

Annexe "D": WEP

Voir ci-joint.

Schedule D - Warranty Enhancement Program

Toyota and Lexus Warranty Enhancement Program (WEP) W65 / W66 will extend the warranty coverage for HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion on certain vehicles of the following models and model years (the "**Subject Vehicles**"):

Vehicle Model	Model years
Toyota Venza	2021-2022
Toyota Highlander HV	2020-2022
Lexus NX350h	2022
Lexus NX450h+	2022
Toyota RAV4 HV	2019-2022
Toyota RAV4 Prime	2021-2022
Toyota Sienna HV	2021-2022

Pursuant to Section 3.2 of the Warranty Policies and Procedures Manual, Warranty Enhancement Programs are subject to the normal warranty policies applicable to the vehicle, except as specifically noted below.

1. **BACKGROUND**

This Warranty Enhancement Program provides coverage as it applies to high voltage electrical wires that provide power to the rear wheel electric motor generator of the Subject Vehicles. These wires are called the "HV Floor Under Wire Harness" and "Rear Traction Motor Generator Cable". The specific condition covered by this program is excessive corrosion at the connector of the HV Floor Under Wire Harness and Rear Traction Motor Cable (the "**Condition**"). If the Condition is verified, the vehicle will be repaired or have the affected wire harness/ cable replaced under the terms of this Warranty Enhancement Program.

The HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion is covered by Toyota's New Vehicle Limited Warranty for 3 years or 60,000 km (whichever comes first) or Lexus' New Vehicle Limited Warranty for 4 years or 80,000 km (whichever comes first). Toyota and Lexus are now extending the warranty coverage for repairs related to excessive corrosion to the wire harness connections at the Rear Motor Generator. Excessive corrosion can cause AM Radio Static during certain drive cycles or the vehicle may not start.

2. **WARRANTY ENHANCEMENT PROGRAM DETAILS**

WHAT IS COVERED?

This Warranty Enhancement Program provides a warranty coverage extension to the vehicle's "New Vehicle Limited Warranty" for HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion. Once the Toyota or Lexus Dealership has confirmed the existence of the condition on the vehicle, and confirms that the vehicle meets the terms set out in this document (such as the mileage limitation and months-in-service from the vehicle's warranty registration date), the vehicle will be repaired in accordance with the applicable Technical Instructions, under the terms of this Warranty Enhancement Program.*

- ***Warranty Coverage is applicable for 8 years from the date of first use or 160,000 km, whichever comes first.***

**This coverage is for warranty work performed at an authorized Toyota or Lexus dealer only, unless the work was performed at another dealer or shop before the introduction of this WEP. 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.*

Vehicles deemed salvaged, scrapped, junked, totaled or written off, do not qualify for this WEP.

WHAT IS NOT COVERED?

Only repairs required and eligible based on the policy above are covered. Other repairs and component replacements are not covered unless otherwise eligible under the terms of any remaining new vehicle warranty coverage.

Other expenses associated with the loss of vehicle use during the repair are not covered under this policy, aside from rental car expenses, as set out below.

3. ECP

Any component parts listed within this WEP, which may otherwise be covered under an existing ECP contract, shall be repaired under the terms of this WEP first. The ECP contract should only be used if the terms of this WEP no longer apply, and the terms of the ECP contract are still valid.

4. VIN REFERENCE & APPLICABLE VEHICLES

a) CANADIAN RETAIL SOLD VEHICLES

Vehicle Model	Model years	<i>To determine if a vehicle is part of this program, the Dealer must use the TIS Vehicle Inquiry VIN search.</i>
Toyota Venza	2021-2022	
Toyota Highlander HV	2020-2022	
Lexus NX350h	2022	
Lexus NX450h+	2022	
Toyota RAV4 HV	2019-2022	
Toyota RAV4 Prime	2021-2022	
Toyota Sienna HV	2021-2022	

b) U.S. RETAIL SOLD VEHICLES CURRENTLY IN CANADA – U.S. PROGRAM CODE 22TE09

- *The Dealer must use the TIS Vehicle Inquiry VIN search for all information regarding a U.S. retailed sold vehicle such as Warranty Registration Date, (Date of First Use in TIS), and vehicle status under the program (i.e. Potentially Eligible, or Repaired).*

5. CLAIM SUBMISSION PROCEDURES

Even if the vehicle is covered by the basic warranty (Toyota: First 36 months in-service or 60,000 km (whichever occurs first) / Lexus: First 48 months in-service or 80,000 km (whichever occurs first)), the Dealer will use listed replacement parts and repair the HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion. The WEP will cover repairs for 37 - 96 months in-service (for Toyota) or 49-96 months in-service (for Lexus) or 160,000 km (whichever comes first).

Model	Type of repair required	Rental car reimbursement
Toyota RAV4 HV	Replace the floor under W/H	Rental period of maximum 1 day @ CDN \$45.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 1 day @ CDN \$45.00 per day
Toyota Highlander HV	Replace the floor under W/H	Rental period of maximum 2 days @ CDN \$45.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 2 days @ CDN \$45.00 per day
Toyota RAV4 Prime	Replace the floor under W/H	Rental period of maximum 2 days @ CDN \$45.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 3 days @ CDN \$45.00 per day

Toyota RAV4 Prime w/ PVM SFX-B XSE Premium Technology Package	Replace the floor under W/H	Rental period of maximum 2 days @ CDN \$45.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 3 days @ CDN \$45.00 per day
Toyota RAV4 PRIME w/ BGM	Replace the floor under W/H	Rental period of maximum 2 days @ CDN \$45.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 3 days @ CDN \$45.00 per day
Toyota Venza	Replace the floor under W/H	No reimbursement (repair duration is less than 4 hours)
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 2 days @ CDN \$45.00 per day
Toyota Venza w/ PVM	Replace the floor under W/H	Rental period of maximum 1 day @ CDN \$45.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 2 days @ CDN \$45.00 per day
Toyota Sienna	Replace the floor under W/H	Rental period of maximum 2 days @ CDN \$45.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 2 days @ CDN \$45.00 per day
Lexus NX350h	Replace the floor under W/H	Rental period of maximum 1 day @ CDN \$85.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 2 days @ CDN \$85.00 per day
Lexus NX350h w/ PVM	Replace the floor under W/H	Rental period of maximum 2 days @ CDN \$85.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 2 days @ CDN \$85.00 per day
Lexus NX450h+	Replace the floor under W/H	Rental period of maximum 2 days @ CDN \$85.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 2 days @ CDN \$85.00 per day
Lexus NX450h+ w/ PVM	Replace the floor under W/H	Rental period of maximum 2 days @ CDN \$85.00 per day
	Replace the floor under W/H + Replace the No. 2 motor Cable	Rental period of maximum 3 days @ CDN \$85.00 per day
The rental car cost will be reimbursed for the rental period of maximum 60 days @ CDN \$45.00 per day (for Toyota vehicles) or CDN \$85.00 per day (for Lexus vehicles) in case the parts are not available due to a back order situation .		

6. CUSTOMER REIMBURSEMENT FOR PREVIOUS “PAID FOR” SERVICES PRIOR TO PROGRAM RELEASE

Customers who have previously paid for repairs for the Condition, as described in “1.BACKGROUND,” before the release of this Warranty Enhancement Program, are eligible for reimbursement of reasonable expenses even if the repair was performed by another dealer or an aftermarket shop.

If a customer has previously made a partial payment toward a repair of the Condition, or has been partially reimbursed by Toyota for a repair of the Condition, the customer is eligible for reimbursement of the portion of the cost of the repair that was paid by the customer.

Customers seeking reimbursement of previous repairs must present documentation showing the cost of the repair and showing that the cost has been paid in full. Such documentation may include a repair order, an invoice, or such other documentation as Toyota may reasonably require.

If a customer has previously signed an agreement with Toyota in exchange for a full or partial contribution to the cost of repairing the Condition, that does not impact the ability of the customer to seek reimbursement for the cost paid by the customer and not previously reimbursed.

To minimize the number of claims to be processed, all eligible reimbursable costs must be collected before submitting a reimbursement claim and submitted in a single claim. To this end, only one reimbursement claim (which should include all eligible reimbursement costs) will be accepted per repair.