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| <b>DISTRIBUTE TO:</b><br><input checked="" type="checkbox"/> Service Manager<br><input checked="" type="checkbox"/> Warranty Administrator |  <b>TOYOTA</b><br><b>Warranty Policy Bulletin</b> | No.: POL14-11<br>Date: 12/10/14<br>Page: 1 of 6<br><br><b>REVISED 11/9/17</b> |
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**SUBJECT: VOLUNTARY WARRANTY ENHANCEMENT PROGRAM (ZE6) ALL PHASES – PARTS REPLACEMENT FOR CERTAIN MODELS: WARRANTY EXTENSION FOR CRACKED AND/OR STICKY/MELTING DASHBOARDS (INSTRUMENT PANELS) AS A RESULT OF HEAT OR HUMIDITY, FOR THE FOLLOWING VEHICLES:**

- **CERTAIN 2003-2005 MY 4RUNNER**
- **CERTAIN 2005-2010 MY AVALON**
- **CERTAIN 2007-2011 MY CAMRY AND CAMRY HYBRID**
- **CERTAIN 2004-2010 MY SIENNA**
- **CERTAIN 2004-2008 MY SOLARA**

**Background**

Toyota has received reports where some vehicles may exhibit cracked and/or sticky/melting dashboards as a result of heat or humidity.

In Mid-December, 2014, Toyota announced the reimbursement Phase of this voluntary warranty enhancement program. Since prior to that announcement, Toyota has been diligently making parts preparations for the parts replacement phase of this Program. Due to the age, volume, and breadth of the covered vehicles subject to the Program and the size and complexity of dashboard manufacturing, Toyota has launched the part replacement portion of this Program in several phases.

Although Toyota increased and has continued to increase production levels, it is difficult to predict customer demand and where parts need to be shipped to support customer demand. It is important that dealerships explain to customers that there still may be a period of time the customer will need to wait before part replacement can be performed. Please be sure to take this into consideration when performing customer scheduling.

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**Applicability**

The dashboard is covered under the Toyota New Vehicle Limited Warranty for 3 years from the date of first use or 36,000 miles (whichever occurs first). However, Toyota has announced a voluntary Warranty Enhancement Program to cover parts replacement to address this condition.

**Primary Coverage** offers the Warranty Enhancement until **May 31, 2017, regardless of mileage.**

After the Primary Coverage expires, the **Secondary Coverage is applicable for 10 years from the date of first use, regardless of mileage.**

Verify VIN applicability for this voluntary warranty enhancement by checking TIS before completing any repairs.

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

***This voluntary 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 voluntary Warranty Enhancement pursuant to Warranty Policy 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty".***

**Covered Vehicles**

Not all vehicles within the specified model years are covered by this voluntary warranty enhancement. Verify VIN applicability for this voluntary warranty enhancement by checking TIS before completing any repairs.

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## **Program Expiration and Claim Filing**

Dealers can complete repairs and file warranty claims under the Program after the Primary or Secondary Coverage expires for a particular vehicle. To do so, dealers must verify the condition and open and close a repair order for dashboard replacement due to a sticky/cracked/melting condition **before** the Program expires for that particular vehicle. Thus, 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.

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.

Dealers are required to attach the previously opened/closed RO and enter the previously opened/closed RO open date in the "Open RO date" field of the "Repair" tab. **The RO open date and attached RO must correspond with the previously opened/closed RO created prior to coverage expiration and not the RO open date of the actual repair.**

The screenshot shows a software interface for claim filing. At the top, there are fields for 'Claim Type' (a dropdown menu), 'Pgm Type-No.' (a dropdown menu), and 'Transmit Date'. Below these are several tabs: 'CCR', 'Sublet', 'Authorization Info', 'Original RO', and 'Paint'. The 'Repair' tab is selected. Under the 'Repair' tab, there are several fields: 'VIN' (with a dropdown), 'DOFU /DOFU Miles' (with a text input and a '0' value), 'Ext Ref No.' (with a text input), 'RO No.' (with a text input), 'Open RO Date' (with a calendar icon and a text input, highlighted with a red box), 'Repair Date' (with a calendar icon and a text input), 'Repair Miles' (with a text input), 'Months In Use' (with a text input), and 'Miles in Use' (with a text input). To the right of these fields is a section for 'Odometer Units' with radio buttons for 'Mi' and 'Km'.

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**Program Expiration and Claim Filing (Continued)**

To facilitate faster review, dealers should ensure that documents are legible, properly oriented (right side up) and indicate (circle or highlight) any pertinent information (i.e. RO open date, VIN, parts order date, etc.) related to the claim.

**Claim Submission**

| Claim Type     | Phase | Op. Code | Model                | Description                                      | Labor Time     |
|----------------|-------|----------|----------------------|--|----------------|
| Repair Program | 2     | AHGD0B   | Avalon               | Confirmed Condition - Replace Dashboard Assembly | 2.1 hr/vehicle |
|                |       |          | Solara (V6)          |  |                |
|                | 3     | AHGD0C   | Camry                |  | 2.2 hr/vehicle |
|                |       |          | Camry Solara (4 Cyl) |  |                |
|                |       |          | 4Runner              |  |                |
|                | 4     | AHGD0A   | Sienna               |  | 2.0 hr/vehicle |

**Photo Requirements and Parts Retention**

Toyota requires photo documentation of replaced dashboard assemblies to be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage.

A photo must also be taken with the odometer in focus and the dashboard in the background. Photos must be made available for TMS Warranty Department review upon request.

Removed dashboard assemblies must be retained for 3 calendar days after the repair has been completed. Parts not requested for return in PRS or inspection by District Service and Parts Managers (DSPMs) or Field Technical Specialists (FTS) may be scrapped after 3 calendar days.

**Replacement Parts**

For some models, the replacement part will be a kit 04005-XXXXX part number. Please identify the correct service part in the EPC and then use the chart below to reference the appropriate kit part number for this program. **If there is a kit part number listed, the service part number will not be accepted for this program.** Dealer should order parts in red only.

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**Replacement Parts (Continued)**

| Model                  | Service Part # | Kit Part Number | Description                                 | Qty            |                |
|------------------------|----------------|-----------------|---|----------------|----------------|
| Avalon                 | 55401-07060-B1 | Not Applicable  | PAD SUB-ASSY,<br>INSTRUMENT<br>PANEL SAFETY | 1 as<br>needed |                |
|                        | 55401-07060-B2 |                 |   |                |                |
|                        | 55401-07060-B3 |                 |   |                |                |
|                        | 55401-07060-E1 |                 |   |                |                |
| Solara                 | 55401-AA060-B0 |                 |   |                |                |
|                        | 55401-AA060-B1 |                 |   |                |                |
|                        | 55401-AA060-E0 |                 |   |                |                |
| Camry (NAP)            | 55401-06091-B0 |                 |   |                |                |
|                        | 55401-06091-B1 |                 |   |                |                |
|                        | 55401-06091-E0 |                 |   |                |                |
| Camry (Japan Built)    | 55401-33201-B1 |                 |   |                | 04005-21133-B0 |
|                        | 55401-33201-E0 |                 |   |                | 04005-21133-E0 |
| Camry HV (NAP)         | 55401-06171-B0 | Not Applicable  |   |                |                |
|                        | 55401-06171-E0 |                 |   |                |                |
| Camry HV (Japan Built) | 55401-33221-B0 | 04005-21233-B0  |   |                |                |
|                        | 55401-33221-E0 | 04005-21233-E0  |   |                |                |
| 4Runner                | 55401-35908-B0 | 04005-14935-B0  |   |                |                |
|                        | 55401-35908-B1 | 04005-14935-B1  |   |                |                |
|                        | 55401-35909-B0 | 04005-15135-B0  |   |                |                |
|                        | 55401-35909-B1 | 04005-15135-B1  |   |                |                |
| Sienna                 | 55301-08040-B0 | Not Applicable  |   |                |                |
|                        | 55301-08040-E0 |                 |   |                |                |

Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK.

**Ancillary Parts**

CSP ZE6 also provides coverage for the replacement of certain ancillary parts related to the covered components, such as necessary clips, vents, etc., that are damaged as a result of the CSP repair. Ancillary parts will be covered if they are needed to complete the CSP and were un-damaged prior to repair. Dealers should take care as much as possible to remove these parts without damage.

In the event that additional replacement parts are necessary, they must be claimed on the ZE6 claim. Photo documentation of damaged ancillary parts is required and must be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage. Photos must be made available for TMS Warranty Department review upon request.

**In the event of an extended back order on ancillary parts, please contact your DSPM or region representative for claim filing instructions.**

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**Technical Instructions (Repair Procedures)**

Technical instructions can be found in T-SB-0039-15, please refer to TIS for additional information.

**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.

\*Please refer to the Reimbursement Checklist attached to the sample owner letter for required documentation details.

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