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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZTU):
WARRANTY EXTENSION FOR FRONT SUSPENSION
LOWER ARM NO. 2 BOLT ON CERTAIN LATE 2006 TO
EARLY 2011MY YARIS VEHICLES AND 2008 TO EARLY
2011MY 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 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.

Applicability

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 occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover the replacement of the Front Suspension Lower Arm No. 2 Bolt for **7 years from the date-of-first-use or 100,000 miles (whichever occurs first)** for the condition described above.

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

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.

Applicable VIN Ranges

MODEL	WMI	MY	VDS	START	FINISH
Yaris	JTD	2006	JT923	5029015	5029401
		2007	BT903	1000575	1187591
				4000006	4003638
			BT923	1000574	1187660
				4000003	4003640
				JT903	5028936
		JT923	5028941	5138777	
		2008	BT903	1187667	1297180
				4003685	4041385
			BT923	1186799	1297181
				4002904	4041400
			JT903	5127500	5220992
		JT923	5136244	5221073	
		2009	BT903	1272435	1352244
				4031587	4062544
			BT923	1297185	1352221
				4039460	4062527
			JT903	5198564	5278483
			JT923	5221125	5276047
		KT903	5198870	5278402	
		2010	BT4K3	1351444	1397754
				4062553	4079852
			BT9K3	1352246	1396120
				4062556	4079074
			JT4K3	5277635	5325519
		JT9K3	5278495	5325475	
		KT4K3	5278485	5325507	
		2011	BT4K3	1396925	1403438
				4079857	4082544
			BT9K3	1396928	1403445
4079253	4082551				
JT4K3	5325524		5330222		
JT9K3	5325526		5330164		
KT4K3	5325522	5330224			

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Applicable VIN Ranges (Continued)

MODEL	WMI	MY	VDS	START	FINISH
xD	JTK	2008	KU104	J000109	J032918
	JTK	2009	KU104	J032919	J050531
	JTK	2010	KU4B4	1000101	1007378
				J050223	J059201
	JTK	2011	KU4B4	1004627	1008907

Claim Submission

Claim Type	Op. Code	Description	Labor Time
Repair Program	2727GA	Replace Front Suspension Lower Arm No. 2 Bolt (Right and Left)	1.5 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	Qty	Applicable TSB
90119-14151	Bolt (for Front Suspension Lower Arm No. 2)	2	T-SB-0078-12 S-SB-011-12

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair or replacement of the Front Suspension Lower Arm No. 2 Bolts 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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