

**From:** Quality Compliance  
**Sent:** Thursday, March 16, 2017 2:01 PM  
**Subject:** Warranty Enhancement Program – ZG5 - Certain 2012 MY Camry/Hybrid Vehicle and Certain 2011-13 MY Sienna Vehicles - Extension of Warranty Coverage for Overhead Console Switch Assembly (Internal)  
**Attachments:** ZG5 - RL - Rem - Final.pdf; ZG5 TIS Dealer Package - Published 3-16-2017.pdf; Toyota POL17-01 - Warranty Enhancement Program ZG5 - Overhead Console Switch Assembly FINAL 3-13-17.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage on the Overhead Console Switch Assembly on Certain 2012 Model Year Camry, Camry Hybrid, and Certain 2011 – 2013 Model Year Sienna vehicles

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

Phase	Model	Model Year	Planned Dealer Announcement Schedule	Status
1	Camry and Camry Hybrid	Certain 2012	March, 2017	Repair Available
2	Sienna	Certain 2011-2013	June, 2017	Repair Not Yet Available (Reimbursement Only)

**Background**

Toyota has received a number of reports regarding the Overhead Console Switch Assembly operation in Certain 2012 Model Year Camry, Camry Hybrid, and Certain 2011 – 2013 Model Year Sienna vehicles. In these reports, customers have indicated the switches become inoperative or require excessive pressure to operate.

Although the Overhead Console Switch Assembly is covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers’ ownership experience. Toyota is now extending the warranty coverage for repairs related to Overhead Console Switch Assemblies that have become inoperative or require excessive pressure to operate.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

**Covered Vehicles:**

There are approximately 421,800 vehicles covered by this Warranty Enhancement Program.

There are 1,060 vehicles distributed to Puerto Rico covered by this Warranty Enhancement Program.

Model Name	Model Year
Camry	Certain 2012
Camry Hybrid	
Sienna	Certain 2011-2013

**Warranty Enhancement Program Details:**

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Overhead Console Switch Assembly. The specific condition covered by this program is an Overhead Console Switch Assembly that is inoperative or requires excessive pressure to operate. If the condition is verified, the vehicle will be repaired with a new Overhead Console Switch Assembly under the terms of this Warranty Enhancement Program\*.

- The **Primary Coverage** offers warranty enhancement **September 30, 2018**, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for **9 years** from the date of first use or **120,000 miles**, whichever occurs first.

*This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

**Please reference the attachments for additional details.**

**Dealers will be notified on March 16, 2017 at approximately 03:00 pm Pacific time.**

Thank you for your support,

Quality Compliance Department  
Toyota Motor Sales, U.S.A., Inc.  
Tel. 310-468-5516  
Fax 310-381-8095



We are unified in our passion  
to provide the finest ownership experience.



NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.