

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

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

**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. Owner Notification Letter Mailing Date**

The owner notification will commence in mid-September, 2013 and will be mailed over several weeks. We have attached a sample owner letter for your reference.

**2. 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.*

**3. Number and Identification of Covered Vehicles**

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

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-08) for identification of vehicles covered by this Warranty Enhancement.

**4. Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-08) for warranty claim processing instructions for this Warranty Enhancement Program. *All parts replaced for this repair are subject to warranty parts recovery.*

**5. Technical Instructions (Repair Procedures)**

- Technical Instructions can be found in T-SB-0017-13

**6. Parts Ordering**

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 Trunk Lid Torsion Bars. However, if a customer is dissatisfied with the holding performance of the Trunk Lid Torsion Bar(s), dealers should order the applicable parts.

Refer to Warranty Policy Bulletin POL 14-08 for detailed parts ordering information.

*Dealers are requested to only order parts if the customer is currently dissatisfied with the holding performance of the Trunk Lid. **DO NOT ORDER FOR STOCK.*** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

**TOYOTA**  
Parts Allocation Report

99999  
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local POC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing POC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing POC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Frequency	Allocation Request	Total Allocation Request	Total Allocation Remaining	Effective Date

**7. Customer Reimbursement**

Please refer to the attached owner letter for reimbursement consideration instructions.

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 Enhancement.

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.