


Product Quality and Service Support, Quality Compliance

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To: All Toyota Dealers

From: Quality Division – Product Quality and Service Support

Sienna Sliding Door Certain 2011 – 2018 Model Year Sienna Vehicles

- A court has preliminarily approved a proposed settlement regarding sliding doors on certain 2011-2018 model year Sienna vehicles.
- The proposed settlement has yet to receive final approval by the court. However, the proposed settlement allows Toyota to implement the Customer Confidence Program (as outlined in the settlement agreement) in advance of the proposed settlement becoming final. Accordingly, Toyota has decided to implement **certain** components of the Customer Confidence Program in advance of final approval. These components are listed below and Toyota estimates that they will be available starting in April 2019.¹ At that time, Toyota will issue a notice to all dealers advising them that these components have become available.

Pursuant to the proposed settlement's Customer Confidence Program:

- Coverage for repairs to the power sliding door cable sub-assembly, sliding door center hinge assembly, and fuel door will be available for 10 years from the subject vehicles date of first use, regardless of mileage.
- Warranty Enhancement Program ZH4 will be expanded to include certain 2016 – 2018 model year Sienna vehicles.
- Warranty Enhancement Program ZH5 will be expanded to include certain 2015 – 2018 model year Sienna vehicles.
- Warranty Enhancement Programs ZH4 and ZH5, which are applicable for nine years from the subject vehicles date of first use regardless of mileage, will be extended by one additional year regardless of mileage.
- The court has ordered that the 3rd Party Settlement Notice Administrator begin notifying class members, including by **direct mail notice** (see images on next page), on March 1, 2019, to inform current and former vehicle owners and lessees of the proposed settlement.
- ***The direct mail notice and other components of the class notice will be ongoing throughout March 2019. If you receive any questions from customers regarding this notice, please refer them to the Settlement website and toll-free number:***
 - www.ToyotaSiennaDoorSettlement.com
 - 1-833-305-3915
- ***If you receive any inquiries from the media regarding this proposed settlement, please direct them to the Toyota Media Line at 1-469-292-5100.***

¹ This is an estimate that is subject to change based on availability of replacement parts.

Direct Mail Notice Post Card (front-side):

Simerlein, et al., v. Toyota Motor Corporation, et al.,
 Case No. 3:17-cv-01091-VAB (D. Conn.)
 c/o Settlement Notice Administrator
 P.O. Box 230
 Philadelphia, PA 19105-0230

POSTAGE

Important Legal Notice

<<Barcode>>

Class Member ID:<<Refnum>>

Last 4 digits of VIN: <<xxxx>>

Class Member Name

Address

City, ST Zip

[BARCODE AREA]

Direct Mail Notice Post Card (back-side):

If you purchased, own(ed), or lease(d) a 2011-2018 model year Toyota Sienna vehicle equipped with sliding doors, you may be eligible to benefit from a class action Settlement.

Si desea recibir esta notificación en español, llámenos o visite nuestra página www.ToyotaSiennaDoorSettlement.com.

A proposed settlement has been reached in class actions alleging that certain Toyota Sienna vehicles contained defective power sliding doors. Toyota denies the allegations and the Court has not decided who is right. **The purpose of this notice is to inform you of the proposed settlement so that you may decide what to do.**

Who's Included? Toyota's records indicate that you may be a Class Member. The Settlement offers benefits to purchasers and current and former owners and lessees of 2011–2018 model year Toyota Sienna vehicles equipped with sliding doors ("Subject Vehicles"), subject to certain exclusions. This Settlement does not involve claims of personal injury, wrongful death, or actual physical property damage arising from an accident involving the Subject Vehicles.

What Are the Settlement Terms? The Settlement offers several benefits including a Customer Confidence Program providing prospective coverage for certain repairs to certain sliding door parts, a Loaner Vehicle to eligible Class Members whose Subject Vehicles are undergoing repairs that are covered by the Customer Confidence Program, and reimbursement of certain out-of-pocket expenses. For further details about the Settlement, including the relief, deadlines, eligibility, and release, please go to www.ToyotaSiennaDoorSettlement.com.

How Can I Receive Settlement Benefits? To receive reimbursement for previously paid out-of-pocket expenses for repairs that are related to internal functional concerns of the parts that impede the closing and opening operations of the sliding door in manual and power modes, you must file a timely Claim postmarked by a date to be set, which will not be earlier than 60 days after the Court's June 4, 2019 fairness hearing. You may also bring your Subject Vehicles in to an authorized Toyota Dealer within one year of the date of entry of the Final Order and Final Judgment to receive one inspection of your sliding door at no cost to you.

Your Other Options. If you do not want to be legally bound by the Settlement, you must exclude yourself by **May 3, 2019**. If you do not, you will release any claims you may have against Toyota and Released Parties, and receive certain settlement benefits. You may object to the Settlement, and/or Attorneys' Fees, Costs, and Expenses by **May 3, 2019**. You cannot both exclude yourself from, and object to, the Settlement. The Long Form Notice available on the Settlement website explains the Settlement. The Court will hold a hearing on **June 4, 2019 at 11 a.m. EDT** in Courtroom Two of the United States District Court of the District of Connecticut, 915 Lafayette Boulevard, Bridgeport, Connecticut, to consider whether to finally approve the Settlement. You may appear at the hearing, either yourself or through an attorney hired and paid for by you but are not required to appear to obtain benefits under the Settlement.

Please consult www.ToyotaSiennaDoorSettlement.com or call 1-833-305-3915 to determine how this Settlement may affect you.