

May 2017
SOSH-W11-1A

WARRANTY ENHANCEMENT PROGRAM

NOTIFICATION

Please read the information provided below. If you experience the condition described below, contact your Toyota dealer. Otherwise, no other immediate action is required by you at this time.

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota would like to advise you of an enhancement to a portion of your Toyota New Vehicle Limited Warranty.

Toyota has received some reports of a rough idle and/or tapping noise from the HV transaxle at cold start due to a sticking EGR valve due to excess carbon build-up. The engine warning light may also illuminate with the DTC P0401.

While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Extension.

Warranty Enhancement Program Details – EGR Valve Assembly

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the EGR Valve Assembly. The specific condition covered by this program is sticking EGR valve due to excess carbon build-up.

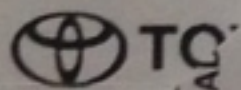
If the condition is verified by a Toyota Dealership and the vehicle meets the coverage requirements for this warranty enhancement, the vehicle will be repaired in accordance with the terms of this Warranty Enhancement Program.*

- **The Primary Coverage** offers a warranty enhancement until May 24, 2018 with no mileage limitation.
- **After the Primary Coverage period ends, the Secondary Coverage** is applicable for 10 years from the vehicle's date of first use or 240,000 km, whichever occurs first.

Toyota does not believe this condition concerns a safety defect. We are taking this action to assure you that we stand behind our product and to enhance your ownership experience.

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

ANYTHING
CHANGED?



TOYOTA
One
E-Mail

MAILING ADDRESS

Apt No.

City

State

Zip

Home Phone

To print

address

What should you do?

If you have experienced the condition described above, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

If you have not experienced or are not currently experiencing the condition described, there is no action necessary at this time. Please keep this letter with your Owner's Manual Supplement in your glove compartment for future reference.

If you have previously paid for repairs related to this specific condition, please contact your Toyota dealership for reimbursement consideration.

We have sent this notice in the interest of your continued satisfaction with our products, and sincerely regret any inconvenience this may have caused you.

If you have further questions about this program, please contact the Service Department at your Toyota dealer.

Thank you for driving a Toyota. We appreciate your continued patronage.

TOYOTA CUSTOMER SERVICES DIVISION

**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 Manual Supplement. For example, damage from abuse, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. Vehicles deemed salvaged, scrapped, junked, totaled or written off, do not qualify for this Warranty Enhancement Program. Please see your Toyota dealer for additional details.*