

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

Subject: Warranty Enhancement Program (Phase 1 Reimbursement) – ZE6  
Certain 2003-2005 MY 4Runner  
Certain 2005-2010 MY Avalon  
Certain 2007-2011 MY Camry & Camry Hybrid  
Certain 2004-2010 MY Sienna  
Certain 2004-2008 MY Solara  
Extension of Warranty Coverage for cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program. This program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2003-2005 model year 4Runner, 2005-2010 model year Avalon, 2007-2011 model year Camry and Camry Hybrid, 2004-2010 model year Sienna, and 2004-2008 model year Solara vehicles.

**This Warranty Enhancement Program will be launched in two phases due to current parts production capacity. Initially, Toyota will inform owners that they may seek reimbursement consideration for previous repairs for this condition. Once sufficient parts are available, Toyota will send a second owner notification letter informing owners that replacement will be made if they have a cracked and/or sticky/melting Dashboard as a result of heat or humidity.**

Phase	Description	Tentative Mailing Schedule
1	Reimbursement	Mid-December, 2014
2	Part Replacement	May, 2015

The following important information is provided to advise you and your associates of the program notification schedule and the degree of your involvement. Additionally, an FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

#### **1. Owner Notification Letter Mailing Date**

The first owner notification letter will be sent in early December, 2014. A sample copy of the owner notification letter is enclosed for your reference.

The first owner notification letter will advise customers that they may seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting Dashboards as a result of heat or humidity. The letter will also inform the customer that due to parts availability, Toyota is not able to support repairs at this time.

Once sufficient parts have been prepared and obtained, Toyota will send a second owner notification letter informing owners that repairs will be performed for cracked and/or sticky/melting Dashboards as a result of heat or humidity. Toyota anticipates the second owner notification letter will begin to be sent in May, 2015.

**Please Note:** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.

## 2. Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage for your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this program is any cracked and/or sticky/melting Dashboards as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement described herein for all owners of covered vehicles until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- Secondary Coverage supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of the first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 Camry that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty repair for Dashboards only, and must be performed at an authorized Toyota dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, accident, theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your Owner's Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

## 3. Number of Vehicles Covered

There are approximately 3.42 million Vehicles covered by this Warranty Enhancement Program. Please verify coverage by confirming through TIS.

## 4. Warranty Claim Processing Instructions

- During Phase 1, the reimbursement phase, warranty claim processing instructions will not be needed.
- During Phase 2, the part replacement phase, warranty claim processing instructions will be provided via Warranty Policy Bulletin (Bulletin No. TBD).

## 5. Technical Instructions (Repair Procedures)

- During Phase 1, the reimbursement phase, technical instructions will not be needed.
- During Phase 2, the part replacement phase, technical instructions will be provided via T-SB (T-SB No. TBD).

## 6. Parts Ordering for Cracked and/or Sticky/Melting Dashboards

During the first Phase, dealerships should **NOT** perform any part replacement. Dealers should let the customer know that the parts are being prepared and obtained.

## 7. Claim Procedures

If dealers are servicing a vehicle that currently has a cracked and/or sticky/melting Dashboard as a result of heat or humidity, the operation codes and part numbers for claim filing will be provided during the second phase of this Warranty Enhancement.

**8. Used Vehicles in Dealer Stock:**

Toyota requests that the dealer inform customers at the time of used vehicle retail that their vehicle is covered by a warranty enhancement program and that they will receive a letter from Toyota, refer to section 1 of this Dealer Letter owner notification details.

**9. Customer Reimbursement Procedures**

Please refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your associates to familiarize them with the proper procedures to implement this warranty enhancement.

Thank you for your continued support and cooperation.

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



## Warranty Enhancement Program – ZE6

Certain 2003-2005 MY 4Runner

Certain 2005-2010 MY Avalon

Certain 2007-2011 MY Camry & Camry Hybrid

Certain 2004-2010 MY Sienna

Certain 2004-2008 MY Solara

### Cracked and/or Sticky/Melting Dashboards (Instrument Panels) as a Result of Heat or Humidity

#### BACKGROUND

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program. This program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2003-2005 model year 4Runner, 2005-2010 model year Avalon, 2007-2011 model year Camry and Camry Hybrid, 2004-2010 model year Sienna, and 2004-2008 model year Solara vehicles.

#### **Q1: What is the condition?**

A1: Toyota has received reports indicating that under certain circumstances, a combination of high humidity and high temperatures, may cause the surface of the Dashboard on the vehicles identified above to become cracked and/or sticky/melted over time. This cosmetic condition is corrected by replacing the affected Dashboard.

Although the Dashboard is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about our customers' overall ownership experience. To ensure our customers' satisfaction, we will be offering an extension of the warranty coverage for this particular condition.

***Please Note:*** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.

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

A2: This Warranty Enhancement Program will be launched in Two Phases due to limited parts availability.

##### Phase 1

Toyota is currently preparing and obtaining the necessary parts to implement this Warranty Enhancement Program. We anticipate it will take a few months to prepare and obtain the necessary parts. Therefore, at this time, we are notifying you of this upcoming warranty enhancement program and providing means for you to seek reimbursement for out of pocket expenses incurred in the event that you paid for previous repairs.

##### Phase 2

Once sufficient parts have been prepared and obtained, we will send another owner notification letter.

#### **Q2a: Why is Toyota notifying me if there are not sufficient parts to support vehicle repairs at this time?**

A2a: At this time, Toyota is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition. Toyota is also explaining that if this condition currently exists for your covered vehicle, you may seek replacement at no cost once sufficient parts have been prepared and obtained.

**Q2b: When does Toyota anticipate the second owner notification letter will be sent?**

A2b: Due to current production capacity, Toyota anticipates that a second owner notification letter notifying owners that repairs are ready to be performed will begin to be sent in Spring, 2015. We ask that you wait until this second owner notification letter is received before seeking replacement for this cosmetic condition at no cost to you.

**Q2c: Can I be reimbursed for what I previously paid to repair a cracked and/or sticky/melted Dashboard?**

A2a: Yes, at this time, Toyota is providing a means for reimbursement in the event that you paid for previous repairs related to this condition.

**Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 3.42 million vehicles covered by this Warranty Extension.

Model	Model Year	Production Period	Appx. UIO
4Runner	2003-2005	Early September 2002 – Early August 2005	328,600
Avalon	2005-2010	Early January 2005 – Late February 2010	331,400
Camry/HV	2007-2011	Early January 2006 – Late January 2010	1,631,200
Sienna	2004-2010	Mid-January 2003 – Early January 2010	924,800
Solara	2004-2008	Early July 2003 – Mid December 2008	203,400

**Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?**

A3a: Yes. Certain 2007-2008 model year ES 350, 2003-2008 model year GX 470, 2006-2008 model year IS 250/350, 2007 model year LS 460, 2004-2006 model year RX 330, 2007-2009 model year RX 350, and 2005-2008 model year RX 400h vehicles are also involved in this Warranty Enhancement.

**Q4: What are the coverage details of this Warranty Enhancement Program?**

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage for your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this program is any cracked and/or sticky/melting Dashboard as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement described herein for all owners of covered vehicles until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- Secondary Coverage supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of the first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 Camry that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty repair for Dashboards only, and must be performed at an authorized Toyota dealer only. A maximum of one Dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, accident, theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your Owner's Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

**Q5: What should I do if my vehicle's Dashboard is cracked and/or sticky/melted?**

A5: Due to limited parts availability at this time, it is not possible for Toyota to immediately replace affected Dashboards for vehicles covered under this Warranty Enhancement. We will send you a second owner notification letter as soon as sufficient parts have been prepared and obtained to repair this cosmetic condition for affected vehicles. Dashboard replacement under this Warranty Enhancement can be completed after receiving the second owner notification letter.

**Q6: What if I have previously paid for repairs to my vehicle for this condition?**

A6: If you have previously paid for repairs to address this specific condition, please refer to the owner letter for reimbursement consideration instructions.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Re: <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 an enhancement to portions of your Toyota New Vehicle Limited Warranty. This program will extend the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2003-2005 model year 4Runner, 2005-2010 model year Avalon, 2007-2011 model year Camry and Camry Hybrid, 2004-2010 model year Sienna, and 2004-2008 model year Solara vehicles.

**Please Note:** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.

#### **What should you do?**

At this time Toyota is currently preparing the necessary parts to implement this Warranty Enhancement Program, and anticipates that it will take several months to finish preparing and obtaining the necessary parts. Therefore, we are notifying you of the upcoming warranty enhancement program and providing means for you to seek reimbursement for any out of pocket costs that you may have incurred in making previous repairs to cracked and/or sticky/melting Dashboards as a result of heat or humidity.

**We will send you another owner notification letter once sufficient parts have been prepared and obtained for replacement due to this cosmetic condition. If you have not experienced the condition described, there is no action necessary at this time. Please apply the sticker below to your Owner's Manual Supplement/Warranty & Services Guide Information booklet for future reference.**

#### **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard (Instrument Panel). The specific condition covered by this program is a cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement described herein for all owners of covered vehicles until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- Secondary Coverage supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of the first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 Camry that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty work performed for the covered Dashboards, and must be performed at an authorized Toyota dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your Owner's Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

\* Please see your Toyota dealer for additional details

VIN # \_\_\_\_\_  
Date of First Use \_\_\_\_\_

Peel and Stick label  
onto the Owner's  
Manual  
Supplement/Warranty  
& Service Guide  
Information booklet

If you would like to update your vehicle ownership or contact information, you may do so by registering at [toyotaowners.com](http://toyotaowners.com). You will need your full 17-digit VIN (Vehicle Identification Number) to input the new information.

If you have previously paid for repairs to address any cracked and/or sticky/melting Dashboard as a result of heat or humidity, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, USA, Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

**\*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.

Sincerely,

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

SAMPLE



**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. Toyota is advising you of an upcoming Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**Q2: Why will Toyota be offering this Warranty Enhancement Program?**

A2: Toyota has received reports indicating that under certain circumstances, the combination of high humidity and high temperatures, may cause the surface of the Dashboard in certain vehicles to become cracked and/or sticky/melted over time. Toyota has decided to provide this Warranty Enhancement Program in the interest of customer satisfaction.

**Q2a: Why is Toyota notifying me if there are not sufficient parts to support vehicle repairs at this time?**

A2a: At this time Toyota is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition. Toyota is also explaining that if this condition currently exists for your covered vehicle, you may seek replacement at no cost once sufficient parts have been prepared and obtained.

**Q2b: When does Toyota anticipate the remedy owner notification letter will be sent?**

A2b: Due to current production capacity, Toyota anticipates that letters notifying owners that repairs are ready to be performed will begin to be sent in Spring 2015. We ask that you wait until the remedy owner letter is received before seeking replacement for this cosmetic condition at no cost to you.

**Q2c: Can I be reimbursed for what I previously paid to repair a cracked and/or sticky/melting Dashboard?**

A2a: Yes, at this time, Toyota is providing a means for reimbursement in the event that you paid for previous repairs related to this condition.

**Q3: What should I do if my vehicle's Dashboard is cracked and/or sticky/melting?**

A3: Due to limited parts availability at this time, it is not possible for Toyota to immediately replace affected Dashboards for vehicles covered under this Warranty Enhancement. We will send you a second owner notification letter as soon as sufficient parts have been prepared and obtained to repair this cosmetic condition for affected vehicles. Dashboard replacement under this Warranty Enhancement can be completed after receiving the second owner notification letter.

**Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q5: What if I have additional questions or concerns?**

A5: Owners with additional questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**\* Warranty Enhancement  
Reimbursement Checklist**

- ☐ Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
- ☐ Proof-of-Payment
  - Must include one of the following items as Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- ☐ Proof-of-Ownership
  - Must include one of the following items as Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- ☐ Name, Address and Phone Number printed on all documents
- ☐ Detailed diagnosis statement that must answer the following three questions:
  1. *Why was the vehicle brought into the repair facility?*
  2. *What was the repair facility's diagnosis?*
  3. *What did the repair facility do to correct the concern?*