

NOTIFICATION

Please read the information provided below and contact your Toyota dealer to set up an appointment.

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of a class action settlement that is currently pending in Canadian courts, Toyota would like to advise you of an enhancement to a portion of your Toyota New Vehicle Limited Warranty.

Toyota has received a number of reports regarding frame corrosion on your model year Toyota vehicle. While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Extension:

WARRANTY ENHANCEMENT PROGRAM DETAILS – FRAME CORROSION

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to frame corrosion. The specific condition covered by this program involves rust perforation, i.e., "Rust Perforation Standard". If perforation of the frame from rust corrosion meets or exceeds the Rust Perforation Standard, the frame will be replaced at no cost under the terms of this Warranty Enhancement Program.*

- The coverage offers the later of 12 years from the date of first use or one year from July 21, 2018.

** This coverage is for warranty work performed at an authorized Toyota dealer only. This Warranty Enhancement Program is limited to your specific vehicle, the vehicle identification Number (VIN) of which is printed below, and is subject to the terms of the Settlement Agreement and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, except where conflicting with the Settlement Agreement, in which case, the Settlement Agreement controls. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. Vehicles with titles transferred to a salvage yard, junkyard, wreckage facility or similar entity or titles marked flood-damaged/non-repairable or claim paid do not qualify for this WEP.*

Additionally, for a period of two years until July 21, 2020, if the perforation does not meet or exceed the Rust Perforation Standard, and the vehicle is registered in Canada, the dealer will apply CRC (Corrosion Resistant Compounds) to the frame if CRC was not previously applied and the frame was not previously replaced, subject to these and other limitations included in the Settlement Agreement.

WHAT SHOULD YOU DO?

If your vehicle has experienced the frame corrosion condition described above, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Please be aware that if the dealer's diagnosis determines the vehicle is not covered by this Warranty Enhancement Program or the state of your vehicle does not relate to the condition described in this letter, you may be responsible for any other repairs you decide to have performed.

If your vehicle has not experienced or is not currently experiencing the frame corrosion 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.

However, if you are not sure whether your vehicle has experienced the frame corrosion condition described above, you are entitled to contact any authorized Toyota dealer and make arrangements for an inspection, free of charge, regarding this issue.

If you have previously paid for repairs related to this specific frame corrosion condition, please contact the Claims Administrator at 1-866-343-1858 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.

Customers with additional questions or concerns about the frame replacement program and/or Corrosion Resistant Compound application described in this letter are asked to please contact the Toyota Canada Customer Experience Center (1-888-869-6828) – Monday through Friday 8:00 a.m. to 6:00 p.m., Eastern time. Customers with additional questions or concerns relating to the class action settlement may visit the settlement website at www.Toyotaframesettlement.ca or may contact the Settlement Notice and Claims Administrator at 1-866-343-1858.

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

TOYOTA CANADA INC.