



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

May 12, 2017

[REDACTED]
Davenport, FL [REDACTED]

NEF-109 nam
Ref. No. 10979530

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your model year (MY) 2014 Toyota Camry. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You are inquiring can safety-related problems be fixed without charge. Your MY 2014 Toyota Camry has been experiencing gear shift problems and your local dealer advised that diagnostic testing is required to detect a problem and you are charged a fee in addition to needed repair cost.

Most dealers diagnose a problem via a test drive however, when a technician spends time diagnosing a problem it often involves his/her time, the use of special equipment, and access to his/her knowledge and judgement gained through years of experience. Usually, the extent of the diagnostic efforts and the repair efforts overlap, the customer gets the full benefit of that overlap. The extent that diagnostic efforts and the repairs are separate, they will be charged for separately. So, for instance: If a technician has to disassemble something in order to tell you that it's defective, then the labor required for replacement is already be half way through, and of course you'll get the benefit of that. When a technician diagnoses something that doesn't require disassembly, then the repair is a whole new activity on top of the initial diagnostic time, and you'll be charged for each individually. Dealers are just being financially responsible and not hiding a true cost somewhere else in the bill.

[REDACTED]

NHTSA is aware of Toyota's TSB (Bulletin No. 0035-14, enclosed) concerning gear shift lever slide cover deformation and noise during operation in certain MY 2012 – MY 2014 Toyota Camry vehicles. Manufacturers issue TSB's to their dealers to provide them repair procedures to correct known problems. However, the issuance of a TSB does not necessarily mean there is a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. NHTSA therefore, cannot require Toyota to perform the corrective action described in the TSB on your vehicle for free. We recommend you work Toyota and your dealer to diagnose your vehicle's program. If your vehicle is still under warranty you will be charged for diagnostic testing in addition to repair cost not covered by your vehicle's warranty.

We recommend using our vehicle identification number (VIN) lookup tool periodically, to access recall information provided by the manufacturer conducting the recall which may not be posted yet on NHTSA's site (www.nhtsa.gov/recalls). For your information, we have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. Unfortunately, the large volume of reports received by the Agency does not permit a return call for each report filed. Should you encounter a safety-related problem with motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

Shift Lever Slide Cover Deformation and Noise During Operation

Service Category Drivetrain

Section Automatic Transmission/Transaxle

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012 – 2014	Camry, Camry HV	

Introduction

Some 2012 – 2014 model year Camry and Camry HV vehicles equipped with an automatic transmission may exhibit a condition where the shifter assembly slide cover deforms and makes abnormal noise during operation. Use the following Repair Procedure to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

PLANT	MODEL	ENGINE	PRODUCTION CHANGE EFFECTIVE VIN
TMMK	Camry	2AR/2GR-FE	4T1BF1FK#EU [REDACTED]
	Camry HV	Hybrid	4T1BD1FK#EU [REDACTED]
SIA	Camry	2AR-FE	4T4BF1FK#ER [REDACTED]

Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL	OFF	T1	T2
BD1406	R & R Shift Lever Plate	0.4	Camry	35978-06010 58805-06240-B0 58805-06250-E0 58805-06490-B0 58805-06550-C0	28	13
			Camry HV	35978-06020		

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Shift Lever Slide Cover Deformation and Noise During Operation

Parts Information

MODEL	PART NUMBER		PART NAME	QTY
	PREVIOUS	NEW		
Camry	35978-06010	35978-06011	Indicator, Shift Position	1
Camry HV	35978-06020	35978-06021		
Camry	58805-06240-B0	58805-06241-B0	Panel, Console UPR	1
	58805-06250-E0	58805-06251-E0		
	58805-06490-B0	58805-06491-B0		
	58805-06550-C0	58805-06551-C0		

NOTE

For Camry HV it's NOT necessary to replace the Upper Console Panel assembly.

Repair Procedure

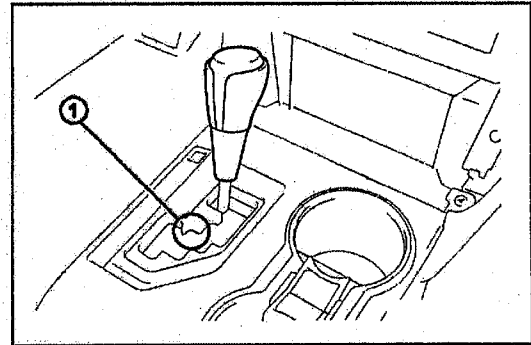
1. Inspect the vehicle for the following conditions:

- Damaged slide cover due to distortion/deformation.
- Difficult to move shifter due to interference between the slide cover and the Upper Console Panel assembly (as shown in Figure 1).
- Abnormal shifter noise during operation.

Does the vehicle present 1 or more of the described conditions?

- **YES** — Continue to step 2 (for Camry) or step 3 (for Camry HV).
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1.



1	Area of Interference
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Shift Lever Slide Cover Deformation and Noise During Operation

Repair Procedure (Continued)

2. For Camry:

Remove and replace the Shift Position Indicator assembly and the Upper Console Panel assembly.

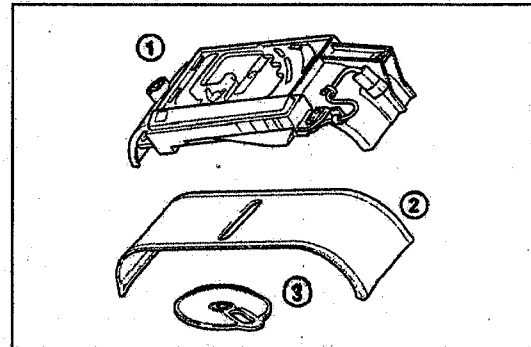
NOTE

Do NOT replace position indicator slide covers No. 1 and 2 without swapping the entire Shift Position Indicator assembly (as shown in Figure 2).

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

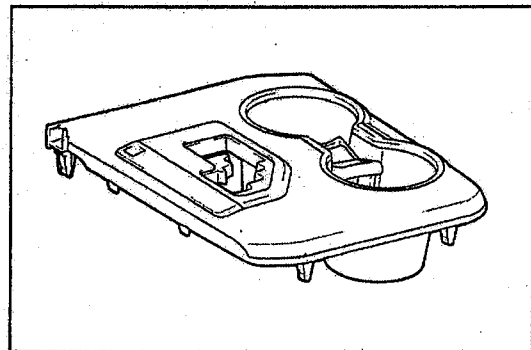
- 2012 / 2013 / 2014 Camry:
Drivetrain – Automatic Transmission/Transaxle – "U660E Automatic Transaxle: Shift Lever: Disassembly"
- 2012 / 2013 / 2014 Camry:
Drivetrain – Automatic Transmission/Transaxle – "U660E Automatic Transaxle: Shift Lever: Reassembly"

Figure 2. Shift Position Indicator Assembly



1	Indicator Shift Housing
2	Position Indicator Slide Cover No. 1
3	Position Indicator Slide Cover No. 2

Figure 3. Upper Console Panel Assembly



Shift Lever Slide Cover Deformation and Noise During Operation

Repair Procedure (Continued)

3. For Camry HV:

Remove and replace the Shift Position Indicator assembly.

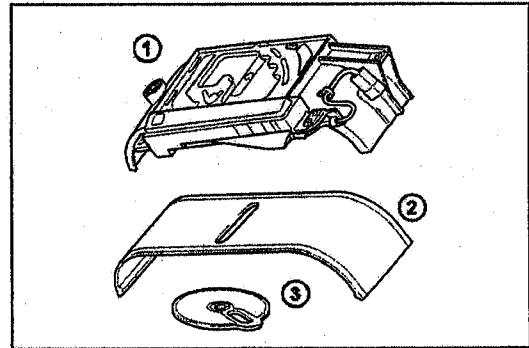
NOTE

Do NOT replace position indicator slide covers No. 1 and 2 without swapping the entire Shift Position Indicator assembly (as shown in Figure 4).

Refer to TIS, applicable model and model year Repair Manual:

- 2012 / 2013 / 2014 Camry HV:
Drivetrain – Automatic Transmission/Transaxle – “U660E Automatic Transaxle: Shift Lever: Disassembly”
- 2012 / 2013 / 2014 Camry HV:
Drivetrain – Automatic Transmission/Transaxle – “U660E Automatic Transaxle: Shift Lever: Reassembly”

Figure 4. Shift Position Indicator Assembly



1	Indicator Shift Housing
2	Position Indicator Slide Cover No. 1
3	Position Indicator Slide Cover No. 2

4. Confirm that there is no binding or abnormal noise during operation.