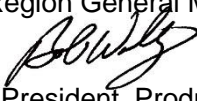


**INTEROFFICE MEMORANDUM**

March 1, 2017

To: All Toyota Region General Managers / Vice Presidents

From: Bob Waltz   
Group Vice-President, Product Quality and Service Support

Subject: Warranty Enhancement Program ZG4  
Certain 2008 – 2013 Model Year Highlander and Highlander Hybrid Vehicles  
Extension of Warranty Coverage for the Power Back Door

**Specific information for Region support is provided below.**

**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.

**Dealer Notification**

The attached Dealer Letter will be sent to all Toyota dealers on March 1, 2017 at approximately 4:00pm Pacific Time.

***Please reference the attached Dealer Letter for additional details.***

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.