
From: Quality Compliance
Sent: Thursday, April 18, 2019 10:49 AM
Subject: CUSTOMER SUPPORT PROGRAM ZJC - Certain 2017 to 2018 Model Year Toyota Sienna - Certain 2017 to 2018 Model Year Toyota Highlander - Coverage for UA80 Transmission (Internal)
Attachments: ZJC Dealer Pkg.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for the UA80 transmission on certain 2017-2018 Model Year Toyota Sienna and Highlander vehicles.

Background

Toyota has received reports about potential symptoms, such as a whine noise from the transmission while driving, harsh shifting, reduced power, and master warning light/check engine light illumination, in the subject vehicles that are equipped with a model UA80 transmission. There is a possibility that a washer tab, designed to prevent the loosening of a nut inside the affected transmissions, was not sufficiently bent during assembly. This could lead to the nut loosening and, over time, lead to the symptoms described above.

Although the UA80 transmission equipped in the subject vehicles is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Thus, Toyota is providing coverage for repairs related to damage to the UA80 transmission caused by the previously mentioned loose washer tab and resulting in the symptoms described above.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Covered Vehicles:

There are approximately 150,200 vehicles covered by this Customer Support Program. There are approximately 230 vehicles involved in this Customer Support Program that were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
Highlander / 2017-2018	Early November 2016 – Late December 2017	66,500
Sienna / 2017-2018	Late July 2016 – Mid-February 2018	83,700

Customer Support Program Details:

This Customer Support Program provides coverage for damage to the UA80 transmission caused by the previously mentioned loose washer tab and resulting in symptoms such as a whine noise from the transmission while driving, harsh shifting, reduced power, and illumination of the master warning light/check engine light. If the condition is verified, the vehicle will be repaired with a new transmission under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until October 31, 2020, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use with unlimited miles.

This coverage is for 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.

Please reference the attachments for additional details.

Dealers will be notified on April 18, 2019 at approximately 11:00 am Central time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department