


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL17-13 Date: 08/03/2017 Page: 1 of 3
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZH4):  
WARRANTY EXTENSION FOR SLIDING DOOR FRONT  
LOCK ASSEMBLIES ON CERTAIN 2011-2016 MY 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.

**Applicability**

The Sliding Door Front Lock Assemblies are covered by Toyota’s New Vehicle Limited Warranty\* for 3 years or 36,000 miles (whichever occurs first). However, 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.

This Warranty enhancement is applicable for **nine (9) years from the date-of-first use, regardless of mileage.**

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this Warranty Enhancement by checking Technical Information System (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.

**Applicability (Continued)**

*\*This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty".*

**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 "SC17A - 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 (An Specialty)
- Master Technician
- Master Diagnostic Technician

Claims for repairs that were performed by non-qualified technicians are subject to debit.

**Claim Submission**

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Claim Type	Model	Opcode	OFP	Description	Labor Time
Repair Program	Sienna	GHG06A	69370-08031 or 69380-08031	Replace sliding door front lock assembly on <b>ONE</b> sliding door	0.7 hr./vehicle
		GHG06B	69200-08020 and 69300-08020	Replace sliding door front lock assembly on <b>BOTH</b> sliding doors	1.1 hr./vehicle

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**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

Part Number	Description	Quantity
04007-02308	Lock Assy, Slide Door, FR RH Kit	1
04007-02408	Lock Assy, Slide Door, FR LH Kit	1

**Technical Instructions (Repair Procedures)**

Technical instructions can be found in T-SB-0244-17, please refer to TIS for additional information.

**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 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**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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