

From: Quality Compliance
Sent: Monday, October 30, 2017 10:28 AM
Subject: Customer Support Program ZH2 - Certain 2005 – 2011 Model Year Tacoma - Coverage for Propeller Shaft Universal Joints (Internal)
Attachments: ZH2 - Region Letter - Published 10.30.17.pdf; T-SB-0302-17.pdf; ZH2 -Dealer Package - Remedy - Published 10.30.17.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Propeller Shaft Universal Joints on certain 2005 – 2011 model year Tacoma vehicles.

Background

Toyota has received a number of reports regarding Propeller Shaft Universal Joints on certain 2005 – 2011 model year Tacoma vehicles. In these reports, customers have indicated that there is a drivetrain vibration and/or drivetrain noise. If the vehicle continues to be driven with the aforementioned condition, there is risk of severe damage to the propeller shaft.

Although the Propeller Shaft Universal Joints are covered by Toyota’s Powertrain Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers’ ownership experience. Toyota is now providing coverage for repairs related to this condition.

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

Covered Vehicles:

There are approximately 894,700 vehicles covered by this Customer Support Program. Approximately 12,300 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Tacoma	2005-2011	Mid-September, 2004 ~ Early December, 2010

Customer Support Program Details:

This Customer Support Program provides coverage as it applies to the Propeller Shaft Universal Joints. The specific condition covered by this program is a drivetrain vibration and/or drivetrain noise. If the vehicle continues to be driven with the aforementioned condition, there is risk of severe damage to the propeller shaft. If the condition is verified, the vehicle will be repaired with new Propeller Shaft Universal Joint(s) under the terms of this Customer Support Program. In limited instances the Propeller Shaft Assembly may be replaced if damaged due to the universal joint condition described above.

- The **Primary Coverage** will be offered until April 30, 2019, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 12 years from the date of first use, regardless of mileage.

This coverage is for 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.

Please reference the attachments for additional details.

Dealers will be notified on October 30, 2017 at approximately 11:00 am Central time.

Thank you for your support,

