

Original Publication Date: June 19, 2019

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

## CUSTOMER SUPPORT PROGRAM ZKF

### Certain 2011 – 2018 Model Year Sienna Vehicles Coverage for the Sliding Door Center Hinge Assembly

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 a Customer Support Program to provide coverage for repairs to the sliding door center hinge assembly.

Although the sliding door center hinge assembly is 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 providing coverage for repairs to the sliding door center hinge assembly. Only those repairs that are related to internal functional concerns of the sliding door center hinge assembly that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered.

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

#### Class Action Settlement

This Customer Support Program 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.

**Customer Support Program Coverage Details**

This Customer Support Program provides coverage for repairs to the **sliding door center hinge assembly**. Only repairs that are related to internal functional concerns of the sliding door center hinge assembly that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered.

If a condition covered by this Customer Support Program is verified, the dealer will replace the sliding door center hinge assembly in the affected sliding door with an improved sliding door center hinge assembly under the terms of this Customer Support Program.

- ***This coverage will be offered for 10 years from the vehicle's date of first use regardless of mileage.***

*This coverage is for 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.*

**Covered Components**

P/N Covered for Functional Concern	Description	Replacement P/N
68380-08040 / 68380-08041	HINGE ASSY, SLIDE DOOR, CTR RH	04009-02608
68390-08040 / 68390-08041	HINGE ASSY, SLIDE DOOR, CTR LH	04009-02208

**Covered Vehicles**

There are 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.

**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.

**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.

## Customer Handling, Parts Ordering, and Remedy Procedures

### 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](#) 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.

### 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 Customer Support Program Bulletin POL19-01 for additional parts ordering information.](#)**

*All Customer Support 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.

### **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 the 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 there are properly trained technicians available to perform this repair at all times.

### **Remedy Procedures**

Technical instructions for replacing the sliding door center hinge assembly can be found in [T-SB-0067-19](#) (vehicles with power sliding doors) or [T-SB-0066-19](#) (vehicles with manual sliding doors).

This Customer Support Program provides coverage for repairs that are related to internal functional concerns of the sliding door center hinge assembly that impede the closing and/or opening operations of the sliding door in manual and/or power modes.

**Note:** If you are unsure if an internal functional 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 center hinge assembly, contact TAS for diagnostic assistance.

## Warranty Reimbursement Procedures

### Reimbursement Procedure

Refer to the Customer Support Program Bulletin (Bulletin No. [POL19-01](#)) for 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 Customer Support Program Bulletin (Bulletin No. [POL19-01](#)) 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 Op Code 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/lessee letter.

Thank you for your cooperation.

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



## CUSTOMER SUPPORT PROGRAM ZKF

Certain 2011 – 2018 Model Year Sienna Vehicles  
Coverage for the Sliding Door Center Hinge Assembly.

### Frequently Asked Questions

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**Q1:** *Is this Customer Support Program affiliated with an existing class action settlement?*

A1: Yes. This Customer Support Program 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.

**Q2:** *What does this Customer Support Program Offer?*

A2: This Customer Support Program provides coverage for repairs to the **sliding door center hinge assembly**. Only repairs that are related to internal functional concerns of the sliding door center hinge assembly that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered.

**Q3:** *What is Toyota going to do?*

A3: Toyota will send, an owner/lessee notification letter by first class mail advising owners/lessees of this Customer Support Program. Refer to [Customer Confidence Program ZKI](#) for comprehensive information on the class action settlement and its other elements.

If the owner/lessee experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the vehicle will be repaired with a sliding door center hinge assembly in the affected sliding door with an improved sliding door center hinge assembly **FREE OF CHARGE**.

**Q4:** *Which and how many vehicles are covered by this Customer Support Program?*

A4: There are approximately 1,019,000 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
Sienna 2011 - 2018	Early January 2010 – Mid-August 2018	1,019,000

**Q4a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.

**Q5: What are the details of this program?**

A5: This Customer Support Program provides coverage as it applies to the sliding door center hinge assembly.

This Customer Support Program provides coverage for repairs to the **sliding door center hinge assembly**. Only repairs that are related to internal functional concerns of the sliding door center hinge assembly that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered.

If a condition covered by this Customer Support Program applies is verified, the dealer will replace the sliding door center hinge assembly in the affected sliding door with an improved sliding door center hinge assembly under the terms of this Customer Support Program.

- ***This coverage will be offered for 10 years from the vehicle's date of first use regardless of mileage.***

*This coverage is for 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.*

**Q6: Which part(s) are covered by this Customer Support Program?**

A6: The left and right sliding door center hinge assemblies are covered by this program.

**Q7: What should an owner/lessee do if experiencing this condition?**

A7: If an owner/lessee thinks that he/she has experienced a condition to which this Customer Support Program applies, 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 this Customer Support Program, the repair will be performed **FREE OF CHARGE** to the owner/lessee.

**Q7a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?**

A7a: Please be aware that, if the condition is not covered by this Customer Support 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 Customer Support Program.

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

**Q8:** *What if an owner/lessee HAS NOT experienced a condition to which this Customer Support Program applies but would like to have the repair completed?*

A8: At this time, this Customer Support Program only applies to vehicles that have exhibited an internal functional concern of the sliding door center hinge assembly that impedes the closing and/or opening operations of the sliding door in manual and/or power modes. If an owner/lessee has not experienced this 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 [Customer Confidence Program ZKI](#) for additional details related to the diagnostics fees for this Customer Support Program.

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

A9: The repair time may take approximately 1 hour. 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 letter.

**Q11:** *How does Toyota obtain owner/lessee 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 *Covered Vehicles, Notification Schedule, and Customer Handling Procedures* section of [Customer Confidence Program ZKI](#).