

# TOYOTA

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To: All Toyota Dealer Principals,  
Service Managers, Parts Managers

Subject: Warranty Enhancement Program – ZE6 **(Phase 2 - Part Replacement for Certain Models)**  
Certain 2003-2005 MY 4Runner  
Certain 2005-2010 MY Avalon  
Certain 2007-2011 MY Camry & Camry Hybrid  
Certain 2004-2010 MY Sienna  
Certain 2004-2008 MY Solara  
Extension of Warranty Coverage for cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program (the "Program"). This Program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2003-2005 model year 4Runner, 2005-2010 model year Avalon, 2007-2011 model year Camry and Camry Hybrid, 2004-2010 model year Sienna, and 2004-2008 model year Solara vehicles.

**In Mid-December, 2014 Toyota announced the reimbursement Phase of this Program. Since prior to that announcement, Toyota has been diligently making parts preparations for the parts replacement phase of this Program. Due to the age, volume, and breadth of the covered vehicles subject to the Program and the size and complexity of dashboard manufacturing, Toyota will be launching the part replacement portion of this Program in several phases; please refer to the table below for part replacement model phasing.**

Phase	Model	Description	Current Mailing Schedule
1	ALL	Reimbursement	Mid-December, 2014
<b>2</b>	<b>Avalon, Camry, Solara</b>	<b>Part Replacement</b>	<b>Late June, 2015</b>
3	4Runner		July, 2015
4	Sienna		October, 2015

**Although Toyota is increasing production levels, it is difficult to predict customer demand and where parts need to be shipped to support customer demand. It is important that dealerships explain to customers that there still may be a period of time the customer will need to wait before part replacement can be performed. Please be sure to take this into consideration when performing customer scheduling.**

The following important information is provided to advise you and your associates of the program notification schedule and the degree of your involvement. Additionally, an FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

## **1. Owner Notification Letter Mailing Date**

This first owner notification letter was sent in mid-December, 2014, advising owners that they could seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting Dashboards as a result of heat or humidity. A sample copy of the owner notification letter is enclosed for your reference.

Toyota will now begin notifying owners regarding the part replacement phase of this Program in accordance with the table below. This mailing schedule is based upon the part build rate and anticipated quantities required for each model. A sample copy of the owner notification letter is enclosed for your reference.

Phase	Model	Owner Letter Start Timing	Planned Duration of Owner Letter Mailing
2	Avalon	Early July, 2015	3 Month Mailing
	Solara		1.5 Month Mailing
	Camry		9 Month Mailing
3	4 Runner	Late July, 2015	TBD
4	Sienna	October, 2015	TBD

**Please Note:** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.

## 2. Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage for your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this program is any cracked and/or sticky/melting Dashboard as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement described herein for all owners of covered vehicles until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- Secondary Coverage supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of the first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 Camry that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty repair for Dashboards only, and must be performed at an authorized Toyota dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

*This Warranty Enhancement Program is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, accident, theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your Owner's Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.*

## 3. Number of Vehicles Covered

There are approximately 3.42 million Vehicles covered by this Warranty Enhancement Program. Please verify coverage by confirming through TIS.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-11) for identification of vehicles covered by this Warranty Enhancement.

## 4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-11) for warranty claim processing instructions. *All parts replaced are subject to warranty parts recovery.*

## 5. Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0039-15, please refer to TIS for additional information.

## 6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians

performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly, technicians performing this repair are required to currently hold at least one of the following certification levels:

- **Certified any Specialty (with 18+ Months Experience)**
- **Expert any Specialty**
- **Master Service Technician**
- **Master Diagnostic Technician**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**7. Parts Ordering for Cracked and/or Sticky/Melting Dashboards**

If a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

*Refer to Warranty Policy Bulletin POL14-11 for detailed parts ordering information.*

*Due to the logistical challenges and costs associated with shipping dash board assemblies, the parts for this warranty enhancement program will not be allowed for dealership returns. Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK.*** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

<b>TOYOTA</b>						
<b>Parts Allocation Report</b>						
99999 SAMPLE TOYOTA of NOWHERE						
<p>The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts In-stock availability as well as In-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.</p> <p>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.</p>						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

For Private Distributor Dealers, please refer your PD for additional ordering details for your dealership.

**8. Customer Reimbursement Procedures**

Please refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your associates to familiarize them with the proper procedures to implement this warranty enhancement.

Thank you for your continued support and cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



**Warranty Enhancement Program – ZE6 (Phase 2 - Part Replacement for Certain Models)**

Certain 2003-2005 MY 4Runner

Certain 2005-2010 MY Avalon

Certain 2007-2011 MY Camry & Camry Hybrid

Certain 2004-2010 MY Sienna

Certain 2004-2008 MY Solara

**Cracked and/or Sticky/Melting Dashboards (Instrument Panels) as a Result of Heat or Humidity**

**BACKGROUND**

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program (the “Program”). This Program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2003-2005 model year 4Runner, 2005-2010 model year Avalon, 2007-2011 model year Camry and Camry Hybrid, 2004-2010 model year Sienna, and 2004-2008 model year Solara vehicles.

**Q1: What is the condition?**

A1: Toyota has received reports indicating that under certain circumstances, a combination of high humidity and high temperatures may cause the surface of the Dashboard on the vehicles identified above to become cracked and/or sticky/melted over time. Often times, those vehicles are out of warranty. This cosmetic condition is corrected by replacing the affected Dashboard.

Although the Dashboard is covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about our customers’ overall ownership experience. To ensure our customers’ satisfaction, we have offered an extension of the warranty coverage for this particular condition, even for vehicles that are out of warranty.

**Please Note:** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.

**Q2: What is Toyota going to do?**

A2: In Mid-December, 2014 Toyota announced the reimbursement Phase of this Program. Since prior to the announcement of the Program, Toyota has been diligently making parts preparations for the parts replacement phase of this Program. Due to the number, age, and breadth of the covered vehicles subject to the Program and the size and complexity of dashboard manufacturing, Toyota will be launching the part replacement portion of this Program in several phases; please refer to the table below for part replacement model phasing.

Phase	Model	Description	Current Schedule
1	ALL	Reimbursement	Mid-December, 2014
<b>2</b>	<b>Avalon, Camry, Solara</b>	<b>Part Replacement</b>	<b>Late June, 2015</b>
3	4Runner		July, 2015
4	Sienna		October, 2015

Although Toyota is increasing production levels, it is difficult to predict customer demand and where parts need to be shipped to support customer demand. Please be sure to take this into consideration when performing customer scheduling. It is important that dealerships explain to customers that there still may be a period of time the customer will need to wait before part replacement can be performed.

**Q2a: How will the owner notification for parts replacement phases be conducted?**

A2a: Toyota will begin notifying owners regarding the part replacement phase of this Program in accordance with the table below. This mailing schedule is based upon the part build rate and anticipated quantities required for each model.

Phase	Model	Tentative Owner Letter Start Timing	Planned Owner Letter Mailing
2	Avalon	Early July, 2015	3 Month Mailing
	Solara		1.5 Month Mailing
	Camry		9 Month Mailing
3	4 Runner	Late July, 2015	TBD
4	Sienna	October, 2015	TBD

**Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 3.42 million vehicles covered by this Warranty Enhancement.

Model	Model Year	Production Period	Appx. UIO
4Runner	2003-2005	Early September 2002 – Early August 2005	328,600
Avalon	2005-2010	Early January 2005 – Late February 2010	331,400
Camry/HV	2007-2011	Early January 2006 – Late January 2010	1,631,200
Sienna	2004-2010	Mid-January 2003 – Early January 2010	924,800
Solara	2004-2008	Early July 2003 – Mid December 2008	203,400

**Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?**

A3a: Yes. Certain 2007-2008 model year ES 350, 2003-2008 model year GX 470, 2006-2008 model year IS 250/350, 2007 model year LS 460, 2004-2006 model year RX 330, 2007-2009 model year RX 350, and 2005-2008 model year RX 400h vehicles are also involved in this Warranty Enhancement.

**Q4: What are the coverage details of this Warranty Enhancement Program?**

A4: This Program provides a Primary and Secondary coverage for your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this Program is any cracked and/or sticky/melting Dashboard as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement described herein for all owners of covered vehicles until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- Secondary Coverage supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of the first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 Camry that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty repair for Dashboards only, and must be performed at an authorized Toyota dealer only. A maximum of one Dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

*This Warranty Enhancement Program is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, accident, theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your Owner's Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.*

**Q5: What should I do if my vehicle has a cracked and/or sticky/melting dashboard?**

A5: If your vehicle has the condition described above, please contact your local authorized Toyota dealership. Once the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program. Although Toyota has been diligently preparing replacement parts, you may need to wait additional time before a replacement part can be obtained and installed in your vehicle, given the size and complexity of dashboard manufacturing, the age, volume, and breadth of the vehicles subject to the Program, and the difficulty in predicting customer demand. We apologize for any inconvenience this may cause and thank you for your patience.

**Q6: What if an owner has NOT experienced this condition but would like to have the parts replaced?**

A6: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to apply the warranty enhancement notification sticker to the Owner's Warranty Information Booklet for future reference.

**Q7: How long will the warranty work take?**

A7: If the condition is present on your vehicle, the warranty work will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. Additionally, due to the size of the dashboard, the dealer will receive a special delivery schedule for dashboard assemblies. Please work with your local Toyota dealer to schedule the best time to have the replacement part installed in your vehicle.

**Q8: What if I have previously paid for repairs to my vehicle for this condition?**

A8: If you have previously paid for repairs to address this specific condition, please refer to the owner letter for reimbursement consideration instructions.

**Q9: What if I have additional questions or concerns?**

A9: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.



## WARRANTY ENHANCEMENT NOTIFICATION – ZE6

Re: <VIN>

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. You previously received notice regarding an extension to portions of your Toyota New Vehicle Limited Warranty for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity. This extension applies even if your covered vehicle is out of warranty.

**Please Note:** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.

### **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard (Instrument Panel). The specific condition covered by this program is a cracked and/or sticky/melting Dashboard (Instrument Panel) as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program\*.

- The **Primary Coverage** offers warranty enhancement described herein for all owners of covered vehicles until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- Secondary Coverage supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of the first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 Camry that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty work performed for the covered Dashboards, and must be performed at an authorized Toyota dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

\*Please see your local Toyota dealer for additional details

### **What should you do?**

If your vehicle has the condition described above, please contact your local authorized Toyota dealership. The dealership will need to verify the condition and order the necessary replacement part(s). Although Toyota has been diligently preparing replacement parts since before the announcement of the Program, you may need to wait additional time before a replacement part can be obtained and installed in your vehicle, given the size and complexity of dashboard manufacturing, the age, volume, and breadth of the covered vehicles subject to the Program, and the difficulty in predicting customer demand. We apologize for any inconvenience this may cause and thank you for your patience.

***If you have not experienced the condition described, there is no action necessary at this time.***

If you would like to update your vehicle ownership or contact information, please go to [www.Toyota.com/#login](http://www.Toyota.com/#login). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to address any cracked and/or sticky/melting Dashboard as a result of heat or humidity, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, USA, Inc.  
Toyota Customer Experience WC10  
19001 South Western Avenue  
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

**Q1: Is this a recall?**

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage, even for out of warranty vehicles, to assure you that we stand behind the product.

**Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter.

**Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: What should I do if my vehicle has a cracked and/or sticky/melting dashboard?**

A4: If your vehicle has the condition described above, please contact your local authorized Toyota dealership. If the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program. Toyota has been preparing replacement parts since before the announcement of the Program. However, given the size and complexity of dashboard manufacturing, the age, volume, and breadth of the covered vehicles subject to the Program, and the difficulty in predicting customer demand, you may need to wait additional time before a replacement part can be obtained and installed in your vehicle. We apologize for any inconvenience this may cause and thank you for your patience.

**Q4a: What if I previously paid to repair a cracked and/or sticky/melting Dashboard?**

A4a: If you have previously paid for repairs to address this specific condition, please refer to the owner letter for reimbursement consideration instructions.

**Q5: How long will the warranty work take?**

A5: If the condition is present on your vehicle, the warranty work will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. Additionally due to the size of the dashboard the dealer will receive a special delivery schedule for dashboard assemblies. Please work with your local Toyota dealer to schedule the best time to have the replacement part installed in your vehicle.

**Q6: What if I have additional questions or concerns?**

A6: If you have additional questions or concerns, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time