

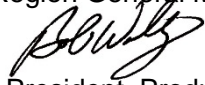


PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Published March 16, 2017

To: All Toyota Region General Managers / Vice Presidents

From: Bob Waltz 
Group Vice-President, Product Quality and Service Support

Subject: Warranty Enhancement Program – ZG5
Certain 2012 Model Year Camry and Camry Hybrid Vehicles
Certain 2011 – 2013 Model Year Sienna Vehicles
Extension of Warranty Coverage for Overhead Console Switch Assembly

Specific information for Region support is provided below.

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.

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 (Subject to Parts Availability)
2	Sienna	Certain 2011-2013	June 2017	Repair Not Yet Available (Reimbursement Only)

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on March 16, 2017.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.