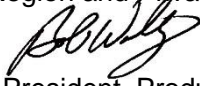

INTEROFFICE MEMORANDUM

Original Publication Date: August 3, 2017

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

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

Subject: Warranty Enhancement Program ZH4
Certain 2011 – 2016 Model Year Sienna Vehicles
Extension of Warranty Coverage for the Sliding Door Front Lock Assemblies

Specific information for Region support is provided below.

Condition

Toyota has received a number of reports regarding sliding door front lock assemblies on certain 2011 – 2016 model year Sienna vehicles. In these reports, during the closing operation of the left and/or right side sliding door, the door would not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly.

Although the sliding door front lock assemblies are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to when, during the closing operation of the left and/or right side sliding door, the door would not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers on August 3, 2017 at approximately 4:00 p.m. Pacific Time.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.