



Southeast Toyota Distributors, LLC Accessory Installation Instructions

2019 Corolla Remote Keyless Entry

Year & Model	2019 Corolla
Part Number	00016-32912
Accessory Code	KE1000
PIO/DIO	PIO & DIO
Business Partner	L95

Conflicts

Note: N/A

General Applicability

Fits Models:

1. 2019 Corolla

Additional Items Required For Installation

Item #	Description
1.	N/A

Sequence of Application

Item #	Accessory
1.	N/A
2.	N/A

SPECIAL NOTE: Installation Sequences

After TMS and 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 and 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	
Seat and Floor Covers	Blankets
Installation Tools	
Phillips Screwdriver	Pencil
Ratchet w/ Extension	10mm Socket
Wire Cutters	Common Pliers
Flashlight	Nylon Trim Tool
Torque Wrench (48 in-lbf)	Clip Removal Tool
Needle Nose Pliers	
Special Chemicals	
VDC Approved Cleaner	

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.



CRITICAL PROCESS: Proceed with caution to ensure a quality installation. These points will be audited on a completed vehicle installation.



TOOLS & EQUIPMENT: Use best practice.



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

Kit Contents		
Item #	Quantity	Description
1	1	Main Control Module
2	2	Transmitters
3	1	Main Harness
4	1	Owner's Card
5	2	Hardware Bag
7	2	24" Cable Tie
8	1	Hex Bolt and Nut

Hardware Bag Contents		
Item#	Quantity	Description
1	8	Black T-Taps
2	2	Blue T-Taps
3	8	Red T-Taps
4	1	Yellow T-Tap
5	1	Valet Programming Switch
4	1	2 1/4" x 2 1/4" Foam Pad
5	6	8" Black Cable Ties

Parts for Installation

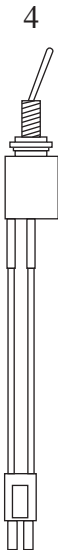
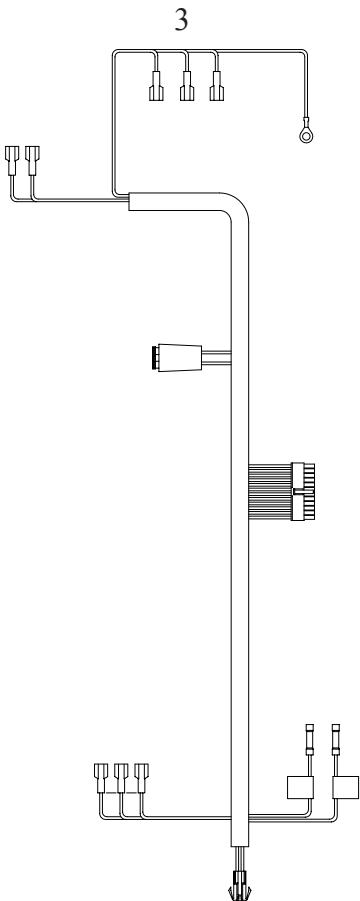
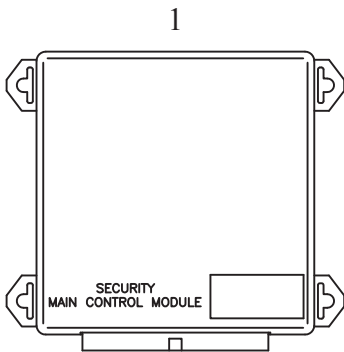
Care must be taken when installing this accessory to ensure damage does not occur to the vehicle. The installation of this accessory should follow approved guidelines to ensure a quality installation.

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.).

Item #	Quantity	Description	Part Number
1	1	Main Control Module	00016-00063
2	2	Transmitter	00016-32912-05
3	1	Main Harness	00016-32901-01
4	1	On/Off Toggle Switch	00016-30960-56



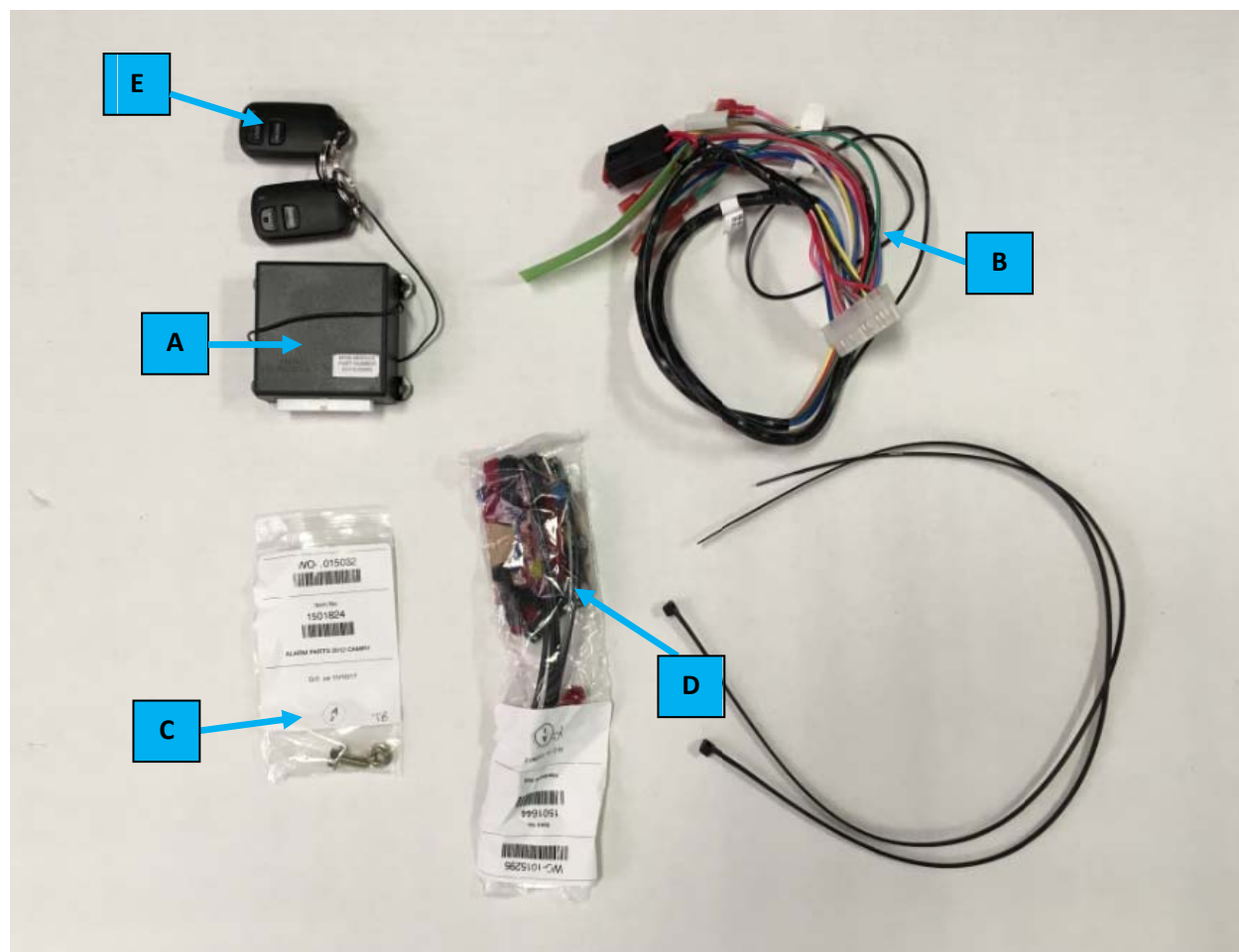
Service & Warranty Information:

Image Key	Parts information		Warranty Information	
	Part Number	Description	Warranty Time	Labor Op. Code
N/A	00016-32912	Keyless Entry Kit	N/A	N/A
A	00016-00063	Keyless Entry Module	0.5	AKE011
B	00016-32901-01	CE Keyless Harness	0.5	AKE041
C	00016-32901-02	CE Keyless Hardware	N/A	N/A
D	00016-32901-03	T-Tap Kit Bag	N/A	N/A
E	00016-32912-05	Key Fob	0.2	AKE021- Replace AKE023 - Reprogram
N/A	N/A	Fob Battery	0.1	AKE031
N/A	00016-32902	H-Lamp Relay Box Assy	N/A	N/A
N/A	N/A	TDS Remote Start Switch	N/A	N/A

Note: Combo A applicable to AKE021 and AKE023 for additional 0.1 when replacing or reprogramming two key fobs.

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 for claim payment instructions.

Image:

A. Pre-Installation Precaution



1. Use Seat and Floor protectors to avoid damage to surfaces.



2. Please review and familiarize yourself with this document and refer to TIS before installation to check for updates to any installation procedures or techniques included in this document.

B. Battery Disconnect

CAUTION:



• Certain systems need to be initialized after disconnecting and reconnecting the cable to the negative (-) battery terminal.

• Before starting the engine, make sure that the ground point is installed to the body with the bolts.

• After the ignition switch is turned off, the navigation receiver assembly records various types of memory and settings. As a result, after turning the ignition switch off, make sure to wait at least 60 seconds before disconnecting the cable from the negative (-) battery terminal. (for Navigation System)

• After the ignition switch is turned off, the radio and display receiver assembly records various types of memory and settings. As a result, after turning the ignition switch off, make sure to wait at least 80 seconds before disconnecting the cable from the negative (-) battery terminal. (for Audio and Visual System)

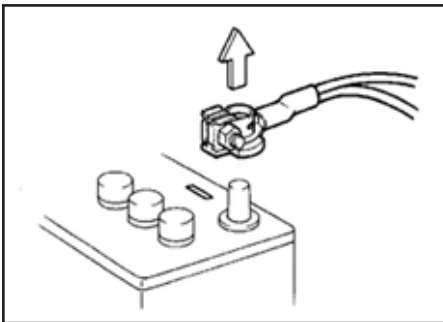


Figure
B1

1. Before performing work on electronic components, disconnect the cable from the negative (-) battery terminal to prevent damage to the electrical system or components. When disconnecting the cable, turn the ignition switch and headlight switch off and loosen the cable nut completely. Perform these operations without twisting or prying the cable. Then disconnect the cable. Clock settings, radio settings, audio system memory, DTCs and other data will be cleared when the cable is disconnected from the negative (-) battery terminal. Write down any necessary data before disconnecting the cable. (Figure B1)

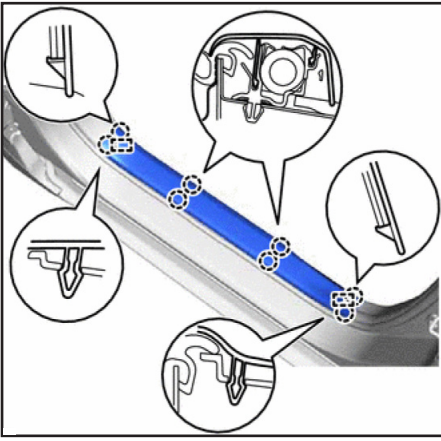


Figure
C1

C. Disassemble Vehicle Trim

1. Remove Front Door Scuff Plate LH.

- Disengage the (8) claws and (2) guides to remove the front door scuff plate LH. (Figure C1)

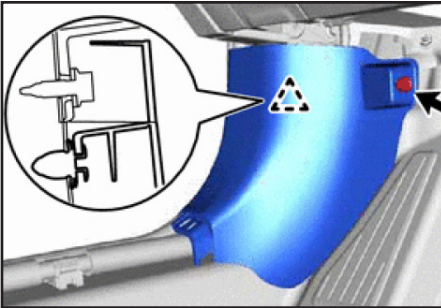


Figure
C2

2. Remove Cowl Side Trim Board LH.

- Remove the clip.
- Disengage the clip to remove the cowl side trim board LH. (Figure C2)

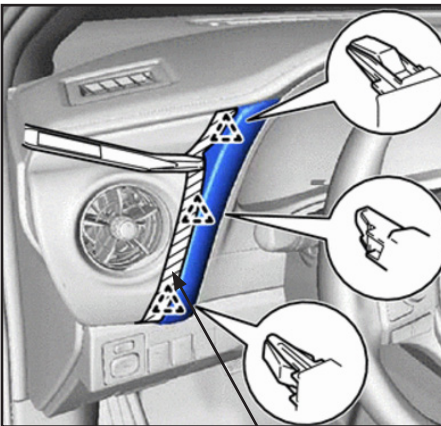


Figure
C3a

3. Remove the No. 1 Hood Meter Cluster.

- Apply protective tape to the area shown in the illustration. (Figure C3a)
- Using a moulding remover, disengage the 3 clips and remove the No. 1 meter hood cluster. (Figure C3a)

Protective Tape

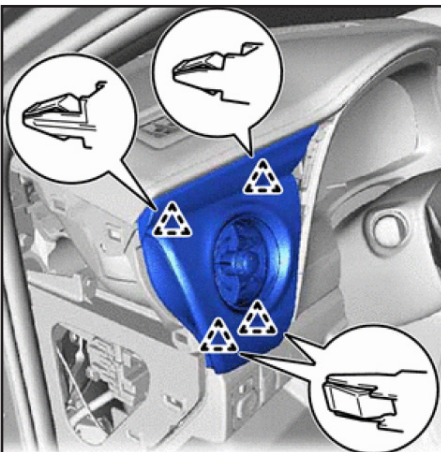


Figure
C3b

- Disengage the 4 clips and remove the No. 1 instrument panel register assembly. (Figure C3b)

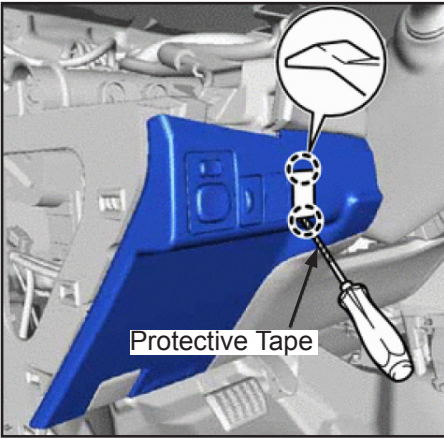


Figure
C4a

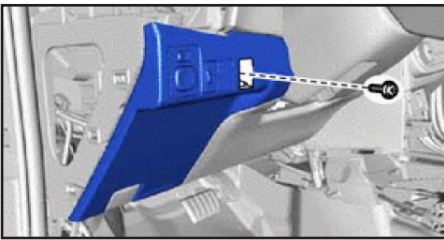


Figure
C4b

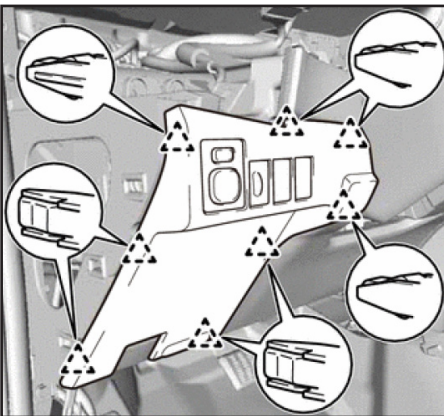


Figure
C4c

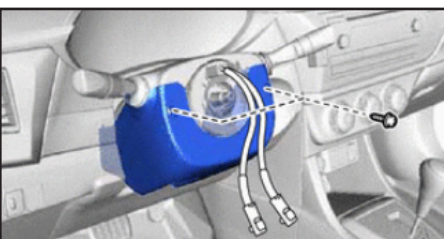


Figure
C5a

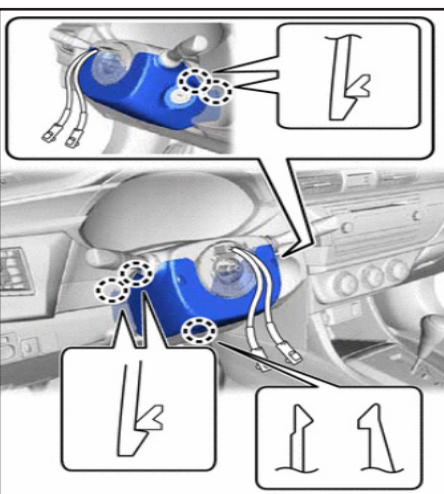


Figure
C5b

4. Remove Fuse Box Opening Cover.

- a. Using a screwdriver, disengage the (2) claws and remove the cover. (Figure C4a)

HINT: Tape the screwdriver before use.

- b. Remove the screw. (Figure C4b)

- c. Disengage the (8) clips.

- d. Disconnect each connector and remove the fuse box opening cover. (Figure C4c)

5. Remove Lower Steering Column Cover.

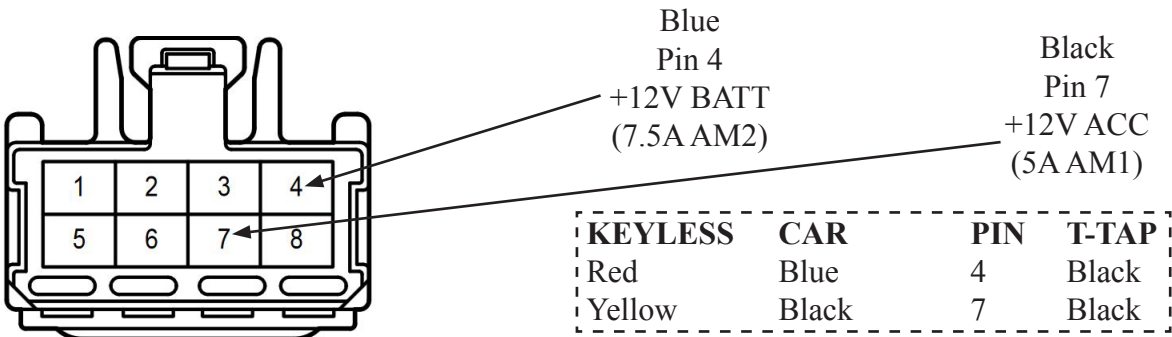
- a. Remove the 2 screws. (Figure C5a)

- b. Disengage the 5 claws and remove the lower steering column cover. (Figure C5b)

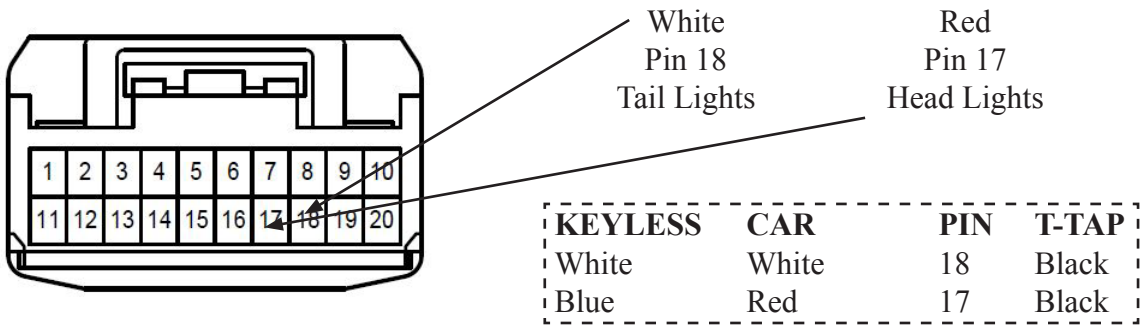
D. CONNECTION DETAILS

All Connectors Show Terminal View

1. CONNECTOR E4 : Ignition Switch
Location : Steering Column



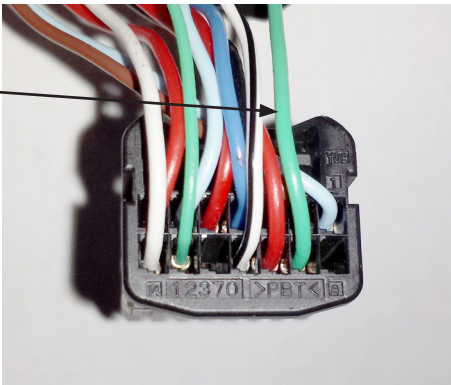
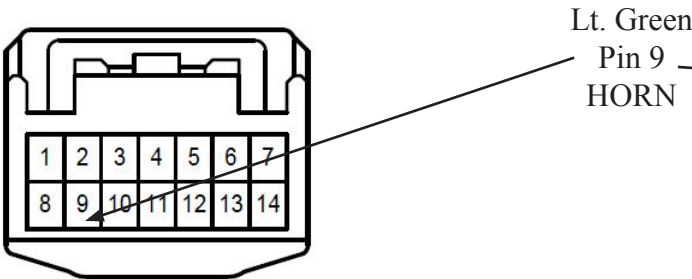
2. CONNECTOR E10 : Tail Lights / Head Lights
Location : Lower Steering Column Cover Area



3. CONNECTOR E8 : Horn
Location : Lower Steering Column Cover Area



THERE ARE 2 LT. GREEN WIRES IN CONNECTOR E8. ENSURE CONNECTION IS MADE TO THE LARGER LT. GREEN WIRE IN PIN 9, **NOT THE SMALLER LT. GREEN WIRE IN PIN 13.** DAMAGE TO THE MODULE **WILL** OCCUR IF CONNECTED TO THE WRONG WIRE!



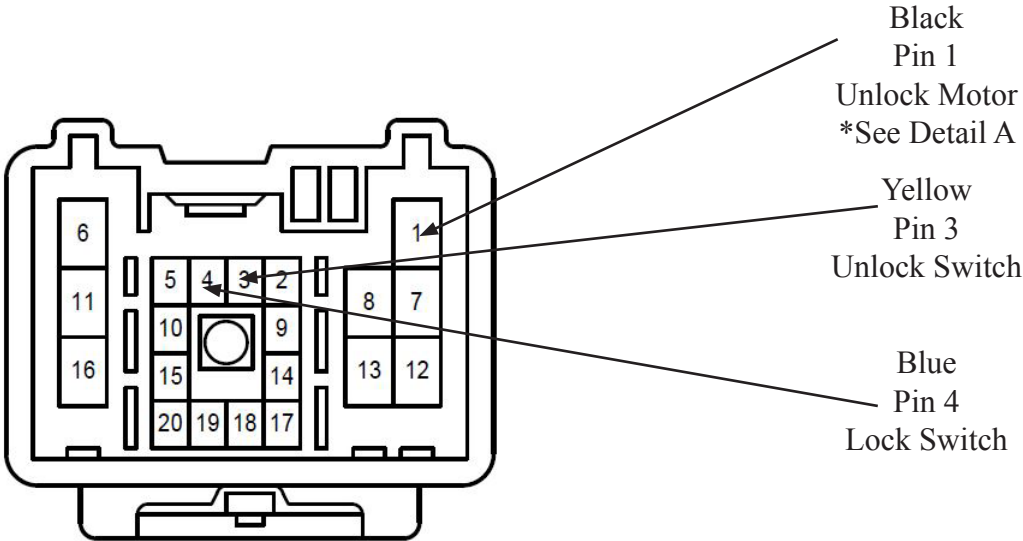
KEYLESS	CAR	PIN	T-TAP
Green/Red	Lt. Green	9	Black

CONNECTION DETAILS

All Connectors Show Terminal View

4. CONNECTOR HE1 : Door Locks

Location : Driver's Kick Panel Area



DETAIL "A"
DRIVER'S DOOR UNLOCK CIRCUIT

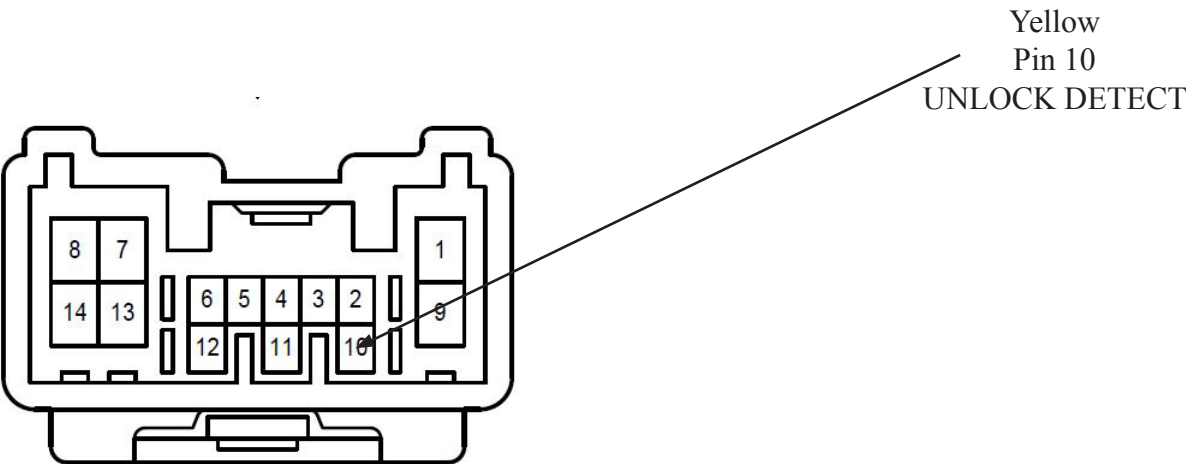
Cut the BLACK WIRE in connector HE1, location 1. Strip the insulation from both sides of the cut wire, and crimp the WHITE WIRE from the keyless harness to the HARNESS side of the cut wire. Crimp the BLUE/WHITE WIRE from the keyless harness to the CONNECTOR side of the cut wire.

Diagram showing the connection of the keyless harness wires (Blue w/ White and White) to the cut and stripped existing wire in the driver's door unlock circuit.

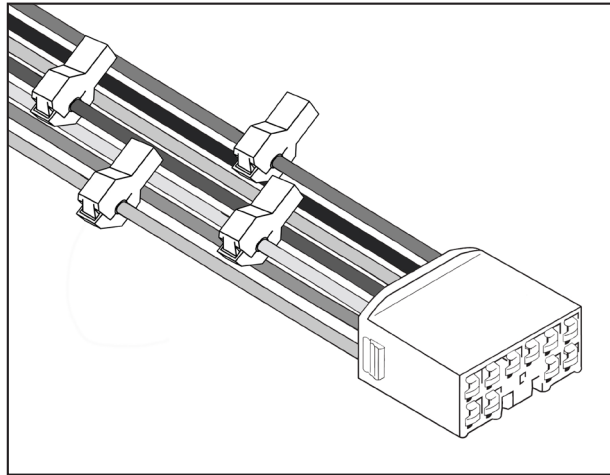
KEYLESS	CAR	PIN	T-TAP
Pink	Blue	4	Black
Pink/White	Yellow	3	Black
White	Black	1	Lock Side
Blue/White	Black	1	ECU Side

5. CONNECTOR HE2 - Unlock Detect

Location : Driver's Kick Panel Area



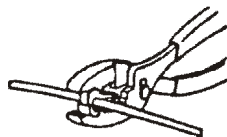
KEYLESS	CAR	PIN	T-TAP
Pink/White	Yellow	10	Black

STAGGER ALL T-TAPS WHEN MULTIPLE CONNECTIONS ARE ON A COMMON CONNECTOR

When applying multiple T-Taps to a common connector, the T-Taps must be staggered to avoid excessive stress/strain on the wires. T-Taps must also be applied at least 1 inch away from the connector housing.

T-TAP INSTALLATION

When installing T-Tap connectors, be sure the wire is located inside the wire channel of the T-Tap connector before closing the connector over the wire with pliers. When possible, install T-Taps at least 1" away from connector.

Step A**Step B****Step C**

IMPORTANT! After installation, inspect and ensure that Keyless System Harnesses are clear of all HOT, SHARP or MOVING objects.

IMPORTANT! Care must be exercised when using the Black T-Taps. To avoid damage and broken wires, please note:

- Ensure there is **NO** tension on the T-Tap connection when securing the harness. The wire should be slack.
- Excessive manipulation and/or stress on the wire connection could lead to wire breakage.
- Center the wire in the metal insert, **NOT** the plastic side of the T-Tap. Misalignment of the wire against the metal insert could lead to cutting the wire.
- It is recommended to close the T-Tap with your fingers (Step A above). After the T-Tap has been closed with your fingers, applying light pressure with a set of pliers will complete the connection.

E. INSTALLING THE SECURITY SYSTEM

IMPORTANT ! Make sure that the brake pedal, accelerator pedal, and accelerator pedal linkages are free and clear of all security harnesses.

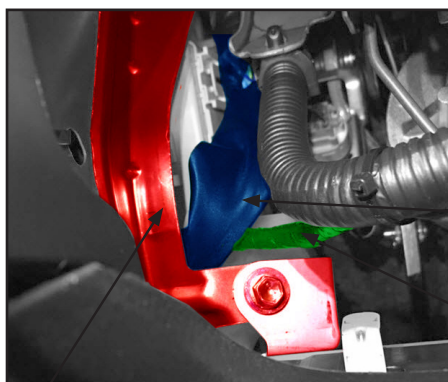


Figure
E1

Factory
Harness

SET
Harness

Sharp Edge

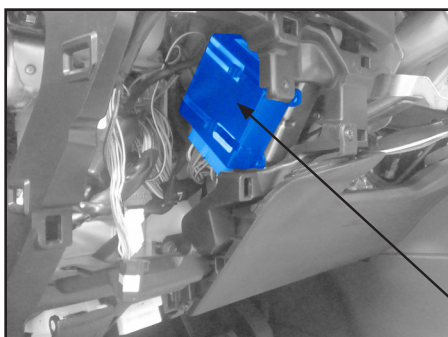


Figure
E2

Control Module

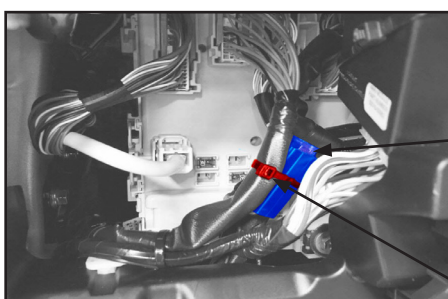


Figure
E3

Fuse
Holder

Wire
Tie

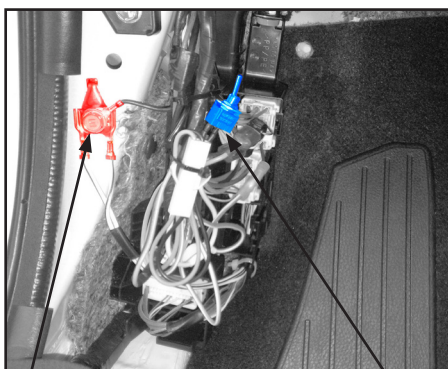


Figure
E4

Factory Ground
Point EA

Toggle Switch

Southeast Toyota Distributors, LLC

Mounting the Main Control Module :

1. Fully extend and lift the tilt and telescoping steering column. Route the main wiring harness to the control module. Use caution when routing to avoid any hot, sharp, or moving objects. Route the main wiring harness **BEHIND** the factory harness to avoid the harness shorting against the dash brace, as pictured. (Figure E1)



NOTE: Do not secure the keyless entry harness to the air bag harness.

2. Apply provided adhesive pad to the side of the control module. Using the adhesive pad, mount the control module to the factory dash brace (to the left of the steering column).

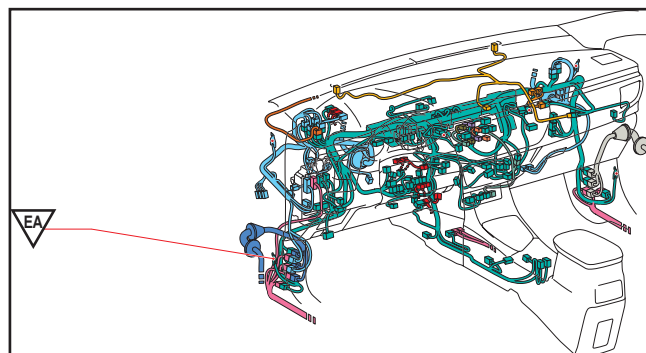
3. Secure the control module to the factory brace with 1 long wire tie. (Figure E2)

4. Secure the fuse holder to the factory harness with 1 wire tie. (Figure E3)

Connecting the Security System Harness :

SECURING MODULE GROUND:

1. Locate the factory ground lug in the driver's kick panel area. Secure the black ground wire to the 10mm ground lug, Factory Ground point EA. Set Toggle Control Switch to OFF position. Secure excess wiring, Black ground wire, and the Toggle Control Switch to the factory wiring harness with a wire tie as pictured. (Figure E4)



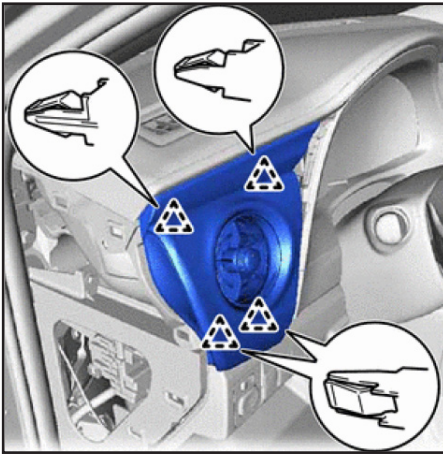


Figure
F1a

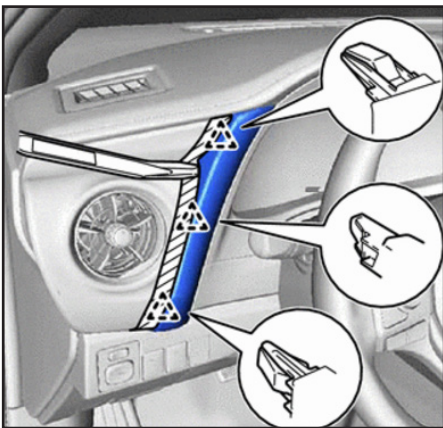


Figure
F1b

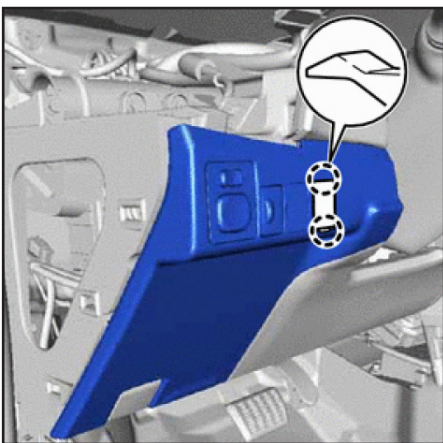


Figure
F2

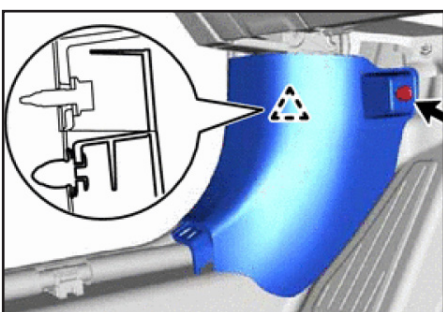


Figure
F3

F. Vehicle Reassembly

1. Install the No. 1 Hood Meter Cluster.

- b. Engage the 4 clips and install the No. 1 instrument panel register assembly. (Figure F1a)
- b. Engage the 3 clips and install the No. 1 meter hood cluster. (Figure F1b)

2. Install the Fuse Box Opening Cover

- a. Connect each connector.
- b. Engage the (8) clips.
- c. Install the fuse box opening cover with the screw.
- d. Engage the (2) claws to install the cover. (Figure F2)

3. Install Cowl Side Trim Board LH.

- a. Engage the clip.
- b. Install the cowl side trim board LH with the clip. (Figure F3)

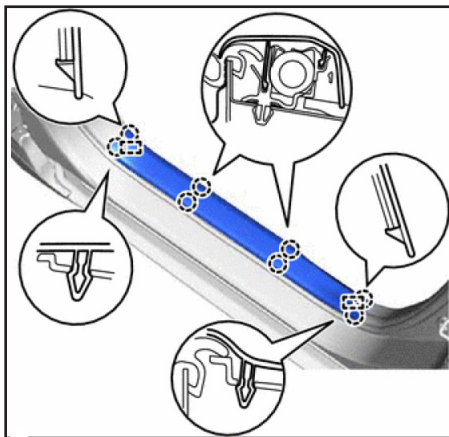


Figure
F4

4. Install Front Door Scuff Plate LH.

- a. Engage the (8) claws and (2) guides to install the front door scuff plate LH. (Figure F4)

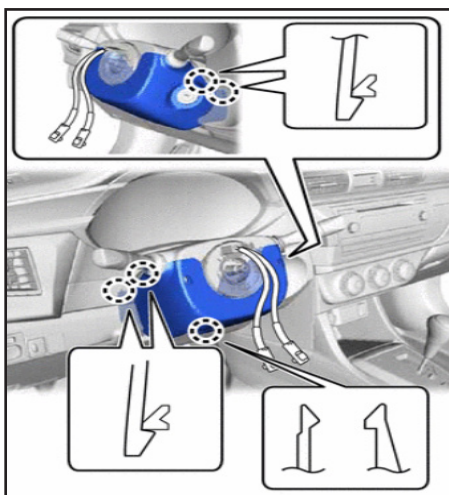


Figure
F5a

5. Install Lower Steering Column Cover.

- a. Engage the 5 claws to install the lower steering column cover. (Figure F5a)

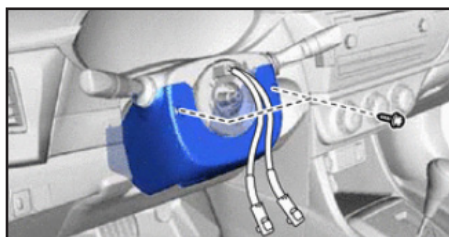
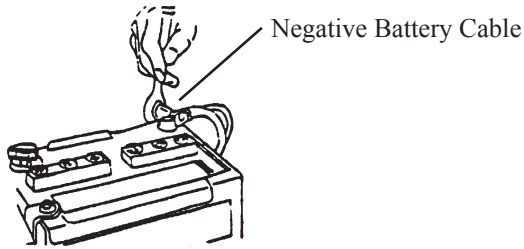


Figure
F5b

- b. Install the 2 screws (Figure F5b)

FINISHING THE INSTALLATION:



1. Reconnect the negative battery terminal. **Torque to 48 in-lbf.**
2. Place the owner's card in the glove compartment.
- 3, Note: (DIO Only) Print Warranty Statement & Place in glove compartment.

Note: Verify the 30A DC CUT fuse is installed prior to testing the system.

TESTING THE SYSTEM:

Prior to delivering the vehicle, test all features of the system according to the owner's manual included.

LOCK - Press and release the LOCK button on the transmitter. All doors should lock, headlights should come on.

UNLOCK - Press and release the UNLOCK button on the transmitter. The driver's door should unlock, headlights should come on.

Press and release the UNLOCK button again. All doors should unlock.

Press and hold the PANIC button for approximately 3 seconds. The horn should sound and the parking lights should flash.

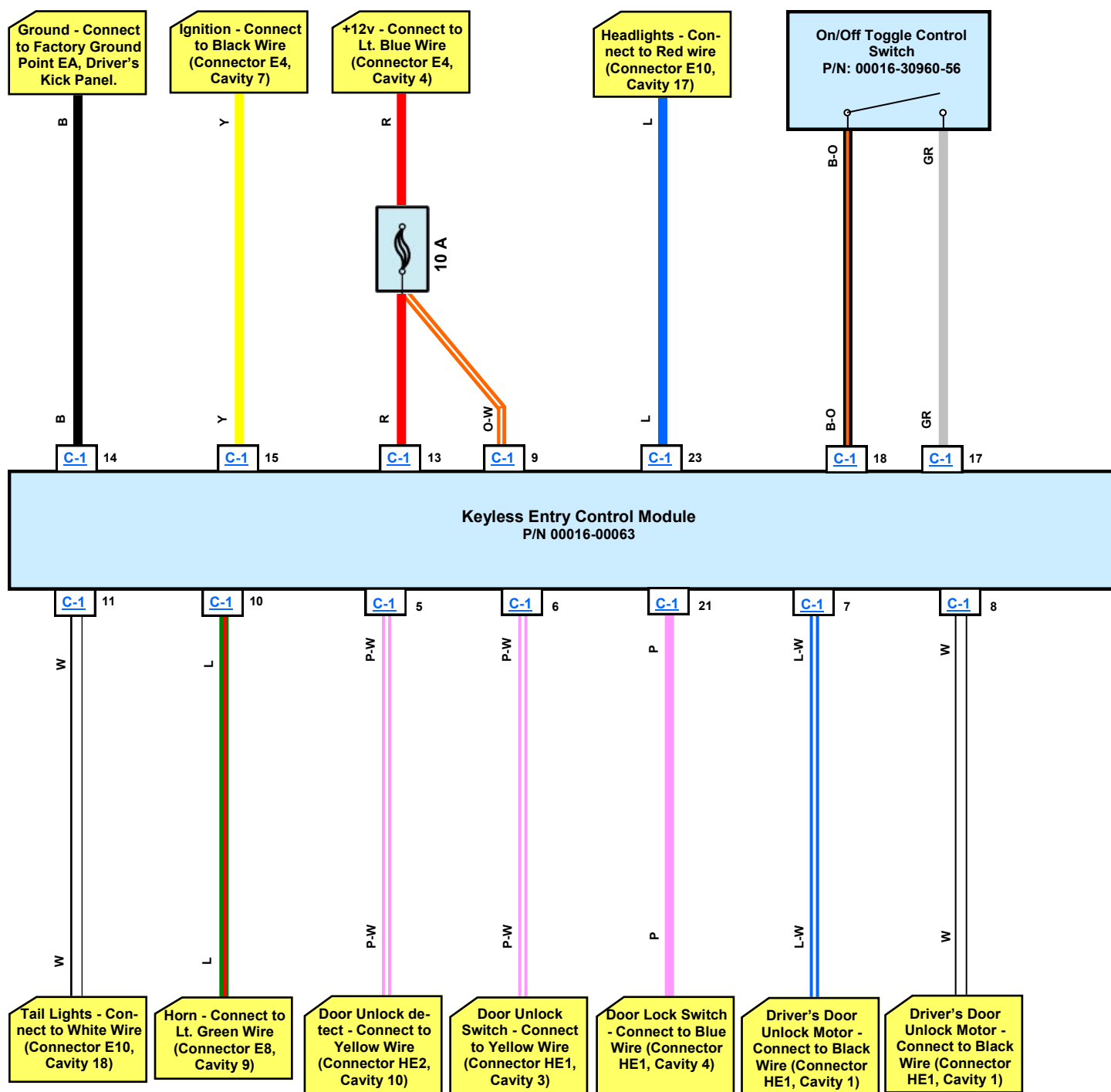
Press and release the PANIC button to silence the horn.

NOTE: Be sure to test both transmitters that were included in the kit.

VEHICLE FUNCTION CHECKLIST

- | | |
|--|--|
| ☐ Head Light
<i>If the warning lights remains on, it may indicate a system malfunction.</i> | ☐ Place Warranty Statement in Glove Compartment (PIO Only) |
| ☐ High Beams | ☐ Power Side Mirrors (if equipped) |
| ☐ Turn Signal Lights | ☐ Side Mirror Defogger (if equipped) |
| ☐ Tail Lights | ☐ Front Windshield Defogger (if equipped) |
| ☐ Stop Lights | ☐ Navigation System (if equipped) |
| ☐ Backup Lights | ☐ Rear Sunshade (if equipped) |
| ☐ Hazard Lights | ☐ Cruise Control Light (if equipped) |
| ☐ Marker Lights | ☐ Steering Wheel Audio Control (if equipped) |
| ☐ Dome/Courtesy Lights | ☐ HVAC |
| ☐ Panel/Switch Illumination | ☐ Power Locks (if equipped) |
| ☐ Accessory Controls/Illumination (if equipped) | ☐ Power Windows (if equipped) |
| ☐ Rear Window Defogger (if equipped) | ☐ Gauges |
| ☐ Key Sensor Buzzer | ☐ Front Wiper/Washer |
| ☐ Fog Lights (if equipped) | ☐ Hood Latch Release |
| ☐ Day Time Running Lights (if equipped) | ☐ Passenger Air Bag Switch (if equipped) |
| ☐ Trunk/Tailgate/Bed Lights (if equipped) | ☐ Rollover Side Curtain Air Bag Switch (RSCA) |
| ☐ Glove Box Light (if equipped) | ☐ Horn |
| ☐ ABS Light (if equipped) | ☐ Seat Belt Warning Light
<i>If the warning lights remains on, it may indicate a system malfunction.</i> |
| ☐ Rear Wiper/Washer (if equipped) | ☐ Air Bag Warning Light
<i>If the warning lights remains on, it may indicate a system malfunction.</i> |
| ☐ Clock (if equipped) | ☐ Lamp Failure Sensor
<i>If the warning lights remains on, it may indicate a system malfunction.</i> |
| ☐ Accessory Power Socket (if equipped) | ☐ Track/Skid Control Light (if equipped)
<i>If the warning lights remains on, it may indicate a system malfunction.</i> |
| ☐ Starter | ☐ Tire Pressure Monitoring System (TPMS)
<i>Prior to TPMS activation and Pre-Delivery Service (PDS) of the vehicle the TPMS light will blink when IG is turned on. After TPMS activation and PDS of the vehicle the TPMS light will illuminate for a few seconds and go off when IG is turned on.</i> |
| ☐ Audio/Video (if equipped) | |
| ☐ Power Sliding Door (if equipped) | |
| ☐ Convenience Memory Settings (if equipped) | |
| ☐ Heated Seats (if equipped) | |

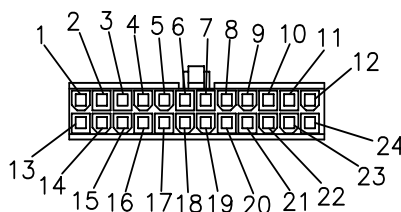
Block Diagram Keyless Entry System:



Factory wire is cut in half, refer to installation instructions for additional details.

Checking the Harness Pinouts:

Connector C-1: Keyless Entry Harness Connector Connector End View



Pin	Wire Color	Wire Function	Test Reference	Proper Operation
1	No Wire	N/A	N/A	N/A
2	No Wire	N/A	N/A	N/A
3	No Wire	N/A	N/A	N/A
4	No Wire	N/A	N/A	N/A
5	Pink/White	Unlock All Doors	Pin 5 to Ground.	- Approximately 12VDC at rest. - Continuity to Ground (pulsed) when driver's unlock switch is in the UNLOCK position or if keyless UNLOCK function is active (2nd UNLOCK press).
6	Pink/White	Unlock Detect	Pin 6 to Ground.	- Approximately 12 VDC at rest. - Continuity to Ground (pulsed) when driver's unlock switch is in the UNLOCK position or if keyless UNLOCK function is active (2nd UNLOCK press).
7	Blue/White	Driver's Unlock Motor ECU Side	Pin 7 to Ground.	- Approximately 0 VDC at rest. - Approximately 12 VDC (pulsed) when driver's unlock switch is pressed.
8	White	Driver's Unlock Motor Motor Side	Pin 8 to Ground	- Approximately 12 VDC (pulsed) when keyless UNLOCK function is activated (first UNLOCK press). - Approximately 0 VDC at rest.
9	Orange/White	Active Out	Pin 9 to Ground.	Always 12 VDC.
10	Green/Red	Horn Chirp / Panic	Pin 10 to Ground.	- Approximately 12 VDC at rest. - Continuity to Ground (pulsed) when horn pad is pressed / honking.
11	White	Tail Light Flash	Pin 11 to Ground.	- Approximately 12 VDC at rest. - Continuity to Ground (pulsed) when keyless is active - Continuity to Ground (solid) tail lights are switched to ON at headlight switch.
12	No Wire	N/A	N/A	N/A
13	Red	Battery	Pin 13 to Ground.	Approximately 12 VDC.
14	Black	Ground	Pin 14 to Ground.	Always continuity less than 1 ohm.
15	Yellow	Ignition	Pin 15 to Ground.	- Approximately 12 VDC when the key is turned to the ON/Run position. - Approximately 0 VDC when key is turned OFF.
16	No Wire	N/A	N/A	N/A
17	Gray	Programming Switch	Pin 17 to Pin 18.	- Continuity to Ground when programming switch is in the ON position. - No Continuity to Ground when programming switch is in the OFF position.
18	Black/Orange	Programming Switch	Pin 18 to Pin 17.	Always continuity to Ground.
19	No Wire	N/A	N/A	N/A
20	No Wire	N/A	N/A	N/A
21	Pink	Lock	Pin 21 to Ground.	- Approximately 12 VDC at rest. - Continuity to Ground when driver's lock switch is in the LOCK position or if keyless LOCK function is active.
22	No Wire	N/A	N/A	N/A
23	Blue	Headlight	Pin 23 to Ground.	- Approximately 12 VDC at rest. - Continuity to Ground for 30 seconds after LOCK or UNLOCK operation performed on keyless system. - Continuity to Ground when Head Light Hi-Beam FLASH is Activated on the Headlight Switch.
24	No Wire	N/A	N/A	N/A

PROGRAMMING NEW or REPLACEMENT TRANSMITTERS TO THE SECURITY MODULE:

IMPORTANT NOTE : Once you enter the programming mode, if 30 seconds elapse with no activity on the system, the programming mode will be terminated. If this happens, simply start over.

STEP 1

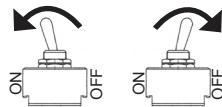
To get started, disarm the module by first locating the silver toggle switch in the driver's kick panel.



1. Insert the key into the ignition key cylinder and turn to the ON position



3. Flip the toggle switch ON, then OFF.

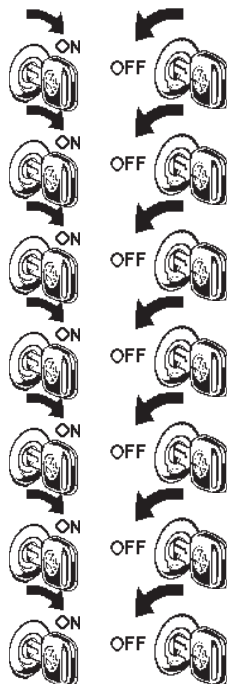
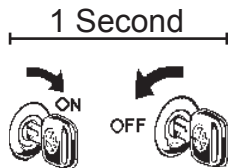


4. Turn the ignition key to the OFF position



STEP 2

Turn the vehicle's ignition key ON then OFF 7 times at 1 second intervals.....



...Ending in the OFF position.

The vehicle will respond by sounding the horn in a SHORT-LONG pattern to confirm you have entered programming mode.

STEP 3

Press the Lock button on the transmitter. The horn will chirp to confirm it has learned the transmitter.

STEP 4

Repeat Step 3 for all transmitters that you need to program to operate the vehicle.
(Maximum of 4 transmitters per vehicle)

STEP 5

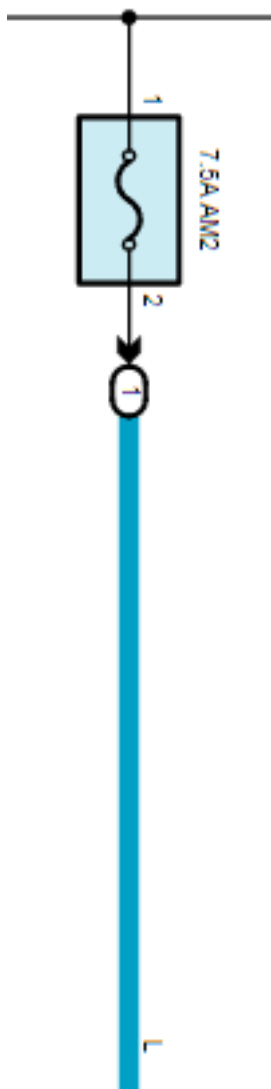
When all transmitters have been programmed, turn the ignition key ON then OFF to exit the program mode.



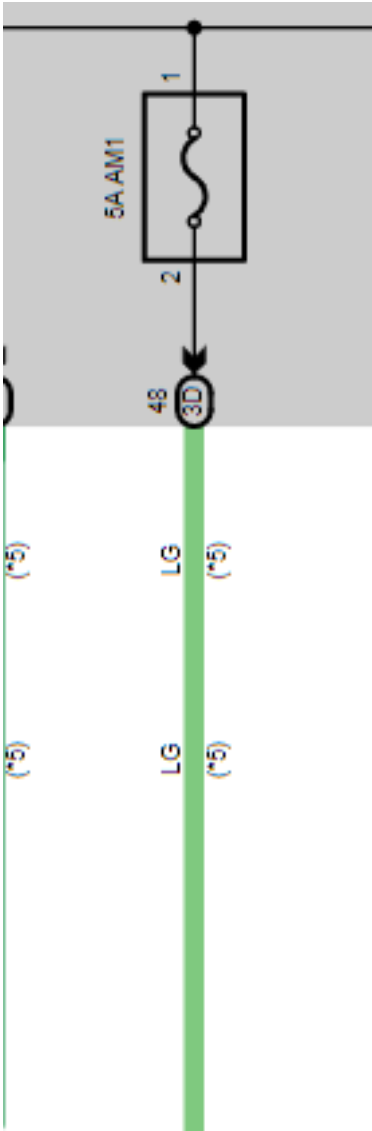
The vehicle will respond by sounding the horn in a SHORT-SHORT-LONG pattern to confirm programming mode has been terminated.

The programming mode will automatically terminate after 30 seconds of inactivity. This will be confirmed by the horn sounding a SHORT-SHORT-LONG pattern. If this happens, start over at step 1 to program transmitters.

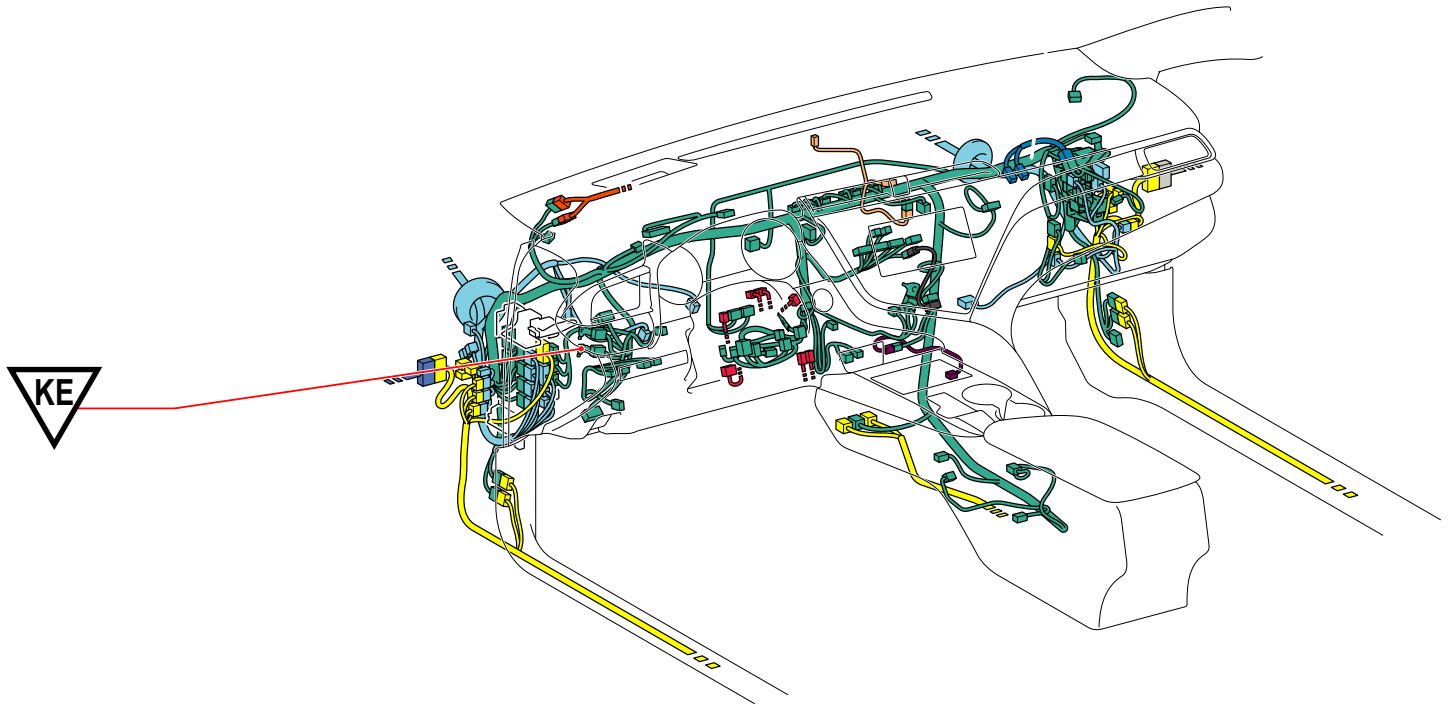
Vehicle Connector E4
Constant +12 VDC



Vehicle Connector E4
Ignition



Ground Point KE Ground



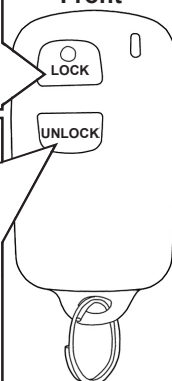
Press 1 time to **LOCK** all doors. Horn will honk once and the headlights will stay on for 30 seconds.

Press 1 time to **UNLOCK** the driver's door only. Horn will honk twice and the headlights will stay on for 30 seconds.

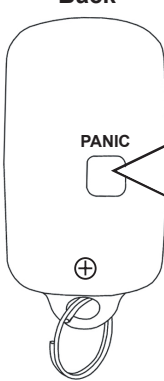
Press 2 times to **UNLOCK** all remaining doors.

KEYLESS ENTRY OWNER'S CARD

Front



Back



Press and hold for 3 seconds to activate the **PANIC** feature. The parking lights will flash and the horn will honk for 30 seconds.

Press 1 time during the **PANIC** cycle to turn off.

HOW TO REPLACE THE TRANSMITTER BATTERY

Step 1



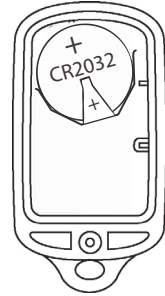
Remove this screw

Step 2

Use screwdriver or large coin to separate transmitter halves



Step 3



Replace with CR-2032 battery, observing +/- direction

Form Number 128-8475

09/13/17

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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 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.**