


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL17-01 Date: 03/16/2017 Page: 1 of 5 <b>REVISED 07/06/17</b>
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZG5):  
 WARRANTY EXTENSION FOR OVERHEAD CONSOLE  
 SWITCH ASSEMBLY ON CERTAIN 2012 MY CAMRY AND  
 CAMRY HYBRID AND 2011–2013 MY SIENNA VEHICLES**

**Background**

Toyota has received reports of customer concerns in which the power moon roof, power sliding doors or power hatch are inoperative from the overhead console switches or require excessive pressure on the overhead console switches to operate.

Due to parts availability this Warranty Enhancement Program will be launched in 2 phases as illustrated below:

Phase	Model	Model Year	Dealer Announcement Schedule	Status
1	Camry and Camry Hybrid	Certain 2012	March, 2017	Repair Available
2	Sienna	Certain 2011-2013	June, 2017	Repair Available

**Applicability**

The Overhead Console Switch Assembly is covered by Toyota’s New Vehicle Limited Warranty\* for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to the Overhead Console Switch Assemblies that become inoperative or require excessive pressure to operate.

**Primary Coverage** offers the Warranty Enhancement until **September 30, 2018, with no mileage limitation.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **nine (9) years from the date-of-first use, or 120,000 miles, whichever occurs first.**

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

**Applicability (Continued)**

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

***\*This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty".***

**Covered Vehicles**

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

**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
- Expert
- Master or Master Diagnostic Technician (MDT)

Claims for repairs that were performed by non-qualified technicians are subject to debit.

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**Claim Submission**

Claim Type	Model	Opcode	OFP	Description	Labor Time
Repair Program	Sienna	BHG39A	63650-08160-## 63650-08170-## 63650-08180-## 63650-08190-## 63650-08420-## 63650-08430-## 63650-08440-## 63650-08450-## 63650-08460-## 63650-08470-## 63650-08480-## 63650-08490-##	Replace the roof console box assembly	0.2 hr./vehicle
	Camry	BHG39B	63650-06420-## 63650-06430-## 63650-06440-## 63650-06450-##		0.4 hr./vehicle
	Camry HV				

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

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**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

Model	Service Part Number	Kit Part Number	Description	Qty
Sienna	63650-08161-B0	04005-55108-B0	SSP BOX ASSY, ROOF CONSOLE	1
	63650-08161-E0	04005-55108-E0		
	63650-08441-B0	04005-55208-B0		
	63650-08441-E0	04005-55208-E0		
	63650-08181-B0	04005-55308-B0		
	63650-08181-E0	04005-55308-E0		
	63650-08461-B0	04005-55408-B0		
	63650-08461-E0	04005-55408-E0		
	63650-08491-B0	04005-55508-B0		
	63650-08491-E0	04005-55508-E0		
	63650-08171-B0	04005-55608-B0		
	63650-08171-E0	04005-55608-E0		
	63650-08451-B0	04005-55708-B0		
	63650-08451-E0	04005-55708-E0		
	63650-08191-B0	04005-55808-B0		
	63650-08191-E0	04005-55808-E0		
	63650-08471-B0	04005-55908-B0		
	63650-08471-E0	04005-55908-E0		
	63650-08481-B0	04005-56108-B0		
	63650-08481-E0	04005-56108-E0		
63650-08421-B0	04005-56208-B0			
63650-08421-E0	04005-56208-E0			
63650-08431-B0	04005-56308-B0			
63650-08431-E0	04005-56308-E0			
Camry & Camry HV	63650-06422-A0	-	BOX ASSY, ROOF CONSOLE	1
	63650-06422-B0			
	63650-06432-A0			
	63650-06432-B0			
	63650-06442-A0			
	63650-06442-B0			
	63650-06450-A0			
63650-06450-B0				

**Technical Instructions (Repair Procedures)**

For Camry and Camry Hybrid, technical instructions can be found in T-SB-0116-14. For Sienna, technical instructions can be found in T-SB-0170-13. Please refer to TIS for additional information.

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**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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