


DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL14-11 Date: 12/10/14 Page: 1 of 4 REVISED 9/10/15
--	--	---

SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE6) PHASE 2 & 3 – PARTS REPLACEMENT FOR CERTAIN MODELS: WARRANTY EXTENSION FOR CRACKED AND/OR STICKY/MELTING DASHBOARDS (INSTRUMENT PANELS) AS A RESULT OF HEAT OR HUMIDITY, FOR THE FOLLOWING VEHICLES:

- CERTAIN 2003-2005 MY 4RUNNER
- CERTAIN 2005-2010 MY AVALON
- CERTAIN 2007-2011 MY CAMRY AND CAMRY HYBRID
- CERTAIN 2004-2010 MY SIENNA
- CERTAIN 2004-2008 MY SOLARA

Background

Toyota has received reports where some vehicles may exhibit cracked and/or sticky/melting dashboards as a result of heat or humidity.

In Mid-December, 2014 Toyota announced the reimbursement Phase of this warranty enhancement program. Since prior to that announcement, Toyota has been diligently making parts preparations for the parts replacement phase of this Program. Due to the age, volume, and breadth of the covered vehicles subject to the Program and the size and complexity of dashboard manufacturing, Toyota will be launching the part replacement portion of this Program in several phases; please refer to the table below for part replacement model phasing.

Phase	Model	Description	Tentative Mailing Schedule
1	ALL	Reimbursement	Mid-December, 2014
2	Avalon, Camry, Solara	Part Replacement	Late June, 2015
3	4Runner		Late July, 2015
4	Sienna		October, 2015

Although Toyota is increasing production levels, it is difficult to predict customer demand and where parts need to be shipped to support customer demand. It is important that dealerships explain to customers that there still may be a period of time the customer will need to wait before part replacement can be performed. Please be sure to take this into consideration when performing customer scheduling.

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

Applicability

The dashboard is covered under the Toyota New Vehicle Limited Warranty for 3 years from the date of first use or 36,000 miles (whichever occurs first).

However, Toyota is announcing a Warranty Enhancement Program to cover parts replacement to address this condition.

Primary Coverage offers the Warranty Enhancement until **May 31, 2017, regardless of mileage.**

After the Primary Coverage expires, the **Secondary Coverage is applicable for 10 years from the date of first use, regardless of mileage.**

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty".

Covered Vehicles

Not all vehicles within the specified model years are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Claim Submission

Claim Type	Phase	Op. Code	Model	Description	Labor Time
Repair Program	2	AHGD0B	Avalon	Confirmed Condition - Replace Dashboard Assembly	2.1 hr/vehicle
			Camry Solara (V6)		
	3	AHGD0C	Camry		2.2 hr/vehicle
			Camry Solara (4 Cyl)		
			4Runner		
4	TBD	Sienna	TBD hr/vehicle		

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

Photo Requirements and Parts Retention

Toyota requires photo documentation of replaced dashboard assemblies to be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage.

A photo must also be taken with the odometer in focus and the dashboard in the background. Photos must be made available for TMS Warranty Department review upon request.

Removed dashboard assemblies must be retained for 7 calendar days after the repair has been completed. Parts not requested for return in PRS or inspection by District Service and Parts Managers (DSPMs) or Field Technical Specialists (FTS) may be scrapped after 7 calendar days.

Replacement Parts

For some models the replacement part will be a kit 04005-XXXXX part number, please identify the correct service part in the EPC and then use the chart below to reference the appropriate kit part number for this program. **If there is a kit part number listed, the service part number will not be accepted for this program.** Dealer should order parts in **red** only.

Model	Service Part #	Kit Part Number	Description	Qty
Avalon	55401-07060-B1	Not Applicable	PAD SUB-ASSY, INSTRUMENT PANEL SAFETY	1 as needed
	55401-07060-B2			
	55401-07060-B3			
	55401-07060-E1			
Solara	55401-AA060-B0			
	55401-AA060-B1			
	55401-AA060-E0			
Camry (NAP)	55401-06091-B0			
	55401-06091-B1			
	55401-06091-E0			
Camry (Japan Built)	55401-33201-B1	04005-21133-B0		
	55401-33201-E0	04005-21133-E0		
Camry HV (NAP)	55401-06171-B0	Not Applicable		
	55401-06171-E0			
Camry HV (Japan Built)	55401-33221-B0	04005-21233-B0		
	55401-33221-E0	04005-21233-E0		
4Runner	55401-35908-B0	04005-14935-B0		
	55401-35908-B1	04005-14935-B1		
	55401-35909-B0	04005-15135-B0		
	55401-35909-B1	04005-15135-B1		
Sienna	TBD			
	TBD			

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

Replacement Parts (Continued)

Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK.**

Ancillary Parts

CSP ZE6 also provides coverage for the replacement of certain ancillary parts related to the covered components, such as necessary clips, vents, etc., that are damaged as a result of the CSP repair. Ancillary parts will be covered if they are needed to complete the CSP and were un-damaged prior to repair. Dealers should take care as much as possible to remove these parts without damage.

In the event that additional replacement parts are necessary they must be claimed on the ZE6 claim. Photo documentation of damaged ancillary parts is required and must be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage. Photos must be made available for TMS Warranty Department review upon request.

Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0039-15, please refer to TIS for additional information.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair 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.

*Please refer to the Reimbursement Checklist attached to the sample owner letter for required documentation details.

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