



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



December 23, 2022

[REDACTED]
Ashtabula, OH [REDACTED]

NEF-109 tgd
Ref. No. 11408385

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2005 Toyota Solara vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with air bag warning lights illuminating in MY 2005 Toyota Solara vehicles. We specifically searched for reports of cracked or delaminated dashboard air bag cover material that caused air bag warning lights to illuminate or had an adverse effect on front driver and passenger air bag operation. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

The recall you reference is actually Warranty Enhancement Program ZE6, which was a voluntary action by Toyota to address a problem with cracked, melting, and sticky dashboard material in certain Toyota vehicles (enclosed). The program is not a recall, and it had a primary coverage that began in December 2014 and expired on May 31, 2017. A secondary coverage supplemented the primary coverage for 10 years from your vehicle's first in-service date, regardless of mileage. Unfortunately, ZE6 has expired for your vehicle and therefore it is not eligible for a free repair under the program.

Please note that the issuance of a warranty enhancement program by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer warranty extensions to identify any such campaigns and programs that may involve safety issues for which a recall is

necessary. However, NHTSA does not otherwise regulate a manufacturer's warranty extension programs. Thus, the manufacturer remains responsible for all aspects of warranty enhancement programs including the notifications, nature and scope of the repair, and the vehicle make, model and years at issue.

In addition, the information in vehicle owners' manuals provides guidance to owners on the operation of their new vehicles. While the alerts, instructions, and warnings in vehicle owners' manuals may seem cautionary, the information provided does not mean that a vehicle contains a safety-related defect in accordance with our statute.

We encourage you to continue to work with Toyota and your dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Toyota district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Ohio Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you can review owners' complaints, safety recalls, manufacturers' service bulletins, etc. on our website.

Sincerely,



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

Enclosure

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Warranty Enhancement Program (Phase 1 Reimbursement) – ZE6
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. 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.

This Warranty Enhancement Program will be launched in two phases due to current parts production capacity. Initially, Toyota will inform owners that they may seek reimbursement consideration for previous repairs for this condition. Once sufficient parts are available, Toyota will send a second owner notification letter informing owners that replacement will be made if they have a cracked and/or sticky/melting Dashboard as a result of heat or humidity.

Phase	Description	Tentative Mailing Schedule
1	Reimbursement	Mid-December, 2014
2	Part Replacement	May, 2015

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

The first owner notification letter will be sent in early December, 2014. A sample copy of the owner notification letter is enclosed for your reference.

The first owner notification letter will advise customers that they may seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting Dashboards as a result of heat or humidity. The letter will also inform the customer that due to parts availability, Toyota is not able to support repairs at this time.

Once sufficient parts have been prepared and obtained, Toyota will send a second owner notification letter informing owners that repairs will be performed for cracked and/or sticky/melting Dashboards as a result of heat or humidity. Toyota anticipates the second owner notification letter will begin to be sent in May, 2015.

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 Dashboards 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.

4. Warranty Claim Processing Instructions

- During Phase 1, the reimbursement phase, warranty claim processing instructions will not be needed.
- During Phase 2, the part replacement phase, warranty claim processing instructions will be provided via Warranty Policy Bulletin (Bulletin No. TBD).

5. Technical Instructions (Repair Procedures)

- During Phase 1, the reimbursement phase, technical instructions will not be needed.
- During Phase 2, the part replacement phase, technical instructions will be provided via T-SB (T-SB No. TBD).

6. Parts Ordering for Cracked and/or Sticky/Melting Dashboards

During the first Phase, dealerships should **NOT** perform any part replacement. Dealers should let the customer know that the parts are being prepared and obtained.

7. Claim Procedures

If dealers are servicing a vehicle that currently has a cracked and/or sticky/melting Dashboard as a result of heat or humidity, the operation codes and part numbers for claim filing will be provided during the second phase of this Warranty Enhancement.

8. Used Vehicles in Dealer Stock:

Toyota requests that the dealer inform customers at the time of used vehicle retail that their vehicle is covered by a warranty enhancement program and that they will receive a letter from Toyota, refer to section 1 of this Dealer Letter owner notification details.

9. 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.