

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

Subject: Customer Support Program (CSP) – ZTT
Certain 2007 to 2011 Model Year Camry/Camry Hybrid Vehicles
Extension of Warranty Coverage for Sun Visor Assembly and Sun Visor Bracket

In our continuing efforts to assure the best in customer satisfaction, Toyota is announcing a Customer Support Program (CSP) to extend the warranty coverage for Sun Visor Assemblies and Sun Visor Brackets on Certain 2007 to 2011 Model Year Camry/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.

Although the Sun Visor Assembly and Sun Visor Bracket 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. To assure our customer satisfaction with that ownership experience we are launching this Customer Support Program.

The following vital information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification will commence in mid-August, 2012. We have attached a sample owner letter for your reference.

2. CSP Coverage Details

Toyota is offering a Warranty Coverage Extension (CSP) for Sun Visor Assemblies and Sun Visor Brackets for a period of **7 years from the vehicle's date of first use regardless of mileage** for the condition described above. If the condition is verified, the dealer will replace Sun Visor Assembly and/or Sun Visor Bracket under the terms of this CSP.

Please note that damage incurred from abuse, a crash, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Extension.

3. Number and Identification of covered Vehicles

There are approximately 1.4 million certain 2007 to 2011 Model Year Camry and Camry Hybrid Vehicles covered by this Warranty Extension.

Model Year	Vanity Lamp	Color	UIO	Applicable TSB
Certain 2007 to 2011	No	Gray	627,286	T-SB-0284-09 T-SB-0093-09 (Supplemental Repair Manual Information)
	No	Tan	363,933	
	Yes	Gray	347,030	
	Yes	Tan	149,418	

Please refer to Warranty Policy Bulletin (Bulletin No. POL12-03) for identification of vehicles covered by this CSP.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL12-03) for warranty claim processing instructions.

As this is a Customer Support Program **NOT** a Campaign, all parts replaced for this repair are subject to warranty parts recovery.

5. Technical Instructions/Procedures

- Technical Instructions for Sun Visor Bracket/Mount Loose condition can be found in T-SB-0284-09.
- Supplemental Repair Manual information on general Sun Visor removal and installation can be found in T-SB-0093-09

6. Parts Ordering

As this is a Warranty Extension most customers will only request reimbursement from TMS for past replacements, dealers should not increase their stock of Sun Visor Assemblies or Sun Visor Brackets. As always, if a customer experiences a sun visor assembly that does not retain the closed stored position, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL12-03 for detailed parts ordering information.

*Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK.*** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be 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 additional details.

7. Customer Reimbursement

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

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 CSP.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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



**Customer Support Program (CSP) – ZTT
Certain 2007 to 2011 Model Year Camry and Camry Hybrid Vehicles
Extension of Warranty Coverage for Sun Visor Assembly and Sun Visor Bracket**

BACKGROUND

In our continuing efforts to assure the best in customer satisfaction, Toyota is announcing a Customer Support Program (CSP) to extend the warranty coverage for the Sun Visor Assembly and Sun Visor Bracket on certain 2007 to 2011 Model Year Camry and Camry Hybrid Vehicles.

Q1: What is the condition?

A1: 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.

Although the Sun Visor Assembly and Sun Visor Bracket 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. To assure our customer satisfaction with that ownership experience we are launching this Customer Support Program.

Q2: What is Toyota going to do?

A2: Owners of certain 2007 to 2011 Model Year Camry/Camry Hybrid vehicles covered by this CSP will receive an Owner Letter via first class mail starting in mid-August, 2012.

Owners will be advised of this CSP coverage and in the event they encounter the condition described above within **7 years from the vehicles date of first regardless of mileage**, to contact an authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will replace Sun Visor Assembly and/or Sun Visor Bracket under the terms of this CSP.

Q3: Which vehicles are covered by this CSP?

A3: There are approximately 1,400,000 certain 2007 to 2011 Model Year Camry and Camry Hybrid vehicles covered by this CSP.

Q4: What is the production period of the vehicles covered by this CSP?

A4: The covered Toyota Camry and Camry Hybrid vehicles were produced from early February, 2006 to early February, 2010.

Q5: Are there any other Toyota, Lexus or Scion vehicles covered by this CSP?

A5: No. This specific condition only affects certain 2007 to 2011 Model Year Camry and Camry Hybrid vehicles.

Q6: What are the details of this coverage?

A6: This warranty enhancement is available for **7 years from the date of first use regardless of mileage**. The specific components(s) covered by this warranty extensions are as follows:

- Sun Visor Assembly
- Sun Visor Bracket

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

Q7: How long will the repair take?

A7: The repair time will approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: What should an owner do if they experience this condition?

A8: Please have the customer contact their local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this CSP the repair will be performed at **NO CHARGE**.

Q9: What if an owner has NOT experienced this condition but would like to have the repair completed?

A9: This CSP only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, please ask them to insert this CSP letter into the vehicle's Owner's Warranty Information Booklet for future reference.

Q10: What if a customer has previously paid for repairs on their vehicle?

A10: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q11: What if an owner has additional questions or concerns?

A11: Owners with 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

Certain 2007 to 2011 Model Year Camry/Camry Hybrid Vehicles
Sun Visor Assembly and Sun Visor Bracket
Warranty Enhancement Notice

Re: <MY> < Camry/Camry HV > <VIN>

Dear Camry/Camry HV Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an enhancement to portions of your Camry/Camry Hybrid New Vehicle Limited Warranty.

Toyota cares about our customers

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.

Although the sun visor is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall ownership experience. To assure you that we stand behind our product, we are offering an enhancement to the warranty coverage for this condition.

Warranty Enhancement Details

This warranty enhancement will be available for a period of **7 years from the date of first use regardless of mileage** to cover repairs for the condition described above. If the condition is verified, the dealer will replace the Sun Visor Assembly and/or Sun Visor Bracket under the terms of this warranty enhancement.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same terms and conditions 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, a crash, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

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

What should you do?

If you have not experienced this condition, please insert this letter into your vehicle's Owner's Warranty Information Booklet for future reference, you do not need to take any action at this time.

If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Repairs for the condition described above, will be performed a **NO CHARGE** for up to **7 years from the vehicle's date of first use regardless of mileage**. To assist the dealership in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

The repair will take approximately 30 minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. 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 address this condition?

If you have previously paid for repairs related to this condition, 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, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

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