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SUBJECT: CUSTOMER SUPPORT PROGRAM (ZTT): WARRANTY ENHANCEMENT FOR SUN VISOR ASSEMBLIES AND SUN VISOR BRACKETS ON CERTAIN 2007- 2011MY CAMRY AND CAMRY HYBRID VEHICLES

Background

Toyota has received a number of reports regarding sun visors in certain 2007 to 2011 model year Camry and Camry Hybrid vehicles. In these cases, the sun visor may slowly rotate downward. In a limited number of cases, the sun visor may become detached.

Applicability

The Sun Visor Assembly and Sun Visor Bracket are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Customer Support Program (CSP) to cover the replacement of the Sun Visor Assembly and/or Sun Visor Bracket for **7 years from the date-of-first-use (regardless of mileage)** for the condition described above.

Please verify VIN applicability for this CSP by checking TIS before completing any repairs.

Please note that damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.

Applicable VIN Ranges

Please refer to page 2 for applicable VIN ranges.

Applicable VIN Ranges (continued)

Model	WMI	MY	VDS	Start Serial	Finish Serial
Camry and Camry Hybrid	4T1	2007	BB46K	U001025	U030790
			BE46K	U001025	U730108
			BK46K	U001023	U560047
		2008	BB46K	U029356	U062522
			BE46K	U190003	U793305
			BK46K	U053666	U576879
		2009	BB46K	U061175	U111424
			BE46K	U260017	U920877
			BK46K	U073252	U596843
		2010	BB3EK	U109087	U126215
			BF3EK	U001012	U581179
			BK3EK	U097661	U609470
	2011	BB3EK	U126216	U126404	
		BF3EK	U581180	U581649	
		BK3EK	U609471	U609519	
	4T4	2007	BE46K	R001029	R011624
		2008	BE46K	R010583	R047779
		2009	BE46K	R045380	R139848
		2010	BF3EK	R001023	R087509
2011		BF3EK	R086081	R086082	

Claim Submission

Claim Type	Op. Code	Description	Labor Time
Repair Program	2705FA	Replace Sun Visor Assembly (1 or 2 Sides)	0.2 hr/vehicle
	2705FB	Replace Sun Visor Bracket or Replace Sun Visor Bracket & Assembly (1 or 2 Sides)	0.4 hr/vehicle

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

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

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Part Number	Description	Vanity Lamp	Trim Color	Qty	Condition (Case)	Applicable TSB
04002-30106-B0	Visor Assy, RH	No	Gray	1	Will Not Retain Desired Position	Repair Manual and T-SB-0093-09
04002-30106-E0		No	Tan	1		
04002-30306-B0		Yes	Gray	1		
04002-30306-E0		Yes	Tan	1		
04002-30506-B0	Visor Assy, LH	No	Gray	1		
04002-30506-E0		No	Tan	1		
04002-30706-B0		Yes	Gray	1		
04002-30706-E0		Yes	Tan	1		



The following parts only require replacement in the limited case there is damage to the sheet metal which retains the sun visor mounting clips.

Parts Number	Description	Trim Color	Qty	Condition (Case)	Applicable TSB
04009-04133	Visor Bracket Kit, RH	Gray	1	Loose or Broken Sun Visor Mounting Bracket	T-SB-0284-09
04009-04233		Tan	1		
04009-04333	Visor Bracket Kit, LH	Gray	1		
04009-04433		Tan	1		
08231-00801	Noise Kit		1		

Note: Toyota warranty will require photo documentation of the damaged sheet metal be attached to the R.O. for all repairs requiring the above Visor Bracket Kit.

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Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair or replacement of the Sun Visor Assembly and/or Sun Visor Bracket 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 Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509**

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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