

DISTRIBUTE TO:
 Service Manager
 Warranty Administrator



Warranty Policy Bulletin

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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZF2):
WARRANTY EXTENSION FOR FRONT SEATBELT
ASSEMBLIES ON 2004 TO 2006 MODEL YEAR SIENNA
VEHICLES**

Background

In certain 2004 to 2006 model year Sienna vehicles, Toyota has received some reports where the front seatbelts (right and/or left) may slowly or non-smoothly retract.

Applicability

The front seat belt assembly is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover the repairs related to slow or non-smooth retraction of front seatbelts in the covered vehicles until June 30, 2018 with no mileage limitation.

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

Please note that damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension. All other terms and conditions of the New Vehicle Limited Warranty apply.

Applicable VIN Ranges

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

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 ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.