

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

Subject: Warranty Enhancement Program – ZE6 **(Part Replacement Available for ALL Phases)**
 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 has announced 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 has launched 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	Status
1	ALL	Reimbursement	Mid-December, 2014	REIMBURSEMENT AVAILABLE
2	Avalon, Camry, Solara	Part Replacement	Late June, 2015	REPAIR AVAILABLE SUBJECT TO PARTS AVAILABILITY
3	4Runner		Late July, 2015	
4	Sienna		Early December, 2015	

Although Toyota continues to increase production levels, this process takes time and it is difficult to predict customer demand and where parts need to be shipped to support customer demand. It therefore remains important that dealerships continue to 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 has begun 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	Early December, 2015	6 Month Mailing

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.

In addition, this Warranty Enhancement Program provides coverage for the replacement of certain ancillary parts related to the covered Dashboards, such as necessary clips, vents, etc., that are damaged as a result of the warranty repair. Ancillary parts will be covered if they are needed to complete the repair and were un-damaged prior to repair.

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.

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.

Part Number	Total Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Release 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.