

TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

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 Action
 Retain
 Information

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz, 
Group Vice President, Product Quality & Service Support

Subject: Warranty Enhancement Program – ZE6 **(Part Replacement Available for Phase 2 & 3 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	Dealer Announcement Schedule
1	ALL	Reimbursement	Mid-December, 2014
2	Avalon, Camry, Solara	Part Replacement	Late June, 2015
3	4Runner		Late 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. Dealer Notification Letter Mailing Date

Toyota will notify dealerships in accordance with the table found above. The dealership notification will occur one week prior to the start of the owner notification letter.

2. 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	Tentative 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	3 Month Mailing
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.

3. 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.

4. Number of Vehicles Covered

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

5. Region/District Summary Reports

We have enclosed the following Warranty Enhancement Program Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports, as this is not a Recall or Special/Limited Service Campaign.

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.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
Field Product Engineers