

---

**From:** Quality Compliance  
**Sent:** Wednesday, May 23, 2018 4:36 PM  
**Subject:** Customer Support Program ZJA, Certain 2010 – 2011 Model Year Camry Vehicles, Certain 2009 – 2011 Model Year Camry Hybrid Vehicles, Repair Coverage for the Dashboard (Instrument Panel), (Internal)  
**Attachments:** ZJA\_Region\_Letter\_Published\_5.23.2018.pdf; ZJA\_Dealer\_Letter\_Published\_5.23.2018.pdf; ZJA\_JOB\_Aid\_Published\_5.23.2018.pdf

### **Background**

Toyota has received reports indicating that a combination of high humidity, high temperatures and light intensity may cause the surface of the Dashboard (Instrument Panel) in some of the subject vehicles to become cracked and/or sticky over time.

The Dashboard (Instrument Panel) is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first). However, because we at Toyota care about each customer's ownership experience, Toyota is now offering a voluntary Customer Support Program that applies to cracked and/or sticky Dashboards (Instrument Panels) of covered vehicles as a result of heat, humidity, and light intensity, regardless of whether the vehicle is out of warranty.

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 491,800 vehicles covered by this Customer Support Program. Approximately 900 vehicles covered by this Customer Support Program were distributed to Puerto Rico.

Model Name	Model Year	Approximate UIO	Production Period
Camry	2010 – 2011	475,700	Mid-December 2008 – Early September 2011
Camry Hybrid	2009 – 2011	16,100	Early October 2008 – Late July 2011

### **Customer Support Program Details:**

The specific condition covered by this Customer Support Program is a cracked and/or sticky Dashboard (Instrument Panel) as a result of heat, humidity, and light intensity over time, regardless of whether the vehicle is out of warranty. It does not cover Dashboards that have suffered damage from abuse, accident, theft, vandalism, misuse, alteration, lack of proper maintenance, fire, or water contamination or any vehicles that are currently or previously titled as "scrap," salvage," or "dismantled." If the condition occurs and is verified, the Dashboard (Instrument Panel) will be replaced with a new one under the terms of this Customer Support Program. This Customer Support Program does not extend or revive the vehicle's original "New Vehicle Limited Warranty" or any other warranty. The timing of any repair under this voluntary Customer Service Program is subject to parts availability.

- This Customer Support Program will be offered for all vehicles until November 26, 2019 regardless of mileage.
- In addition, the Customer Support Program will be available for 10 years from the vehicle's date of first use, regardless of mileage.

*This Customer Support Program only covers work performed at an authorized Toyota dealer only.*

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

***Dealers will be notified on May 23, 2018 at approximately 4:50 P.M. Central Time.***

Thank you for your support,

