftermarket accessory such as a spoiler

This could cause the user to interact with the trunk lid and, in limited instances, result in a minor injury.

Although we believe the majority of customers are satisfied with the holding performance of the trunk lid, to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Enhancement:

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for customer dissatisfaction with the holding performance of the trunk lid. If you are dissatisfied with the holding performance of the trunk lid, the dealer will replace either one or both of the Trunk Lid Torsion Bar(s) (depending on whether the vehicle is equipped with a Toyota-supplied accessory spoiler) under the terms of this warranty enhancement program.

- The **Primary Coverage** offers warranty enhancement until October, 31 2015 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 6 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 # _____

Peel and Stick label
onto Owner's Warranty
Information Booklet

What should you do?

If you are currently satisfied with the holding performance of your vehicle's trunk lid, there is no action necessary at this time. Please apply the above sticker to your Owner's Warranty Information Booklet for future reference. You may come in at any time prior to the expiration date if you become dissatisfied with the performance.

If you are currently dissatisfied with the holding performance of the trunk lid, please contact your local authorized Toyota dealer to schedule an appointment for replacement of the Trunk Lid Torsion Bar(s). We appreciate your patience while the dealer obtains the replacement part(s). Due to limited available quantities it may take several weeks. To minimize your inconvenience, we recommend that you discuss this with your dealership at your next scheduled service appointment.

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 replacement of the trunk torsion bar(s) due to dissatisfaction with trunk holding performance, 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.

SAMPLE

Q1: Is this a recall?

A1: No. This is not a recall. We are notifying you because your satisfaction with your vehicle's trunk lid is important to us.

Q2: Do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless you are currently dissatisfied with the holding performance of the Trunk Lid. **If you are currently satisfied with the holding performance of your vehicles trunk lid, please apply the sticker (located on the owner letter) to your Owner's Warranty Information Booklet for future reference.** You may come in at any time prior to the expiration date if you become dissatisfied with the performance.

Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A3: Yes, this Warranty Enhancement coverage as described in the notification letter is fully transferrable to subsequent vehicle owners.

Q4: What should I do if I am currently dissatisfied with the holding performance of the trunk lid?

A4: If you are currently dissatisfied with the holding performance of the trunk lid, please contact any authorized Toyota dealer and make arrangements to have the trunk lid torsion bar(s) replaced.

Q4a: How long will the replacement take?


A4a: The replacement will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. The dealership will need to order the necessary replacement part(s); therefore you may need to make more than one appointment.

Q4b: Why doesn't the dealership have the replacement part(s) in stock?

A4a: We believe most customers are satisfied with the performance of their trunk lid, so parts are being supplied on a request basis.

Q5: What if I have additional questions or concerns?

A5: Owners with questions or concerns are asked to please contact the Toyota Customer Experience 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.

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL14-08 Date: 09/03/2014 Page: 1 of 2
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE4):
 WARRANTY EXTENSION FOR TRUNK LID TORSION
 BAR(S) ON CERTAIN 2009 TO 2010 MY COROLLA
 VEHICLES**

Background

Toyota has received a limited number of reports regarding customer dissatisfaction with the holding performance of the trunk lid. The operation and performance of the trunk lid is evident from first use and does not change over time. However, in certain limited conditions, the trunk lid may begin to close after opening. The conditions below may contribute to this:

- if the lid is not fully opened
- if operated in certain windy conditions
- if the vehicle is parked on an incline
- if a heavy load is on the trunk lid, such as snow and ice, or if optional equipment or accessories are installed on the trunk lid, such as a spoiler

Applicability

The Trunk Lid Torsion Bar is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover the replacement of one or both of the Trunk Lid Torsion Bar(s) (depending on whether the vehicle is equipped with a Toyota-supplied accessory spoiler) if the customer has expressed dissatisfaction with the holding performance of the trunk lid.

Primary Coverage offers the warranty enhancement until **October 31, 2015, regardless of mileage.**

After the Primary Coverage period ends, **Secondary Coverage** is applicable for **six (6) years from the date-of-first-use, regardless of mileage.**

Please verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

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

Applicability (Continued)

This Warranty Enhancement Program is subject to all the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

Applicable VINs

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

Claim Submission

Claim Type	Opcode	Description	Labor Time
Repair Program	2711MA	Replace the torsion bar, LH & RH (Vehicle without factory installed spoiler.)	0.3 hr./vehicle
Repair Program	2711MB	Replace the torsion bar, LH (Vehicle with factory installed spoiler.)	0.3 hr./vehicle

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

Replacement Parts

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

Part Number	Description	Qty	Applicable TSB
64531-02213	RH Torsion Bar without spoiler	1	T-SB-0017-13
64532-02203	LH Torsion Bar without spoiler	1	
64532-02213	LH Torsion Bar with spoiler	1	

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair or replacement of the Trunk Lid Torsion Bar(s) due to dissatisfaction with the holding performance of the Trunk Lid, 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 Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509**

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

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.
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