

Original Publication Date: March 24, 2022

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

CUSTOMER SUPPORT PROGRAM 22TE02**Certain 2018 Model Year Camry
Certain 2018 Model Year Camry Hybrid
Coverage for Steering Intermediate Shaft**

Model / Years	Production Period	Approximate Total Vehicles
2018 Camry	Early April 2017 – Early February 2018	161,500
2018 Camry Hybrid	Early April 2017 – Early February 2018	14,100

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for the Steering Intermediate Shaft on certain 2018 model year Camry and certain 2018 model year Camry Hybrid.

Background

Although the Steering Intermediate Shaft is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to a steering wheel which potentially, over time, requires effort to turn the steering wheel to gradually increase and/or for the steering wheel to gradually become slower to return to center.

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

This Customer Support Program provides coverage as it applies to the intermediate shaft on certain 2018 Camry and Camry Hybrid vehicles. The specific condition covered is the potential, over time, for the required effort to turn the steering wheel to gradually increase and/or for the steering wheel to gradually become slower to return to center. If the condition is verified, the vehicle will be repaired with a new steering intermediate shaft assembly under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until July 30, 2023, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Covered Vehicles

There are approximately 175,600 vehicles covered by this Customer Support Program. Approximately 360 vehicles involved in this Customer Support Program were distributed to Puerto Rico

Owner Letter Mailing Date

Toyota will begin to notify owners in early April 2022 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Customer Handling, Parts Ordering, and Remedy Procedures

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 Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP **IS NOT** emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title are **NOT ELIGIBLE** for coverage under this CSP.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.22](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

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 Aaron Fowles (469) 292-1097 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair 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.

Part Number	Description	Quantity
45220-06252	Steering Intermediate Shaft Assembly	1

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.

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:

- T453– Steering, Suspension & Handling

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.

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

Remedy Procedures

Technical instructions for this Customer Support Program can be found in: **T-SB-0125-15.**

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures

Reimbursement Procedure

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

Op Code	Description	Flat Rate Hours
ATN221	Perform Inspection and replace the steering intermediate shaft assembly	0.9

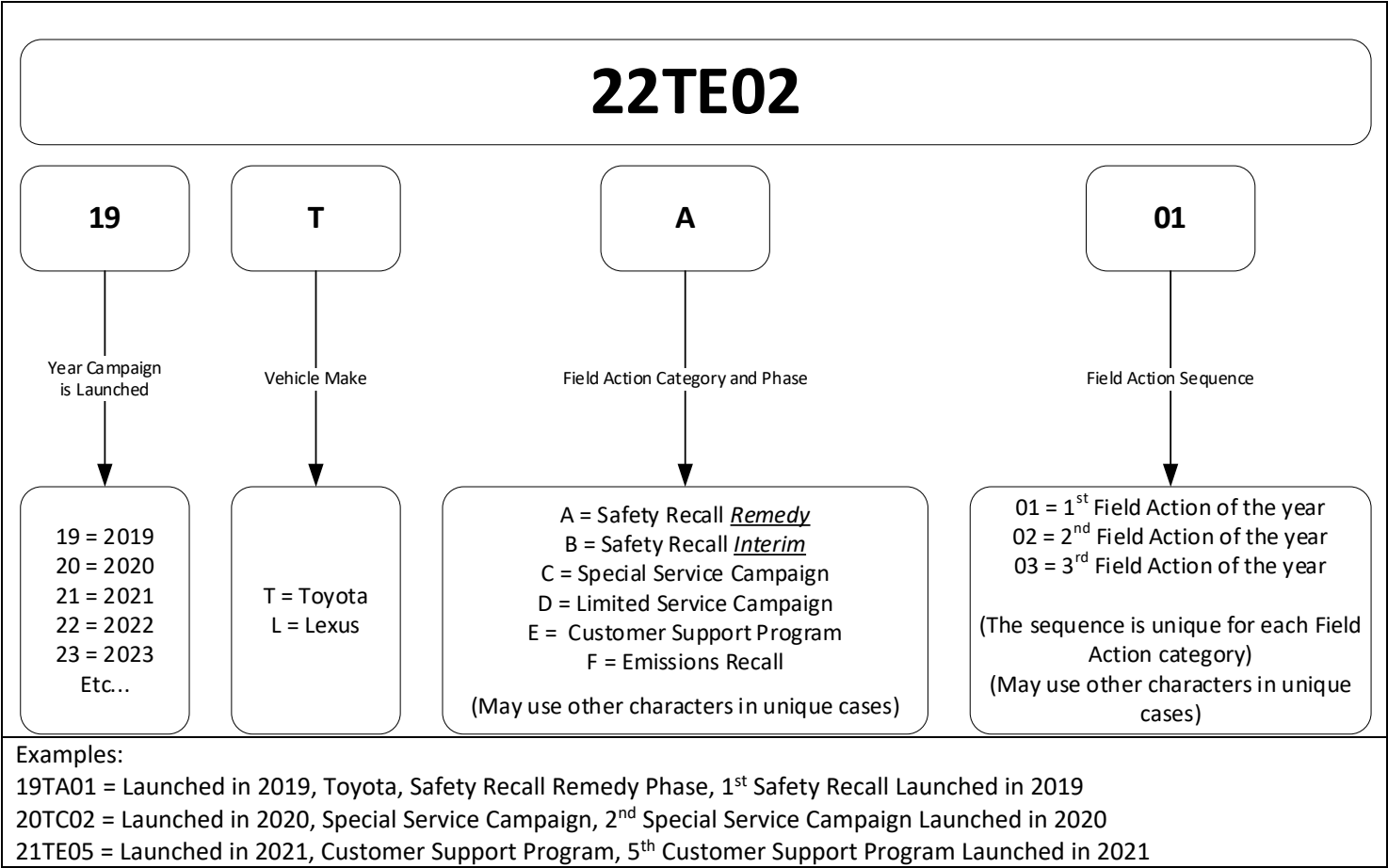
Claim Filing Accuracy and Correction Requests

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 Op Code 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.

Campaign Designation / Phase Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Customer Support Program.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



TOYOTA

CUSTOMER SUPPORT PROGRAM 22TE02

Certain 2018 Model Year Camry
Certain 2018 Model Year Camry Hybrid
Coverage for Steering Intermediate Shaft

Frequently Asked Questions

Original Publication Date: March 24, 2022

Q1: What is the condition?

A1: The specific condition covered is the potential, over time, for the required effort to turn the steering wheel to gradually increase and/or for the steering wheel to gradually become slower to return to center.

Q1a: What is the Steering Intermediate Shaft?

A1a: A steering component link in-between the steering column and steering gear that transmits the customer input from the steering wheel to the steering gear.

Q2: Are there any symptoms that this condition exists?

A2: If condition is present, customers may experience a gradual increase in required steering effort and/or the steering wheel gradually becoming slower to return to center. Customers may also hear an abnormal noise when turning the steering wheel.

Note: It is possible that an abnormal noise when turning the steering wheel could be present for reasons other than the condition covered by this Customer Support Program.

Q3: What is Toyota going to do?

A3: Toyota will send an owner notification by first class mail starting in early April 2022, advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the Steering Intermediate Shaft which has this condition with a new one **FREE OF CHARGE**.

Q4: Which and how many vehicles are covered by this Customer Support Program?

A4: There are approximately 175,600 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period	UIO
Camry	2018	Early April 2017 – Early February 2018	161,500
Camry Hybrid	2018	Early April 2017 – Early February 2018	14,100

Q5: What are the details of this program?

A5: This Customer Support Program provides coverage as it applies to a Steering Intermediate Shaft. The specific condition covered is the potential, over time, for the required effort to turn the steering wheel to gradually increase and/or for the steering wheel to gradually become slower to return to center. If the condition is verified, the vehicle will be repaired with a new steering intermediate shaft under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until July 30, 2023, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Q6: Which part(s) are covered by this Customer Support Program?

A6: The specific component covered by this Customer Support Program is as follows:

- Steering Intermediate Shaft Assembly

Q7: What should an owner do if experiencing this condition?

A7: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer 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 **FREE OF CHARGE** to the owner.

Q7a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A7a: 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.

Q8: What if an owner HAS NOT experienced this condition but would like to have the repair completed?

A8: 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 tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q9: How long will the repair take?

A9: The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: What if I previously paid for repairs related to this Customer Support Program?

A10: Reimbursement consideration instructions will be provided in the owner letter.

Q11: How does Toyota obtain my mailing information?

A11: 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.

Q12: What if I have additional questions or concerns?

A12: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Certain 2018 Model Year Camry
Certain 2018 Model Camry Hybrid
Coverage for Steering Intermediate Shaft
CUSTOMER SUPPORT PROGRAM (22TE02) NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

This Customer Support Program provides coverage as it applies to the Steering Intermediate Shaft on certain 2018 Camry and Camry Hybrid vehicles. The specific condition covered is the potential, over time, for the required effort to turn the steering wheel to gradually increase and/or for the steering wheel to gradually become slower to return to center. If the condition is verified, the vehicle will be replaced with a new Steering Intermediate Shaft Assembly under the terms of this Customer Support Program.

<u>Primary Coverage</u>	<u>Secondary Coverage</u> <i>(After Primary Coverage ends)</i>
Applicable until July 30, 2023 with no year/mileage limitation.	Applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

If you have experienced this condition, we recommend you contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

What if you have other questions?

- **Refer to the Frequently Asked Questions sheet included with this letter.**
- **Your local Toyota dealer will also be more than happy to answer any of your questions.**
- Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

OR

- If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs related to this condition, please mail a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Brand Engagement Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

▼ Remove at perforation and place in the back of your owner's manual ▼

Customer Support Program (22TE02) Details

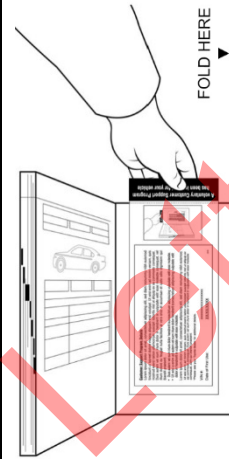
This Customer Support Program provides coverage as it applies to the Steering Intermediate Shaft on certain 2018 Camry and 2018 Camry Hybrid vehicles. The specific condition covered is the potential, over time, for the required effort to turn the steering wheel to gradually increase and/or for the steering wheel to gradually become slower to return to center. If the condition is verified, the vehicle will be repaired with a new Steering Intermediate Shaft Assembly under the terms of this Customer Support Program*.

- The **Primary Coverage** will be offered until July 30, 2023, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

Please note that this coverage is for work performed at an authorized Toyota dealer only.

This coverage is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

*Please see your Toyota dealer for additional details VIN# _____
Date of First Use _____



A voluntary Customer Support Program has been initiated for your vehicle

Sample Owner's Manual

TOYOTA

CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

Q1: *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.**

Q3: *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: *Which part(s) are covered by this Customer Support Program?*

A5: Refer to the owner letter to find the specific component(s) covered by this program.

Q6: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6: 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.