TOYOTA
Southeast Toyota Distributors, LLC

Southeast Toyota Distributors, LLC
Accessory Installation Instructions

2018 Sienna
On Board Vacuum Cleaner

Year & Model:	2018 Sienna
Part Number:	00016-08013; 14
Accessory Code:	SV1000
PIO / DIO:	PIO / DIO
Business Partner:	J77

Conflicts

None

General Applicability

Fits Models	
1.	All Models

Additional Items Required For Installation

Item# 1	Description: (1) 3M Auto Sealant
2	Torque Audit Sheet, PIO Only

Sequence of Application

Item#	Accessory:
1.	Harness
2.	Bracket
3.	Panels
4.	Vacuum

SPECIAL NOTE: 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	
Safety Glasses	
Vehicle Protection	Cloth / Rag
Protection Tape	
Installation Tools	**Notes**
Ratchet	3/8” Drive
Socket	10, 12, 13 & 14mm
Trim Panel Removal Tool	
Screwdriver	Flat Head, Phillip Head
Flexible Pickup Tool	Fish Tool
Torque Wrench	26.5 in lbs. in. 48 in lbs. 67” in. lbs, 31 ft. lbs.
Drill Bit .25”	
Wrench	13mm
Tape / Electrical Tape	
Knife or Cutters	
Zip Cutter or equivalent	
Scissors	

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.

Table of Contents

I. Preparation……...1-6
a.) Table of Contents……..……2
b.) Kit/Hardware & Bag Contents……..…… …3
c.) Parts for Installation……..……4
d.) Accessory Color .....……......5
e.) Service & Warranty Information……..6-7

II. Procedures
a.) Battery Preparation…….8
b.) Vehicle Disassembly…….9-12
c.) Harness Installation…….13-17
d.) Cutting & Bracket Information …….....17-18
e.) Vacuum Assembly Installation……...19-22
f.) Error Code Display……...22

III. Functions & Quality Check……23
IV. Blank Page …….24
V. Warranty Statement……...25-26

Kit/Hardware Bag Contents:

Item #	Quantity	Description
1.	1	Vacuum Assembly
2.	1	Hose Assembly
3.	1	Tool Kit
4.	1	Template
5.	1	Mounting Bracket
6.	1	Wire Harness
7.	1	User Manual
8.	1	User Manual Label
9.	2	Rubber Washer 9.7mm ID
10.	4	Rubber Washer 6mm ID
11.	2	Lock Washer 5/16”
12.	1	Hex Nut 5/16”-18
13.	2	Shoulder Washer 23mm
14.	4	Flat Washer 23mm x 2mm
15.	1	Hex Bolt 5/16”-18x.75”
16.	3	Flange Bolt M6 X 25mm
17.	3	Flange Bolt M6 X 16mm
18.	15	Cable Tie 8” Black
19.	2	Screw Rivet

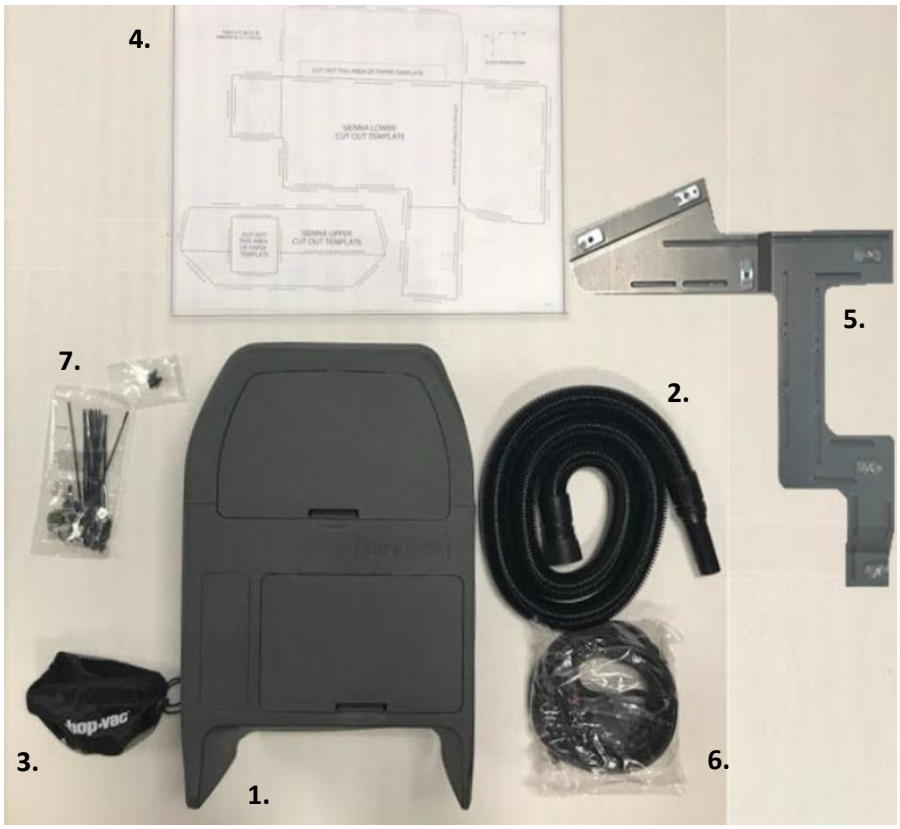
Parts for Installation:

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.).

Items #	Quanity	Description
1.	1	Vacuum Assembly
2.	1	Hose Assembly
3.	1	Tool Kit
4.	1	Template
5.	1	Mounting Bracket
6.	1	Wire Harness
7.	15	Cable Ties



Accessory Color Guide:

Part Number	Part Description
00016-08013-01	Ash (Power Lift Gate)
00016-08013-02	Black (Power Lift Gate)
00016-08013-10	Dark Bisque (Power Lift Gate)
00016-08013-11	Charcoal (Power Lift Gate)
00016-08014-01	Ash (Manual Lift Gate)
00016-08014-02	Black (Manual Lift Gate)
00016-08014-10	Dark Bisque (Manual Lift Gate)
00016-08014-11	Charcoal (Manual Lift Gate)

Service & Warranty Information:

Image Key	Parts information		Warranty Information	
	Part Number	Description	Warranty Time	Labor Op. Code
N/A	00016-08013-01	Onboard Vacuum Kit – Standard Liftgate - Ash	N/A	N/A
N/A	00016-08013-10	Onboard Vacuum Kit – Standard Liftgate - Bisque	N/A	N/A
N/A	00016-08014-01	Onboard Vacuum Kit – Auto Liftgate - Ash	N/A	N/A
N/A	00016-08014-02	Onboard Vacuum Kit – Auto Liftgate - Black	N/A	N/A
N/A	00016-08014-10	Onboard Vacuum Kit –Auto Liftgate - Bisque	N/A	N/A
A	00016-08014-11	Onboard Vacuum Kit – Auto Liftgate - Charcoal	N/A	N/A
N/A	00016-08014-20	Top Bottom Panel - Black	0.2	ASV201
N/A	00016-08014-20	Door Set - Black	0.2	ASV211
N/A	00016-08014-30	Top Bottom Panel - Charcoal	0.2	ASV301
N/A	00016-08014-31	Door Set - Charcoal	0.2	ASV311
N/A	00016-08014-60	Top Bottom Panel - Bisque	0.2	ASV301
N/A	00016-08014-61	Door Set - Bisque	0.2	ASV311
N/A	00016-08014-70	Top Bottom Panel - Ash	0.2	ASV301
N/A	00016-08014-71	Door Set - Ash	0.2	ASV311
N/A	00016-08014-40	Vacuum Assembly	0.5	ASV401
N/A	00016-08014-41	Canister Assembly	0.2	ASV411
N/A	00016-08014-42	Hose Assembly	0.2	ASV421
N/A	00016-08014-43	Collection Bag (3 pack)	N/A	N/A
N/A	00016-08014-44	Cartridge Filter	N/A	N/A
N/A	00016-08014-45	Tool Kit	N/A	N/A
N/A	00016-08014-46	Wire Harness Battery	1.2	ASV461
N/A	00016-08014-47	Switch Assembly	0.6	ASV471
N/A	00016-08014-48	Bracket	0.6	ASV481
N/A	00016-08014-49	Hardware Kit	N/A	N/A
N/A	00016-08014-50	Flange Screw (16 pack)	N/A	N/A
N/A	00016-08014-51	Hose Liner	0.6	ASV511

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@SEToyota.com for claim payment instructions.

Service & Warranty Information:

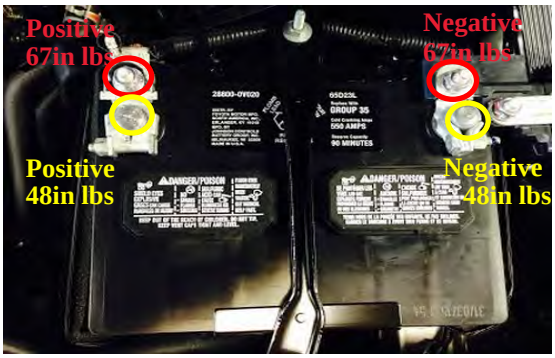
Image: **A**

Care must be taken when installing this accessory to ensure damage does not occur to th 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 & blankets, cleaning chemicals, etc.).
* Safety (eye protection, rechecking torque procedure, etc.).
* Vehicle Disassembly/Reassembly (panel removal, part storage, etc.).
* Electrical Components Disassembly/Reassembly (battery disconnection, connector removal, etc.).

Battery Preparation



Option 1: If the battery clamp nut cannnot be accessed to set torque to the recommened 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 specificationis is 67in lbs.

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 postive 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 postive 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.

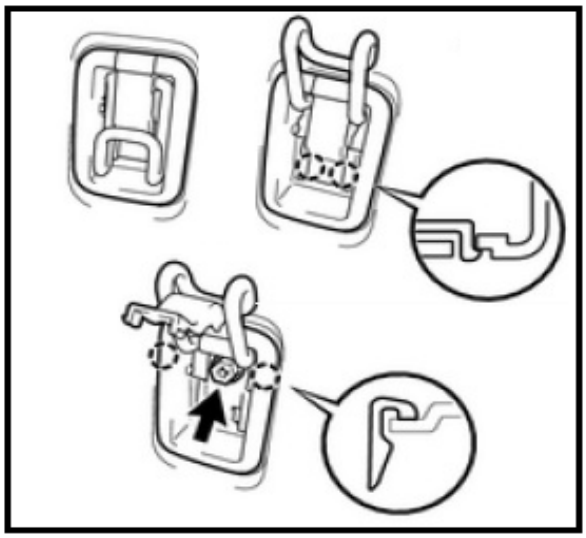


Fig. 1

Vehicle Disassembly

1. In the rear cargo area, locate 3 cargo net hook tie downs. Using a 10mm socket and ratchet, temporarily remove (Fig.1).

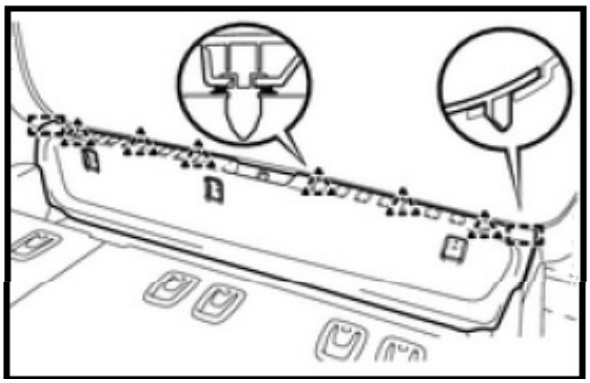


Fig. 2

2. Gently pry the threshold plate up and away from the vehicle using a trim panel removal tool (Fig.2).

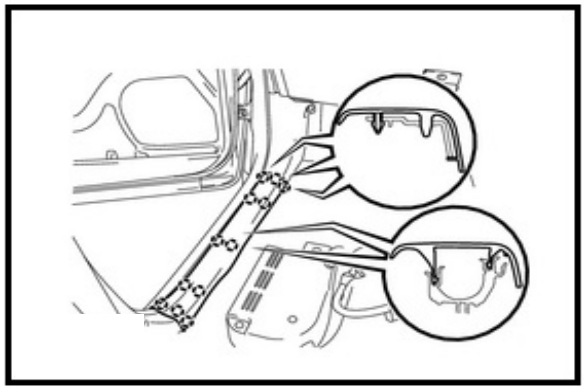


Fig. 3

3. Using a trim panel removal tool, pry the plastic threshold step plate off, being careful not to break the plastic clips (Fig.3).

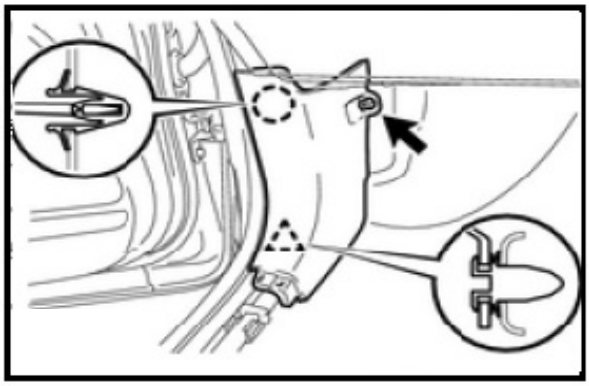


Fig. 4

4. Remove the kick panel by removing the fastener and then gently pry the kick panel plate up and away from the vehicle using a trim panel removal tool (Fig.4).

Disassembly of Vehicle

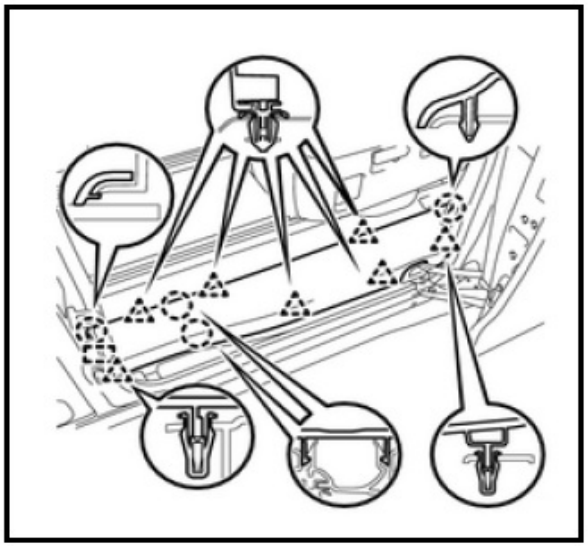


Fig. 5

5. Using a trim panel removal tool, pry the 2nd row plastic threshold step plate off, being careful not to break the plastic clips (Fig.5).

Fig. 6

6. Slide the second row seat on the driver's side forward (Fig.6).

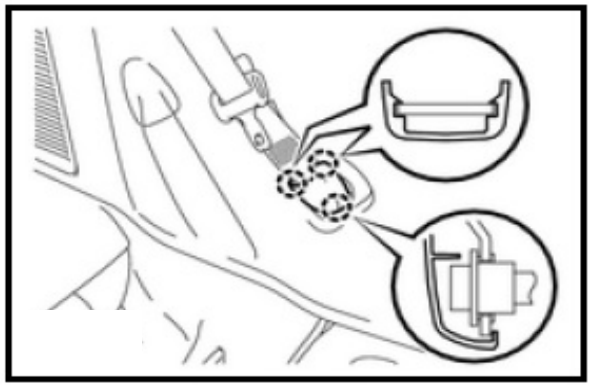


Fig. 7

7. Locate the third row seatbelt attachment on the driver's side and pry the cover off (Fig.7).

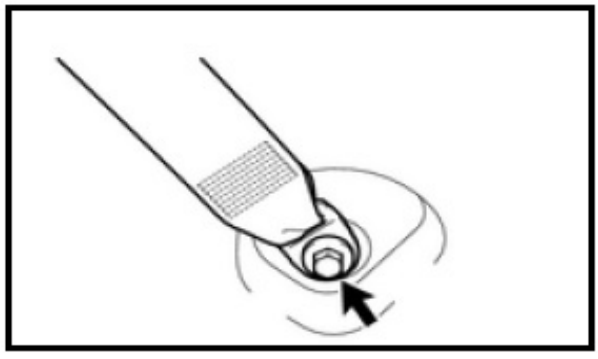


Fig. 8

8. Remove the bolt using a 14mm socket and ratchet (Fig.8).

Fig. 9

Disassembly of Vehicle

9. If 8 Passenger Seat option is installed, remove covers (black arrows) and remove strap (Fig.9).

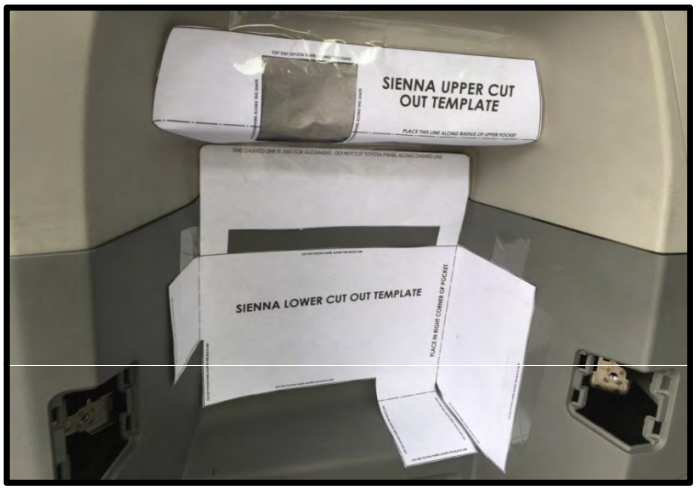


Fig. 10

10. After template has been checked for accuracy (see pg. 2, note 4), cut out paper templates according to the instructions on each (follow "Cut Out Template Along This Line"). Tape templates to vehicle panels, and place tape on hashed areas of template, leaving corners open for tracing (Fig.10).

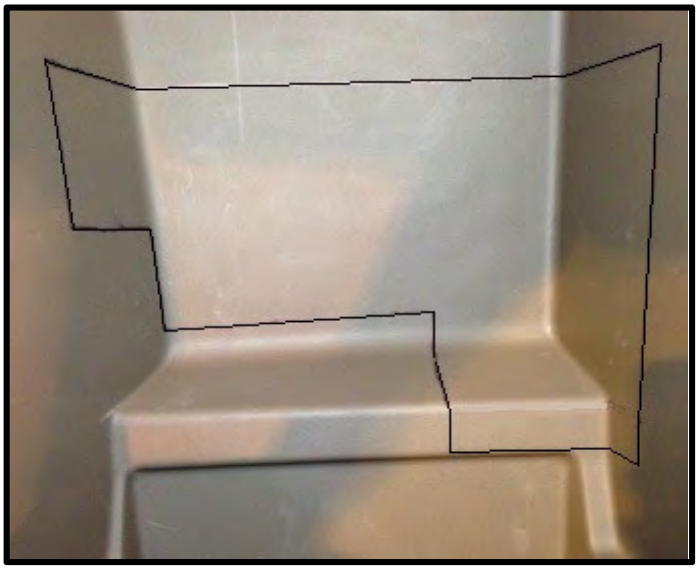


Fig. 11

11. Trace templates onto panels wherever template instructs "Cut Out Interior Panel Along This Black Line" or "Cut Out Interior Panel Along This Shape." Remove the templates once tracing is complete (Fig.11).

Disassembly of Vehicle

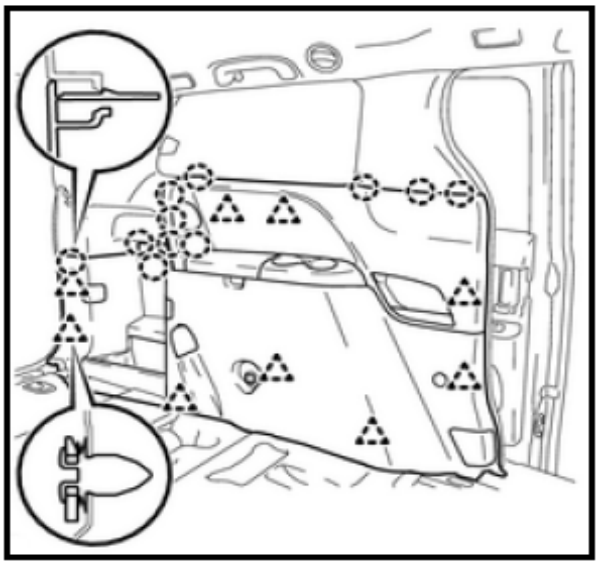


Fig. 12

12. Using the trim panel removal tool, remove the driver's side rear panel from the sliding door to the rear tailgate area, including the panel under the window. If present, remove the sensor & unplug the USB harness.
Set aside for modifications to panel (Fig.12).

Note: The panels are fused together, so both must be removed as one whole piece, being very careful not to break the plastic clips and claws in the process.

Fig. 13

13. If 8 Passenger Seat option is installed, remove the bolts (black arrows) that attach the brackets using a 10mm socket and ratchet (Fig.13 and 14). Remove brackets.

Fig. 14

Fig. 15

Fig. 15A

14. Using a flat head screwdriver, remove 2 plastic fasteners at the top of the wheel well that hold the plastic under liner in place. Pull under liner away from fender to allow access to wire routing area (Fig.15).

:Note location of Front side air guide. (Fig 15A)

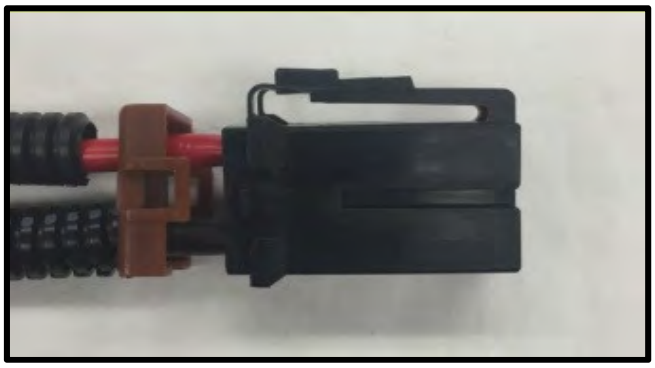


Fig. 16

Harness Installation

1. Remove the wire retainer on the back of the harness power connector by prying clips away from housing body and sliding back (Fig.16).

Fig. 17

2. Insert narrow ˜a t blade screwdriver into mating end of connector, just under the top terminal. Apply pressure down and pull back on the top wire from the back of the housing (Fig.17).

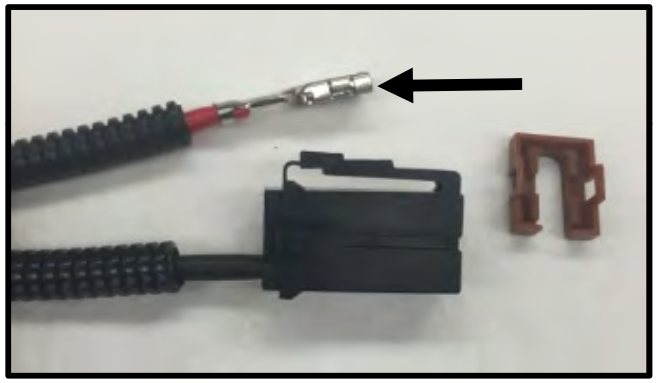


Fig. 18

3. Fully remove the top wire from the connector housing (Fig.18). This wire (black arrow) will be routed in the following steps to the back of the vehicle. The rest o the harness will not be needed until making the connection near the unit installation location (Step 18).

Fig. 19

4. Using electrical tape, cover the terminal removed from the connector housing to protect it while routing in the following steps (Fig.19).

Fig. 20

5. Locate the battery on the driver's side of the vehicle. Follow all guidelines and disconnect positive wire (red arrow) from the battery using a 12mm wrench or socket and ratchet. Keep the wire separated and avoid all contact between the battery posts (Fig.20).

Note: **All warning labels located on the battery.**

Harness Installation

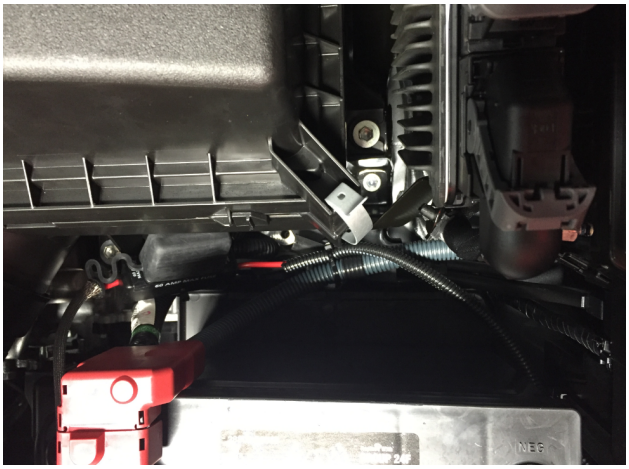


Fig. 21

6. Install fuse holder in space behind battery (white arrow), with ring terminal routed near positive battery connection (Fig. 21). Use cable tie to connect ring terminal side of fuse holder to existing harness.

Fig. 22

7. Route the harness along the battery over to the driver's side fender (white arrows). Using 2 cable ties, secure the harness to the existing vehicle harnesses spaced out approximately 150mm (6 inches). This is done inside the engine bay (Fig.22).

Fig. 23

8. Remove the grommet around the hood release cable located on the firewall (white circle/arrow) cut a slit or "V" shape in grommet and feed the harness through until snug (Fig.23).

Fig. 24

Harness Installation

9. Route the harness under the dash along kick panel following the existing wiring harnesses, using a cable tie (white arrow) to secure to the existing harness (Fig.24).

10. Continue to route the harness along the driver's side threshold following the existing wiring harnesses, using 2 cable ties (white arrows) spaced out evenly in the span to secure to the existing harness as shown (Fig.25).

NOTE: Harness will be in channel on the outboard side near the factory door seal.

Fig. 25

Fig. 26

11. Route the harness following the existing wiring harnesses under the cross member along the center post (white arrows / white dotted line). Using a flexible pickup tool, route the harness between the front and rear door behind the panel following the existing wiring harness (Fig.26).

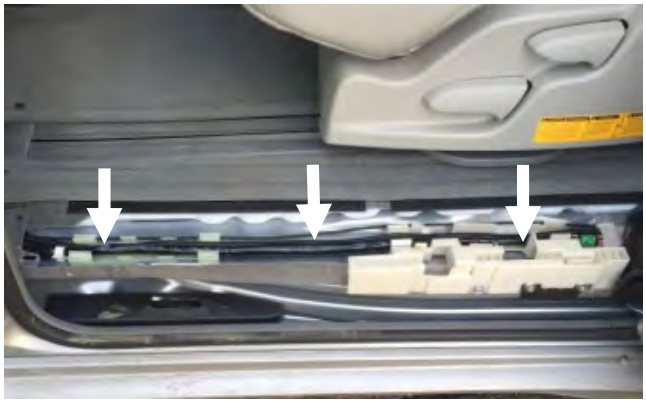


Fig. 27

12. Continue routing the harness along the sliding door threshold following the existing wiring harnesses, using 3 cable ties (white arrows) spaced out evenly in the span to secure to the existing harness as shown (Fig.27).

Harness Installation

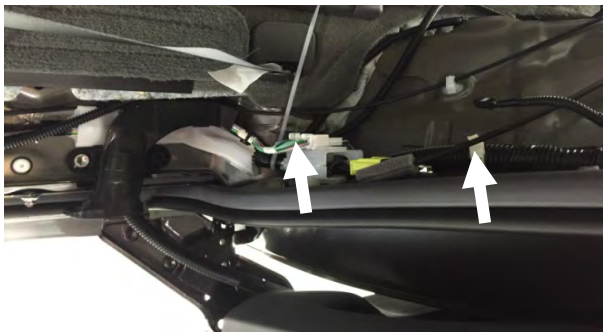


Fig. 28

13. Before proceeding, make sure that the panels and threshold plates can be reinstalled and do not cut or pinch the harness or the existing wiring.

14. Route the harness up through the inner structure of the driver's side quarter panel, using 2 cable ties (white arrows) to secure to the existing harness as shown (Fig.28).

Fig. 29

15. Continue routing the harness up over the wheel well, using cable ties (white arrows) to secure to the existing harness as shown (Fig.29).

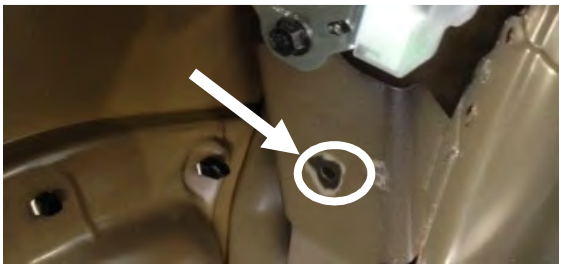


Fig. 30

16. Using grinder or scraper remove paint off metal at ground connection point (white circle/arrow). Size of removed area should be at least as large as lock washer from hardware kit (Fig.30).

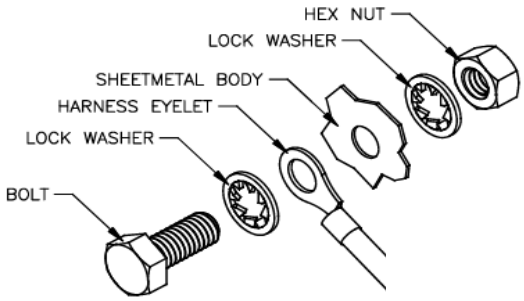


Fig. 31

17. Install wiring harness ground terminal with 13mm socket and ratchet and 13mm wrench using hardware provided. Use the Hex Bolt, (2) Lock Washers, and Hex Nut from the Hardware Bag in the stackup shown to attach to ground connection point (Fig.31). Tighten the nut to 5.4 N▪m (48 in-lbf) (Fig.32).

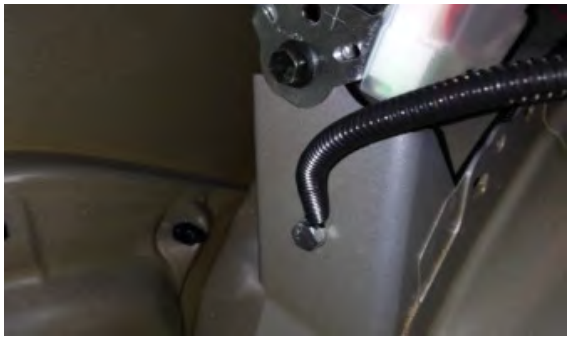


Fig. 32

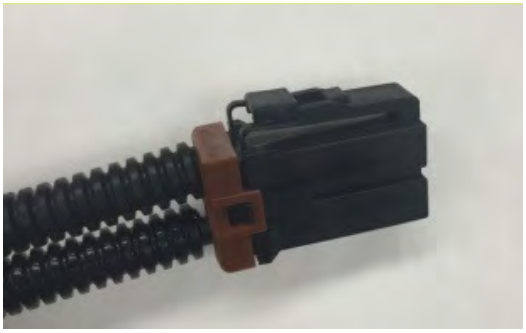


Fig. 33

Fig. 34

Fig. 35

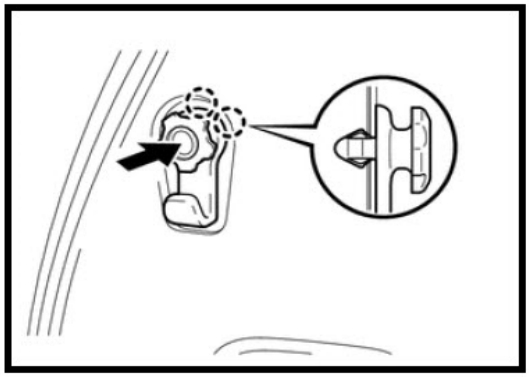


Fig. 35a

Fig. 35b

Harness Installation

Remove electrical tape from routed wire terminal.

18. Connect positive wire back into wiring harness connector - terminal is polarized and will only latch in when inserted correctly. Pull back on wire once inserted to test connection. Replace wire retainer on back of connector (Fig.33).

19. Seal area around harnesses through the firewall (white circle/arrow) with automotive sealant (not provided)

Reinstall fender liner and 2 clips. (Fig.34).

NOTE: Reinstall front air guide if Needed.

Cutting Information

1. Using cutting tool, cut side panels removed previously and top panel still installed along the traced lines from the template. (Fig.35)

Note: Use caution when cutting top panel in place. On power liftgate models, a wiring harness is located just above the cutout area.

2. Depress the center portion of the trim hook, disengage the 2 claws to remove the trim hook. (Fig. 35a)

3. Disengage clip and gently pull panel out 3-4" before cutting, to create clearance & to avoid any harness damage.(Fig. 35b)

Fig. 36

Bracket Installation

2. Remove cut out sections of panel. (Fig.36).

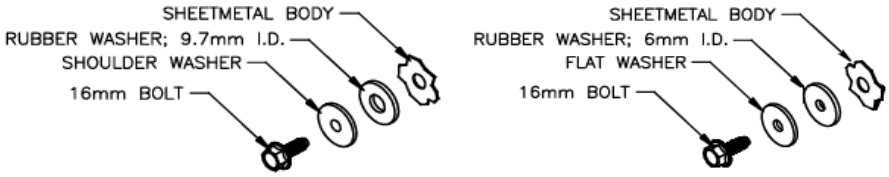


Fig. 37

Fig. 38

3. Install bracket with 10mm socket and ratchet using hardware provided to existing mounting holes. The (3) 16mm long silver flange bolts are used, along with the (2) shoulder washers, (2) rubber washerswith 9.7mm ID, and (1) flat washer and (1) rubber washer with 6mm ID. Stackup breakouts are provided (Fig.37).

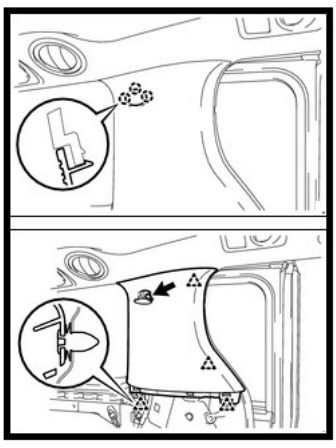
   The left mounting point and the bottom right mounting point (red circle) require the shoulder washer and 9.7mm ID rubber washer. The top right mounting point (yellow circle) requires the flat washer and the 6mm ID rubber washer (Fig.38).

   Tighten all bolts to 3.0 N▪m (26.5 in-lbf).

4. Reinstall modified panels to original position, making sure to route the harness connection through the opening and above the bracket for access in connecting vacuum assembly (Fig.39).

Fig. 39

NOTE: If excessive gap is noticed between main panel and upper C pillar trim; remove cover cap and loosen the 10mm bolt align panels to reduce gap. Retighten 10mm bolt and reinstall cover cap.



Vacuum Assembly Installation

1. Remove both panel doors on vacuum assembly, and remove canister assembly (Fig. 40)

Fig. 40

2. Following all guidelines, (Note: Ring terminal should be on top close to the nut) reinstall the positive ring terminal connection and attach the wiring harness ring terminal to it. Tighten the nut to 67in lbs.

Fig. 41

Note: Make sure to position the ring terminal so that the protective cover can be reattached over the battery post (Fig.41).

Reinstall battery bracket &assembly, if applicable. Reconnect the vehicle's negative battery cable (Fig 42). Tighten the nut to 67 in lbs.. Do not touch the positive terminal with any tool when installing the negative battery cable.

Fig. 42

Note: Pictures above are non-acceptable, pictures show terminal wire mashed & wire installation underneath nut. Terminal must be on top.

Fig. 43

3. Plug wiring harness into mating connector on back of vacuum assembly. Fig. 43

4. Press power button to test vacuum for functionality before attaching vacuum assembly to vehicle. If vacuum does not start & red light on power button flashes, see table of Error Codes to aid in troubleshooting. If vacuum does not start, press power button again to turn off, light on switch should be off.

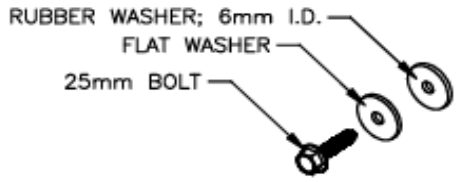


Fig. 44

Vacuum Assembly Installation

5. Install vacuum assembly with 10mm socket & ratchet using hardware provided to mounting holes on bracket (white circle/arrow). The (3) 25mm long silver flange bolts are used, along with the (3) flat washers and (3) rubber washers with 6mm ID.Stackup breakout is provided (Fig.44).

   Start all (3) bolts by hand (Fig.45). Before tightening fully, check top edge of vacuum assembly for mating to top panel. If not aligned, loosen bolts and reposition unit. Once unit is aligned with the panel, tighten bolts to 3.0 Nm (26.5 in-lbf).

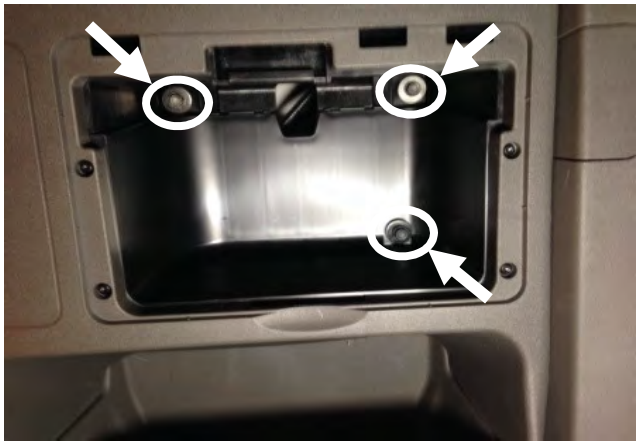


Fig. 45

6. Drill two .25" holes in top panel at hose liner thru holes (white circle/arrow). Insert (2) screw rivets into hose liner at these location and tighten with Phillips screwdriver . (Fig.46).

Fig. 46

7. Insert canister assembly and panel door covering canister area (Fig.47).

Fig. 47

Fig. 48

Vacuum Assembly Installation

8. Install hose assembly by threading nut on hose end onto hose attachment point inside hose storage cavity (Fig.48). Press power button again to test vacuum airpath connections - suction should be felt at end of hose assembly. Turn vacuum off using power button.

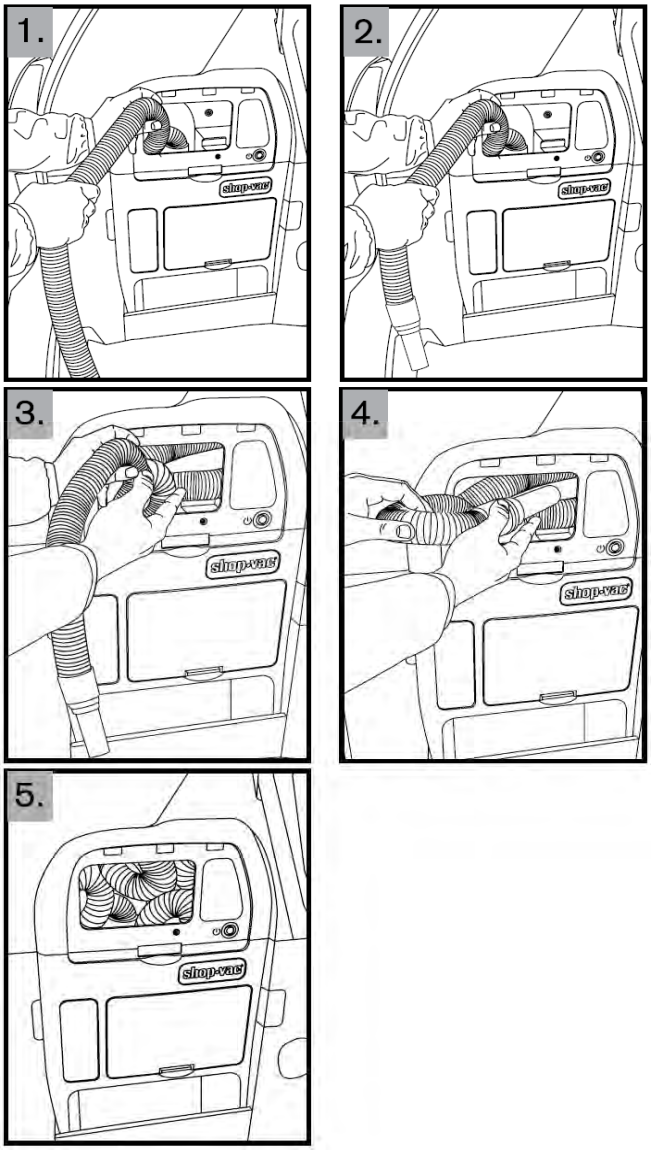


Fig. 49

9. Insert hose assembly into hose storage cavity following steps shown (Fig.49).
   Install panel door covering hose area.

Fig. 50

Vacuum Assembly Installation

10. Place tool kit in area under vacuum assembly (Fig.50). Place user manual in glove compartment.

11. Reposition seat belt (Torque to 42 N▪m (31 ft-lbf), thresholds, kick plate and components removed in previous steps.

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

Error Code Display

1. The following table lists the error codes (listed as Blinking Count) for possible errors the unit will encounter. The blinking will be visible on the LED in the user switch, repeating with a brief pause between counts. This can be stopped by pressing the switch, or the error will timeout on its own after approximately 30 seconds.

Blinking Count	Error Detected
2	Overtemperature
3	Maximum Voltage Exceeded
4	Overspeed
5	Motor Timing Error
6	Motor Overload
7	Voltage Out of Range
8	Locked Motor
10	Battery Voltage Low
12	Battery Voltage Low

CHECKLIST - these points MUST be checked to ensure a quality installation.

Check after installation:

- ✓ All removed panels are reinstalled correctly.
- ✓ Due to body variance in panels, no gaps greater than 3mm allowed between Vacuum & body panels.
- ✓ Vacuum functions properly.
- ✓ Tool Kit & User Manual stored in proper location.
- ✓ Visually/function check rear sunshade.
- ✓ (2) USB connections in the third row driver's side panel. (Under the armrest cover)
- ✓ Print Warranty Statement and place in glove box, DIO only.

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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. 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 WITH IN 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.