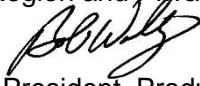

INTEROFFICE MEMORANDUM

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 ZH5
Certain 2011 – 2015 Model Year Sienna Vehicles
Extension of Warranty Coverage for the Power Sliding Door Rear Lock Assemblies

Specific information for Region support is provided below.

Condition

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.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers on August 3, 2017 at approximately 4:30 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.