


DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL17-14 Date: 08/03/2017 Page: 1 of 3
--	--	---

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZH5):
WARRANTY EXTENSION FOR POWER SLIDING DOOR
REAR LOCK ASSEMBLIES ON CERTAIN 2011-2015 MY
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.

Applicability

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

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 (Any 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	GHG07A	69370-08031 or 69380-08031	Replace power sliding door rear lock assembly on ONE power sliding door	0.9 hr./vehicle
		GHG07B	69200-08020 and 69300-08020	Replace power sliding door rear lock assembly on BOTH power sliding doors	1.2 hr./vehicle

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Replacement Parts

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

Part Number	Description	Quantity
04007-02108	Lock Assy, Power Slide Door, RH Kit	1
04007-02208	Lock Assy, Power Slide Door, 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.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.