

Product Quality and Service Support, Quality Compliance
Published March 22, 2017
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Toyota Motor Sales, USA, Inc.
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To: All Toyota Dealers
From: Product Support Division

Post May 2017 Claim Filing Procedure Requirement

Voluntary Warranty Enhancement Program (the "Program") – 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

Voluntary Extension of Warranty Coverage for Cracked and/or Sticky/Melting Dashboards (Instrument Panels) as a Result of Heat or Humidity

Toyota has been diligently working to increase production levels to address any part back orders for this Program. Some customers have asked whether their vehicle will be covered under the Program if the repair is not completed before the Primary Coverage expires (on May 31, 2017) or the Secondary Coverage expires (10 years from the date of first use of the vehicle). Please assure customers that Toyota stands behind its vehicles and this Program, and that Toyota will authorize repairs under this Program after May 31, 2017 or the Secondary Coverage expires for a particular vehicle, provided that the customer contacted the dealership to repair his or her vehicle under this Program prior to the end of the extended coverage.

In some cases, dealerships may not be able to perform the covered dashboard or interior door panel replacement before May 31, 2017 or the Secondary Coverage expires. Toyota will allow dealerships to file warranty claims for repairs performed after those dates, so long as certain minimal conditions are met.

For these cases, the dealership must verify the condition and open and close a repair order for dashboard or interior door panel replacement due to a sticky/cracked/melting condition before the Program expires for that particular vehicle.

Please note that many vehicles covered by this Program will become ineligible to make claims for repair at the end of the Primary Coverage period on May 31, 2017. Thus, we request that you carefully review your pending repair list and ensure that an RO is created for any vehicle that may not receive repair prior to May 31, 2017.

Please refer to the updated Warranty Policy Bulletin POL14-11 for additional information.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.