

**From:** Quality Compliance  
**Sent:** Thursday, August 03, 2017 5:12 PM  
**Subject:** Warranty Enhancement Program ZH4 Certain 2011 – 2016 Model Year Sienna Vehicles Extension of Warranty Coverage for the Sliding Door Front Lock Assemblies (Internal)  
**Attachments:** ZH4-Region Letter-Published 8.3.2017.pdf; ZH4-Dealer Letter-Published 8.3.2017.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the sliding door front lock assemblies on certain 2011 – 2016 model year Sienna vehicles.

**Background**

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.

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.

**Covered Vehicles**

There are approximately 737,100 vehicles covered by this Warranty Enhancement Program. Approximately 3,600 vehicles covered by this Warranty Enhancement Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Sienna	2011 - 2016	Early January 2010 – Early February 2016

**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.

*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 Warranty Enhancement Program.*

***Please reference the attachments for additional details.***

***Dealers will be notified on August 3, 2017 at approximately 4:00 p.m. Pacific Time.***

Thank you for your support,

Quality Compliance Department

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