

**DISTRIBUTE TO:**

- Service Manager  
 Warranty Administrator



# TOYOTA

## Warranty Policy Bulletin

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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZTW):  
 WARRANTY EXTENSION FOR BACK DOOR GARNISH ON  
 2005 TO CERTAIN 2010MY SCION TC VEHICLES AND  
 2004 TO 2006MY SCION XB VEHICLES**

### Background

Scion has received some reports where the Back Door Garnish may loosen. In certain cases, continued usage of the loose garnish could result in breakage of the Back Door Garnish.

### Applicability

The Back Door Garnish is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program for the Back Door Garnish for **7 years from the date of first use with no mileage limitation or one year from the announcement of this Warranty Enhancement Program, whichever is longer,** for the condition described above.

Please verify VIN applicability for this warranty enhancement program by checking TIS before completing any repairs.

***Please note that damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.***

### Applicable VIN Ranges

MODEL	WMI	MY	VDS	START	FINISH
tC	JTK	2005	DE167	0001012	0063405
			DE177	0001011	0063402
		2006	DE167	0061793	0144016
			DE177	0063406	0144015
		2007	DE167	0144017	0220516
			DE177	0120750	0220514
		2008	DE167	0205839	0275359
		2009	DE167	0274940	0302549
		2010	DE3B7	0302276	0307530

**Applicable VIN Ranges (Continued)**

MODEL	WMI	MY	VDS	START	FINISH
xB	JTL	2004	KT324	0126729	0169944
			KT334	0126356	0169934
		2005	KT324	0166831	0221352
				4000002	4030189
			KT334	0169947	0221351
				4000001	4030175
		2006	KT324	4028533	4128017
			KT334	4028532	4127994

**Claim Submission**

Claim Type	Op. Code	Description	Labor Time
Repair Program	2705MA	Replace the back door outside garnish	0.4 hr/vehicle

**Sublet:** The material used from Wind Noise Kit (08231-00813) can be claimed under sublet type "ZZ" at a maximum of \$0.25 per vehicle.

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a regular warranty claim.

**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

Model	Part Number	Description	Qty	Applicable TSB
tC	76801 - 21120 - ##	GARNISH SUB-ASSY, BACK DOOR, OUTSIDE	1	S-SB-0001-10
	90080-17189	NUT	4	
xB	76811 - 52122 - ##	GARNISH, BACK DOOR, OUTSIDE	1	S-SB-0012-13
	76821-52030	PROTECTOR, BACK DOOR GARNISH MLDG, UPR	1	
	90562-04007	RING	3	
	90467-10077	CLIP	1	
	08231-00813*	KIT, WIND NOISE	1	

\*One Wind Noise Kit will service approximately 60 vehicles

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair or replacement of Back Door Garnish to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Motor Sales, U.S.A., Inc.  
Customer Experience Center, WC10  
19001 South Western Avenue  
Torrance, CA 90509**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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