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Product Quality and Service Support, Quality Compliance  
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To: All Toyota Dealers  
From: Product Support Division

**Warranty Enhancement Program - ZE6 (Part Replacement 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 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	Current Mailing Schedule
1	ALL	Reimbursement	Mid-December, 2014
2	Avalon, Camry, Solara	<b>Part Replacement</b>	Late June, 2015
3	4Runner		Late July, 2015
<b>4</b>	<b>Sienna</b>		<b>Early December, 2015</b>

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.

- A Dealer Letter containing additional information has been posted on TIS
- Please refer to TIS for vehicle applicability and additional information
- An FAQ has been attached for your reference

**Customer and Media Contacts**

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-270-9371.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- **In the event you are contacted by the News media**, it is imperative that all media contacts (local and national) receive a consistent and accurate message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



**Warranty Enhancement Program – ZE6 (Part Replacement 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

**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 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.

**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 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	<b>REIMBURSEMENT AVAILABLE</b>
2	Avalon, Camry, Solara	Part Replacement	Late June, 2015	<b>REPAIR AVAILABLE SUBJECT TO PARTS AVAILABILITY</b>
3	4Runner		Late July, 2015	
4	<b>Sienna</b>		<b>Early December, 2015</b>	

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. Please be sure to take this into consideration when performing customer scheduling. It 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.

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

A2a: 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.

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

**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.

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.*

**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.