

TOYOTA


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PRODUCT SUPPORT DIVISION

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz, 
Vice President, Product Quality & Service Support

Subject: Warranty Enhancement Program – ZE4
Certain 2009 to 2010 Model Year Corolla Vehicles
Enhancement of Warranty Coverage for Trunk Lid Torsion Bar(s)

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program for the Trunk Lid Torsion Bars on certain 2009 to 2010 model year Corolla vehicles.

In these vehicles, a small number of customers have expressed dissatisfaction with the holding performance of the trunk lid. The operation and performance of the trunk lid is evident from first use and does not change over time. However, in certain limited conditions the trunk lid may begin to close after opening. The conditions below may contribute to this:

- if the lid is not fully opened
- if operated in certain windy conditions
- if the vehicle is parked on an incline
- if a heavy load is on the trunk lid, such as snow and ice, or if equipped with an aftermarket accessory such as a spoiler

This could cause the user to interact with the trunk lid and, in limited instances, result in a minor injury.

Although we believe the majority of customers are satisfied with the holding performance of the trunk lid, to assure our customers' satisfaction, we are offering an Enhancement to the New Vehicle Warranty Coverage for the Trunk Lid Torsion Bar(s). Please see the Warranty Enhancement Program Details section 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 early September, 2014.

2. **Owner Notification Mailing Date**

The owner notification will commence in mid-September, 2014 and will be mailed over several weeks. 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 extension to the vehicle's "New Vehicle Limited Warranty" for customer dissatisfaction with the holding performance of the trunk lid. If the customer is currently dissatisfied with the holding performance of the trunk lid, the dealer will replace either one or both of the Trunk Lid Torsion Bar(s) (depending on whether the vehicle is equipped with a Toyota-supplied accessory spoiler) under the terms of this warranty enhancement program.

- The **Primary Coverage** offers warranty enhancement until October, 31 2015 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 6 years from the date of first use with no mileage limitation.

This coverage is for warranty 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 by the New Vehicle Limited Warranty or this warranty enhancement.

4. **Number of Vehicles Covered**

There are approximately 641,000 certain 2009 to 2010 model year Corolla 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

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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 mid-September, 2013 and will be mailed over several weeks. 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 extension to the vehicle's "New Vehicle Limited Warranty" for customer dissatisfaction with the holding performance of the trunk lid. If the customer is currently dissatisfied with the holding performance of the trunk lid, the dealer will replace either one or both of the Trunk Lid Torsion Bar(s) (depending on whether the vehicle is equipped with a Toyota-supplied accessory spoiler) under the terms of this warranty enhancement program.

- The **Primary Coverage** offers warranty enhancement until October, 31 2015 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 6 years from the date of first use with no mileage limitation.

This coverage is for warranty 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 by the New Vehicle Limited Warranty or this warranty enhancement.

3. Number and Identification of Covered Vehicles

There are approximately 641,000 certain 2009 to 2010 model year Corolla vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-08) for identification of vehicles covered by this Warranty Enhancement.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-08) for warranty claim processing instructions for this Warranty Enhancement Program. *All parts replaced for this repair are subject to warranty parts recovery.*

5. Technical Instructions (Repair Procedures)

- Technical Instructions can be found in T-SB-0017-13

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 Trunk Lid Torsion Bars. However, if a customer is dissatisfied with the holding performance of the Trunk Lid Torsion Bar(s), dealers should order the applicable parts.

Refer to Warranty Policy Bulletin POL14-08 for detailed parts ordering information.

*Dealers are requested to only order parts if the customer is currently dissatisfied with the holding performance of the Trunk Lid. **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

SAMPLE: COROLLA 4 DOOR SEDAN

The below matrix provides information for parts managed by Toyota Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, in-stock and inventory quantities at your local POC will change (as parts are received and shipped) from NAWD Superstore. Therefore, your daily allocation specific to orders to change based on the parts in stock availability as well as inventory exceptions to your local POC. This report is generated as needed when daily allocation changes for DOS parts.

Parts with recent changes will be flagged from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your Toyota POC, Customer Support Leader, or the (8) Sample of (2009) vehicles.

Part Number	Part Description	Quantity	Allocation Priority	Total Allocation	Total Inventory	Order 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 Enhancement.

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 Program – ZE4
 Certain 2009 -2010 MY Corolla Vehicles
 Enhancement of Warranty Coverage for Trunk Lid Torsion Bar(s)**

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 meet customer product expectations, Toyota is advising customers of this Enhancement to the Warranty Coverage to assure their satisfaction with the vehicles Trunk Lid performance.

Q2: What is the reason for this warranty enhancement?

A2: In these vehicles, a small number of customers have expressed dissatisfaction with the holding performance of the trunk lid. The operation and performance of the trunk lid is evident from first use and does not change over time. However, in certain limited conditions the trunk lid may begin to close after opening. The conditions below may contribute to this:

- if the lid is not fully opened
- if operated in certain windy conditions
- if the vehicle is parked on an incline
- if a heavy load is on the trunk lid, such as snow and ice, or if equipped with an aftermarket accessory such as a spoiler

This could cause the user to interact with the trunk lid and, in limited instances, result in a minor injury.

Although we believe the majority of customers are satisfied with the holding performance of the trunk lid, to assure customers that we stand behind our product, we are offering an Enhancement to the New Vehicle Warranty Coverage for the Trunk Lid Torsion Bar(s).

Q3: What is Toyota going to do?

A3: Owners of 2009 to 2010 Toyota Corolla vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in mid-September, 2014.

If the owner is dissatisfied with the holding performance of the Trunk Lid they should contact their local authorized Toyota dealership for torsion bar replacement. The dealer will replace either one or both of the Trunk Lid Torsion Bar(s) (depending on whether the vehicle is equipped with a Toyota-supplied accessory spoiler) under the terms of this warranty enhancement program.

Q4: Which vehicles are covered by this Warranty Enhancement Program?

A4: There are approximately 641,000 certain 2009 to 2010 model year Corolla vehicles covered by this Warranty Enhancement Program.

Model	Model Year	UIO	Production Period
Corolla	2009 to 2010	641,000	Early January, 2008 through Late November, 2010

Q5: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?

A5: No. This program only applies to 2009 to 2010 model year Corolla vehicles.

Q6: What are the details of this coverage?

A6: This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for customer dissatisfaction with the holding performance of the trunk lid. If the customer is currently dissatisfied with the holding performance of the trunk lid, the dealer will replace either one or both of the Trunk Lid Torsion Bar(s) (depending on whether the vehicle is equipped with a Toyota-supplied accessory spoiler) under the terms of this warranty enhancement program.

- The **Primary Coverage** offers warranty enhancement until October, 31 2015 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 6 years from the date of first use with no mileage limitation.

This coverage is for warranty 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 by the New Vehicle Limited Warranty or this warranty enhancement.

Q7: Which parts are covered by this warranty enhancement program?

A7: The specific components(s) covered by this warranty extensions are as follows:

- Trunk Lid Torsion Bars

Q8: How long will the replacement take?

A8: The torsion bar replacement will take approximately 30 minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. The dealership will need to order the necessary replacement part(s); therefore you may need to make more than one appointment.

Q9: What should an owner do if they dissatisfied with the holding performance of the trunk lid?

A9: If the customer is currently dissatisfied with the holding performance of the Trunk Lid, he/she should contact a local authorized Toyota dealer for Trunk Lid Torsion Bar replacement.

Q10: What is different about the new torsion bar(s)?

A10: The newly designed torsion bar(s) will increase the holding performance of the trunk lid.

Q11: What if a customer has previously paid for replacement of the torsion bar(s) on their vehicle?

A11: Owners who have previously paid for torsion bar replacement due to dissatisfaction with trunk lid holding performance should refer to the owner letter for reimbursement consideration instructions.

Q12: What if an owner has additional questions or concerns?

A12: 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

Re: <VIN>

Dear Corolla Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an enhancement to portions of your Toyota Corolla New Vehicle Limited Warranty.

A small number of customers have expressed dissatisfaction with the holding performance of the trunk lid. The operation and performance of the trunk lid is evident from first use and does not change over time. However, in certain limited conditions the trunk lid may begin to close after opening. The conditions below may contribute to this:

- if the lid is not fully opened
- if operated in certain windy conditions
- if the vehicle is parked on an incline
- if a heavy load is on the trunk lid, such as snow and ice, or if equipped with an aftermarket accessory such as a spoiler

This could cause the user to interact with the trunk lid and, in limited instances, result in a minor injury.

Although we believe the majority of customers are satisfied with the holding performance of the trunk lid, to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Enhancement:

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for customer dissatisfaction with the holding performance of the trunk lid. If you are dissatisfied with the holding performance of the trunk lid, the dealer will replace either one or both of the Trunk Lid Torsion Bar(s) (depending on whether the vehicle is equipped with a Toyota-supplied accessory spoiler) under the terms of this warranty enhancement program.

- The **Primary Coverage** offers warranty enhancement until October, 31 2015 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 6 years from the date of first use with no mileage limitation.

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

This Warranty Enhancement Program 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. 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 # _____

Peel and Stick label
onto Owner's Warranty
Information Booklet

What should you do?

If you are currently satisfied with the holding performance of your vehicle's trunk lid, there is no action necessary at this time. Please apply the above sticker to your Owner's Warranty Information Booklet for future reference. You may come in at any time prior to the expiration date if you become dissatisfied with the performance.

If you are currently dissatisfied with the holding performance of the trunk lid, please contact your local authorized Toyota dealer to schedule an appointment for replacement of the Trunk Lid Torsion Bar(s). We appreciate your patience while the dealer obtains the replacement part(s). Due to limited available quantities it may take several weeks. To minimize your inconvenience, we recommend that you discuss this with your dealership at your next scheduled service appointment.

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

If you have previously paid for replacement of the trunk torsion bar(s) due to dissatisfaction with trunk holding performance, 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, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

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

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

SAMPLE

Q1: Is this a recall?

A1: No. This is not a recall. We are notifying you because your satisfaction with your vehicle's trunk lid is important to us.

Q2: Do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless you are currently dissatisfied with the holding performance of the Trunk Lid. **If you are currently satisfied with the holding performance of your vehicles trunk lid, please apply the sticker (located on the owner letter) to your Owner's Warranty Information Booklet for future reference.** You may come in at any time prior to the expiration date if you become dissatisfied with the performance.

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

A3: Yes, this Warranty Enhancement coverage as described in the notification letter is fully transferrable to subsequent vehicle owners.

Q4: What should I do if I am currently dissatisfied with the holding performance of the trunk lid?

A4: If you are currently dissatisfied with the holding performance of the trunk lid, please contact any authorized Toyota dealer and make arrangements to have the trunk lid torsion bar(s) replaced.

Q4a: How long will the replacement take?


A4a: The replacement will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. The dealership will need to order the necessary replacement part(s); therefore you may need to make more than one appointment.

Q4b: Why doesn't the dealership have the replacement part(s) in stock?

A4a: We believe most customers are satisfied with the performance of their trunk lid, so parts are being supplied on a request basis.

Q5: What if I have additional questions or concerns?

A5: 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: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL14-08 Date: 09/03/2014 Page: 1 of 2
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE4):
 WARRANTY EXTENSION FOR TRUNK LID TORSION
 BAR(S) ON CERTAIN 2009 TO 2010 MY COROLLA
 VEHICLES**

Background

Toyota has received a limited number of reports regarding customer dissatisfaction with the holding performance of the trunk lid. The operation and performance of the trunk lid is evident from first use and does not change over time. However, in certain limited conditions, the trunk lid may begin to close after opening. The conditions below may contribute to this:

- if the lid is not fully opened
- if operated in certain windy conditions
- if the vehicle is parked on an incline
- if a heavy load is on the trunk lid, such as snow and ice, or if optional equipment or accessories are installed on the trunk lid, such as a spoiler

Applicability

The Trunk Lid Torsion Bar 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 one or both of the Trunk Lid Torsion Bar(s) (depending on whether the vehicle is equipped with a Toyota-supplied accessory spoiler) if the customer has expressed dissatisfaction with the holding performance of the trunk lid.

Primary Coverage offers the warranty enhancement until **October 31, 2015, regardless of mileage.**

After the Primary Coverage period ends, **Secondary Coverage** is applicable for **six (6) years from the date-of-first-use, regardless of mileage.**

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

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

Applicability (Continued)

This Warranty Enhancement Program is subject to all the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

Applicable VINs

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Claim Submission

Claim Type	Opcode	Description	Labor Time
Repair Program	2711MA	Replace the torsion bar, LH & RH (Vehicle without factory installed spoiler.)	0.3 hr./vehicle
Repair Program	2711MB	Replace the torsion bar, LH (Vehicle with factory installed spoiler.)	0.3 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	Qty	Applicable TSB
64531-02213	RH Torsion Bar without spoiler	1	T-SB-0017-13
64532-02203	LH Torsion Bar without spoiler	1	
64532-02213	LH Torsion Bar with spoiler	1	

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair or replacement of the Trunk Lid Torsion Bar(s) due to dissatisfaction with the holding performance of the Trunk Lid, 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.

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