

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
September 11, 2018	A watermark has been added to the Dealer Letter to indicate that ZTA expired on September 10, 2018

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: CUSTOMER SUPPORT PROGRAM
SUPPLEMENTAL TIRE WARRANTY COVERAGE FOR CERTAIN 2004 THROUGH EARLY
2006 MY SIENNA ALL WHEEL DRIVE (AWD) AND MOBILITY ASSISTANCE VEHICLES
EQUIPPED WITH RUN-FLAT TIRES

This notification UPDATES the previous version mailed in April, 2006. Changes to the previous version are noted in red. Please replace the previous version with this UPDATED version.

Toyota will initiate a Customer Support Program (CSP) to provide supplemental tire warranty coverage for certain 2004 through early 2006 model year Sienna AWD and Mobility Assistance vehicles factory-equipped with run-flat tires.

Toyota has received reports regarding uneven or premature tire wear on some factory-equipped Dunlop SP Sport 4000 DSST P225/60R17 and Bridgestone B380 RFT P225/60R17 Run-flat tires on certain 2004 through early 2006 model year Sienna vehicles.

As part of our dedication to continuous improvement, changes were incorporated in the production process to make the Run-flat tires more resistant to these types of conditions.

Although the tires are normally covered by the tire manufacturer's (Dunlop or Bridgestone) warranty, we at Toyota care about the customer's overall Sienna experience and want to reassure them that we stand behind our products. To this end, we have made arrangements for a special supplement to the vehicle's Warranty Coverage.

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

1. Owner Notification Letter Mailing Date

The owner notifications commenced mailing in mid-April, 2006.

The owner notifications for the additional Mobility Assistance vehicles factory-equipped with run-flat tires will be mailed in late June, 2006.

We have attached a copy of the owner notification letter for your reference; a brochure which explains the advanced technology Run-flat tires in greater detail and answers some common customer questions will also be included. We request that you and your staff familiarize yourself with the contents of the brochure.

2. Identification of Involved Vehicles

Please refer to Warranty Policy Bulletin. (Bulletin No. POL06-01) to identify the involved vehicles.

3. Applicability Period

This Supplemental Tire Warranty Coverage is offered for a period of 3 years or 36,000 miles from the date of first vehicle use, which ever occurs first, for uneven or premature tire wear under normal use. This offer is limited to the Dunlop SP Sport 4000 DSST P225/60R17 and Bridgestone B380 RFT P225/60R17 **Run-flat** tires on the involved Sienna AWD and Mobility Assistance vehicles. For the purposes of this special program, "uneven" tire wear means uneven wear between the center treads and the shoulder tread areas and "premature" tire wear means a tread depth of less than 3/32" at any center tread. Damage incurred from accident or road debris is not covered by this warranty extension.

4. Technical Instructions/Repair Procedures

Measure the tire tread with a standard tire tread depth gauge. Tires with “Uneven” tire wear (uneven wear between the center treads and the shoulder tread areas) and “premature” tire wear (tread depth of less than 3/32” at any center tread) are eligible for replacement at no cost under this program. Damage incurred from accident or road debris is not covered by this warranty extension.

If replacement is necessary, based upon the inspection results, follow normal Run-flat tire replacement procedures.

- Do not use tires of different brands, sizes, construction or tread patterns, as this may cause dangerous handling characteristics resulting in loss of control.
- Toyota recommends all four tires or at least both of the front or rear tires (tires on the same axle) be replaced at the same time as a set.

5. Parts Ordering

As this is *not* a Special or Limited Service Campaign, and many customers will only request reimbursement for past replacements, dealers should order tires on an as-needed basis. As there are two sources for original equipment tires, there will be two different sources for ordering replacement tires based upon the tires equipped on the customer’s vehicle.

Please be sure to verify that your local Bridgestone dealer and Dealer Tire have sufficient tire supplies available for same day delivery prior to setting up your customer appointments.

DUNLOP

Order replacement Dunlop tires from Dealer Tire:

Part Number	Part Description	Qty/Vehicle
N/A	Dunlop SP Sport 4000 DSST P225/60R17 Run-flat tires	As required
Supplied by Dealer	Wheel Weight(s)	As required

BRIDGESTONE

Bridgestone replacement tires can be ordered through the dealership’s local Bridgestone tire distributor or other appropriate source. If they do not already have an established distributor, they may visit www.Bridgestone-USA.com to locate the nearest distributor.

Part Number	Part Description	Qty/Vehicle
N/A	Bridgestone B380 RFT P225/60R17 Run-flat tires	As required
Supplied by Dealer	Wheel Weight(s)	As required

If your dealership encounters difficulty sourcing the Bridgestone run-flat tires, you may also contact (888) 327-8473 (8 am to 8 pm Eastern Time).

Dealers will be reimbursed for the actual cost of the tire and costs up to \$10.00 per wheel for wheel weights, valve stem, and tire disposal for each tire replaced. These costs are to be claimed as sublet type ‘TY’ on the warranty claim. (NOTE: Wheel weights may not be listed as replacement parts if claimed as a sublet.)

IMPORTANT

Dealer personnel are required to drill a one inch hole in the sidewall of the replaced tire(s). As this is *not* a Special or Limited Service Campaign, the replaced tires are subject to parts retention requirements as specified in the Warranty Policy and Procedures Manual.

6. **Customer Reimbursement**

If a customer with an involved vehicle has previously paid for the replacement of one or more tires during the applicable period, for an uneven or premature wear condition, please direct them to mail a copy of the repair order which includes the reason for replacement, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, USA Inc.
Customer Experience Center, WC 10
19001 South Western Avenue
Torrance, CA 90509

Reimbursement is limited to the cost of the tire(s), balancing, mounting, wheel weights and installation. Damage incurred from accident or road debris is not covered by this warranty extension.

7. **Claim Procedures for Tire Inspection and Replacement**

If a warrantable condition under this Customer Support Program exists, submit claims as described in the attached Warranty Policy Bulletin. (Bulletin No. POL06-01).

Dealers will be reimbursed for the actual cost of the tire and costs up to \$10.00 per wheel for wheel weights, valve stem, and tire disposal for each tire replaced. These costs are to be claimed as sublet type 'TY' on the warranty claim. (NOTE: Wheel weights may not be listed as replacement parts if claimed as a sublet.)

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this CSP.

Thank you for your cooperation.

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

CSP Expired on September 10, 2018

**2004 through Early 2006 Model Year Sienna All Wheel Drive (AWD) and
Mobility Assistance Vehicle Factory-Equipped with Run-Flat Tires
Customer Support Program**

Dear Sienna AWD or Mobility Assistance Vehicle Customer:
<VIN>

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an extension to portions of your Sienna's New Vehicle Limited Basic Warranty as they apply to your vehicle's Run-Flat Tires.

Toyota cares about our customers

In recent months, Toyota has received reports regarding uneven or premature tire wear on some factory-equipped Run-flat tires on certain 2004 through early 2006 model year Sienna vehicles. Although the tires are normally covered by the tire manufacturer's warranty, we at Toyota care about your overall Sienna experience and want to reassure you that we stand behind our products. To this end, we have made arrangements for a special supplement to your vehicle's Warranty Coverage.

This Supplemental Tire Warranty Coverage is offered for a period of 3 years or 36,000 miles from the date of first vehicle use, which ever occurs first, for uneven or premature tire wear under normal use. This offer is limited to the specific vehicle listed above equipped with Dunlop SP Sport 4000 DSS1 P225/60R17 or Bridgestone B380 RFT P225/60R17 Run-flat tires on the involved Sienna AWD or Mobility Assistance vehicle. For the purposes of this special program, "uneven" tire wear means uneven wear between the center treads and the shoulder tread areas and "premature" tire wear means a tread depth of less than 3/32" at any center tread.

Should you experience this condition, any Toyota dealer will inspect, and if necessary, make arrangements to replace the tires. This will include the cost of the tire(s), balancing, mounting, wheel weights and installation.

This offer is limited to your specific Sienna AWD or Mobility Assistance vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Warranty Information booklet, with the exception of the supplemental warranty coverage on the run-flat tires. Damage incurred from accident or debris is not covered by the New Vehicle Limited Warranty or this warranty supplement. ***Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.***

What should you do?

If you have not experienced this condition, please insert this letter into your Sienna's Owner's Warranty Information booklet for future reference.

In the event that this condition has occurred to the tire(s) on your Sienna AWD or Mobility Assistance vehicle, please contact any Toyota dealer and make arrangements for inspection and, if applicable, tire replacement. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

If you no longer own the vehicle, please utilize the enclosed postage paid form and provide us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment if this condition has occurred on your vehicle. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

A special brochure has been enclosed with this owner notification to answer some questions about these advanced technology run-flat tires; it also contains additional helpful information (for example, do I need to observe any special precautions when driving after a puncture and loss of pressure? Do I have a spare tire? Are there any special care requirements for the tires? What does the tire pressure monitoring system do?) After reviewing this brochure, we ask that you insert it into your vehicle's Owner's Manual.

What if you have previously paid for a replacement of the tire(s) for this specific condition as it applies to your 2004 through early 2006 model year Sienna?

If you have previously paid for the replacement of one or more of your tires during the applicable period, for an uneven or premature wear condition, please mail a copy of your repair order which includes the reason for replacement, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to process your request. Please note that damage incurred from accident or debris is not covered by the New Vehicle Limited Warranty or this warranty supplement.

We have sent this notice in the interest of your continued satisfaction with our products.

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

CSP Expired on September 10, 2018