

**◀ IMPORTANT UPDATE ▶**

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

DATE	TOPIC
June 19, 2019	<ul style="list-style-type: none"><li>• Information about a proposed class action settlement has been added.</li><li>• Toyota has expanded the covered vehicle population.</li><li>• Toyota has extended the coverage period by one additional year.</li></ul>

*The most recent updates in the attached Dealer Letter will be highlighted with a **red box**.*

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

Thank you for your cooperation.

Original Publication Date: August 3, 2017

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Customer Support Program ZH4  
Certain 2011 – 2018 Model Year Sienna Vehicles  
Coverage for the Sliding Door Front Lock Assemblies

In our continuing efforts to ensure the best in customer satisfaction, and pursuant to a class action settlement, Toyota is announcing a Customer Support Program to extend the warranty coverage for the sliding door front lock assemblies on certain 2011 – 2018 model year Sienna vehicles.

Customer Support Program ZH4 is now **one** element of a class action settlement. Refer to [Customer Confidence Program ZKI](#) for information on the class action settlement and its other elements.

Pursuant to the settlement, Toyota has expanded the covered vehicle population of Customer Support Program ZH4 to cover approximately 281,900 additional certain 2011 – 2018 model year Sienna vehicles.

Additionally, pursuant to the settlement, the coverage period of Customer Support Program ZH4 has been extended by one additional year. Customer Support Program ZH4 is now applicable for ten years from the Subject Vehicle's date of first use, regardless of mileage.

### **Background**

Toyota has received a number of reports regarding sliding door front lock assemblies on certain 2011 – 2018 model year Sienna vehicles. In these reports, during the closing operation of the left and/or right side sliding door, the door would not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly.

Although the sliding door front 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 related to when, during the closing operation of the left and/or right side sliding door, the door would not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly.

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

## Customer Support Program Details

This Customer Support Program provides additional warranty coverage to the vehicle's sliding door front lock assemblies beyond the vehicle's original "New Vehicle Limited Warranty". The specific condition covered by this Customer Support Program is that, during the closing operation of the left and/or right side sliding door, the door does not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly. This Customer Support Program also covers repairs that are related to internal functional concerns of the sliding door front lock assembly that impede the closing and/or opening operation of the sliding door in manual and/or power mode. If the condition is verified, the affected sliding door front lock assembly(s) will be replaced with a new one under the terms of this Customer Support Program.

- Pursuant to the settlement, the coverage period of this Customer Support Program has been extended by one additional year. Customer Support Program ZH4 is now applicable for **10 years** from the Subject 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 Customer Support Program.*

## Covered Vehicles

There are now approximately 1,019,000 vehicles covered by this Customer Support Program. Approximately 4,000 vehicles covered by this Customer Support Program were distributed to Puerto Rico.

Category	Model	Model Year	Production Period	Approximate UIO
A (Original ZH4 UIO)	Sienna	2011 - 2016	Early January 2010 – Early February 2016	737,100
B (Expanded ZH4 UIO)	Sienna	2011 – 2018	Early February 2010 – Mid-August 2018	281,900

**A:** Original covered vehicle population of Customer Support Program ZH4.

**B:** Covered vehicle population that was added to Customer Support Program ZH4 on June 19, 2019 pursuant to the class action settlement.

## Owner/Lessee Letter Mailing

Toyota notified owners of certain 2011 – 2016 model year Sienna vehicles originally applicable to Customer Support Program ZH4 at the original announcement timing in August 2017 and notifications were mailed over several months. A sample of that owner notification letter has been included for your reference. Owners and lessees of those vehicles will now be re-notified to advise them about the additional one year of coverage added to Customer Support Program ZH4 and to also advise them of other elements of the class action settlement that are applicable to their vehicle.

Toyota will also issue owner/lessee notifications to owners/lessee of the approximately 281,900 additional certain 2011 – 2018 model year Sienna vehicles, that have been added to Customer Support Program ZH4 pursuant to the class action settlement, advising them about Customer Support Program ZH4 and of the other elements of the class action settlement that are applicable to their vehicle.

Different versions of the notification letter, will be sent to each subject vehicle depending upon which other programs are applicable to the vehicle. Refer to the *Covered Vehicles, Notification Schedule, and Customer Handling Procedures* section of [Customer Confidence Program ZKI](#) for additional information related to the owner notification schedule of this program.

## Diagnostic Fees

Refer to the *Diagnostic Fees for Customer Support Programs* section of [Customer Confidence Program ZKI](#) on TIS for the procedure related to diagnostic fees for this Customer Support Program.

**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 “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

Always check which technicians can perform this repair by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure that there are properly trained technicians available to perform this repair at all times.

**Remedy Procedures**

Technical instructions for this Customer Support Program can be found in [T-SB-0244-17](#).

**Note:** If you are unsure if an internal function concern, which is impeding the closing and/or opening operation of the sliding door in manual and/or power mode, is related to the sliding door front lock assembly, contact TAS for diagnostic assistance.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this Customer Support Program are either required to be ordered in Campaign Part Order Request (CPOR) on TIS, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

As this is a Customer Support Program, most customers will only request reimbursement for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles to which this Customer Support Program applies. DO NOT ORDER FOR STOCK.* As always, if a customer experiences a condition to which this Customer Support Program applies, dealers should conduct appropriate diagnosis and order the applicable parts.

**[Refer to Warranty Policy Bulletin POL17-13 for additional parts ordering information.](#)**

*All Warranty Policy Program parts are eligible for the Monthly Parts Return Program.* Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

**Parts Recovery Procedures**

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

### **Warranty Reimbursement Procedure**

Refer to the Warranty Policy Bulletin No. [POL17-13](#) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.* Note: If the customer **requests** a loaner vehicle, one may be provided if the customer's vehicle is expected to spend more than 4 hours at the dealership. Refer to Warranty Policy Bulletin [POL17-13](#) for instructions related to the rental reimbursement policy.

### **Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

### **Customer Reimbursement**

Reimbursement consideration instructions will be provided in the owner letter.

### **Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message.

Refer to the *Covered Vehicles, Notification Schedule, and Customer Handling Procedures* section of [Customer Confidence Program ZKI](#) for the procedure to handle media inquiries.

### **Customer Contacts**

Customers who receive the owner/lessee letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Refer to the *Covered Vehicles, Notification Schedule, and Customer Handling Procedures* section of [Customer Confidence Program ZKI](#) for the procedure to handle customer inquiries.

Thank you for your cooperation.

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



**Customer Support Program ZH4  
Certain 2011 – 2018 Model Year Sienna Vehicles  
Coverage for the Sliding Door Front Lock Assemblies**

**Frequently Asked Questions**  
**Original Publication Date: August 3, 2017**

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
June 19, 2019	<ul style="list-style-type: none"><li>Information regarding a class action settlement has been added.</li><li>Toyota has expanded the covered vehicles population.</li><li>Toyota has extended the coverage period by one additional year.</li></ul>

***The most recent updates will be highlighted with a red box.***

Customer Support Program ZH4 is now also an element of a class action settlement. Refer to the [Customer Confidence Program ZKI communication](#) for information on the coverage provided by the class action settlement.

Pursuant to the settlement, Toyota has expanded the covered vehicle population of Customer Support Program ZH4 to cover approximately 281,900 additional certain 2011 – 2018 model year Sienna vehicles.

Additionally, pursuant to the settlement, the coverage period of Customer Support Program ZH4 has been extended by one additional year. Customer Support Program ZH4 is now applicable for ten years from the Subject Vehicles' date of first use regardless of mileage.

**Q1: *What is the condition?***

A1: Toyota has received a number of reports regarding sliding door front lock assemblies on certain 2011 – 2018 model year Sienna vehicles. In these reports, during the closing operation of the left and/or right side sliding door, the door would not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly.

**Q2: What is Toyota going to do?**

A2: Toyota notified owners of certain 2011 – 2016 model year Sienna vehicles originally applicable to Customer Support Program ZH4 at the original announcement timing in August 2017 and notifications were mailed over several months. A sample of that owner notification letter has been included for your reference. Owners and lessees of those vehicles will now be re-notified about the additional one year of coverage added to Customer Support Program ZH4 and to also advise them of other elements of the class action settlement that are applicable to their vehicle.

Toyota will also issue owner/lessee notification letters to owners/lessee of the approximately 281,900 additional certain 2011 – 2018 model year Sienna vehicles, that have been added to Customer Support Program ZH4 pursuant to the class action settlement, advising them about Customer Support Program ZH4 and of the other elements of the class action settlement that are applicable to their vehicle.

If the owner/lessee experiences a condition described in this Customer Support Program, he/she should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the affected sliding door front lock assembly(s) will be replaced with a new one at **NO CHARGE** to the customer.

**Q3: Which and how many vehicles are covered by this Customer Support Program?**

A3: There are now approximately 1,019,000 vehicles covered by this Warranty Enhancement Program.

Category	Model	Model Year	Production Period	Approximate UIO
A (Original ZH4 UIO)	Sienna	2011 - 2016	Early January 2010 – Early February 2016	737,100
B (Expanded ZH4 UIO)	Sienna	2011 – 2018	Early February 2010 – Mid-August 2018	281,900

**A:** Original covered vehicle population of Customer Support Program ZH4.

**B:** Covered vehicle population that was added to Customer Support ZH4 on June 19, 2019 pursuant to the class action settlement.

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?**

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.

**Q4: What are the details of this coverage?**

A4: This Customer Support Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the sliding door front lock assemblies. If the condition is verified in one or both of the sliding door front lock assemblies, the affected sliding door front lock assembly(s) will be replaced with a new one under the terms of this Customer Support Program.

This Customer Support Program provides additional warranty coverage to the vehicle's sliding door front lock assemblies beyond the vehicle's original "New Vehicle Limited Warranty". The specific condition covered by this Customer Support Program is that, during the closing operation of the left and/or right side sliding door, the door does not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly. This Customer Support Program also covers repairs that are related to internal functional concerns of the sliding door front lock assembly that impede the closing and/or opening operation of the sliding door in manual and/or power mode. If the condition is verified, the affected sliding door front lock assembly(s) will be replaced with a new one under the terms of this Customer Support Program.

- Pursuant to the settlement, the coverage period of this Customer Support Program has been extended by one additional year. Customer Support Program ZH4 is now applicable for **10 years** from the Subject 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 Customer Support Program.*

**Q5: What should an owner/lessee do if experiencing this condition?**

A5: If an owner/lessee thinks that he/she has experienced the condition described in the Customer Support Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the Customer Support Program, the repair will be performed at **NO CHARGE**.

**Q5a: What if the diagnosis is performed and the vehicle is not covered by the Customer Support Program?**

A5a: Please be aware that, if the condition is not covered, the owner/lessee may be responsible for the initial diagnostic fees and any other repairs he/she may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by the Customer Support Program.

Refer to the *Diagnostic Fees for Customer Support Programs* section of [Customer Confidence Program ZKI](#) on TIS for additional details related to the diagnostics fees for this Customer Support Program.

**Q5b: What if an owner/lessee HAS NOT experienced this condition but would like to have the repair completed?**

A5b: This Customer Support Program only applies to vehicles that have exhibited a covered condition. If an owner/lessee has not experienced a covered condition, he/she is asked to retain a copy of the owner/lessee notification letter for future reference.

Refer to the *Diagnostic Fees for Customer Support Programs* section of the [Customer Confidence Program ZKI](#) communication on TIS for additional details related to the diagnostics fees for this Customer Support Program.

**Q6: If the condition is present in the vehicle, will the left and/or right sliding door become difficult to slide?**

A6: No, if the condition is present, the left and/or right sliding door will not become difficult to slide. However, the affected sliding door will not completely close and latch.

**Q7: Are there any warnings that the condition exists?**

A7: If the condition occurs, the open door warning light, shown below, will illuminate on the instrument cluster and a buzzer will sound because the left and/or right sliding door cannot completely close and latch.

Warning Light	Warning light/Details/Actions
	<b>Open door warning light (warning buzzer)</b> Indicates that one or more of the doors or the back door is not fully closed

**Q8: Which parts are covered by this Customer Support Program?**

A8: The following parts are covered by this Customer Support Program

- LH sliding door front lock assembly. (This part is located inside of the LH sliding door.)
- RH sliding door front lock assembly. (This part is located inside of the RH sliding door.)

Note: Both of the above parts are covered by this Customer Support Program. However, only parts that are verified to be affected by the condition will be replaced under the terms of this Customer Support Program.

**Q9: How long will the repair take?**

A9: The repair time ranges between 45 minutes and 1.5 hours depending upon which parts require replacement. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

**Q10: What if an owner/lessee previously paid for repairs related to this Customer Support Program?**

A10: Reimbursement consideration instructions will be provided in the owner/lessee notification letter.

**Q11: How does Toyota obtain my mailing information?**

A11: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q12: What if I have additional questions or concerns?**

A12: If you have additional questions or concerns, please refer to the *Customer and Media Handling Procedure* section of the [Customer Confidence Program ZKI communication](#).

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

## WARRANTY ENHANCEMENT NOTIFICATION – ZH4

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty.

Toyota has received a number of reports regarding sliding door front lock assemblies on certain 2011 – 2016 model year Sienna vehicles. In these reports, during the closing operation of the left and/or right side sliding door, the door would not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly. While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Extension:

### Warranty Enhancement Program Details

This Warranty Enhancement Program provides additional warranty coverage to the vehicle's sliding door front lock assemblies beyond the vehicle's original "New Vehicle Limited Warranty". The specific condition covered by this Warranty Enhancement Program is that, during the closing operation of the left and/or right side sliding door, the door does not completely close and latch due to corrosion on the latch lever pin of the door's front lock assembly. If the condition is verified, the affected sliding door front 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.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

*This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your 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 see your Toyota dealer for additional details

VIN# \_\_\_\_\_

Date of First Use \_\_\_\_\_

Peel and Stick  
Label onto the  
Owner's Warranty  
Information Booklet

ORIGINAL SAMPLE OWNER LETTER

**What should you do?**

**Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.**

***If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.***

If you would like to update your vehicle ownership or contact information, please go to [www.Toyota.com/ownersupdate](http://www.Toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information 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

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

ORIGINAL SAMPLE OWNER LETTER

**WARRANTY ENHANCEMENT PROGRAM  
 FREQUENTLY ASKED QUESTIONS**

**ZH4**

**Q1: Is this a recall?**

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Warranty Enhancement Program.

**Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: What should I do if my vehicle has the condition described?**

A3: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q3a: What if the diagnosis is performed and my vehicle is not covered by the Warranty Enhancement Program?**

A3a: Please be aware that, if the condition is not covered by this Warranty Enhancement Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement Program.

**Q4: If the condition is present in my vehicle, will the left and/or right sliding door become difficult to slide?**

A4: No, if the condition is present, the left and/or right sliding door will not become difficult to slide. However, the affected sliding door will not completely close and latch.

**Q5: Are there any warnings that the condition exists?**

A5: If the condition occurs, the open door warning light, shown below, will illuminate on the instrument cluster and a buzzer will sound because the left and/or right sliding door cannot completely close and latch.

Warning Light	Warning light/Details/Actions
	<p><b>Open door warning light (warning buzzer)</b>                      Indicates that one or more of the doors or the back door is not fully closed</p>

**Q6: Which parts are covered by this Warranty Enhancement Program?**

A6: The following parts are covered by this Warranty Enhancement Program:

- LH sliding door front lock assembly. (This part is located inside of the LH sliding door.)
- RH sliding door front lock assembly. (This part is located inside of the RH sliding door.)

Note: Both of the above parts are covered by this Warranty Enhancement Program. However, only parts that are verified to be affected by the condition will be replaced under the terms of this Warranty Enhancement Program.

**Q7: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A7: Yes, this Warranty Enhancement Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q8: How long will the repair take?**

A8: If the condition is present on your vehicle, the repair will range between 45 minutes and 1.5 hours depending upon which parts require replacement. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

**Q9: What if I have additional questions or concerns?**

A9: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

ORIGINAL SAMPLE OWNER LETTER