

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

Subject: Warranty Enhancement Program – ZTX  
Certain 2004 to 2009 Model Year Sienna Vehicles  
Extension of Warranty Coverage for Side Airbag Connector



**In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Side Airbag Connector on certain 2004 to 2009 Model Year Toyota Sienna vehicles.**

**Toyota has received reports regarding excessive electrical resistance in the Side Airbag Connector of certain 2004 to 2009 Model Year Sienna vehicles. The connector could have been improperly crimped during the manufacturing process. In certain cases, oxidization buildup in the connector can occur resulting in illumination of the airbag warning lamp.**

Although the Side Airbag Connector is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is extending warranty coverage for Supplemental Restraint System repairs, where Side Airbag Connector replacement is required. Please see the Warranty Enhancement Program Details for additional information.

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

**1. Owner Notification Mailing Date**

Owner notification will commence in late January, 2014. We have attached a sample owner letter for your reference.

**2. Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and a Secondary warranty extension to the vehicle's "New Vehicle Limited Warranty" as it applies to the Side Airbag Connector.

- The **Primary Coverage** offers warranty enhancement until May 31, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever comes first.

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

*Please note that damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

**Please Note:** Since the Airbag Warning Light can illuminate for reasons other than this condition, Toyota Dealerships are requested to perform diagnostics to determine if the condition is covered by this Warranty Enhancement at **no charge** to the vehicle's owner. If the condition is covered, the vehicle will be repaired under this Warranty Enhancement. If the condition is unrelated to this Warranty Enhancement, additional diagnostics & repairs could become the owner's responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

**3. Number and Identification of covered Vehicles**

There are approximately 650,000 vehicles covered by this Warranty Enhancement Program.

Model	MY	UIO	Applicable TSB
Sienna	Certain 2004 to 2009	650,000	T-SB-0069-12

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-01) for identification of vehicles covered by this Warranty Extension Program.

**4. Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-01) for warranty claim processing instructions for this Warranty Enhancement Program. All parts replaced for this repair are subject to warranty parts recovery.

**5. Technical Instructions (Repair Procedures)**

Diagnosis and repair procedure for certain 2004 through 2009 Sienna vehicles can be found in T-SB-0069-12.

**6. Parts Ordering**

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements, accordingly dealers should not increase their stock of Side Airbag Connectors. As always, if a customer experiences the illumination of the airbag warning lamp, dealers should conduct appropriate diagnosis and order the applicable parts.

**Please Note:** *If the airbag warning lamp is illuminated, the diagnostic fee to determine if the condition is caused by the Side Airbag connector will be covered under this Warranty Enhancement. The customer is not to be charged for this fee.*

*If the condition is unrelated to this Warranty Enhancement, additional diagnostics & repairs could become the owner's responsibility (refer to the "New Vehicle Limited Warranty" for additional details).*

Refer to Warranty Policy Bulletin POL14-01 for detailed parts ordering information.

**Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK.** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

<b>TOYOTA</b>						
<b>Parts Allocation Report</b>						
99999						
SAMPLE TOYOTA of NOWHERE						
The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.						
Parts with recent changes will be illustrated from top to bottom with the most recent effective date.						
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

**IMPORTANT PARTS ORDERING UPDATE**

*Effective January 1, 2012, All Safety Recall, Service Campaign (SSC/LSC) and Warranty Enhancement Program parts will be 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 additional details.*

**7. Customer Reimbursement**

Please refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Warranty Extension Program.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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