

Instrument Panel (Dashboard) Sticky/Melting/Cracked

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	

Introduction

Certain 2003 – 2011 model year Toyota vehicles may exhibit a condition where the instrument panel pad (dashboard) becomes cracked and/or has a shiny/degraded appearance. The pad surface may also become sticky or adherent. Follow the procedure in this bulletin to address this condition.

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)	Tahara	1GR-FE	2WD	JTEZU17R#30001010	JTEZU17R#50063943
			4WD	JTEBU17R#30001012	JTEBU17R#50078555
		2UZ-FE	2WD	JTEZT17R#30001104	JTEZT17R#50024354
			4WD	JTEBT17R#30001590	JTEBT17R#50057702

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Production Change Information (Continued)

MODEL	PLANT	ENGINE	DRIVETRAIN	VIN RANGE	
				STARTING VIN	ENDING VIN
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 ranges shown below.

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

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 – 2009 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#AU117339
			2GR-FE	4T1BK46K#7U001023	4T1BK3EK#BU111301
		Line 2	2AR-FE 2AZ-FE	4T1BE46K#7U500024	4T1BF3EK#BU581263
			2GR-FE	4T1BK46K#7U500028	4T1BK3EK#BU609476
Camry	SIA		2AR-FE 2AZ-FE	4T4BE46K#7R001003	4T4BF3EK#BR086082
	Tsutsumi			JTNBE46K#73000063	JTNBE46K#93194277
			2GR-FE	JTNBK46K#73000025	JTNBK46K#93046078

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Production Change Information (Continued)

MODEL	PLANT		ENGINE	VIN RANGE	
				STARTING VIN	ENDING VIN
Camry HV	TMMK	Line 2	2AZ-FXE	4T1BB46K#7U001012	4T1BB3EK#AU126215
	Tsutsumi			JTNBB46K#73000151	JTNBB46K#93053539

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

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	

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Warranty Information

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

Parts Information

MODEL	PART NUMBER		COLOR CODES	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	B0/E0		1
Camry HV (CBU)	55401-33220	04005-21233			1

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Parts Information (Continued)

MODEL	PART NUMBER		COLOR CODES	PART NAME	QTY
	PREVIOUS	NEW			
Sienna	55301-AE010 55301-AE011	55301-08040	B0/E0	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.

Repair Procedure

1. Confirm the dashboard exhibits the cracked and/or sticky and/or shiny appearance condition.
 - Refer to Figures 1 – 3 for examples of these conditions.
 - Refer to the Flow Chart (Figure 4) to help confirm applicable vehicles with the sticky/shiny condition, then proceed to step 2.

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Repair Procedure (Continued)

Figure 1. Example of Sticky/Shiny Condition



1	Front of Vehicle
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Figure 2. Example of Chalky Condition (Becomes Sticky/Shiny in Heat)



1	Front of Vehicle
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NOTE
 When a vehicle with a sticky/shiny 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/shiny condition returns.

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Repair Procedure (Continued)

Figure 3. Examples of Cracked Condition

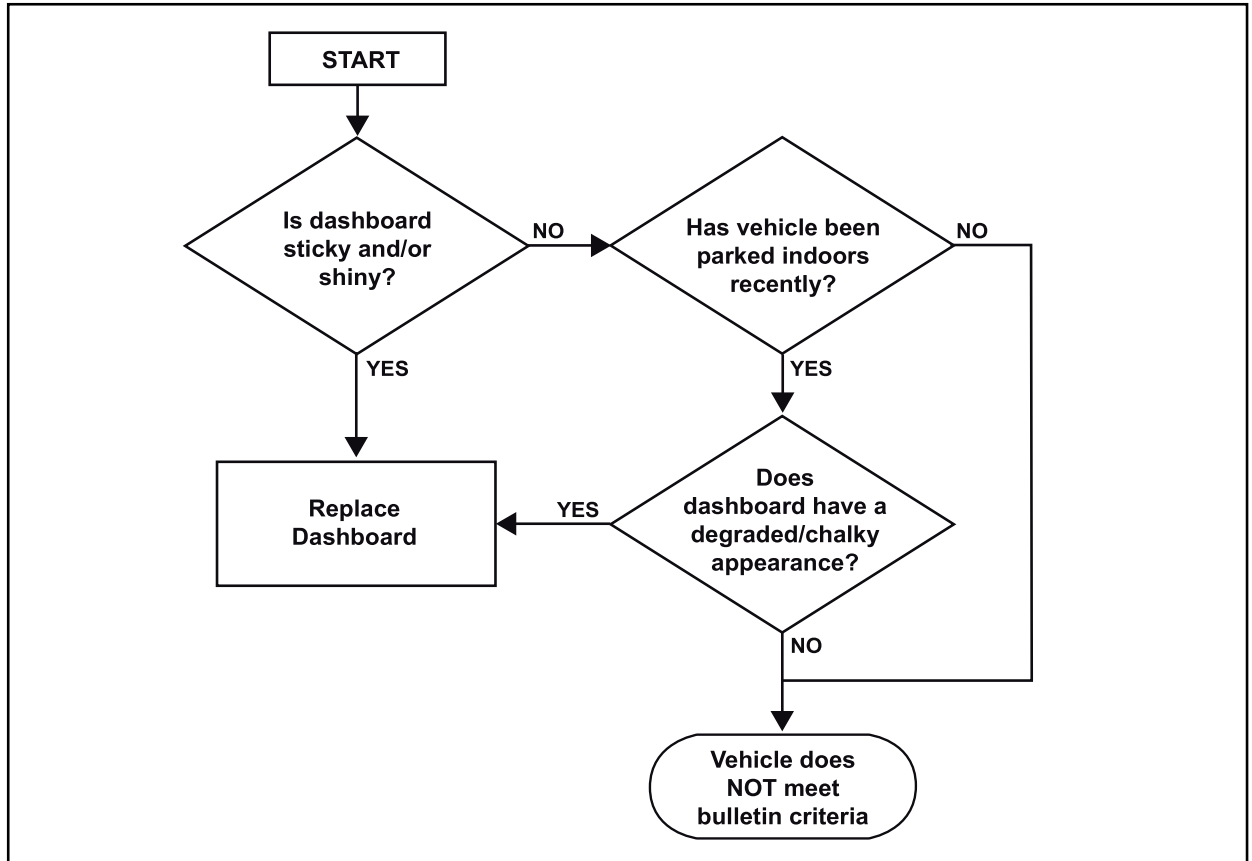


1	Front of Vehicle
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Repair Procedure (Continued)

Figure 4. Flow Chart for Vehicles with Sticky/Shiny Condition



NOTE

- A dashboard can become sticky and/or shiny over time for a number of different reasons and under a number of different circumstances. The majority of vehicles subject to repair under this bulletin are most likely those that have been operated for extended periods in areas of high temperatures and high humidity.
- In some cases, a dashboard may appear shiny due to aftermarket interior dressing products.

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Repair Procedure (Continued)

2. Confirm the dashboard has a sticky/shiny and/or cracked condition.

If dashboard is cracked, go to step 5.

Is the dashboard sticky and/or shiny?

- **YES** — Go to step 5.
- **NO** — Go to step 3.

3. Has the vehicle been parked indoors recently?

- **YES** — Go to step 4.
- **NO** — This bulletin does NOT apply.

4. Does the dashboard have a degraded/chalky appearance?

- **YES** — Go to step 5.
- **NO** — This bulletin does NOT apply.

5. Replace the Instrument Panel Safety Pad Sub-assembly.

- A. Remove the Instrument Panel Safety Pad Sub-assembly.

Refer to the Technical Information System (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”
- [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”

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Repair Procedure (Continued)

- [2004](#) / [2005](#) Sienna:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2006](#) / [2007](#) / [2008](#) / [2009](#) / [2010](#) Sienna:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
- [2004](#) / [2005](#) Solara:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2006](#) / [2007](#) / [2008](#) Solara:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”

B. Install the NEW Instrument Panel Safety Pad Sub-assembly.

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”
- [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”
- [2004](#) / [2005](#) Sienna:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2006](#) / [2007](#) / [2008](#) / [2009](#) / [2010](#) Sienna:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”

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Repair Procedure (Continued)

- [2004](#) / [2005](#) Solara:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2006](#) / [2007](#) / [2008](#) Solara:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”