

From: Quality Compliance
Sent: Wednesday, March 01, 2017 3:31 PM
Subject: Warranty Enhancement Program ZG4 Certain 2008 – 2013 Model Year Highlander and Highlander Hybrid Vehicles Extension of Warranty Coverage for the Power Back Door (Internal)
Attachments: ZG4-Dealer Letter-Published 3.1.2017.pdf; ZG4-Region Letter-Published 3.1.2017.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Power Back Door on certain 2008 – 2013 model year Highlander and Highlander Hybrid vehicles.

Background

Certain 2008 – 2013 model year Highlander and Highlander Hybrid vehicles may exhibit a condition where the Power Back Door does not close properly. In some cases, the Power Back Door may reach the fully closed position and then reverse to the open position. In other cases, the Power Back Door closes, but produces a pop or clunk noise.

Although the Power Back Door is covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers’ ownership experience. Toyota is now extending the warranty coverage for repairs related to when the Power Back Door does not close properly as described above.

Covered Vehicles

Approximately 402,500 Highlander and Highlander Hybrid vehicles are covered by this Warranty Enhancement Program. Approximately 3,500 vehicles involved in this Warranty Enhancement Program were distributed to Puerto Rico.

Model Name	Model Year	Approximate UIO	Production Period
Highlander	2008 - 2013	352,900	Early March 2007 – Late November 2013
Highlander Hybrid		49,600	Mid-March 2007 – Late October 2013

Warranty Enhancement Program Details

This Warranty Enhancement Program provides enhanced coverage to the vehicles “New Vehicle Limited Warranty” as it applies to the Power Back Door. The specific condition covered by this program is when the Power Back Door does not close properly as described above. If the condition is verified, the vehicle will be repaired with a new Power Back Door under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until October 25, 2018, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 8 years or 150,000 miles from the vehicle’s date of first use, whichever occurs first.

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.

Please reference the attachments for additional details.

Dealers will be notified on March 1, 2017 at approximately 4:00pm Pacific Time.

Thank you for your support,

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We are unified in our passion
to provide the finest ownership experience.



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