



PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
Number: TC14-001
Date: 01/22/2014
X Action
X Retain
___ Information

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,
Group Vice President, Product Quality & Service Support

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

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.

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.

Although the Side Airbag Connector is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is extending the warranty coverage for Supplemental Restraint System repairs, where Side Airbag Connector replacement is required. Please see the Warranty Enhancement Program Details for additional information.

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

1. Dealer Letter Mailing Date

The attached Dealer Letter will be mailed to all Toyota dealers in late January, 2014.

2. Owner Notification Mailing Date

Owner notification will commence in late January, 2014. We have attached a sample owner letter for your reference.

3. Warranty Enhancement Program Details

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

- The **Primary Coverage** offers warranty enhancement until May 31, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever comes first.

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

Please note that damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.

Please Note: Since the Airbag Warning Light can illuminate for reasons other than this condition, Toyota Dealerships are requested to perform diagnostics to determine if the condition is covered by this Warranty Enhancement at **no charge** to the vehicle's owner. If the condition is covered, the vehicle will be repaired under this Warranty Enhancement. If the condition is unrelated to this Warranty Enhancement, additional diagnostics & repairs could become the owner's responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

4. **Number of Vehicles Covered**

There are approximately 650,000 vehicles covered by this Warranty Enhancement Program.

Model	MY	UIO
Sienna	Certain 2004 to 2009	650,000

5. **Region/District Summary Reports**

We have enclosed the following Warranty Enhancement Program Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports as this is not a Recall or Special/Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Enclosures

cc: Region/Private Distributor Assistant General Managers
 Region/Private Distributor Customer Service Operations Managers
 Region/Private Distributor Service Managers/Directors/VPs
 Region/Private Distributor Parts Managers/Directors/VPs
 Region/Private Distributor Customer Services Field Managers
 Region/Private Distributor Technical Services and Training Managers
 Region/Private Distributor District Service and/or Parts Managers
 Region/Private Distributor Customer Relations Managers
 Region/Private Distributor PDC Managers
 Region/Private Distributor Field Technical Specialists
 Region/Private Distributor Service Training Specialists
 Region/Private Distributor Vehicle Operations Managers
 All NAPC General Managers
 All TMS Sales Administration Managers
 All TMS Product Quality & Service Support Managers
 All Field Product Engineers

M. Bevan	R. Dufresne	Y. Inaba	G. Morino	N. Swartz
G. Borst	B. Fay	K. Ito	T. Morrison	M. Templin
J. Bracken	N. Fein	V. Katayama	J. Moses	J. Tetherow
R. Broughman	G. Fogg	M. King	C. Neff	M. Tojo
W. Burns	K. Fukushima	C. Knight	K. Ohara	P. Turner
B. Carter	J. Hanson	J. Lang	R. Perez	K. Ura
G. Christoff	B. Hare	S. Lending	D. Pettitt	A. Vaish
A. Coetzee	J. Hamp	J. Lentz	R. Pflughaupt	B. Waltz
J. Colon	S. Heyer	R. Lofaso	M. Reding	M. Warrick
D. Colvin	Z. Hicks	E. Matsuda	C. Reynolds	D. Zellers
B. Daly	K. Higgins	F. Matsuoka	R. Sakai	
F. Davidson	E. Hirata	M. Michels	A. Shue	
D. Depew	H. Hirata	T. Minyon	G. Smith	
T. Doi	C. Hostetter	A. Mito	J. Stempkowski	