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To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Warranty Enhancement Program – ZF2  
Certain 2004 – 2006 Model Year Sienna Vehicles  
Extension of Warranty Coverage for Front Seatbelt Assemblies

**In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for front seatbelt assemblies on 2004 – 2006 model year Sienna vehicles.**

## **Background**

Toyota has received a number of reports regarding front seatbelts in certain 2004 – 2006 model year Sienna vehicles. In these reports, customers have indicated that the front seatbelts (right and/or left) may slowly or non-smoothly retract.

Although the front seatbelt assembly is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to slow or non-smooth retraction of front seatbelts.

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

## **Owner Letter Mailing Date**

Toyota will begin to notify owners in mid-January, 2016 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

## **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the front seatbelts. The specific condition covered by this program is front seatbelts that slowly or non-smoothly retract.

- ***The coverage offers warranty enhancement until June 30, 2018 regardless of mileage.***

*This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. 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**

There are approximately 585,200 certain 2004 – 2006 Sienna vehicles covered by this warranty extension.

Model Name	Model Year	Production Period
Sienna	2004 – 2006	Mid-January 2003 to Mid-December 2006

**Warranty Claim Processing Instructions**

Refer to the Warranty Policy Bulletin (Bulletin No. POL16-01) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

**Remedy Procedures**

Technical instructions for this warranty extension program can be found in T-SB-0125-15.

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

Due to limited availability, the parts have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

*Refer to Warranty Policy Bulletin POL16-01 for detailed parts ordering information.*

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

The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please review the MAC Report on Dealer Daily to confirm the current ordering limits.

*All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

**Customer Reimbursement**

Refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.