

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
 Number: TC14-025
 Date: 6/24/2014
 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 – ZTZ
 2005 - 2011 Tacoma vehicles
 Extension of Warranty Coverage for Headlamp Assembly Inner Lens Distortion/Bubbling

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 Headlamp Assembly on 2005-2011 model year Tacoma vehicles.

In these vehicles, Toyota has received some reports where the inner Daytime Running Light/Turn Signal lens becomes distorted and bubbled in appearance, in addition the inner lens may appear cracked or separated.

Important Note: This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally, this program does not address conditions related to the outer headlamp lens.

Although the Headlamp Assembly 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 the Headlamp Assembly for the condition 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 late June, 2014.

2. **Owner Notification Mailing Date**

The owner notification will commence in early July, 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 to the vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Light/Turn Signal lens.

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

Please note:

- 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 237,000 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
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

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

Subject: Warranty Enhancement Program – ZTZ
2005 - 2011 Tacoma vehicles
Extension of Warranty Coverage for Headlamp Assembly Inner Lens Distortion/Bubbling

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

1. **Owner Notification Letter Mailing Date**

The owner notification will commence in early July, 2014 and will be mailed over several months. We have attached a sample owner letter for your reference.

2. **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Light/Turn Signal lens.

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

Please note:

- 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.*

3. **Number and Identification of covered Vehicles**

There are approximately 237,000 Vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-03) for identification of vehicles covered by this Warranty Extension.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-03) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

5. Technical Instructions (Repair Procedures)

- Technical Instructions for 2005–2011 model year Tacoma vehicles can be found in T-SB-0129-11

6. Parts Ordering

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements, dealers should not increase their stock of Headlamp Assemblies. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL14-03 for detailed parts ordering information.

*Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK.** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.*

TOYOTA						
Parts Allocation Report						
99999						
SAMPLE TOYOTA of NOWHERE						
<p>The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.</p> <p>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.</p>						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

7. Customer Reimbursement

Please refer to the attached owner letter for reimbursement consideration instructions.

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 Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

WARRANTY ENHANCEMENT NOTIFICATION – ZTZ

Re: <VIN>

Dear Toyota Tacoma Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota Tacoma New Vehicle Limited Warranty. Toyota has received some reports where the inner Daytime Running Light/Turn Signal lens becomes distorted and bubbled in appearance, in addition the inner lens may appear cracked or separated.

Important Note: *This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally this program does not address conditions related to the outer headlamp lens.*

While the majority of vehicles will not experience this condition, to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

What should you do?

Please apply the sticker below to your Owner's Warranty Information booklet for future reference; if you have not experienced this condition there is no action necessary at this time.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage to your vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Light/Turn Signal lens.*

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

* Please see your Toyota dealer for additional details

VIN #: _____

Date of First Use: _____

Peel and Stick Label
onto the Owner's
Warranty Information
Booklet

If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. At this time Toyota has a limited number of parts available to support vehicle repairs. It may be necessary for you to return to the dealer at a later date once sufficient quantities become available; we apologize for any inconvenience this may cause.

If you would like to update your vehicle ownership or contact information, please go to www.Toyota.com/#login. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, USA, Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

*Please refer to the attached Reimbursement Checklist for required paperwork details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

Warranty Enhancement Program
Frequently Asked Questions

ZTZ

Q1: Is this a recall?

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

Q2: If my vehicle does not have this condition do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: What should I do if my vehicle has the condition described?

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: How long will the repair take?

A5: If the condition is present on your vehicle, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if I have additional questions or concerns?

A6: If you have additional questions or concerns, please contact the Toyota Customer Assistance 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

*** Warranty Enhancement
Reimbursement Checklist**

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement¹
- Proof-of-Payment
 - Only the Following Items are Valid Proof-of Payment
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership
 - Copy of the Bill of Sale
 - Copy of the Title
- Name, Address and Phone Number printed on all documents

Detailed diagnosis statement must answer the following three questions:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern?



Warranty Enhancement Program – ZTZ

2005 – 2011 Tacoma vehicles

Extension of Warranty Coverage for Headlamp Assembly Inner Lens Distortion/Bubbling

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 Headlamp Assembly on 2005-2011 model year Tacoma vehicles.

Q1: What is the condition?

A1: In these vehicles, Toyota has received some reports where the inner Daytime Running Light/Turn Signal lens becomes distorted and bubbled in appearance, in addition the inner lens may appear cracked or separated.

Important Note: *This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally, this program does not address conditions related to the outer headlamp lens.*

Although the Headlamp Assembly 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 the Headlamp Assembly for the condition described in the covered vehicles. Please see the Warranty Enhancement Program Details for additional information.

Q2: What is Toyota going to do?

A2: Owners of 2005 – 2011 Tacoma vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in early July, 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 replace both Headlamp Assemblies under the terms of this Warranty Enhancement Program.

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

A3: There are approximately 237,000 Tacoma vehicles equipped with Daytime Running Lamps covered by this Warranty Extension.

Model	Model Year	UIO	Production Period
Tacoma	2005-2011	237,000	Mid-September, 2004 through Early September, 2011

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

A3a: No. This specific condition only affects 2005 - 2011 model year Tacoma vehicles.

Q3b: Are all Tacoma vehicles equipped with Daytime Running Lamps?

A3b: No, not all Tacoma vehicles are equipped with Daytime Running Lamps.

Q4: What are the details of this coverage?

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Assembly. The specific condition covered by this program is distortion or bubbling of the inner Daytime Running Light/Turn Signal lens.

- The **Primary Coverage** offers warranty enhancement until November 30, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use or 70,000 miles, whichever occurs first.

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 component(s) covered by this warranty extension are as follows:

- Headlamp Assemblies (LH and RH)

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

Q6: How long will the repair take?

A6: The repair will take approximately 2 hours; 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 material of the inner lens has been changed from plastic to glass to prevent this condition from occurring.

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

DISTRIBUTE TO:

- Service Manager
 Warranty Administrator

**Warranty Policy Bulletin**

No.: POL14-03

Date: 06/25/14

Page: 1 of 5

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZTZ):
WARRANTY EXTENSION FOR HEADLAMP ASSEMBLY
INNER LENS DISTORTION/BUBBLING ON CERTAIN 2005
TO 2011 MODEL YEAR TACOMA VEHICLES**

Background

In certain 2005 to 2011 model year Tacoma vehicles, Toyota has received some reports where the inner daytime running light/turn signal lens becomes distorted and bubbled in appearance. In addition, the inner lens may appear cracked or separated.

Important Note: This condition should not be confused with normal yellow-orange color that occurs over time as the inner lens ages. Additionally, this program does not address conditions related to the outer headlamp lens.

Applicability

The headlamp assembly 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 to cover the replacement of the headlamp assemblies if the inner daytime running light/turn signal has become distorted or bubbled in appearance.

Primary Coverage offers the warranty enhancement until **November 30, 2015, with no mileage limitation.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **five (5) years or 70,000 miles from the date-of-first use, whichever occurs first.**

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

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

Applicability (continued)

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. All other terms and conditions of the New Vehicle Limited Warranty apply.

Applicable VIN Ranges

Model	WMI	VDS	Model Year	Start	End
Tacoma	3TM	JU4GN	2010	M091570	M109552
			2011	M109553	M126137
		JU62N	2005	M001101	M001105
			2009	M070182	M091906
		KU4HN	2010	M023403	M026973
			2011	M026908	M030902
		KU72N	2005	M001067	M001492
			2009	M017780	M023467
		LU42N	2007	M011315	M011315
			2009	M020024	M038091
	LU4EN	2010	M037788	M056164	
		2011	M055681	M081012	
	MU4FN	2010	M015697	M023592	
		2011	M023597	M038040	
	MU52N	2009	M007784	M015690	
	5TE	JU4GN	2010	Z671672	Z749018
		JU62N	2005	Z001131	Z144581
			2006	Z144961	Z320616
			2007	Z320678	Z469818
			2008	Z470229	Z592506
			2009	Z592695	Z671264
		KU4HN	2010	Z671655	Z748760
		KU72N	2005	Z001077	Z144860
			2006	Z145139	Z320535
			2007	Z320672	Z469631
			2008	Z470300	Z592452
			2009	Z592696	Z663516
		LU42N	2005	Z001031	Z144811
2006			Z145034	Z320389	
2007			Z320621	Z469696	
2008			Z469991	Z592670	
2009			Z592767	Z671360	
LU4EN		2010	Z671445	Z748999	
MU4FN	2010	Z671727	Z749004		

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

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

Applicable VIN Ranges (continued)

Model	WMI	VDS	Model Year	Start	End
Tacoma	5TE	MU52N	2005	Z001010	Z144729
			2006	Z145158	Z320288
			2007	Z320873	Z469724
			2008	Z470099	Z592635
			2009	Z592693	Z663398
		NX22N	2005	Z058464	Z134327
			2006	Z146960	Z296060
			2007	Z321262	Z446945
			2008	Z471948	Z577255
			2009	Z592697	Z671307
		NX4CN	2010	Z671598	Z749039
		NX4GN	2010	Z671782	Z748524
		NX62N	2006	Z163350	Z267251
			2007	Z401346	Z430493
			2008	Z469873	Z559547
			2009	Z592974	Z670223
		PX42N	2005	Z054679	Z105754
			2006	Z163777	Z304162
			2007	Z382718	Z455225
			2008	Z492475	Z565715
			2009	Z592983	Z671254
		PX4EN	2010	Z671813	Z749093
		TU22N	2007	Z320619	Z447648
			2008	Z480658	Z555582
			2009	Z592690	Z671370
		TU4CN	2010	Z671426	Z735120
		TU4GN	2010	Z671422	Z749014
		TU62N	2005	Z001022	Z124491
			2006	Z147691	Z311768
			2007	Z353593	Z456523
			2008	Z472184	Z590353
			2009	Z592694	Z671356
		TX22N	2005	Z001185	Z135382
2006	Z145387		Z299795		
2007	Z321122		Z451927		
2008	Z475868		Z576929		
2009	Z593018		Z671258		
TX4CN	2010	Z671424	Z749091		
TX4GN	2010	Z671425	Z749126		

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

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Applicable VIN Ranges (continued)

Model	WMI	VDS	Model Year	Start	End
Tacoma	5TE	TX62N	2005	Z005431	Z121972
			2006	Z150849	Z298067
			2007	Z321199	Z452518
			2008	Z469875	Z585853
			2009	Z592973	Z671176
		UU42N	2005	Z001009	Z120043
			2006	Z144982	Z303659
			2007	Z337223	Z469833
			2008	Z471140	Z582827
		UU4EN	2009	Z592691	Z671419
			2010	Z671429	Z749130
			UX42N	2005	Z001461
		2006		Z159360	Z296301
		2007		Z340940	Z446525
		2008		Z476723	Z574106
	2009	Z592992		Z671201	
	UX4EN	2010	Z671788	Z749114	
	5TF	JU4GN	2011	X001010	X012590
		JX4CN		X001030	X010782
		JX4GN		X001008	X006290
		KU4HN		X001004	X001750
		LU4EN		X001024	X022655
		MU4FN		X001005	X003662
		NX4CN		X001012	X008462
		PX4EN		X001009	X007037
		TU4CN		X001005	X001267
		TU4GN		X001049	X012591
TX4CN		X001037		X010786	
TX4GN		X001009		X006287	
UU4EN	X001025	X022657			
UX4EN	X001012	X008614			

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

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Claim Submission

Claim Type	Opcode	Description	Labor Time
Repair Program	3717JA	Replace both headlamp assemblies, including adjustment for aiming	2.5 hr./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.

Part Number	Description	Quantity	Applicable TSB
81110-04200	Headlamp Assy, RH	1	T-SB-0129-11
81150-04200	Headlamp Assy, LH	1	
81110-04210	Headlamp Assy, RH Sport	1	
81150-04210	Headlamp Assy, LH Sport	1	

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair 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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