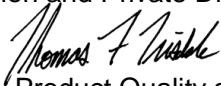


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**INTEROFFICE MEMORANDUM**

Original Publication Date: May 23, 2018

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale   
Vice-President, Product Quality and Service Support

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)

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**Specific information for Region support is provided below.**

**Condition**

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.

**Dealer Notification**

The attached Dealer Letter will be sent to all Toyota dealers on May 23, 2018.

***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.