

CSC-10055245-6421



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

WARRANTY ENHANCEMENT NOTIFICATION – ZTX

[VIN]

Dear Sienna 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 Toyota Sienna New Vehicle Limited Warranty. Toyota has received reports that a Side Airbag connector may have been improperly manufactured. In certain cases, pins within a connector may be loose resulting in illumination of the Airbag Warning Lamp.

Please Note: Since the Airbag Warning Light can illuminate for reasons other than this condition, any authorized Toyota Dealership will determine if the condition is covered by this Warranty Enhancement at **no charge** to you. If the condition is covered, the vehicle will be repaired at **no charge** to you. If the condition is unrelated to this Warranty Enhancement, additional diagnosis and repairs could become your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).

While the majority of vehicles will not experience this condition, to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

What should you do?

If your vehicle **has not** experienced this condition there is no action necessary at this time, please apply the sticker below to your Owner's Warranty Information booklet for future reference.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and a Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Side Airbag Connector.

- The **Primary Coverage** offers warranty enhancement until the date shown below regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use (listed below) or 150,000 miles, whichever comes first.

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

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below 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, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

*Please see your Toyota dealer for additional details.

VIN #: XXXXXXXXXXXXXXXX
Date of First Use: XX/XX/XXXX
Primary Warranty Coverage Until: 02/28/2015

Peel and Stick label
onto the
Owner's Warranty
Information booklet.

If your airbag warning lamp is illuminated, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

If you would like to update your vehicle ownership or contact information, please go to www.Toyota.com/#login. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repairs related to this condition, please mail all required paperwork¹ to the following address for reimbursement consideration and allow 6–8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

¹Please refer to the attached Reimbursement Checklist for required paperwork details.

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

Sincerely,

Toyota Motor Sales, U.S.A., Inc.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
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Torrance, CA 90509-2991

**WARRANTY ENHANCEMENT PROGRAM
FREQUENTLY ASKED QUESTIONS**

ZTX

Q1: Is this a recall?

A1: No. This is not a recall. 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 is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

Q2: Do I need to make an appointment with my dealership if my vehicle does not have this condition?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. If you have not experienced this condition, please apply the sticker to your *Owner's Warranty Information* booklet for future reference.

Q3: What if the dealer performs a diagnosis and determines that my vehicle does not have the condition described in this owner letter?

A3: Any authorized Toyota Dealership will determine if the condition is covered by this Warranty Enhancement at **no charge** to you. If the airbag warning lamp is illuminated due to some other condition not described in this owner letter, additional diagnostics and repairs could be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).


Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q5: What should I do if my vehicle has an illuminated airbag warning lamp?

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q6: What does the Airbag Warning Lamp look like?

A6: The Airbag Warning Lamp is a red image  located on the instrument panel. Please refer to your Owner's Manual for additional details.

Q7: How long will the repair take?

A7: If the condition is present on your vehicle, the repair will take approximately 2 hours. 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 if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.



Reimbursement Checklist

- ☐ Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement¹
- ☐ Proof-of-Payment
 - Only the Following Items are Valid Proof-of Payment
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- ☐ Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership
 - Copy of the Bill of Sale
 - Copy of the Title
- ☐ Copy of the Campaign Completion Repair Order
 - Vehicle must have campaign completed by a Toyota dealer prior to reimbursement consideration
- ☐ Name, Address and Phone Number printed on all documents

¹Detailed diagnosis statement must answer the following three questions: 1. Why was the vehicle brought into the repair facility? 2. What was the repair facility's diagnosis? 3. What did the repair facility do to correct the concern?

* If the repair was completed prior to the campaign launch, or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the campaign prior to reimbursement consideration.



**Warranty Enhancement Program – ZTX
Certain 2004 to 2009 Model Year Sienna Vehicles
Extension of Warranty Coverage for Side Airbag Connector**

BACKGROUND

In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the side airbag connector on certain 2004 to 2009 Model Year Toyota Sienna vehicles.

Q1: What is the condition?

A1: Toyota has received reports regarding excessive electrical resistance in the Side Airbag Connector of certain 2004 to 2009 Model Year Sienna vehicles. The connector could have been improperly crimped during the manufacturing process. In certain cases, oxidization buildup in the connector can occur resulting in illumination of the airbag warning lamp.

*The airbag warning lamp may also be illuminated for conditions unrelated to this Warranty Enhancement Program.

Although the Side Airbag Connector is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about your ownership experience. Toyota is extending the warranty coverage for supplemental restraint system repairs, where the Side Airbag Connector replacement is required.

We are offering two levels of extended warranty coverage for the covered vehicle as follows:

1. Warranty extension until May 31, 2015, unlimited mileage.
2. 10 years from the vehicles' **date of first use*** or 150,000 miles whichever comes first.

*Please see your Toyota dealer for additional details.

Q2: What is Toyota going to do?

A2: Owners of 2004 to 2009 Model Year Sienna vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in Late-January, 2014.

The Owner Notification Letter will advise owners of the warranty extension as it applies to the Side Airbag connector. If the owner experiences the condition described above **on or before May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use** they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will repair the side air bag connector under the terms of this Warranty Enhancement Program.

Q3: Which vehicles are covered by this Warranty Enhancement Program?

A3: There are approximately 650,000 vehicles covered by this Warranty Extension.

Model	Model Year	UIO	Production Period
Sienna	Certain 2004 to 2009	650,000	Mid-January, 2003 through Mid-August, 2008

Q4: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?

A4: No. This specific condition only affects certain 2004 to 2009 Model Year Sienna vehicles.

Q5: What are the details of this coverage?

A5: The side airbag connector is covered by this Warranty Enhancement Program. This warranty extension is available until **May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use.**

Please note that damage incurred from abuse, an accident, vandalism, or other similar events are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.

Q6: How long will the repair take?

A6: The repair will take approximately 2 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What should you do if you experience the condition described above?

A7: Please contact your local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this Warranty Enhancement Program the repair will be performed at **NO CHARGE**.

Q8: What if the dealer performs a diagnosis and determines that the vehicle does not have the condition described?

A8: If the airbag warning lamp is illuminated due to some other condition not described, additional diagnostics and repairs could be your responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

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

A9: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If you have not experienced this condition, please apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

Q10: What if I have previously paid for repairs on my vehicle?

A10: If you have previously paid for repairs for this specific condition please refer to the owner letter for reimbursement consideration instructions.

Q11: What if I have has additional questions or concerns?

A11: If you have questions or concerns 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

Eric Mendoza / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
January 23, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

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- A Dealer Letter containing additional information has been posted on TIS
- Please refer to TIS for vehicle applicability and additional information
- An FAQ has been attached for your reference

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-270-9371.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



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*Please see your Toyota dealer for additional details.

Q2: What is Toyota going to do?

A2: Owners of 2004 to 2009 Model Year Sienna vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in Late-January, 2014.

The Owner Notification Letter will advise owners of the warranty extension as it applies to the Side Airbag connector. If the owner experiences the condition described above **on or before May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use** they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will repair the side air bag connector under the terms of this Warranty Enhancement Program.

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A9: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If you have not experienced this condition, please apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

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