

Original Publication Date: August 3, 2017

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

Subject: Warranty Enhancement Program ZH4
Certain 2011 – 2016 Model Year Sienna Vehicles
Extension of Warranty Coverage for the Sliding Door Front Lock 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 the sliding door front lock assemblies on certain 2011 – 2016 model year Sienna vehicles.

Background

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.

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

Warranty Enhancement Program Details

This Warranty Enhancement Program provides additional warranty coverage to the vehicle's sliding door front lock assemblies beyond the vehicle's original "New Vehicle Limited Warranty". The specific condition covered by this Warranty Enhancement Program is that, during the closing operation of the left and/or right side sliding door, the door does not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly. If the condition is verified, the affected sliding door front lock assembly(s) will be replaced with a new one under the terms of this Warranty Enhancement Program.

- The warranty coverage provided by this Warranty Enhancement Program is applicable for 9 years from the vehicle's date of first use, 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 Program.

Covered Vehicles

There are approximately 737,100 vehicles covered by this Warranty Enhancement Program. Approximately 3,600 vehicles covered by this Warranty Enhancement Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Sienna	2011 - 2016	Early January 2010 – Early February 2016

Owner Letter Mailing Date

Toyota will begin to notify owners in August 2017 and notifications will be mailed over several months. A sample of the owner notification letter has been included for your reference.

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

Always check which technicians can perform this repair by logging on to <https://www.uotdealerreports.com>. 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 that there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Technical instructions for this warranty extension program can be found in [T-SB-0244-17](#).

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, 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. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin [POL17-13](#) for additional parts ordering information.

All Warranty Enhancement Program (WEP) 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 for additional details.

Warranty Reimbursement Procedure

Refer to Warranty Policy Bulletin [POL17-13](#) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Warranty Enhancement Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner notification letter.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Warranty Enhancement Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



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

**Frequently Asked Questions
Original Publication Date: August 3, 2017**

Q1: What is the condition?

A1: 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.

Q2: What is Toyota going to do?

A2: Toyota will send (in phases consistent with parts availability and repair capacity) starting in August 2017, an owner notification by first class mail advising owners of this Warranty Enhancement Program.

If the owner experiences the condition described above, he/she should contact their local authorized Toyota dealership for diagnosis. If the condition is verified in one or both of the sliding door front lock assemblies, the dealer will replace the affected sliding door front lock assembly with a new one at **NO CHARGE** to the customer.

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

A3: There are approximately 737,100 vehicles covered by this Warranty Enhancement Program.

Model Name	Model Year	Production Period
Sienna	2011 - 2016	Early January 2010 – Early February 2016

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program.

Q4: What are the details of this coverage?

A4: This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the sliding door front lock assemblies. If the condition is verified in one or both of the sliding door front lock assemblies, the affected sliding door front lock assembly(s) will be replaced with a new one under the terms of this Warranty Enhancement Program.

This Warranty Enhancement Program provides additional warranty coverage to the vehicle's sliding door front lock assemblies beyond the vehicle's original "New Vehicle Limited Warranty". The specific condition covered by this Warranty Enhancement Program is that, during the closing operation of the left and/or right side sliding door, the door does not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly. If the condition is verified, the affected sliding door front lock assembly(s) will be replaced with a new one under the terms of this Warranty Enhancement Program.

- The warranty coverage provided by this Warranty Enhancement Program is applicable for 9 years from the vehicle's date of first use, 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 Program.

Q5: What should an owner do if experiencing this condition?

A5: If an owner thinks that he/she has experienced the condition described in this Warranty Enhancement Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the warranty extension, the repair will be performed at **NO CHARGE**.

Q5a: What if the diagnosis is performed and my vehicle is not covered by the Warranty Enhancement Program?

A5a: Please be aware that, if the condition is not covered by this Warranty Enhancement Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement Program.

Q5b: What if an owner HAS NOT experienced this condition but would like to have the repair completed?

A5b: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to apply the Warranty Enhancement Notification sticker to the Owners Warranty Information Booklet for future reference.

Q6: If the condition is present in my vehicle, will the left and/or right sliding door become difficult to slide?

A6: No, if the condition is present, the left and/or right sliding door will not become difficult to slide. However, the affected sliding door will not completely close and latch.

Q7: Are there any warnings that the condition exists?

A7: If the condition occurs, the open door warning light, shown below, will illuminate on the instrument cluster and a buzzer will sound because the left and/or right sliding door cannot completely close and latch.

Warning Light	Warning light/Details/Actions
	Open door warning light (warning buzzer) Indicates that one or more of the doors or the back door is not fully closed

Q8: Which parts are covered by this Warranty Enhancement Program?

A8: The following parts are covered by this Warranty Enhancement Program

- LH sliding door front lock assembly. (This part is located inside of the LH sliding door.)
- RH sliding door front lock assembly. (This part is located inside of the RH sliding door.)

Note: Both of the above parts are covered by this Warranty Enhancement Program. However, only parts that are verified to be affected by the condition will be replaced under the terms of this Warranty Enhancement Program.

Q9: How long will the repair take?

A9: The repair time ranges between 45 minutes and 1.5 hours depending upon which parts require replacement. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q10: What if I previously paid for repairs related to this Warranty Enhancement Program?

A10: Reimbursement consideration instructions will be provided in the owner letter.

Q11: *How does Toyota obtain my mailing information?*

A11: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q12: *What if I have additional questions or concerns?*

A12: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

WARRANTY ENHANCEMENT NOTIFICATION – ZH4

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty.

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. While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Extension:

Warranty Enhancement Program Details

This Warranty Enhancement Program provides additional warranty coverage to the vehicle's sliding door front lock assemblies beyond the vehicle's original "New Vehicle Limited Warranty". The specific condition covered by this Warranty Enhancement Program is that, during the closing operation of the left and/or right side sliding door, the door does not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly. If the condition is verified, the affected sliding door front lock assembly(s) will be replaced with a new one under the terms of this Warranty Enhancement Program.*

- The warranty coverage provided by this Warranty Enhancement Program is applicable for 9 years from the vehicle's date of first use, regardless of mileage.

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

This Warranty Enhancement Program 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. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.

*Please see your Toyota dealer for additional details

VIN# _____

Date of First Use _____

Peel and Stick
Label onto the
Owner's Warranty
Information Booklet

What should you do?

Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.

If you have experienced this condition, 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/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

**WARRANTY ENHANCEMENT PROGRAM
 FREQUENTLY ASKED QUESTIONS**

ZH4

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 help ensure customer satisfaction, Toyota is advising you of this Warranty Enhancement Program.

Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition 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 should I do if my vehicle has the condition described?

A3: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q3a: What if the diagnosis is performed and my vehicle is not covered by the Warranty Enhancement Program?

A3a: Please be aware that, if the condition is not covered by this Warranty Enhancement Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement Program.

Q4: If the condition is present in my vehicle, will the left and/or right sliding door become difficult to slide?

A4: No, if the condition is present, the left and/or right sliding door will not become difficult to slide. However, the affected sliding door will not completely close and latch.

Q5: Are there any warnings that the condition exists?

A5: If the condition occurs, the open door warning light, shown below, will illuminate on the instrument cluster and a buzzer will sound because the left and/or right sliding door cannot completely close and latch.

Warning Light	Warning light/Details/Actions
	<p>Open door warning light (warning buzzer) Indicates that one or more of the doors or the back door is not fully closed</p>

Q6: Which parts are covered by this Warranty Enhancement Program?

A6: The following parts are covered by this Warranty Enhancement Program:

- LH sliding door front lock assembly. (This part is located inside of the LH sliding door.)
- RH sliding door front lock assembly. (This part is located inside of the RH sliding door.)

Note: Both of the above parts are covered by this Warranty Enhancement Program. However, only parts that are verified to be affected by the condition will be replaced under the terms of this Warranty Enhancement Program.

Q7: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A7: Yes, this Warranty Enhancement Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q8: How long will the repair take?

A8: If the condition is present on your vehicle, the repair will range between 45 minutes and 1.5 hours depending upon which parts require replacement. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q9: What if I have additional questions or concerns?

A9: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

SAMPLE