

Original Publication Date: May 23, 2018

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

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)

### **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.

### **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.*

### **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

**Owner Letter Mailing Date**

Toyota will begin to notify owners in late May 2018 and notifications will be mailed over several months.

**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, with 18+ Months Experience)
- Expert Technician (Any Specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair 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 Customer Support Program can be found in [T-SB-0039-15](#).

**Inspection Application**

Vehicles must be inspected for the condition and inspection results must be fully submitted in the Inspection Application prior to performing any repairs, filing warranty claims, and ordering any parts for this Customer Support Program. ***Parts should never be intentionally stocked at the dealership for this Customer Support Program.*** Refer to the Job Aide on TIS for instructions on using the Inspection Application.

**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 a Customer Support Program, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. Because of the difficulty of manufacturing and shipping the affected 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 Policy Bulletin [POL18-02](#) for additional parts ordering information.*

*All Customer Support Program (CSP) 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.*

**Reimbursement Procedure**

Refer to Policy Bulletin [POL18-02](#) for claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**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.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support 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.

Thank you for your cooperation.

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



**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)**

**Frequently Asked Questions**  
**Original Publication Date: May 23, 2018**

**Q1: What is the condition?**

A1: 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 Panel) of covered vehicles as a result of high humidity, high temperatures, and light intensity over time, regardless of whether the vehicle is out of warranty.

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

A2: Toyota will send, starting in late May 2018, an owner notification by first class mail advising owners of this Customer Support Program.

If the owner experiences the condition described above, he or she should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the Dashboard (Instrument Panel) with a new one at **NO CHARGE** to the customer. [The timing of any repair under this voluntary Customer Support Program is subject to parts availability.](#)

**Q3: Which and how many vehicles are covered by this Customer Support Program?**

A3: There are approximately 491,800 vehicles covered by this Customer Support Program.

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

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

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

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

A4: 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.

- This Customer Support Program will be offered for all covered 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 covers work performed at an authorized Toyota dealer only.*

**Q5: Which part is covered by this Customer Support Program?**

A5: The specific part covered by this Customer Support Program is the Dashboard (Instrument Panel).

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

A6: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, an authorized Toyota dealership should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed at **NO CHARGE**.

**Q6a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?**

A6a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota dealership can determine if a condition is covered by this Customer Support Program.

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

A7: This Customer Support 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 keep, or apply the notification label from the Owner Letter to their vehicle's Owners Manual.

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

A8: The repair takes approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

**Q9: What if I previously paid for repairs related to this Customer Support 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.