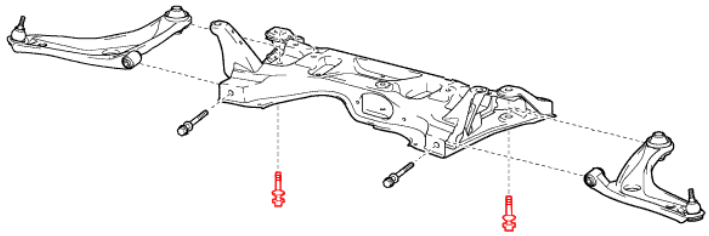
TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Warranty Enhancement Program – ZTU
Late 2006 to Early 2011 Model Year Yaris Vehicles
2008 to Early 2011 Model Year Scion xD Vehicles
Extension of Warranty Coverage for Front Suspension Lower Arm No.2 Bolt

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for corrosion of the Front Suspension Lower Arm No.2 Bolt on late 2006 to early 2011 Model Year Yaris and 2008 to early 2011 Model Year Scion xD Vehicles.



Background

Toyota has received a limited number of reports regarding an abnormal noise from the front of the vehicle in some late 2006 to early 2011 model year Yaris and 2008 to early 2011 model year Scion xD Vehicles. This condition may be heard under acceleration/deceleration, when braking, and/or when traveling over uneven road surfaces. The reports were received from cold climate areas where road salt is frequently applied.

This condition is caused by corrosion forming at the base of the Front Suspension Lower Arm No. 2 Bolt ("Bolt") head. Over time, the bolt head may separate from the Bolt causing the additional movement in the suspension arm creating noise. It is important to note that the design of the Front Suspension Lower Arm will prevent it from detaching even though the bolt head has separated.

Although the Front Suspension Lower Arm No.2 Bolt is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. To ensure our customers' satisfaction with that ownership experience we are launching this Customer Support Program.

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 December, 2012. A sample owner letter is attached for your reference.

2. Warranty Enhancement Program Coverage Details

Toyota is offering a Warranty Enhancement Program for the Front Suspension Lower Arm No. 2 Bolt for a period of ***7 years from the vehicle's date of first use or 100,000 miles, whichever comes first,*** for the condition described above. If the condition is verified, the dealer will replace the Front Suspension Lower Arm No.2 Bolt under the terms of this Warranty Enhancement Program.

Please note that damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Extension.

3. Number and Identification of covered Vehicles

There are approximately 490,000 Vehicles covered by this warranty extension.

Model	Model Year	UIO	Applicable TSB
Yaris	2006 to 2011	423,000	T-SB-0078-12 “Clunk Noise from Front Suspension”
xD	2008 to 2011	67,000	S-SB-0011-12 “Clunk Noise from Front Suspension”

Please refer to Warranty Policy Bulletin (Bulletin No. POL12-06) for identification of vehicles covered by this Warranty Enhancement Program.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL12-06) for warranty claim processing instructions.

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

5. Technical Instructions/Procedures

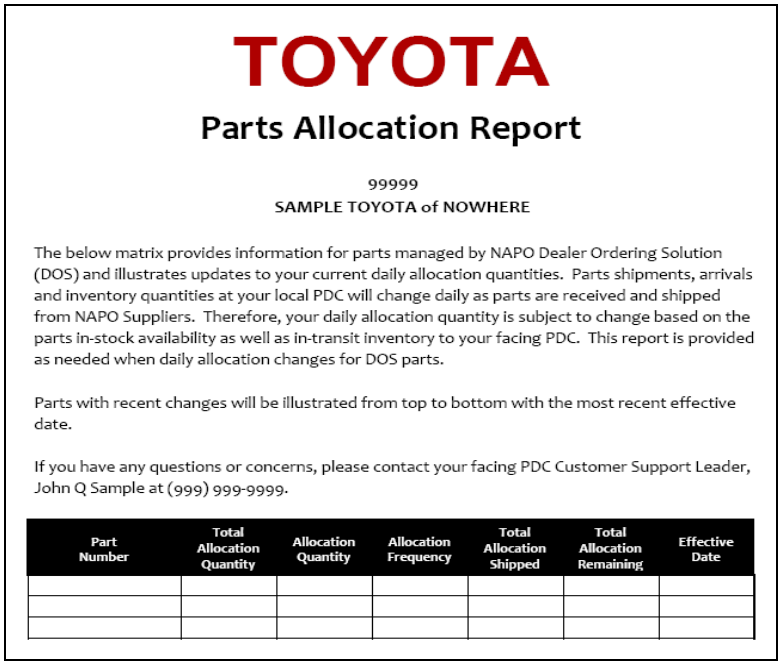
- Technical Instructions for 2006 to 2011 Yaris Vehicles can be found in T-SB-0078-12.
- Technical Instructions for 2008 to 2011 Scion xD Vehicles can be found in S-SB-0011-12

6. Parts Ordering

As this is a Warranty Extension most customers will only request reimbursement from TMS for past replacements, dealers should not increase their stock of Front Lower Suspension Arm No.2 Bolts. As always, if a customer experiences an abnormal noise from the front of the vehicle, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL12-06 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

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.

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

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Warranty Enhancement Program parts will be 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 additional details.

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 Program.

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 - ZTU
Late 2006 to early 2011 Model Year Toyota Yaris
2008 to early 2011 Model Year Scion xD
Extension of Warranty Coverage for Front Suspension Lower Arm No.2 Bolt

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 corrosion of the Front Suspension Lower Arm No.2 Bolt on late 2006 to early 2011 Model Year Yaris and 2008 to early 2011 Model Year Scion xD Vehicles.

Q1: What is the condition?
A1: Toyota has received a limited number of reports regarding an abnormal noise from the front of the vehicle in some late 2006 to early 2011 model year Yaris and 2008 to early 2011 model year Scion xD Vehicles. This condition may be heard under acceleration/deceleration, when braking, and/or when traveling over uneven road surfaces. The reports were received from cold climate areas where road salt is frequently applied.

This condition is caused by corrosion forming at the base of the Front Suspension Lower Arm No. 2 Bolt ("Bolt") head. Over time, the bolt head may separate from the Bolt causing additional movement in the suspension arm creating noise. It is important to note that the design of the Front Suspension Lower Arm will prevent it from detaching even though the bolt head has separated.

Although the Front Suspension Lower Arm No.2 Bolt is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. To ensure our customers' satisfaction with that ownership experience we are launching this Customer Support Program.

Q1A: *Are there any warnings that this condition may occur?*
A1A: Yes. If corrosion has formed and the bolt head has separated from the body of the bolt an abnormal noise may be heard from the front of the vehicle. This noise may be noticeable under acceleration/deceleration, when braking, and/or when traveling over uneven road surfaces.

Q2: What is Toyota going to do?
A2: Owners of late 2006 to early 2011 model year Yaris and 2008 to early 2011 model year xD vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in early December, 2012.

The Owner Notification Letter will advise owners of the warranty extension as it applies to the Front Suspension Lower Arm No.2 Bolt. If the owner experiences the condition described above within ***7 years from the vehicle's original in-service date or before 100,000 miles,*** whichever occurs first, they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will replace the Front Suspension Lower Arm No. 2 Bolt under the terms of this Warranty Enhancement Program.

Q3: Which vehicles are covered by this Warranty Enhancement Program?
A3: There are approximately 490,000 vehicles are covered by this Warranty Enhancement Program.

Model	Model Year	UIO	Production Period
Yaris	2006 to 2011	423,000	Late January, 2006 to early November, 2010
xD	2008 to 2011	67,000	Early April, 2007 to early October, 2010

Q4: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?
A4: No. This specific condition only affects late 2006 to early 2011 model year Yaris and 2008 to early 2011 model year xD vehicles.

Q5: What are the details of this coverage?

A5: This warranty enhancement is available for ***7 years from the vehicle's original in-service date or before 100,000 miles,*** whichever occurs first. The specific components(s) covered by this warranty extensions are as follows:

- Front Suspension Lower Arm No. 2 Bolt (Left and Right)

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 1.5 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 an abnormal noise from the front of the vehicle?

A7: Please have the customer contact their local Toyota dealer for appropriate diagnosis and repair. If the noise 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 insert the Warranty Enhancement Owner Notification Letter into the vehicle's Owner's Warranty Information Booklet for future reference.

Q9: What was changed to prevent this condition from re-occurring?

A9: The front suspension lower arm bolt has been newly redesigned to enhance the anti-corrosion performance.

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

2008 to Early 2011 Model Year Scion xD Vehicles
Front Suspension Lower Arm No.2 Bolt
WARRANTY ENHANCEMENT NOTICE

Re: <VIN>

Dear Scion xD Owner:

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

Scion cares about our customers

Scion has received a limited number of reports regarding an abnormal noise from the front of the vehicle in some 2008 to early 2011 model year Scion xD Vehicles. This condition may be heard under acceleration/deceleration, when braking, and/or when traveling over uneven road surfaces. The reports were received from cold climate areas where road salt is frequently applied.

This condition is caused by corrosion forming at the base of the Front Suspension Lower Arm No. 2 Bolt ("Bolt") head. Over time, the bolt head may separate from the Bolt causing additional movement in the suspension arm creating noise. It is important to note that the design of the Front Suspension Lower Arm will prevent it from detaching even though the bolt head has separated.

Although the Front Suspension Lower Arm No. 2 Bolt is covered by Scion's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Scion care about your overall ownership experience. To assure you that we stand behind our product, we are offering an enhancement to the warranty coverage for this condition.

Warranty Enhancement Details

This warranty enhancement will be available for a period of ***7 years from the vehicles date of first use or 100,000 miles,*** whichever occurs first, for the condition described above. If the condition is verified, the dealer will replace the Front Suspension Lower Arm No. 2 Bolt under the terms of this warranty enhancement program.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above 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 note that this coverage is for warranty work performed at an authorized Scion dealer only.

What should you do?

If you have not experienced this condition, please insert this letter into your vehicle's Owner's Warranty Information Booklet for future reference, you do not need to take any action at this time.

If you experience this condition, please contact any authorized Scion dealer and make arrangements for diagnosis and, if applicable, repair. To assist the dealership in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

The repair will take approximately 1.5 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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.

What if you have previously paid for repairs to address this condition?

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, U.S.A., Inc.
Scion 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,
Scion,
A Marque of Toyota Motor Sales, U.S.A., Inc.

SAMPLE

Late 2006 to Early 2011 Model Year Toyota Yaris
Front Suspension Lower Arm No.2 Bolt
WARRANTY ENHANCEMENT NOTICE

Re: <VIN>

Dear Yaris 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 Yaris New Vehicle Limited Warranty.

Toyota cares about our customers

Toyota has received a limited number of reports regarding an abnormal noise from the front of the vehicle in some late 2006 to early 2011 model year Yaris Vehicles. This condition may be heard under acceleration/deceleration, when braking, and/or when traveling over uneven road surfaces. The reports were received from cold climate areas where road salt is frequently applied.

This condition is caused by corrosion forming at the base of the Front Suspension Lower Arm No. 2 Bolt ("Bolt") head. Over time, the bolt head may separate from the Bolt causing additional movement in the suspension arm creating noise. It is important to note that the design of the Front Suspension Lower Arm will prevent it from detaching even though the bolt head has separated.

Although the Front Suspension Lower Arm No. 2 Bolt is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall ownership experience. To assure you that we stand behind our product, we are offering an enhancement to the warranty coverage for this condition.

Warranty Enhancement Details

This warranty enhancement will be available for a period of ***7 years from the vehicles date of first use or 100,000 miles,*** whichever occurs first, for the condition described above. If the condition is verified, the dealer will replace the Front Suspension Lower Arm No. 2 Bolt under the terms of this warranty enhancement program.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above 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 note that this coverage is for warranty work performed at an authorized Toyota dealer only.

What should you do?

If you have not experienced this condition, please insert this letter into your vehicle's Owner's Warranty Information Booklet for future reference, you do not need to take any action at this time.

If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. To assist the dealership in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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Toyota Customer Experience, WC 10
19001 South Western Avenue
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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