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SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE6) *PHASE 1 - REIMBURSEMENT:*

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.

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

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.

Applicability (Continued)

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 is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

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 filing instructions will be provided during Phase 2 of this Warranty Enhancement Program.

Replacement Parts

Once sufficient parts are produced, Phase 2 will be launched, at which time this communication will be updated with applicable replacement parts 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.