

Original Publication Date: December 14, 2023

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## EXTENDED NEW PARTS WARRANTY 23TE09

### Multiple Models and Model Years Airbag Control Unit Class Action Settlement

***Please note that direct marketing of this Extended New Parts Warranty is strictly prohibited (Warranty Policy No. 5.21). Non-compliance with this policy may result in a claim debit. All parts replaced for this repair will be subject to parts recovery and warranty parts inspection.***

On November 28, 2023, a class action settlement of claims for certain airbag control units was finally approved by the federal court. The settlement includes Toyota's agreement to provide an Extended New Parts Warranty for parts installed under Safety Recall 20TA03 and Safety Recall 20TA05. The purpose of this Extended New Parts Warranty letter is to help clarify how to administer this coverage in accordance with the settlement.

***This is NOT a recall or a service campaign, but is provided to reassure owners that Toyota stands behind the reliability of our vehicles.*** Please ensure that involved staff members thoroughly read and understand the documents relating to this Extended New Parts Warranty (e.g., the Dealer Letter, and the TI(s)).

**Extended New Parts Warranty Details**

This Extended New Parts Warranty provides coverage as it applies to the airbag sub-harness kit installed on vehicles which have completed the repair for Safety Recalls 20TA03 and 20TA05. The specific condition covered by this program is for defects in the materials or workmanship of the airbag sub-harness kit . If the condition is verified, the vehicle will be repaired with an airbag sub-harness kit under the terms of this extended warranty.

- ***This coverage will be offered until November 28, 2035.***

The Toyota Service Part Warranty is in effect for 12 months, regardless of mileage, from the date the part(s) was originally purchased or installed on the vehicle, or the remainder of any applicable new vehicle warranty, whichever provides greater coverage” (Warranty Policy 4.8). Upon expiration of any existing Toyota Service Part Warranty or applicable new vehicle warranty, this Extended New Parts Warranty should be applied until its expiration on November 28, 2035.

**Covered Vehicles**

Corolla 2011-2019	Avalon 2012-2018
Matrix 2011-2013	Avalon HV 2013-2018

There are approximately 2,892,900 vehicles covered by this Extended New Parts Warranty. Approximately 50,000 vehicles involved in this Extended New Parts Warranty were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Owner Notifications were mailed to owners by the court appointed Settlement Special Administrator during the period from August 2023 to September 2023.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers may contact your dealership with questions regarding the Extended New Parts Warranty. Please welcome them to your dealership and answer any questions that they may have.

Customers with additional questions or concerns about this notice are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Customers with questions regarding the other terms of the class action settlement are asked to please visit the Settlement website and/or call the toll-free number:

- [www.AirbagControlUnitSettlement.com](http://www.AirbagControlUnitSettlement.com)
- 1-833-747-5737

### Customer Marketing

Direct marketing of this Extended New Parts Warranty is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

As this is an Extended New Parts Warranty, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. **Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Part Number	Description	Quantity
04009-98112	HARNESS KIT, AIR BAG	1

All Extended New Parts Warranty parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

### **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently have completed all of the following courses:

- TIC206A - Electrical Repair 1

It is the dealership's responsibility to select technicians that have completed the above courses to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

***NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.***

### **Remedy Procedures**

Technical instructions for this Extended New Parts Warranty can be found on TIS.

### **Parts Recovery Procedures**

All parts replaced as part of this Extended New Parts Warranty must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

## Warranty Reimbursement Procedures

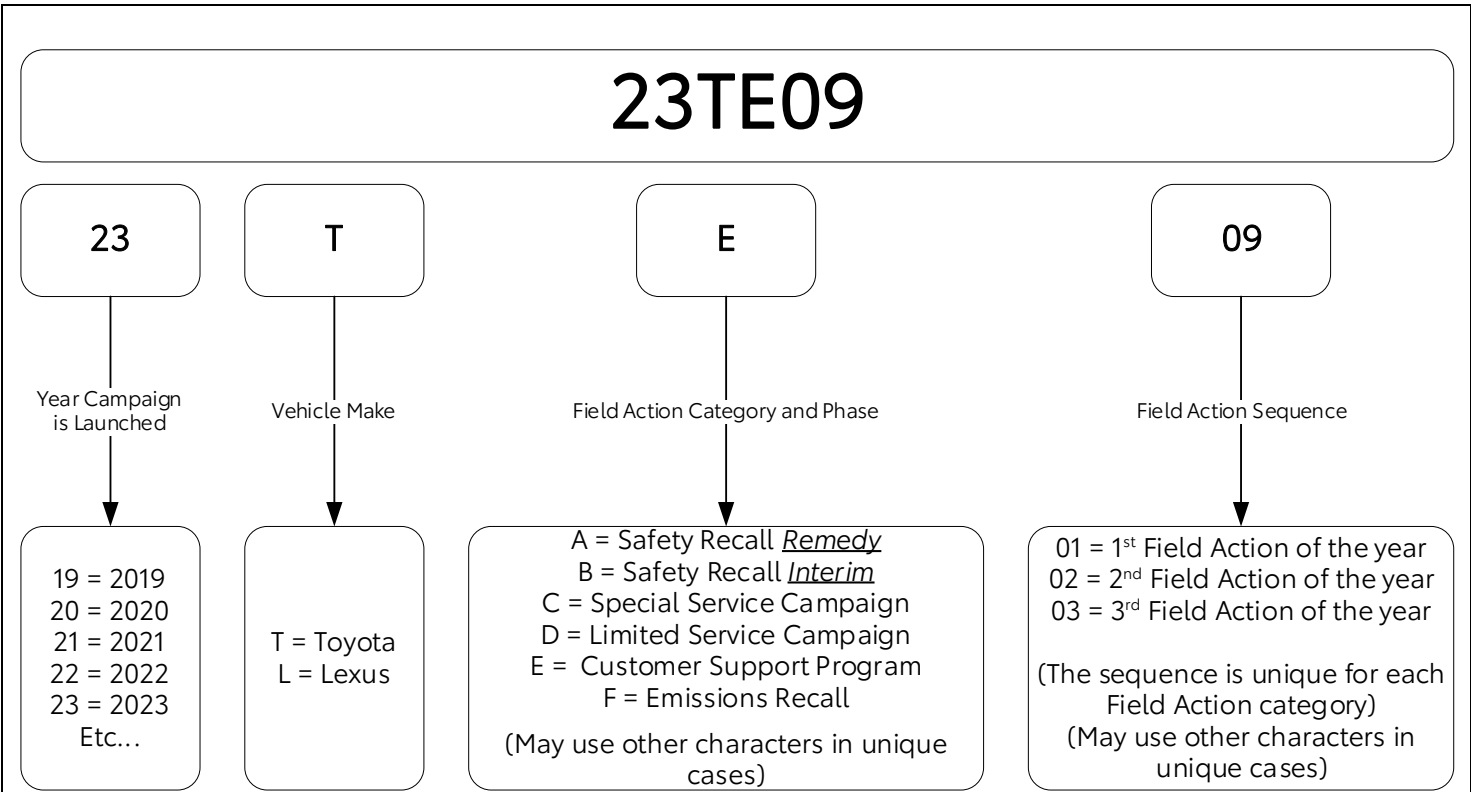
### Reimbursement Procedure

Model	Op Code	Description	Flat Rate Hours
Corolla (2011-2019MY)	23TE091	Install Airbag Harness Kit	1.1
Avalon (2012MY)			
Matrix (w/o rear air duct)	23TE092	Install Airbag Harness Kit	1.2
Matrix (w/ rear air duct)	23TE093	Install Airbag Harness Kit	1.4
Avalon/Avalon HV (2013-2018MY)	23TE094	Install Airbag Harness Kit	1.7

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Extended New Parts Warranty. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase Decoder



Examples:

- 19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1<sup>st</sup> Safety Recall Launched in 2019
- 20TC02 = Launched in 2020, Special Service Campaign, 2<sup>nd</sup> Special Service Campaign Launched in 2020
- 21TE05 = Launched in 2021, Customer Support Program, 5<sup>th</sup> Customer Support Program Launched in 2021

**Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Extended New Parts Warranty.**

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.