

Original Publication Date: June 19, 2019

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

SIENNA SLIDING DOOR FUNCTIONAL INSPECTION ZKI

Certain 2011 - 2018 Model Year Sienna Vehicles Sienna Sliding Door Functional Inspection

Model / Years	Production Period	Approximate Total Vehicles
Sienna 2011 - 2018	Early January 2010 - Mid-August 2018	1,019,000

In our continuing efforts to ensure the best in customer satisfaction, and pursuant to a class action settlement, Toyota is announcing the Sienna Sliding Door Functional Inspection to inspect certain components in the sliding doors.

Proposed Class Action Settlement

This *Sienna Sliding Door Functional Inspection* is one of multiple elements involved in a class action settlement. Refer to [Customer Confidence Program ZKI](#) for comprehensive information on the class action settlement and its other elements.

Overview

Customers whose vehicles are eligible for this *Sienna Sliding Door Functional Inspection* that have a concern about their vehicle's sliding doors may bring their vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Sienna Sliding Door Functional Inspection should only be performed upon customer request. If the customer requests a Toyota dealer to perform the Sienna Sliding Door Functional Inspection, the Toyota Dealer will follow the procedure in [T-SB-0069-19](#) to inspect each of the components covered by Customer Support Programs [ZKD/ZKE/ZKF/ZH4/ZH5](#) for the conditions covered by those programs. If a covered condition is identified during the inspection, the dealer should replace the covered component under warranty, or perform the corresponding Customer Support Program if the vehicle is out-of-warranty and still eligible for the Customer Support Program.

Component Inspected in the Sienna Sliding Door Functional Inspection	Individual Toyota Customer Support Program
Power Sliding Door Cable Sub-Assembly	Customer Support Program ZKD
Sliding Door Center Hinge Assembly	Customer Support Program ZKF
Fuel Filler Door Hinge and Pin	Customer Support Program ZKE
Power Sliding Door Rear Lock Assembly	Customer Support Program ZH5
Sliding Door Front Lock Assembly	Customer Support Program ZH4

Owner/Lessee Letter Mailing Date

Refer to the *Covered Vehicles, Notification Schedule, and Customer Handling Procedures* section of [Customer Confidence Program ZKI](#) on TIS for additional information related to the owner/lessee notification schedule of this program and for samples of each owner/lessee letter version.

Covered Vehicles

There are approximately 1,019,000 vehicles involved by this *Sienna Sliding Door Functional Inspection*. Approximately 4,000 vehicles involved in this Sienna Sliding Door Functional Inspection were distributed to Puerto Rico.

Coverage Period and Eligibility

Coverage Period and Eligibility

One Sienna Sliding Door Functional Inspection will be available free of charge until June 11, 2020. Check ZKJ on TIS to confirm eligibility as shown below.

VEHICLE HAS NOT HAD INSPECTION PERFORMED

CSP Description: Sienna Sliding Door Functional Inspection (ZKJ) Certain 2011 - 2018 Model Year Sienna Vehicles
Expiration Date: 6/11/2020
Status: **Potentially Eligible** — A
Memo: Only to be performed upon customer request.

[\[Show Documents\]](#)

A: Status: *Inspection has not been performed, vehicle is still eligible to have inspection performed.*

INSPECTION HAS BEEN PERFORMED

CSP Description: Sienna Sliding Door Functional Inspection (ZKJ) Certain 2011 - 2018 Model Year Sienna Vehicles
Expiration Date: 6/4/2020
Status: **Repaired** — A
Repair Date: 1/28/2020
Dealer Name: TOYOTA MOTOR NORTH AMERICA
Dealer Code: 82450
Memo: Only to be performed upon customer request.

[\[Show Documents\]](#)

A: Status: *Inspection has been performed.*

- *This vehicle has had the Sienna Sliding Door Functional Inspection performed and is no longer eligible to receive the Sienna Sliding Door Functional Inspection.*

VEHICLE IS EXPIRED FROM ELIGIBILITY

CSP Description: Sienna Sliding Door Functional Inspection (ZKJ) Certain 2011 - 2018 Model Year Sienna Vehicles
Expiration Date: 6/11/2020
Status: **Expired**
Repair Date:
Dealer Name:
Dealer Code: A
Memo: Only to be performed upon customer request.

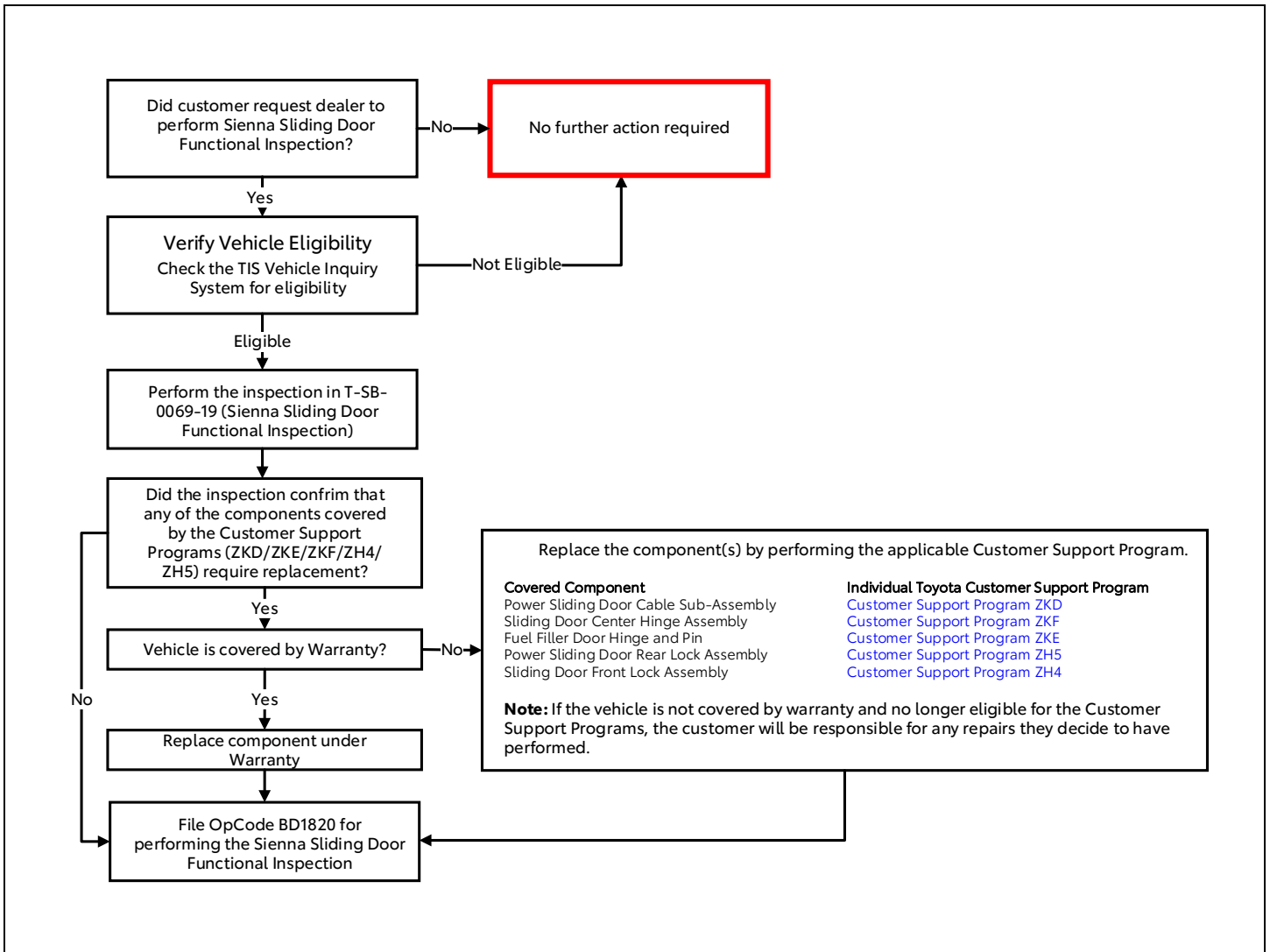
[\[Show Documents\]](#)

A: Status: *Expired from eligibility.*

- *This vehicle has expired from eligibility and is no longer eligible to receive the Sienna Sliding Door Functional Inspection.*

Sienna Sliding Door Functional Inspection Procedure

Sienna Sliding Door Functional Inspection Procedure Flow Chart:



Warranty Reimbursement Procedures

Reimbursement Procedure

OpCode	Description	Flat Rate Time
BD1820	Perform the Sienna Sliding Door Functional Inspection	0.5

Customer Responsibility of Costs for Repairs and Diagnostics

If a condition is identified during the Sienna Sliding Door Functional Inspection process, that is not covered by an available/active Toyota Customer Support Program, the customer is responsible for the cost of any repairs necessary to address the condition should the customer choose to have any repairs completed. Any additional diagnostics that were performed beyond the procedure described in [T-SB-0069-19](#) are also the customer's responsibility should the customer authorize additional diagnostics.

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 Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

Customer Handling

Customer Contacts

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

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](#) on TIS for the procedure to handle media inquiries.