



Southeast Toyota Distributors, LLC

## Southeast Toyota Distributors, LLC Accessory Installation Instructions

# 2018 Highlander LED Illumination Package (Interior & Exterior)

Year & Model:	2018 Highlander
Part Number:	00016-00069
Accessory Code:	LL1000
PIO / DIO:	PIO / DIO
Business Partner:	L28

## Conflicts

None

## General Applicability

Fits Models
1 All Models

## Additional Items Required For Installation

Item#	Description:
1	(1) 62217-52120
2	(1) 62217-0E040

## Sequence of Application

Item#	Accessory:
1.	Light Package
2.	Running Boards

### SPECIALNOTE: Installation Sequences

After TMS & Safety mandated preparatory steps have been taken, the installation sequence is the suggested method for completing the accessory installation. In some instances the suggested sequence is written for one associate to install & in others the sequence is given as part of a team accessory installation. Unless otherwise stated in the document, the associates may perform the installation steps in any order to make the installation as efficient as possible while maintaining consistent quality.

## Recommended Tools

Safety Tools	
Installation Tools	Notes
Ratchet	3/8" Drive
Socket	8, 10, & 12mm
Trim Panel Removal Tool	
Screwdriver	Philips Head
Fish Tape	
Torque Wrench	48 & 67 lbf. In.
Utility Knife	
Pliers	Needle Nose
Drill	
Drill Bit	7/16"
Drill Bit	11/64"
Drill Stop	
Rivot Gun	
Allen Wrench	3mm
Tape Measure	
Special Chemicals	
50/50 Alcohol Water Mixture	
VPC Approved Sealant	

## Legend



**STOP:** Damage to the vehicle may occur. Do not proceed until process has been complied with.



**OPERATOR SAFETY:** Use caution to avoid risk of injury.



**CAUTION:** A process that must be carefully observed in order to reduce the risk of damage to the accessory/vehicle and to ensure a quality installation.



**TOOLS & EQUIPMENT:** Used in Figures calls out the specific tools and equipment recommended for this process.



**REVISION MARK:** This mark highlights a change in installation with respect to previous issue.



**SAFETY TORQUE:** This mark indicates that torque is related to safety.

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**Kit/Hardware Bag Contents:**

<b>Item #</b>	<b>Quantity</b>	<b>Description</b>
1.	15	Wire Ties
2.	4	Foil Tape
3.	5	Foam Tape
4.	14	Plastic Rivets
5.	3	Red T-Taps
6.	3	Black T-Taps
7.	1	Blue T-Tap

Care must be taken when installing this accessory to ensure damage does not occur to the vehicle. The installation of this accessory should follow approved guidelines to ensure a quality installation. These guidelines can be found in the “Accessory Installation Practices” document.

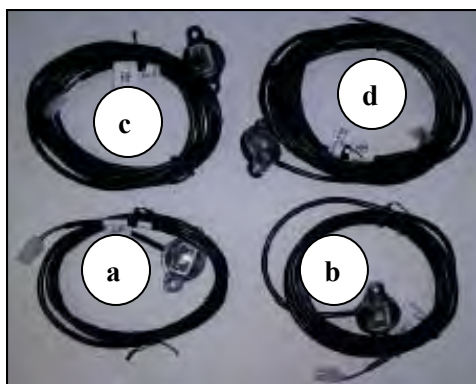
This document covers such items as:

- Vehicle Protection (use of covers and blankets, cleaning chemicals, etc.).
- Safety (eye protection, re-checking torque procedure, etc.).
- Vehicle Disassembly/ Reassembly (panel removal, part storage, etc.).
- Electrical Component Disassembly/Reassembly (battery disconnection, connector removal, etc.).

### Parts for Installation:

Item #	Quantity	Description
1.	4	Puddle Lights and Harnesses
(a)	1	LF (4.9') Puddle Light
(b)	1	LR (7.8') Puddle Light
(c)	1	RF (10.8') Puddle Light
(d)	1	RR (13.8') Puddle Light
2.	1	Control Module
3.	1	Power Harness
4.	1	Foot-well Harness
5.	2	Foot-well Lights
6.	4	Puddle Light Mounting Brackets
7.	1	Hardware Bag

1



2



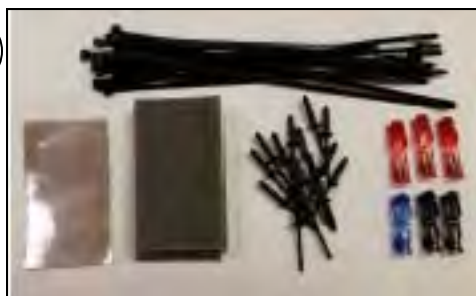
3



5



7



6



4





## Service &amp; Warranty Information:

Image Key	Parts information		Warranty Information	
	Part Number	Description	Warranty Time	Labor Op. Code
A	00016-00064-01	Power harness	0.3	AIP011
B	00016-00064-02	Foot well light harness	0.4	AIP021
C	00016-00064-03	Foot well LED light pod	0.2	AIP031
D	00016-00064-04	Puddle light control module	0.3	AIP041
Not Shown	00016-00064-09	Trunk LED ( <i>NOTE: if equipped</i> )	0.2	AIP091
E	00016-00064-05	Left Front puddle light and harness	1.3	AIP051
F	00016-00064-06	Left Rear puddle light and harness	1.3	AIP061
G	00016-00064-07	Right Front puddle light and harness	1.3	AIP071
H	00016-00064-08	Right Rear puddle light and harness	1.3	AIP081
<b>Note:</b> Use Combo codes if replacing more than one puddle light. A for additional 0.3 per light. A- adds 0.3 for two lights, AA- adds 0.6 for three lights, AAA- adds 0.9 for three lights.				
I	00016-00069-01	Puddle Light mounting brackets	NA	NA

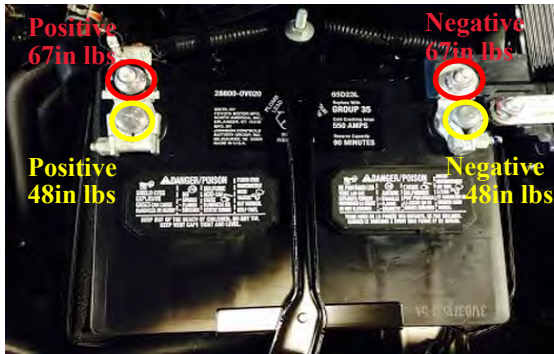
Labor times include consideration for diagnosis and Administration time

If you are a dealer located outside of the Southeast Region, please contact the SET Accessory Warranty Department at (888) 851-2722 or email [Accessory.Warranty@SETToyota.com](mailto:Accessory.Warranty@SETToyota.com) for claim payment instructions.

Image:



## Battery Preparation



**NOTE:** It is recommended to use Option 1 when a lead wire is not being installed. However Option 2 is to be used when a lead wire is being added to the positive side, or anytime the negative side 12mm nut is being removed, re-torque both to 67in lbs.

**NOTE:** If removal of the positive battery terminal 12mm nut is required to install a lead wire, the negative battery terminal must be disconnected first to disable the electrical system. The positive battery or terminal should never be disconnected unless the negative battery terminal is first removed & waiting 90 seconds for the SRS system to power down.

**Option 1:** If the battery clamp nut cannot be accessed to set torque to the recommended specification without removing additional panels & /or other components. You may change (reverse the direction ) the negative battery clamp bolt & nut. Battery terminal must have torque set to factory specification . **CAUTION:** Do not touch the positive terminal. Re-torque to 48in lbs.

**Option 2:** Removing the 12mm nut from the positive or negative terminal junction. When re-tightening the torque specification is 67in lbs.



Figure 1



Figure 2



Figure 3



Figure 4

**VEHICLE DIS-ASSEMBLY / INSTALLATION PROCESS:**

1. Measure and drill locations for the rear light pod brackets using 11/64" drill bit. These should be centered below the 2nd grommet from the rear See Figure 1.

2. Measure and drill locations for the front light pod brackets using 11/64" drill bit. They should be centered approximately 8" back from the rear most front jack point. See Figure 2.

3. Install all 4 mounting brackets using included bracket hardware. Brackets should be in-board of pinch weld, with bolts being fed through the pinch weld then the bracket. See Figure 3.



**NOTE: Apply VPC approved sealant to all pinch weld holes before mounting brackets.**

4. Mount appropriate light in corresponding location securing in place with plastic rivets See Figure 4.



**NOTE: Arrow on puddle light lens must face out, away from vehicle.**

5. Remove outer bolts from Undercarriage skid plates from both sides, and then remove front floor pan drain plugs.



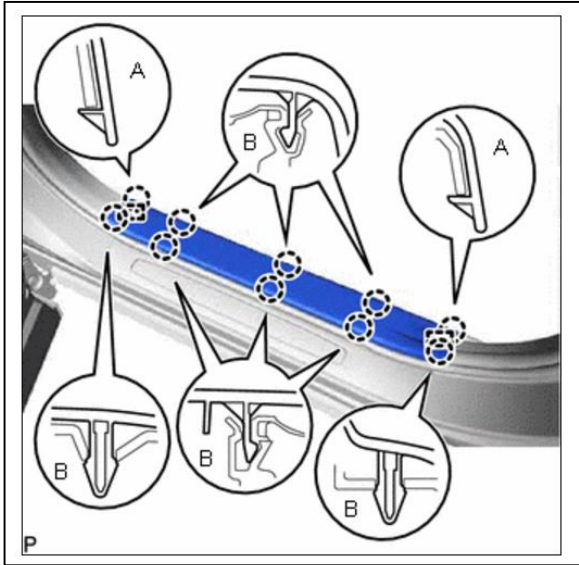


Figure 5

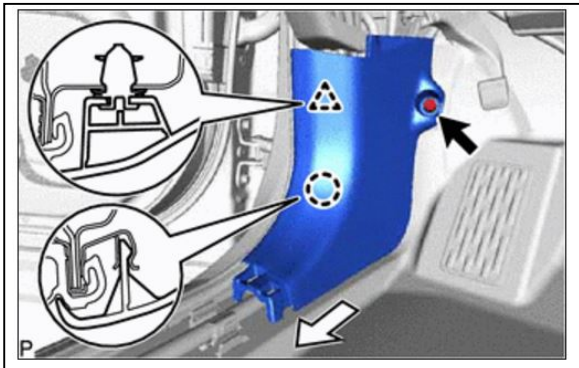


Figure 6



Figure 7

6. Remove Front Door Scuff Plate LH

- a. Disengage the 2 clips (A). See Figure 5.
- b. Disengage the 8 claws (B) and 2 guides to remove the front door scuff plate. See Figure 5.

7. Remove both cowl side trim sub-assembly LH. See Figure 6.

- a. Remove the clip.
- b. Disengage the claw and clip to remove the cowl side trim sub-assembly.

8. Pull back carpeting and remove floor silencer pad.

9. Repeat for RH side.

10. Cut a 6" slit in both the front floor pan sound insulation pads as shown in Figure 7.



Figure 8



Figure 9

11. Route passenger side rear harness over to e-brake line and secure with wire tie. See Figure 8. Continue routing forward towards the drain plug and secure to the skid plate bracket. See Figure 9.

12. Route the driver side rear harness forward and secure to the skid plate bracket.

13. Route the front harnesses together with the rears towards drain plug locations.



14. Using a sharp blade, cut an 'X' in the middle of each drain plug, in order to route harnesses through and into the vehicle.

15. Lift front sound insulation from slits made previously to gain access to the drain holes and route both front and rear puddle light harnesses up and into the vehicle.

16. Re-install drain plugs, with the harnesses threaded through plugs.

17. Seal harnesses to drain plugs using approved sealant. Make sure the sealant is completely around wires for a water tight seal. See Figure 10.



Figure 10

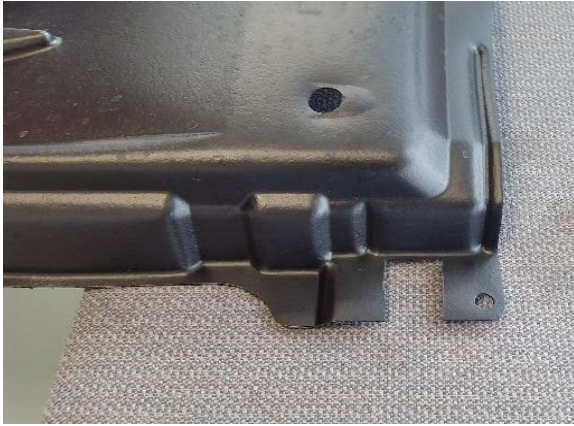


Figure 11

18. Cut a 1 ½" wide notch on the front outside edge of the driver side skid plate. Approximately 1 ¾" back from the front edge. See Figure 11.

19. Re-install undercarriage skid plate bolts.



Figure 12

20. Route driver side harnesses from slit in sound material under foam foot board towards kick panel. Tape in place using foam tape. See Figure 12.



Figure 13

21. Route the passenger side puddle light harnesses from slit in sound material under foam foot board and across to driver side, fishing behind center console. See Figures 13 & 14.



Figure 14



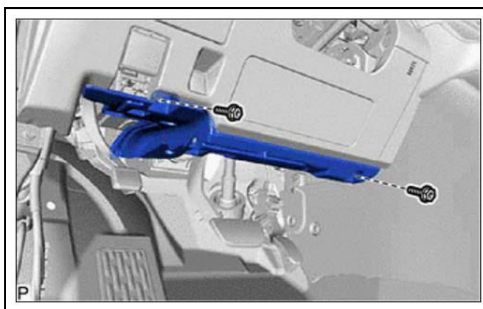


Figure 15

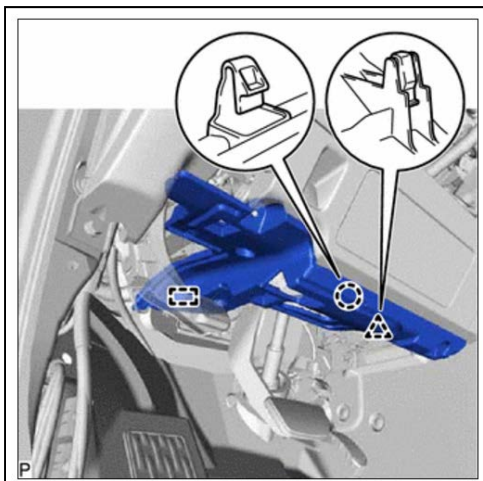


Figure 16

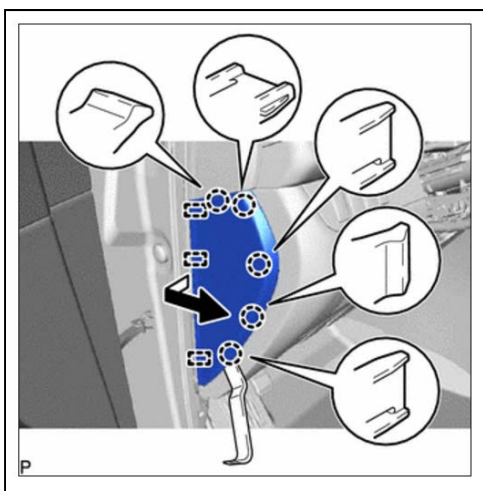


Figure 17

22. Remove No. 1 Instrument Panel undercover sub-assembly.

- a. Remove the 2 screw <D>. See Figure 15.
- b. Disengage the claw, clip and guide. See Figure 16.
- c. Disengage the connector clamp.
- d. Disconnect each connector to remove the No. 1 Instrument Panel undercover sub-assembly.

23. Remove Instrument Panel Finish Panel End LH.

- a. Using a molding remover, disengage the 5 claws and 3 guides, and remove the instrument panel finish panel end LH as shown in Figure 17.

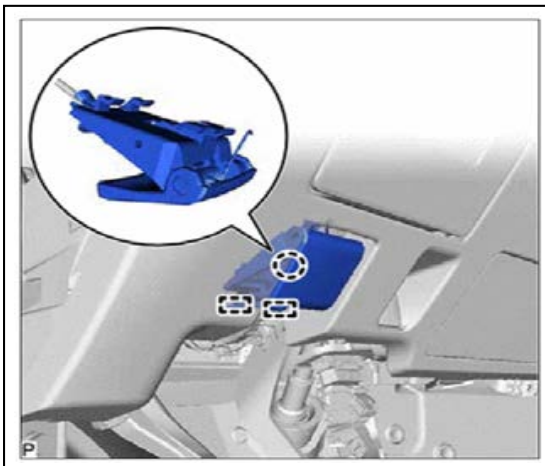


Figure 18

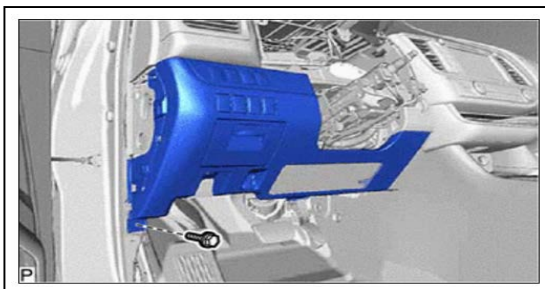


Figure 19

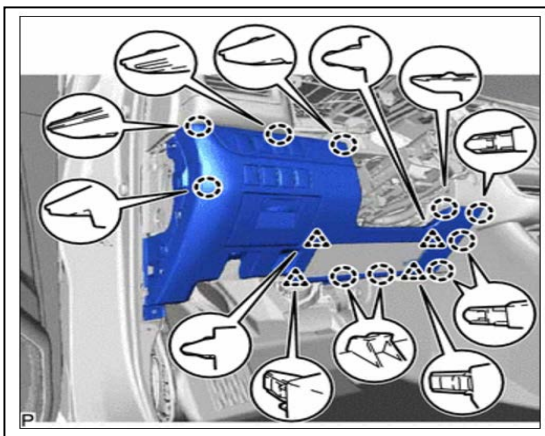


Figure 20

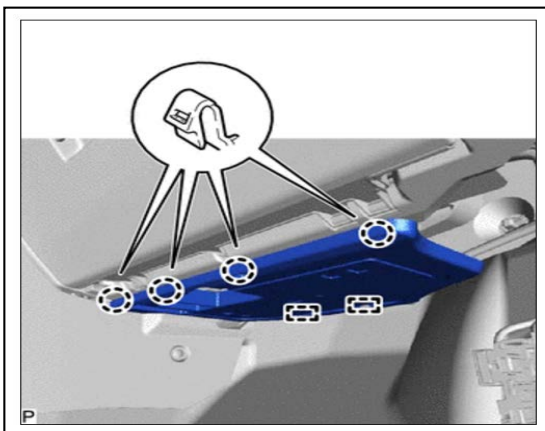
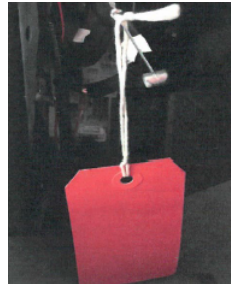


Figure 21

24. Disconnect Hood Lock Control Lever sub-assembly.

- a. Disengage the claw and 2 guides to disconnect the hood lock control lever sub-assembly. See Figure 18.



Illustration

**Note:** Place red hang tag on instrument panel sub assembly **OR** hood release cable when removing hood latch cable from hood latch release lever. See Illustration.

Red Tag required for PIO only.

Tag is not part of the kit contents.

25. Remove Lower Instrument Panel Finish Panel Sub-assembly.

- a. Remove the bolt <B>. See Figure 19.
- b. Disengage the 10 claws and 4 clips See Figure 20.
- c. Disconnect each connector to remove the lower instrument panel finish panel sub-assembly.

26. Remove No. 2 Instrument Panel Under Cover Sub-assembly.

- a. Disengage the 4 claws and 2 guides to remove the No. 2 instrument panel under cover sub-assembly. See Figure 21.



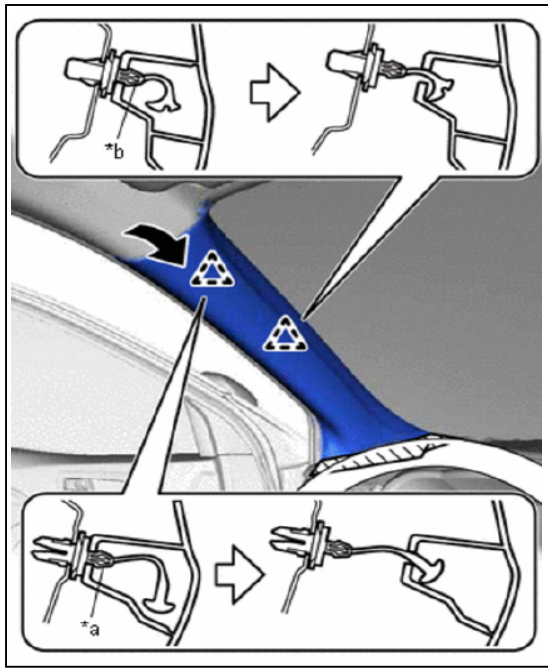


Figure 22

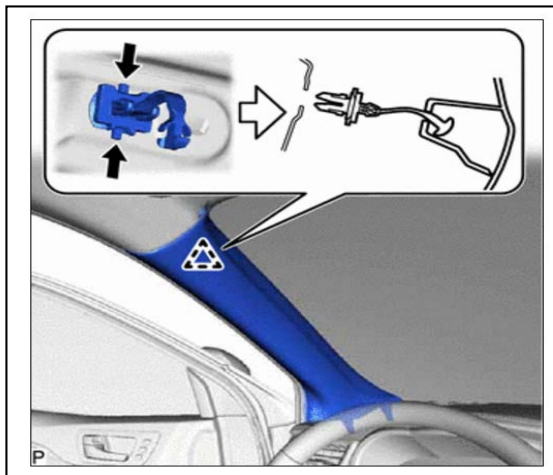


Figure 23

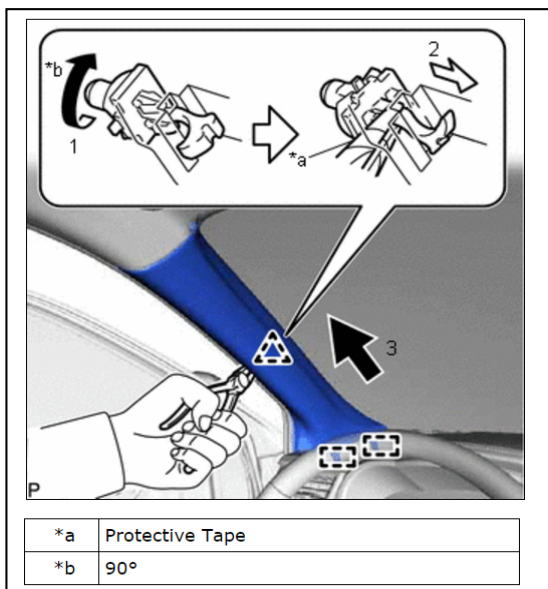


Figure 24

## 27. Remove Front Pillar Garnish LH.

- a. Apply protective tape around the front pillar garnish LH as shown in Figure 22.
- b. Pull the upper part of the front pillar garnish toward the inside of the cabin and disengage the front pillar garnish LH from the base of the 2 front pillar garnish clips.

**Hint: Let the front pillar garnish LH hang from the 2 front pillar garnish clips.**

- c. While pushing the tabs of the front pillar garnish clip (A) in the direction indicated by the arrow shown in Figure 23, disengage the front pillar garnish clip (A).

**Front Pillar Garnish Clip (a) Part Number: 62217-0E040**

**Font Pillar Garnish Clip (b) Part Number: 62217-52120**

- d. Using needle nose pliers with the tips wrapped with protective tape, rotate the front pillar garnish clip (B) 90° in the direction indicated by the arrow(1) in Figure 24.
- e. Pull the front pillar garnish LH in the direction indicated by the arrow (2) shown in Figure 24 to disengage it from the front pillar garnish clip (B).
- f. Pull the front pillar garnish LH in the direction indicated by the arrow (3) shown in Figure 24 to disengage the 2 guides and remove the front pillar garnish LH.



**Note: These clips CAN NOT be reused.**

**DESTROY and DISPOSE of clips. Install a new A-Pillar garnish upper and middle clip when replacing garnish at end of installation. A-Pillar clips 62217-52120 & 0E040 are not provided in the kit. These items must be ordered separately.**



Figure 25

28. Mark location for passenger side foot-well light, 1" back from the rib, and 3/4" over from the vertical rib of the No. 2 panel as shown in Figure 25.



29. Drill a 7/16" hole where the connector will fit and align with flat side of light facing the seat. Using a 11/64" drill bit, drill mounting holes and attach light using included rivets.



Figure 26

30. Mark where Driver side foot-well light will be mounted, 1" from the ribs in both directions. See Figure 26.



31. Drill a 7/16" hole where the connector will fit and align with flat side of light facing the seat. Using an 11/64" drill bit, drill mounting holes and attach light using included rivets.

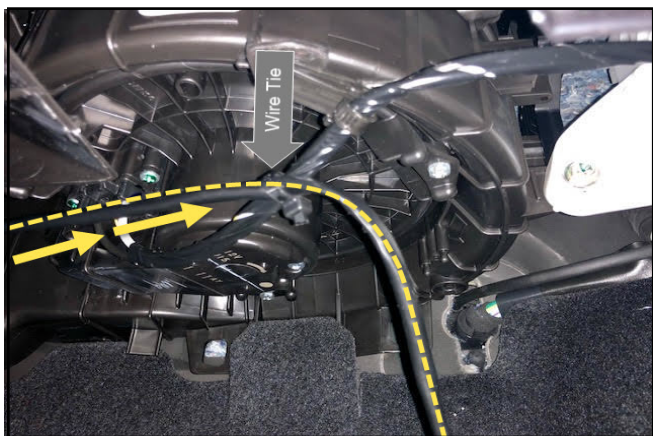


Figure 27a

32. Fish long end of foot-well harness from driver side, behind center console to passenger side.

33. Secure the harness to the blower fan assembly as shown with a wire tie. See Figure 27a.



Figure 27b

34. Attach harness to foot-well light in No. 2 panel, secure sound deadening and reinstall panel. See Figure 27b.

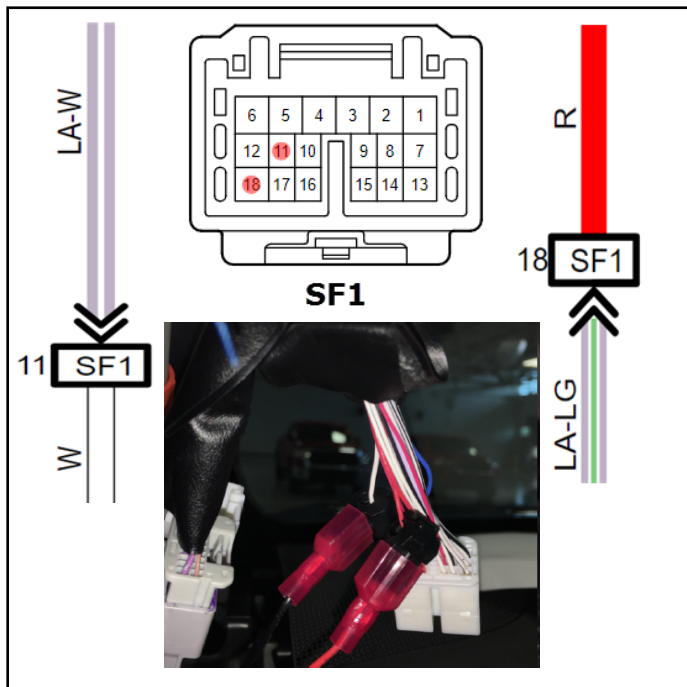


Figure 28

35. Drop the fused end of the power harness from the lower corner of the A-pillar down towards the driver's kick panel, securing in existing wire locations.

36. Using a Black T-tap, connect the Red wire from the Puddle Light power harness to the Red wire in Pin 18 of the SF1 connector in the A-pillar. See Figure 28.

37. Using a Black T-tap, connect the Black wire from the Puddle Light power harness to the White wire in Pin 11 of the SF1 connector in the A-pillar. See Figure 28.

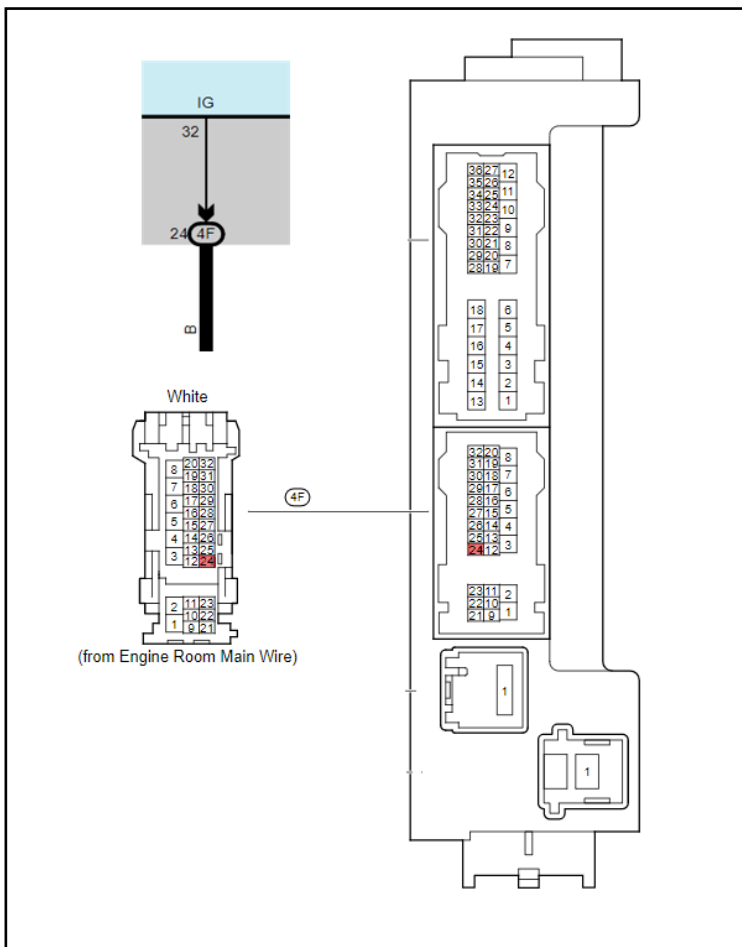


Figure 29

38. Connect the Red wire from the foot-well harness to the red wire from the puddle light power harness. Connect the White wire from the foot-well harness to the white wire from the puddle light harness.

39. Using a Black T-tap, connect the Yellow wire from the foot-well harness to the Black wire in Pin 24 of the 4F connector in the JB. See Figure 29.



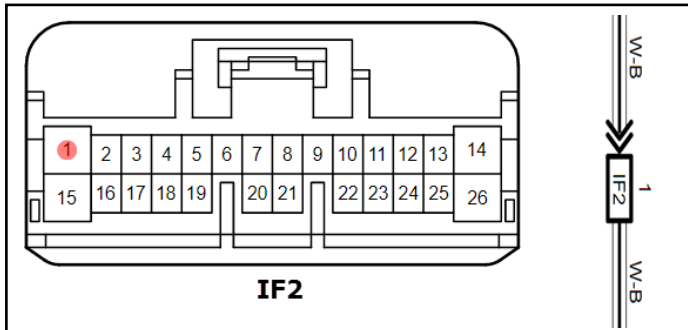


Figure 30

40. Using a Blue T-tap, connect the Black wire from the foot-well harness to the White/Black wire in the IF2 connector in the driver sidekick panel. See Figure 30.



Figure 31

41. Start to route passenger side puddle light and foot-well harnesses above drivers knee air bag. Secure harnesses to the factory ground wire with a wire tie. See Figure 31.

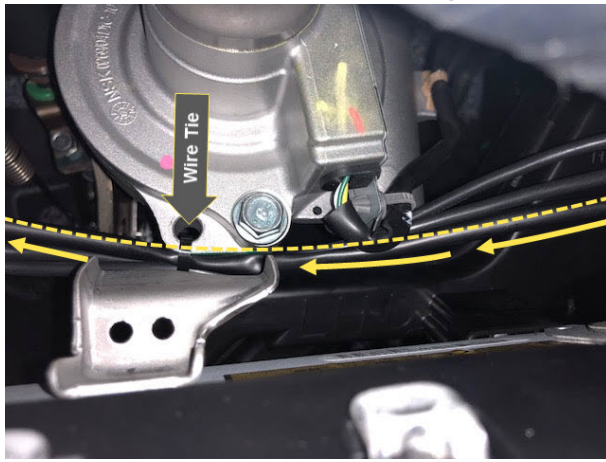


Figure 32

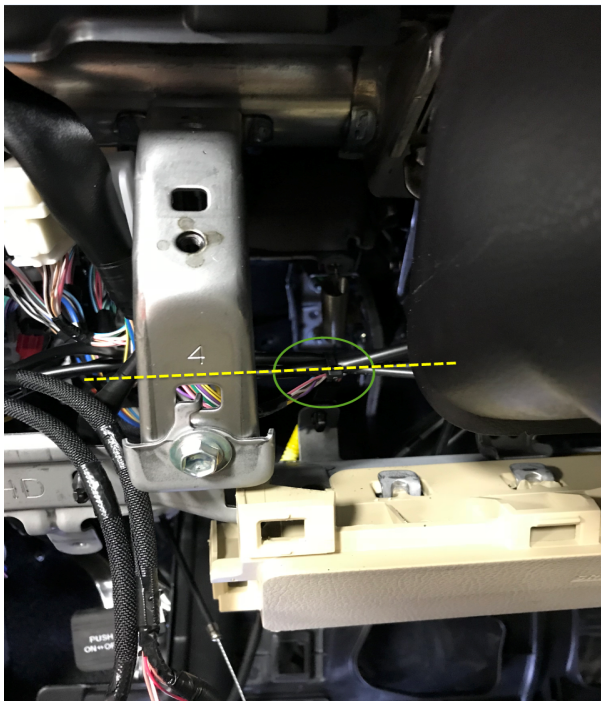


Figure 33



Figure 34

42. Route passenger side puddle light and foot-well harnesses above drivers knee air bag as shown in Figures 31. Secure the harnesses to the steering column eyelet hole as shown. See Figure 32.

43. Route short side of foot-well harness up towards the OB2 connector and wire tie in place. Figure 33

44. Connect all puddle light harnesses and mount the control module to the factory harness in front of JB. See Figure 34.

45. Bundle excess harnesses and securely wire tie.

46. Reinstall both floor silencers pads.



**Note: Prior to buttoning up, please verify the emergency brake function. Confirm the wires do not interfere with the operation.**

47. Print Warranty Statement and place in glove box, DIO only.

**TESTING AND REASSEMBLY**

1. REINSTALL ALL TRIM PANELS IN THE ORDER OF REMOVAL TAKING SPECIAL CARE TO MAKE SURE ALL HARNESSES AND WIRING ARE PROPERLY SECURED. MAKE SURE HARNESSES ARE NOT PINCHED OR BOUND BY TRIM PIECES.

2. RECONNECT NEGATIVE BATTERY CABLE AND TORQUE.



If option1 was used: 10mm nut 48 IN/LBS.

If Option2 was used: 12mm nut 67 IN/LBS.

**ACCESSORY FUNCTION CHECK:**

Test for full light condition



Test for low light condition

**LOOK FOR:**

Close all doors and lock vehicle. Do foot-well and puddle lights go out? Unlock vehicle, do foot-well lights come on full brightness? Do puddle lights come on?

Start vehicle, do puddle lights go out? Do the foot-well lights dim to low level? Turn on headlights. Do foot-well lights come on in dim mode?

**VEHICLE FUNCTION CHECK:**

Ignition



SRS Warning Light



Hood release



Warranty Statement



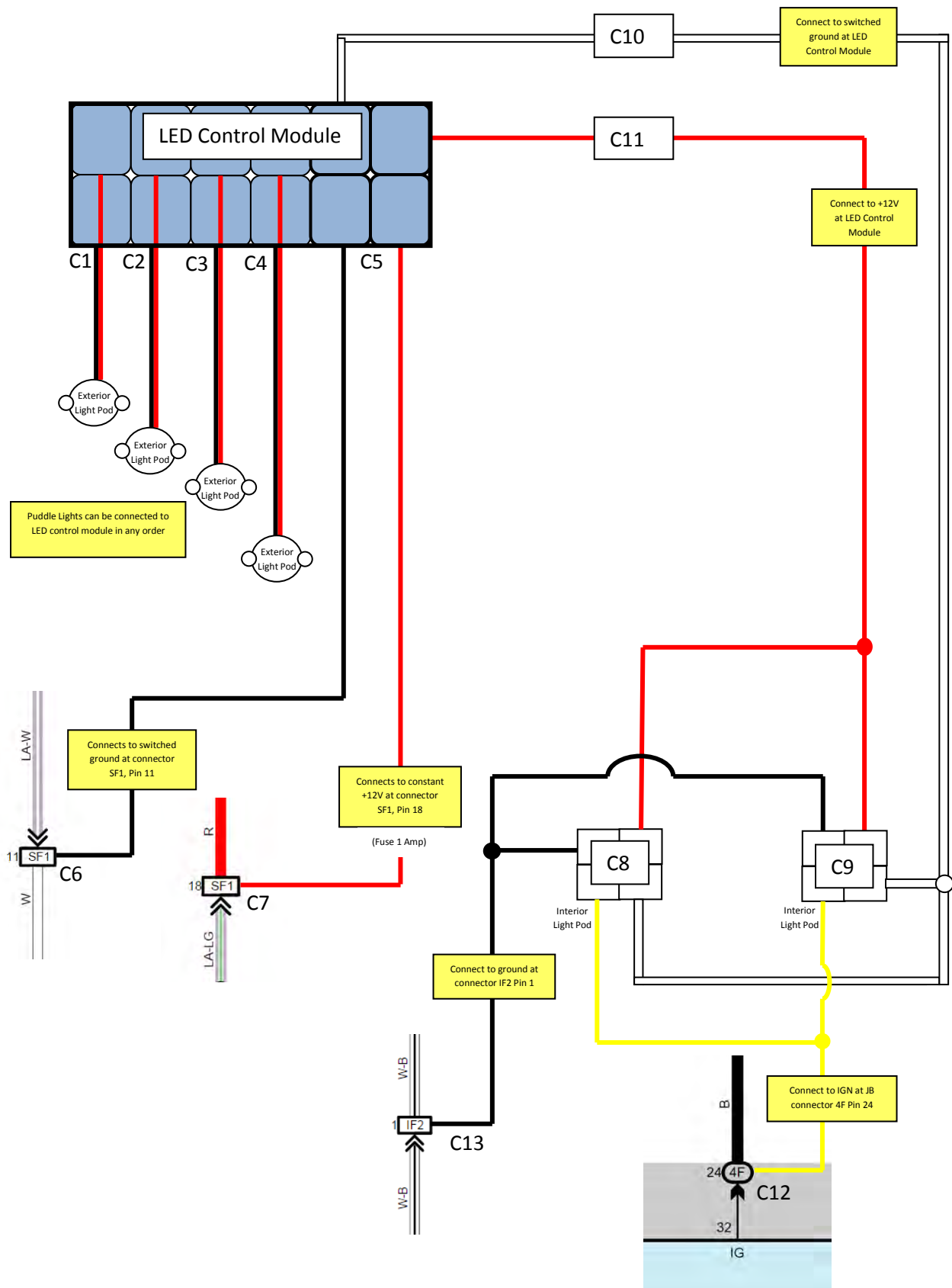
Function check any connector removed during install.

Verify vehicle will crank.

Confirm SRS warning light illuminated for approximately 6 seconds with the ignition on, and then goes out.

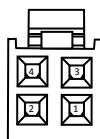
Place Warranty Statement in glove box. DIO Only.

Block Diagram  
Highlander Lighting Package



**Connector C-1 thru C-4**

Pin	Wire Color	Test Reference	Proper Orientation
1	Black	Pin 1 to Ground	Exterior LEDs (-)
2	Red	Pin 2 to Ground	Exterior LED (+)

**Connector C5**

Pin	Wire Color	Test Reference	Proper Operation
1	Black	Pin 1 to Ground	Approximately 0 VDC
2	Red	Pin 2 to Ground	Approximately 0 VDC when Dome Light is ON +12 VDC when Dome Light is OFF
3	White	Pin 3 to Ground	Approximately 0 VDC (when disconnected from control module)
4	Red	Pin 4 to Ground	Approximately 0 VDC (when disconnected from control module)

**Connector C6**

Pin	Wire Color	Test Reference	Proper Operation
1		Pin 1 to Ground	Approximately 0 VDC when Dome Light is ON +12 VDC when Dome Light is OFF

**Connector C7**

Pin	Wire Color	Test Reference	Proper Operation
1			+12 VDC

**Connector C8 & C9**

Pin	Wire Color	Test Reference	Proper Operation
1	Red	Pin 1 to Ground	+12 VDC
2	Black	Pin 2 to Ground	Approximately 0 VDC
3	White	Pin 3 to Ground	Approximately 0 VDC when Dome Light is ON +12 VDC when Dome Light is OFF
4	Yellow	Pin 4 to Ground	Approximately 0 VDC ignition switch OFF +12 VDC when ignition ON



**Connector C10**

Pin	Wire Color	Test Reference	Proper Operation
1	White	Pin 1 to Ground	Approximately 0 VDC when Dome Light is ON +12 VDC when Dome Light is OFF

**Connector C11**

Pin	Wire Color	Test Reference	Proper Operation
1	Red	Pin 1 to Ground	+12 VDC

**Connector C12**

Pin	Wire Color	Test Reference	Proper Operation
1	Yellow	Pin 1 to Ground	Approximately 0 VDC ignition switch OFF +12 VDC when ignition ON

**Connector C13**

Pin	Wire Color	Test Reference	Proper Operation
1	Black	Pin 1 to Ground	Approximately 0 VDC



## LIMITED WARRANTY – SOUTHEAST TOYOTA

**SOUTHEAST TOYOTA DISTRIBUTORS, LLC** ("we," "our" and "us") provides the following limited warranty on our accessories, excluding tires, ("Accessories" or "Accessory") installed on a Toyota. This limited warranty is not provided by and does not bind or provide benefit to the vehicle dealer, the manufacturer, or Toyota Motor Sales, U.S.A., Inc. This limited warranty does not apply to tires; please consult the tire manufacturer and/or its materials accompanying the vehicle for any warranty terms concerning tires. This limited warranty also does not apply to ToyoGuard Exterior Paint Sealant and ToyoGuard Interior Protector; please consult the ToyoGuard Limited Warranty Certificate for the warranty terms concerning those products.

### SCOPE OF LIMITED WARRANTY:

#### A. Protection:

- i. **Accessories Installed by Southeast Toyota Distributors, LLC on a new Toyota vehicle.** We warrant that, for a period of 36 months or 36,000 miles, whichever occurs first, we will repair or replace (includes labor), free of charge, any defect in such an Accessory due to faulty material or workmanship, or, at our option, provide a full refund of the purchase price of the Accessory. The warranty period begins on the vehicle's In-Service Date, which is the first date the new vehicle is either delivered to an ultimate purchaser, leased, or used as a company car or demonstrator. Accessories installed by Southeast Toyota Distributors, LLC are identified on the vehicle's window sticker (Monroney Label).
- ii. **Accessories Installed by a Toyota Dealer on a Toyota vehicle.** We warrant that, for 12 months, regardless of mileage, from the date such an Accessory was installed on the vehicle or the remainder of the Toyota new vehicle warranty, whichever is longer, we will repair or replace (includes labor), free of charge, any defect in the Accessory due to faulty material or workmanship, or, at our option, provide a full refund of the purchase price of the Accessory. For a new vehicle, the warranty period begins on the vehicle's In-Service Date, which is the first date the new vehicle is either delivered to an ultimate purchaser, leased, or used as a company car or demonstrator.
- iii. **Accessories purchased from a Toyota Dealer but not installed by the Toyota Dealer.** We warrant that, for a period of 12 months, regardless of mileage, from the date the accessory was purchased, we will repair or replace (does not include labor), free of charge, any defect in the Accessory due to faulty material or workmanship, or, at our option, provide a full refund of the purchase price of the Accessory.

**B. Limitation of Warranty.** This limited warranty does not apply to, and we will not repair, replace, or reimburse you for: (1) wheel balancing and wheel alignments, except for one wheel balancing or alignment during the first 12 months or 12,000 miles, whichever occurs first, from the vehicle's In-Service Date, as defined above, (2) abrasions or dents, whatever their cause, and any failure or damage resulting directly or indirectly from accidents, collisions, impacts from foreign objects, fire, theft, larceny, explosion, malicious mischief, vandalism, civil commotion, riots, war, or any other similar causes, (3) any failure or damage resulting directly or indirectly from lightning, windstorms, hail, water, floods, subfreezing temperatures, airborne chemicals, tree sap, dust, salt, and any other environmental conditions or similar causes, (4) any failure or damage caused by: (a) a failure of any part, other than the Accessory, (b) any misuse, abuse, improper towing, negligence or lack of maintenance of the vehicle or Accessory, (c) the alteration, modification or repair of the Accessory by anyone other than persons expressly authorized by us to perform such alteration, modification or repair, or (d) the use of the vehicle for commercial purposes, competitive driving or racing, (5) any failure or damage, if the Accessory has not been installed according to instructions, (6) any failure or damage occurring outside of Canada, the United States of America, its territories or possessions, (7) except to the extent required by the state whose laws govern this limited warranty, any consequential, secondary, or unreasonable costs that may be suffered as a result of the need to repair or replace the Accessory, including without limitation any loss of use of the vehicle, road service, towing, storage charges, inconvenience, loss of wages and/or income, additional expense incurred, loss of transportation, rental car expense, or any derivative damage to persons or things other than the Accessory, including other parts of the vehicle, or (8) liability for damage to property or for injury to or death of any person, arising out of the operation, maintenance or use of your vehicle whether or not related to the covered Accessory.

**C. Exclusive Remedy.** If there is a valid claim under this limited warranty for a defect due to faulty material or workmanship in the Accessory, we will, at our option, either: (i) repair, (ii) replace or (iii) provide a full refund of the purchase price of the Accessory. We have no other obligations under this limited warranty. Refunds will be made to the vehicle owner. If the vehicle is leased, the refund will be made to the leasing company.

**HOW TO MAKE A CLAIM:** In the event of a warranty claim, please contact the nearest Toyota dealer to arrange for repairs. The dealership must receive our prior authorization before making repairs covered by this limited warranty. The dealer will contact Southeast Toyota Distributors, LLC at 1-888-851-2722, select option #5 (Warranty Department), then option #4 (Repairs), for instructions on processing a warranty claim, if they are not already familiar with the process. If you have any questions or concerns regarding repairs covered by this limited warranty, please contact our **Customer Assistance Hotline at 1-800-301-6859**.

**OUR DISPUTE RESOLUTION PROGRAM:** Your satisfaction is our highest priority. In keeping with that focus, in the event that an issue arises related to this Limited Warranty, we invite you to call our Customer Assistance Hotline at 1-800-301-6859 to discuss it. In most cases, we expect that a satisfactory resolution of your issue can be reached through engagement with that Department. If our Customer Loyalty Department is unable to resolve your issue to your satisfaction, we offer a dispute resolution program administered by the National Center for Dispute Settlement (NCDS) ("the Program"). The purpose of the Program is to resolve disputes in an informal setting before an impartial arbitrator. The Program is free of charge to you (although you must bear the cost of any expert witness or attorney you elect to employ). You are required to complete the Program before exercising rights or seeking remedies under the federal Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq. ("the Act"). If you choose to seek remedies that are not created by the Act, you are not required to use the Program before pursuing such remedies – although the Program is still available to you to resolve the dispute. When utilizing the Program, you will need to provide (a) the vehicle identification number of your vehicle, (b) the identity of your selling and servicing dealerships, (c) the mileage on your vehicle at relevant times, (d) the date and nature of any relevant repairs, (e) legible copies of repair orders and other relevant documents, (f) a summary of the unresolved issue and the requested action, and (g) your contact information. In most cases, the dispute resolution process under the Program will be completed within forty (40) days of your submission of your request and will consist of steps such as an initial eligibility determination, an opportunity for you and us to submit information in writing relating to your claim, an oral hearing, and a decision from the arbitrator. A decision will be binding on you only if you choose to accept it. You may submit a request to NCDS by telephone at their toll free number: (877)-276-8848 or in writing at P.O. Box 463196, Mt. Clemens, MI 48046. You may obtain additional information regarding the Program at [www.ncdsusa.org](http://www.ncdsusa.org). In the event that the NCDS does not exist or no longer handles disputes for us at the time that you seek to submit a request, you may contact our **Customer Assistance Hotline at 1-800-301-6859** to obtain current information about our dispute resolution programs.

**GENERAL LIMITATION OF WARRANTY:** THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES OR LIABILITIES. IN NO EVENT SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE INFORMATION OR EXCLUSION MAY NOT APPLY. NO EXPRESS WARRANTY OF FITNESS OR MERCHANTABILITY IS GRANTED BY THIS LIMITED WARRANTY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE DESCRIBED IN THIS DOCUMENT. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH MAY BE APPLICABLE BY OPERATION OF LAW SHALL BE LIMITED TO THE PERIOD OF THIS WRITTEN LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS, AND THERE MAY BE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. ANY ACTION FOR BREACH OF ANY WARRANTY HEREUNDER, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, MUST BE BROUGHT WITHIN A PERIOD NOT EXCEEDING 12 MONTHS AFTER EXPIRATION OF THIS LIMITED WARRANTY. THE REMEDIES SPECIFIED HEREIN AND THOSE SPECIFIED BY APPLICABLE LAW ARE THE ONLY REMEDIES AVAILABLE. WE ASSUME NO OTHER OBLIGATION OR RESPONSIBILITY WITH REGARD TO THE ACCESSORY. WE NEITHER ASSUME, NOR AUTHORIZE ANYONE TO ASSUME FOR US, ANY ADDITIONAL LIABILITY IN CONNECTION HERewith.

**GENERAL:** This limited warranty describes the complete and exclusive rights that result from the purchase of Accessories. No oral representations or statements may be relied upon. This limited warranty may not be amended or modified, and additional rights may not be granted, unless in a written statement signed by one of our officers. This limited warranty shall be governed by the laws of the state where the vehicle is purchased, excluding laws concerning conflicts of law. We may delegate the performance of our duties and obligations and assign our rights and benefits hereunder. For inquiries regarding this limited warranty, we can be contacted directly at **Customer Assistance Hotline at 1-800-301-6859**, or by mail to: **Southeast Toyota Distributors, LLC, Attention: Customer Loyalty Department, 100 Jim Moran Boulevard, Deerfield Beach, Florida 33442.**