

**From:** Quality Compliance  
**Sent:** Thursday, August 03, 2017 5:15 PM  
**Subject:** Warranty Enhancement Program ZH5 Certain 2011 – 2015 Model Year Sienna Vehicles Extension of Warranty Coverage for the Power Sliding Door Rear Lock Assemblies (Internal)  
**Attachments:** ZH5-Region Letter-Published 8.3.2017.pdf; ZH5-Dealer Letter-Published 8.3.2017.pdf

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 power sliding door rear lock assemblies on certain 2011 – 2015 model year Sienna vehicles.

**Background**

Toyota has received a number of reports regarding the power sliding door rear lock assemblies on certain 2011 – 2015 model year Sienna vehicles. In these reports, corrosion on the position sensor of the left and/or right power sliding door rear lock assembly caused that door to exhibit one or more of the abnormal operations described below:

- During power mode closing operation, as the power sliding door reaches the nearly closed position, the door reverses and moves toward the open position.
- During power mode closing operation, the power sliding door cannot completely close and latch.
- The power mode closing operation of the power sliding door is inoperative.

Although the power sliding door rear 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 relating to corrosion on the position sensor of the left and/or right power sliding door rear lock assembly that causes that door to exhibit one or more of the abnormal operations described above.

**Covered Vehicles**

There are approximately 647,500 vehicles covered by Warranty Enhancement Program. 1,600 vehicles covered by this Warranty Enhancement Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Sienna	2011 – 2015	Early January 2010 – Early November 2015

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides additional coverage to the vehicle’s power sliding door rear lock assemblies beyond the vehicle’s original “New Vehicle Limited Warranty”. The specific condition covered by this program is when corrosion on the position sensor of the left and/or right power sliding door rear lock assembly causes that door to exhibit one or more of the abnormal operations described below:

- During power mode closing operation, as the power sliding door reaches the nearly closed position, the door reverses and moves toward the open position.
- During power mode closing operation, the power sliding door cannot completely close and latch.
- The power mode closing operation of the power sliding door is inoperative.

If the condition is verified, the affected power sliding door rear 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.*

***Please reference the attachments for additional details.***

***Dealers will be notified on August 3, 2017 at approximately 4:30 p.m. Pacific Time.***

Thank you for your support,

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