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**SUBJECT: CUSTOMER SUPPORT PROGRAM (ZG2 & ZG3):
 WARRANTY ENHANCEMENT FOR ELECTRIC POWER
 STEERING SYSTEM ON CERTAIN 2009 TO 2010 MODEL
 YEAR COROLLA VEHICLES**

Background

On April 6, 2016 a settlement of claims in a class action lawsuit involving certain 2009 and 2010 Toyota Corolla vehicles (excluding the XRS grade) equipped with an electric power steering system was approved.

The class action settlement relates to certain 2009 and 2010 Toyota Corolla vehicles (excluding the XRS grade) equipped with an electric power steering (EPS) system, which has been alleged to “cause vehicles to wander or drift from center at highway speeds and/or suddenly veer to one direction during normal use.” Toyota denies these allegations and believes the concerns raised in the lawsuit are about customer preference for on-center steering feel in the vehicles.

Toyota has determined that turning the page on this legal issue is in the best interests of the company and its employees, dealers and customers. In keeping with its core principles, Toyota has structured this agreement in ways that work to put customers first. This CSP was created as part of the implementation of the settlement.

Applicability

Customers who opted in and are eligible for installation of the Re-Tuned ECU were provided a notification/voucher from the settlement administrator for either a 50% coverage (ZG3) or a 100% coverage (ZG2). Toyota has loaded VINs into the TIS vehicle inquiry system according to the following classification for ease of dealer identification. Verify VIN applicability for this CSP by checking TIS before conducting any work.

TIS Designation	Coverage
ZG2	100% Part and Labor
ZG3	50% Part and Labor

Customers eligible for this program must request service prior to April 6, 2017.

IMPORTANT NOTE:

- ✓ This CSP does not cover additional costs associated with services such as vehicle alignment and such services are not required prior to installing the retuned ECU.
- ✓ Customers are entitled to the original ECU removed from their vehicles, in the event they desire to have it re-installed at a future date. Discuss with customers if they would like to have the original ECU provided to them. If customers request re-installation of the original ECU, the cost of doing so is their responsibility.
- ✓ The voucher is not required at the time work is performed under this CSP.
- ✓ It is the dealer's responsibility to obtain the customer-pay portion of vehicles eligible for 50% coverage (ZG3).

Technician Training Requirements

The service quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this installation 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 installation performed correctly, technicians performing this installation are required to currently hold at least one of the following certification levels:

- Certified Electrical
- Expert Electrical
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the CSP 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 CSP. Carefully review your resources, the technician skill level, and ability before assigning technicians to perform the work under this CSP. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this CSP at all times.

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

Claim Submission

Claim Type	TIS Designation	Opcode	Description	Labor Time
Repair Program	ZG2	CHG11A	Replace the power steering computer assembly	1.2 hr./vehicle
	ZG3	CHG12A		1.2 hr./vehicle (<i>The customer is responsible for 50% of this cost</i>)*

* CPS will automatically adjust parts and labor to 50% on claims using opcode CHG12A for ZG3. This adjustment will be visible in the Authorization Information section of the claim, reflecting the 50% Customer Pay portion.

Replacement Parts

All parts replaced as part of this CSP are subject to warranty parts recovery.

Part Number	Description	Quantity
89650-12C20	Computer Assy, Power Steering	1

Customer-Paid Component Replacement

Customers who previously paid for the installation were required to submit a claim to the settlement administrator by March 15, 2016 for reimbursement consideration. Those customers who are eligible for reimbursement will be provided a check by the settlement administrator. If customers have questions regarding the status of their reimbursement request, please have them contact the settlement administrator at 877-880-8814.

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