

## INTEROFFICE MEMORANDUM

Original Publication Date: March 24, 2022

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

From: Gary Ross   
Vice-President, Product Quality and Service Support

## CUSTOMER SUPPORT PROGRAM 22TE02

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

Specific information for Region support is provided below.

**Condition**

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 the 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.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on March 24, 2022 at 10am CST.

***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.