

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
April 18, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

**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.

- A Dealer Letter containing additional information has been posted on TIS
- Please refer to TIS for vehicle applicability and additional information
- An FAQ has been attached for your reference

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-270-9371.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



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

BACKGROUND

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.

Q1: What is the condition?

A1: 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.

Q2: What is Toyota going to do?

A2: Owners of 2005 – Certain 2012 Avalon vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in late April, 2014.

If the owner experiences the condition described they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will repair the steering column with a new Telescopic Adjustment Lever Detent Clip under the terms of this Warranty Enhancement Program.

Q3: Which vehicles are covered by this Warranty Enhancement Program?

A3: There are approximately 400,000 Avalon (2005 - Certain 2012 Model Year) vehicles covered by this Warranty Extension.

Model	Model Year	Appx. UIO	Production Period
Avalon	2005 – Certain 2012	400,000	Mid-September, 2004 through Late April, 2012

Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?

A3a: No. This specific condition only affects 2005 – Certain 2012 Model Year Avalon vehicles.

Q4: What are the details of this coverage?

A4: 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.

Q5: Which parts are covered by this warranty enhancement program?

A5: The specific components(s) covered by this warranty extensions are as follows:

- Steering Column Telescopic Adjustment Lever Detent Clip

Q6: How long will the repair take?

A6: The repair will take approximately 1 hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What should an owner do if they experience the condition described above?

A7: Please have the customer contact their local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this Warranty Enhancement Program the repair will be performed at **NO CHARGE**.

Q8: What if an owner has NOT experienced this condition but would like to have the repair completed?

A8: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

Q9: What was changed to prevent this condition from re-occurring?

A9: The shape of the Telescopic Adjustment Lever Detent Clip has been changed.

Q10: What if a customer has previously paid for repairs on their vehicle?

A10: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q11: What if an owner has additional questions or concerns?

A11: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

