

<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b>  <b><i>Customer Support Program Bulletin</i></b>	No.: POL18-02 Date: 5/23/2018 Page: 1 of 4
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**SUBJECT: CUSTOMER SUPPORT PROGRAM BULLETIN (ZJA):  
REPAIR COVERAGE FOR THE DASHBOARD  
(INSTRUMENT PANEL) ON CERTAIN 2010-2011 MY  
CAMRY VEHICLES AND CERTAIN 2009-2011 MY CAMRY  
HYBRID VEHICLES**

**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.

**Applicability\***

The Dashboard (Instrument Panel) is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs 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 the heat, humidity, and light intensity, regardless of whether the vehicle is out of warranty. The timing of any repair under this voluntary Customer Support Program is subject to parts availability.

The 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 date of first use, regardless of mileage.**

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

*\*This Customer Support Program does not cover Dashboards that have suffered damage from abuse, accident, theft, vandalism, misuse, alteration, lack of proper maintenance, fire, water contamination or any vehicles that are currently or previously titled as "scrap," "salvage," or "dismantled".*

## **Covered Vehicles**

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

## **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

Claims for repairs that were performed by non-qualified technicians are subject to debit.

## **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. Because of the difficulty of manufacturing and shipping the affected dashboards, ***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.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Claim Submission**

Claim Type: Repair Program

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Opcode	Color Code	Description	Labor Time
LHG08C	B0/B1/E0	R&R Instrument Panel Safety Pad Sub-assembly	2.2 hr./vehicle
	B0/E0		
	B1/E0		
	B0/E0		

**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery. To determine the applicable part number for a specific VIN, refer to the EPC. Alternatively, the Inspection Application will also show an applicable part number for a specific VIN as part of the inspection process.

Model	Part Number	Color Code	Description	Quantity
Camry	55401-06091	B0	Pad Sub-assy, Instrument Panel, Safety	1
		B1		
		E0		
Camry HV	55401-06171	B0		
		E0		

**Technical Instructions (Repair Procedures)**

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

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**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  
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.

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