

<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b>  <b><i>Customer Support Program Bulletin</i></b>	No.: POL19-03 Date: 6/19/2019 Page: 1 of 4
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**SUBJECT: *CUSTOMER SUPPORT PROGRAM BULLETIN (ZKE):  
COVERAGE FOR THE FUEL FILLER DOOR HINGE AND  
PIN ON CERTAIN 2011-2018 MY SIENNA VEHICLES***

**Background**

In our continuing efforts to ensure the best in customer satisfaction, and pursuant to a proposed class action settlement, Toyota is announcing a Customer Support Program to provide coverage for the fuel filler door hinge and pin.

Although the fuel filler door hinge and pin are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about each customer's ownership experience. Toyota is providing additional coverage for repairs related to the fuel filler door hinge and pin. Only those repairs that are related to internal functional concerns of the fuel filler door hinge and pin that impede the closing and/or opening operations of the power 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.

**Applicability**

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

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

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

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 Vehicles**

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

**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

Claims for repairs that were performed by non-qualified technicians are subject to debit.

**Claim Submission**

Claim Type: Repair Program

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Opcode	Description	Labor Time
ZKE001	Remove fuel filler door + Install new fuel filler door	0.4 hr./vehicle

The flat rate hours under opcode ZKE001 are for the removal and installation of the new fuel filler door at the dealer. All refinishing costs are to be claimed as a sublet as described below.

**Sublet**

The cost of paint, materials and labor, etc. necessary to paint the new fuel filler door can be claimed under sublet type "PT". A copy of the sublet invoice is required to be attached to the claim.

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**Rental**

A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of **2** days as a sublet type “RT” under opcode ZKE001.

For alternative transportation that exceeds the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.

A rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

**Replacement Parts**

P/N Covered for Functional Concern	Description	Replacement P/N
77350-08020	LID ASSY, FUEL FILLER OPENING	04009-02808

**Notes:**

- Two (2) rivets (90269-A0005) are required to be replaced when replacing the fuel filler door opening.
- One (1) replacement fuel lid door stopper may be ordered and claimed only if necessary. Refer to T-SB-0068-19 for further information related to the fuel filler door stopper.

**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.

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### **Technical Instructions (Repair Procedures)**

Technical instructions for replacing the fuel filler door hinge and pin can be found in T-SB-0068-19.

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

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

### **Customer-Paid Repairs or Replacement of Components**

Reimbursement consideration instructions will be included in the owner/lessee notification letter.

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