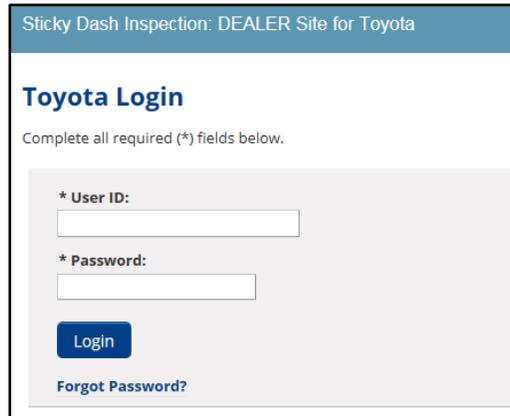


CUSTOMER SUPPORT PROGRAM ZLZ
Repair Coverage for the Dashboard (Instrument Panel) and/or Certain Interior Trim Panels
Inspection Application Navigation Instructions

****STARTING A NEW INSPECTION****

1. Access the Inspection Application. URL: <https://sticky-dash-inspection.imagespm.info/lexus/>

2. Log-in by entering your dealer code (in the user name field) and password.



The screenshot shows a web browser window titled "Sticky Dash Inspection: DEALER Site for Toyota". The page content includes the heading "Toyota Login" and a note: "Complete all required (*) fields below." There are two input fields: "* User ID:" and "* Password:". Below the password field is a blue "Login" button and a link for "Forgot Password?".

If accessing the application for the first time:

Start by logging-in using the default credentials below.

User ID: Your Dealer Code
Password: XXXXX

Since this is your first time logging-in to the application, you must create a permanent password and provide an email address for your dealership. The email address you enter for your dealership will be recorded and potentially used if you forget your password in the future.

3. Enter VIN and RO information.

To begin a **new** inspection on a vehicle, enter the VIN, RO number and RO open date. Click start when you are finished entering this information. The RO date must be in mm/dd/yyyy format.

Enter VIN and RO information here to begin inspecting a vehicle.

TEST Toyota Dealership [Search Another VIN](#) | [Print Screen](#) | [Log Out](#)

Begin Inspection

Enter the information below to begin a **new** inspection process for a vehicle:

VIN:
[Input Field]

R.O. Number:
[Input Field]

R.O. Open Date (mm/dd/yyyy):
[Input Field]

[Start](#)

You can search for and view all completed or uncompleted inspections performed by any dealership for a VIN:

VIN:
[Input Field]

[Search](#)

View all completed or uncompleted inspections performed at your dealership:

[View All](#)

4. Inspect the instrument panel for sticky and/or cracked condition.

At this point in the process, your incomplete inspection has been saved and you can resume it later if necessary. Click on **"INSTRUMENT PANEL"** to begin inspecting the instrument panel for the sticky and/or cracked condition.

Click **INSTRUMENT PANEL** to begin inspecting for the sticky and/or cracked condition.

Vehicle Inspection Summary

This is a brand new inspection.

VIN:	[Redacted]5651	R.O. Number:	123456
Vehicle Description:	Toyota Camry 2010	R.O. Date:	01/01/0101
Inspection Started:	01/22/2018	Inspection Completed:	n/a

Click on the part(s) listed below to start the inspection process (graphic will clarify the part's location on the vehicle). Only the interior trim panels covered by the program will be available for inspection. When finished inspecting ALL interior trim panels you can continue to the final screen to close the inspection and print a parts order list.

Part to Inspect	Inspection Results	Photo of Condition
INSTRUMENT PANEL	<input type="checkbox"/> Not Inspected yet	

[Continue to Final Screen](#)

Instrument Panel

5. Upload a photograph of the sticky and/or cracked instrument panel.

The Inspection Application provides example-images of the sticky and/or cracked condition covered by this Customer Support Program. Use these images as a reference to determine if the condition of the vehicle's instrument panel is covered by the Customer Support Program. If the instrument panel is sticky and/or cracked, a photo of the instrument panel is required to be uploaded.

Photograph of condition is required to be uploaded if the instrument panel is sticky and/or cracked.

Images showing an example of the sticky and/or cracked condition covered by the Customer Support Program

The screenshot shows a web application interface for reporting an issue with an instrument panel. At the top, it says "TEST Toyota Dealership" and "Search Another Vin | View All Inspections | Print Screen | Log Out". The main heading is "INSTRUMENT PANEL for [redacted] 25651". Below this, there is a note: "Refer to the sample photos below to determine if the INSTRUMENT PANEL is defective then complete form, or return to Vehicle Inspection Summary without saving." The "Inspection" section contains the question: "Is it cracked or sticky, or does it have a degraded/chalky appearance? (refer to the sample photos below before deciding):" with three radio button options: "NO, Replacement not Required", "YES, Replacement Part Needed", and "Not inspected yet". Below this is a prompt: "If YES, upload an image of the condition (be sure to include a picture of the RO in the background):" with a "Browse..." button. There is also a "Comments (500 characters max):" text input field and a "Submit" button. At the bottom, there is a "Sample of conditions" section with a "Sticky:" label and two images. The first image shows a close-up of a car's instrument panel with a red arrow pointing to a sticky area. The second image shows a close-up of a car's instrument panel with a red arrow pointing to a cracked area.

6. Save inspection results and proceed to final screen.

After uploading a picture of the condition, click the submit button to save the results and return to the Vehicle Inspection Summary. Clicking this button does not officially submit the inspection results to Lexus. Official submission will be conducted later.

Inspection

Does the instrument panel exhibit a cracked and/or sticky condition? (refer to the example photos below before deciding):

NO, Replacement not Required
 YES, Replacement Part Needed
 Not Inspected yet

If YES, an image of the condition is *required* to be uploaded. Ensure that this picture also includes the RO in the background of the picture. Ensure the RO# is legible. (jpg, jpeg, gif or png formats only)

Upload photo here:

Browse... Check to DELETE photo for this part

Comments (500 characters max):

After photo is uploaded, click submit. Clicking submit does not officially submit the photograph to Lexus.

Vehicle Inspection Summary

Inspection Details for part saved.

VIN:	125651	R.O. Number:	12345
Vehicle Description:	Toyota Camry HV 2010	R.O. Open Date:	11/11/1111
Inspection Started:	05/22/2018	Inspection Completed:	n/a

Click on the part(s) listed below to start the inspection process (graphic will clarify the part's location on the vehicle). Only the interior trim panels covered by the program will be available for inspection. You will be required to take photographs if the vehicle is exhibiting the sticky and/or cracked condition. The RO should be included in the photograph with the RO Number legible. When finished inspecting ALL interior trim panels you can continue to the final screen to close the inspection and print a parts order list.

Part to Inspect	Inspection Results	Photo of Condition
INSTRUMENT PANEL	<input checked="" type="checkbox"/> Replacement Part Needed	View Photo 📷

Click "Continue to Final Screen".

7. Review information and officially submit inspection results.

After continuing to the final screen, you will be directed to the Close Vehicle Inspection page. This screen gives you an opportunity to review the results of your inspection and, if necessary, make changes to your inspection (i.e. change the uploaded photograph, revise comments, select different inspection result, enter a different VIN, etc.) You can make changes to your inspection by clicking the back button on your browser which will bring you back to the Vehicle Inspection Summary page.

When you are finished, click "Submit to Close Inspection". Clicking this button officially submits the results of the inspection to Lexus at which time your dealership is now approved to order the necessary part and conduct repairs. Dealers should not order parts or perform any repairs until after submitting the official inspection results.

Clicking here officially submits the results of the inspection to Lexus. Do not order parts or perform any repairs until the inspection is officially submitted.

Sticky Dash Inspection: DEALER Site for Toyota

TEST Toyota Dealership [Search Another VIN](#) | [Print Screen](#) | [Log Out](#)

Close Vehicle Inspection

Order all of the necessary parts, shown below, on one order. When ready, click Submit to Close button, finalizing the inspection. Or, [return to Vehicle Inspection Summary](#) to modify inspection.

VIN:	4T1BB3EK0AU125651	R.O. Number:	sdaf
Vehicle Description:		R.O. Open Date:	01/01/2014
Inspection Started:	05/21/2018	Inspection Completed:	pending

[Submit to Close Inspection](#)

Part Inspected	Inspection Results	Photo of Condition	Part To Order	Qty
INSTRUMENT PANEL	Replacement Part Needed	View Photo	55401-06171-B0	1

RESUMING A SAVED INSPECTION

1. Log into inspection application and search for saved inspection.

Log into the inspection application.

You can search a saved inspection by individual VIN, or you can search all saved or completed inspections conducted by your dealership.

Begin Inspection

Enter the information below to begin a **new** inspection process for a vehicle:

VIN:

R.O. Number:

R.O. Open Date (mm/dd/yyyy):

[Start](#)

You can search for and view all completed or uncompleted inspections performed by any dealership for a VIN:

VIN:

[Search](#)

View all completed or uncompleted inspections performed at your dealership:

[View All](#)

2. Resume saved inspection.

Click on the continue button in the left most column to resume an inspection. If the inspection has already been officially submitted, you can view the results. You can only resume inspections that were initiated at your dealership. For example, while you may be able to view incomplete inspections performed at other dealerships for a specific VIN, you cannot resume those inspections.

Inspections for 82450 TEST Toyota Dealership

Summary of all inspections. You may also [export this to excel](#).

VIN:	Vehicle Description:	R.O. Number:	R.O. Open Date:	Status:	Inspection Started:	Inspection Completed:
View	U125651 Toyota Camry 2010	12121	10/10/2017	Completed	01/17/2018	05/21/2018
View	U125651 Toyota Camry 2010	12345	01/28/1989	Completed	01/17/2018	01/17/2018
Continue	U125651 Toyota Camry 2010	99999	12/12/2018	In Progress	01/18/2018	