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To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

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

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.

### 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.*

**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	Production Period
Camry	Certain 2012	Late August, 2011 through Late November, 2012
Camry Hybrid		Mid-October, 2011 through Late November, 2012
Sienna	Certain 2011-2013	Early January, 2010 through Late September, 2012

**Owner Letter Mailing Date**

Due to parts availability this Warranty Enhancement Program will be mailed in two phases as shown below

Phase	Model	Model Year	Planned Owner Notification Start	Duration of Mailing
1	Camry and Camry Hybrid	2012	Late March, 2017	3 Months
2	Sienna	2011-2013	Late June, 2017	6 Months

A sample of the owner notification letter has been included for your reference.

**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 Technician (Any Specialty)
- Expert Technician (Any Specialty)
- Master Technician (Any Specialty)
- Master Diagnostic Technician (MDT)

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**Remedy Procedures**

Technical instructions for this warranty extension program for Camry vehicles can be found in T-SB-0116-14.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. **Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL17-01 for additional parts ordering information.

*All Warranty Enhancement Program (WEP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.*

**Warranty Reimbursement Procedure**

Refer to the Warranty Policy Bulletin (Bulletin No. POL17-01) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Warranty Enhancement Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Warranty Enhancement Program.***

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



**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**  
**Frequently Asked Questions**  
**Published March 16, 2017**

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)

**Q1: What is the condition?**

A1: 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.

**Q2: What is Toyota going to do?**

A2: Toyota will send (in phases consistent with parts availability and repair capacity) starting in late March 2017, an owner notification by first class mail advising owners of this Warranty Enhancement Program.

The owner mailing for this warranty enhancement will be performed in two phases as shown below

Phase	Model	Model Year	Planned Owner Notification Start	Duration of Mailing
1	Camry and Camry Hybrid	2012	Late March, 2017	3 Months
2	Sienna	2011-2013	Late June, 2017	6 Months

If the owner experiences the condition described above, he/she should contact a local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the Overhead Console Switch Assembly with a new one at **NO CHARGE** to the customer.

**Q3: Which and how many vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 421,800 vehicles covered by this Warranty Enhancement Program.

Model Name	Model Year	Production Period	UIO
Camry	Certain 2012	Late August, 2011 through Late November, 2012	168,100
Camry Hybrid		Mid-October, 2011 through Late November, 2012	29,300
Sienna	Certain 2011-2013	Early January, 2010 through Late September, 2012	224,400

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program in the U.S.?**

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program.

**Q4: What are the details of this coverage?**

A4: This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to Overhead Console Switch Assembly. 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.*

**Q5: Which part(s) are covered by this Warranty Enhancement Program?**

A5: The specific component covered by this warranty extension is as follows:

- Overhead Console Switch Assembly

**Q6: What should an owner do if they experience this condition?**

A6: If an owner thinks that the condition described in this Warranty Enhancement Program has occurred, they should contact their local Toyota dealer for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the warranty extension, the repair will be performed at **NO CHARGE**.

**Q7: What if an owner HAS NOT experienced this condition but would like to have the repair completed?**

A7: 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 Owners Warranty Information Booklet for future reference.

**Q8: How long will the repair take?**

A8: The repair takes approximately 45 minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9: What if I previously paid for repairs related to this Warranty Enhancement Program?**

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10: *How does Toyota obtain my mailing information?***

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q11: *What if I have additional questions or concerns?***

A11: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

# TOYOTA

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19001 South Western Avenue  
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## WARRANTY ENHANCEMENT NOTIFICATION – ZG5

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty.

Toyota has received some reports that the switches in the Overhead Console Switch Assembly become inoperative or require excessive pressure to operate. While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Extension:

### **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.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

*This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your 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 see your Toyota dealer for additional details

VIN# \_\_\_\_\_

Peel and Stick  
Label onto the  
Owner's Warranty  
Information Booklet

### **What should you do?**

**Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.**

***If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.***

If you would like to update your vehicle ownership or contact information, please go to [www.Toyota.com/ownersupdate](http://www.Toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information 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

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



<b>WARRANTY ENHANCEMENT PROGRAM FREQUENTLY ASKED QUESTIONS</b>
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<b>ZG5</b>
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**Q1: *Is this a recall?***

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage.

**Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?***

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: *Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?***

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: *What should I do if my vehicle has the condition described?***

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5: *How long will the repair take?***

A5: If the condition is present on your vehicle, the repair will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: *What if I have additional questions or concerns?***

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.