




PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
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 Action
 Retain
 Information

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

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

Subject: Warranty Enhancement Program – ZTY
2005 – Certain 2012 Avalon Vehicles
Extension of Warranty Coverage for Steering Column Telescopic Adjustment Lever Detent Clip

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 Steering Column Telescopic Adjustment Lever Detent Clip in 2005 - Certain 2012 Model Year Avalon vehicles.

In these vehicles, Toyota has received some reports where, after securing the telescopic adjustment lever, the steering column's telescopic adjustment function may not retain its set adjusted position.

Although the Steering Column Telescopic Adjustment Lever Detent Clip 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 replacement of the Telescopic Adjustment Lever Detent Clip to address the problem described in the covered vehicles. Please see the Warranty Enhancement Program Details 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 Mid-April, 2014.

2. **Owner Notification Mailing Date**

The owner notification will commence in Late April, 2014 and will be mailed over several months. 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 looseness of the steering column telescopic adjustment function after securing the lever. If the condition is verified the steering column will be repaired with a new Telescopic Adjustment Lever Detent Clip .

- The **Primary Coverage** offers warranty enhancement until May 31, 2015, with no mileage limitation.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use with no mileage limitation.

This coverage is for warranty work performed at an authorized Toyota dealer only. Damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.

4. **Number of Vehicles Covered**

There are approximately 400,000 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
Field Product Engineers