

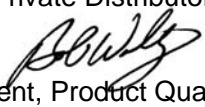


# PRODUCT SUPPORT DIVISION

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 Information

## INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,   
Vice President, Product Quality & Service Support

Subject: Warranty Enhancement Program – ZE4  
Certain 2009 to 2010 Model Year Corolla Vehicles  
Enhancement of Warranty Coverage for Trunk Lid Torsion Bar(s)

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**In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program for the Trunk Lid Torsion Bars on certain 2009 to 2010 model year Corolla vehicles.**

In these vehicles, 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 our customers' satisfaction, we are offering an Enhancement to the New Vehicle Warranty Coverage for the Trunk Lid Torsion Bar(s). Please see the Warranty Enhancement Program Details section for additional information.

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

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in early September, 2014.

2. **Owner Notification Mailing Date**

The owner notification will commence in mid-September, 2014 and will be mailed over several weeks. We have attached a sample owner letter for your reference.

**3. 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 the customer is currently 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.

*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.*

**4. Number of Vehicles Covered**

There are approximately 641,000 certain 2009 to 2010 model year Corolla vehicles covered by this Warranty Enhancement Program.

**5. Region/District Summary Reports**

We have enclosed the following Warranty Enhancement Program Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports, as this is not a Recall or Special/Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

**Enclosures**

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers