

Instrument Panel (Dashboard) Cracked and/or Sticky

Service Category Vehicle Interior

Section Interior Panels/Trim

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2003 – 2005	4Runner	
2005 – 2010	Avalon	
2007 – 2011	Camry, Camry HV	
2004 – 2010	Sienna	
2004 – 2008	Solara	

REVISION NOTICE

May 25, 2018 Rev1:

- The Introduction, Production Change Information, and Repair Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2003 – 2011 model year Toyota vehicles may exhibit a condition where the instrument panel pad (dashboard) becomes cracked and/or sticky. Follow the procedure in this bulletin to address this condition.

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Production Change Information

This bulletin applies to the following vehicles:

4Runner:

2003 – 2005 model year Tahara- and Hino-built 4Runner vehicles produced **WITHIN** the VIN ranges shown below.

MODEL	PLANT	ENGINE	DRIVETRAIN	VIN RANGE	
				STARTING VIN	ENDING VIN
4Runner	Tahara	1GR-FE	2WD	JTEZU14R#30001006	JTEZU14R#50063954
			4WD	JTEBU14R#30001011	JTEBU14R#50078573
		2UZ-FE	2WD	JTEZT14R#30001011	JTEZT14R#50024360
			4WD	JTEBT14R#30001860	JTEBT14R#50057703
4Runner (Limited Grade)		1GR-FE	2WD	JTEZU17R#30001010	JTEZU17R#50063943
			4WD	JTEBU17R#30001012	JTEBU17R#50078555
		2UZ-FE	2WD	JTEZT17R#30001104	JTEZT17R#50024354
			4WD	JTEBT17R#30001590	JTEBT17R#50057702
4Runner	Hino	1GR-FE	2WD	JTEZU14R#38000001	JTEZU14R#58041023
			4WD	JTEBU14R#38000011	JTEBU14R#58052039
		2UZ-FE	2WD	JTEZT14R#38000002	JTEZT14R#58008272
			4WD	JTEBT14R#38000002	JTEBT14R#58028797
4Runner (Limited Grade)		1GR-FE	2WD	JTEZU17R#38000003	JTEZU17R#58041004
			4WD	JTEBU17R#38000015	JTEBU17R#58052032
		2UZ-FE	2WD	JTEZT17R#38000001	JTEZT17R#58008271
			4WD	JTEBT17R#38000001	JTEBT17R#58028795

Avalon:

2005 – 2010 model year TMMK-built Avalon vehicles produced **WITHIN** the VIN range shown below.

MODEL	PLANT	ENGINE	DRIVETRAIN	VIN RANGE	
				STARTING VIN	ENDING VIN
Avalon	TMMK	2GR-FE	2WD	4T1BK36B#5U001102	4T1BK3DB#AU370064

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Production Change Information (Continued)

Camry/Camry HV:

- 2007 – 2011 model year TMMK- (WMI = 4T1) and SIA- (WMI = 4T4) built Camry and Camry HV vehicles produced **WITHIN** the VIN ranges shown below.
- 2007 – 2011 model year Tsutsumi- (WMI = JTN) built Camry and Camry HV vehicles produced **WITHIN** the VIN ranges shown below.

MODEL	PLANT		ENGINE	VIN RANGE	
				STARTING VIN	ENDING VIN
Camry	TMMK	Line 1	2AR-FE 2AZ-FE	4T1BE46K#7U001025	4T1BF3EK#BU232534
			2GR-FE	4T1BK46K#7U001023	4T1BK3EK#BU133016
		Line 2	2AR-FE 2AZ-FE	4T1BE46K#7U500024	4T1BF3EK#BU778280
			2GR-FE	4T1BK46K#7U500028	4T1BK3EK#BU632784
	SIA		2AR-FE 2AZ-FE	4T4BE46K#7R001003	4T4BF3EK#BR219491
	Tsutsumi			JTNBE46K#73000063	JTNBF3EK#B3014041
			2GR-FE	JTNBK46K#73000025	JTNBK3EK#B3052359
	Camry HV	TMMK	Line 2	2AZ-FXE	4T1BB46K#7U001012
Tsutsumi		JTNBB46K#73000151	JTNBB3EK#B3054497		

Sienna:

2004 – 2010 model year TMMI-built Sienna vehicles produced **WITHIN** the VIN ranges shown below.

MODEL	PLANT	ENGINE	DRIVETRAIN	VIN RANGE	
				STARTING VIN	ENDING VIN
Sienna	TMMI	2GR-FE 3MZ-FE	2WD	5TDZA23C#4S000038	5TDKK4CC#AS343710
			4WD	5TDBA23C#4S000020	5TDJK4CC#AS034149
Sienna XLE Grade, Limited Grade			2WD	5TDZA22C#4S000020	5TDYK4CC#AS343708
			4WD	5TDBA22C#4S000023	5TDDK4CC#AS034176

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Production Change Information (Continued)

Solara:

2004 – 2008 model year TMMK-built Solara vehicles produced **WITHIN** the VIN ranges shown below.

MODEL	PLANT	ENGINE	DRIVETRAIN	VIN RANGE	
				STARTING VIN	ENDING VIN
Solara	TMMK	2AZ-FE	2WD	4T1CE30P#4U757690	4T1CE30P#8U767095
				4T1CE38P#4U756303	4T1CE38P#6U752629
		3MZ-FE		4T1CA30P#4U001048	4T1CA30P#8U160421
				4T1CA38P#4U001041	4T1CA38P#6U105865
Solara Convertible				4T1FA38P#4U007453	4T1FA38P#8U161258

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	COLOR CODE	T1	T2
550451	R & R Instrument Panel Safety Pad Sub-assembly	4Runner	2.2	55401-35900 55401-35909	B0/B1	67	16
550351		Avalon	2.1	55401-07060	B1/B2/B3/E1		19
		Camry	2.2	55401-06090	B0/B1/E0		
				55401-06170	B0/E0		
				55401-33200	B1/E0		
				55401-33220	B0/E0		
		Sienna	2.0	55301-AE010 55301-AE011		16	
		Solara	1.9	55401-AA050 55401-AA051	B0/B1/E0		

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

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Parts Information

MODEL	PART NUMBER		COLOR CODE	PART NAME	QTY
	PREVIOUS	NEW			
4Runner	55401-35900	04005-14935	B0/B1	Pad Sub-assy, Instrument Panel, Safety	1
	55401-35901	04005-15135			
Avalon	55401-07060	55401-07060	B1/B2/B3/E1		1
Camry (NAP)	55401-06090	55401-06091	B0/B1/E0		1
Camry (CBU)	55401-33200 (B1/E0)	04005-21133	B0/E0		1
Camry HV (NAP)	55401-06170	55401-06171			1
Camry HV (CBU)	55401-33220	04005-21233			1
Sienna	55301-AE010 55301-AE011	55301-08040		Pad Sub-assy, Instrument Panel, Safety	1
	55042-AE011*		1		
Solara	55401-AA050 55401-AA051	55401-AA060	B0/B1/E0	1	

* Sienna vehicles with previous P/N 55301-AE010 may require this additional part.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	00002-06020-01	1

* Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

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Repair Procedure

1. Confirm the dashboard exhibits the cracked and/or sticky appearance condition. Refer to Figures 1 – 3 for examples of these conditions.

Figure 1. Example of Sticky Condition



1 Front of Vehicle

Figure 2. Example of Chalky Condition (Becomes Sticky in the Heat)



1 Front of Vehicle

NOTE

When a vehicle with a sticky dashboard is parked out of heat and humidity for more than a few hours, the dashboard surface becomes chalky. Once the vehicle is exposed to heat again, the sticky condition returns.

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Repair Procedure (Continued)

Figure 3. Examples of Cracked Condition



1	Front of Vehicle
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Repair Procedure (Continued)

2. Replace the instrument panel safety pad sub-assembly.

A. Replace the panel safety pad sub-assembly for the vehicles below.

Refer to TIS, applicable model and model year Repair Manual:

- [2003](#) / [2004](#) / [2005](#) 4Runner:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2005](#) Avalon:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2004](#) / [2005](#) Sienna:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2004](#) / [2005](#) Solara:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”

B. Remove/install the panel safety pad sub-assembly for the vehicles below.

(1) Remove the panel safety pad sub-assembly.

Refer to TIS, applicable model and model year Repair Manual:

- [2006](#) / [2007](#) / [2008](#) / [2009](#) / [2010](#) Avalon:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
- [2007](#) / [2008](#) / [2009](#) / [2010](#) / [2011](#) Camry:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
- [2007](#) / [2008](#) / [2009](#) / [2010](#) / [2011](#) Camry HV (TMMK):
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad (for TMMK Made): Removal”
- [2007](#) / [2008](#) / [2009](#) / [2010](#) / [2011](#) Camry HV (TMC):
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad (for TMC Made): Removal”
- [2006](#) / [2007](#) / [2008](#) / [2009](#) / [2010](#) Sienna:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
- [2006](#) / [2007](#) / [2008](#) Solara:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”

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Repair Procedure (Continued)

- (2) Install the NEW panel safety pad sub-assembly.

Refer to TIS, applicable model and model year Repair Manual:

- [2006](#) / [2007](#) / [2008](#) / [2009](#) / [2010](#) Avalon:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2007](#) / [2008](#) / [2009](#) / [2010](#) / [2011](#) Camry:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2007](#) / [2008](#) / [2009](#) / [2010](#) / [2011](#) Camry HV (TMMK):
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad (for TMMK Made): Installation”
- [2007](#) / [2008](#) / [2009](#) / [2010](#) / [2011](#) Camry HV (TMC):
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad (for TMC Made): Installation”
- [2006](#) / [2007](#) / [2008](#) / [2009](#) / [2010](#) Sienna:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2006](#) / [2007](#) / [2008](#) Solara:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”