

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL17-13 Date: 8/3/2017 Page: 1 of 4 REVISED 6/19/19
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SUBJECT: CUSTOMER SUPPORT PROGRAM (ZH4): WARRANTY EXTENSION FOR SLIDING DOOR FRONT LOCK ASSEMBLIES ON CERTAIN 2011-2018 MY SIENNA VEHICLES

Background

Toyota has received a number of reports regarding sliding door front lock assemblies on certain 2011–2018 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.

Applicability

The Sliding Door Front Lock Assemblies are covered by Toyota’s New Vehicle Limited Warranty* for 3 years or 36,000 miles (whichever occurs first). However, 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 or, if an internal functional concern of the sliding door front lock assembly exists that impedes the closing and opening operations of the sliding door in manual and power modes.

This Customer Support Program is applicable for **10 years from the Subject Vehicle’s date-of-first use, regardless of mileage.**

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability for this Customer Support Program by checking Technical Information System (TIS) before completing any repairs.

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.

Applicability (Continued)

*This Customer Support Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled” is not covered by the New Vehicle Limited Warranty or this Customer Support Program pursuant to Warranty Policy 4.17, “What Is Not Covered by the Toyota New Vehicle Limited Warranty”.

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 “SC17A - 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 (An Specialty)
- Master Technician
- Master Diagnostic Technician

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

Claim Submission

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

Claim Type	Model	Opcode	Description	Labor Time
Repair Program	Sienna	GHG06A	Replace sliding door front lock assembly on ONE sliding door	0.7 hr./vehicle
		GHG06B	Replace sliding door front lock assembly on BOTH sliding doors	1.1 hr./vehicle

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Rental

If the owner/lessee **requests** a loaner vehicle, one may be provided if the customer's vehicle is expected to spend more than 4 hours at the dealership. A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 1 day as a sublet type "RT" under opcodes GHG06A or GHG06B.

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

All parts replaced for this repair are subject to warranty parts recovery.

Part Number	Description	Quantity
04007-02308	Lock Assy, Slide Door, FR RH Kit	1
04007-02408	Lock Assy, Slide Door, FR LH Kit	1

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 can be found in T-SB-0244-17, please refer to TIS for additional information.

Note: If you are unsure if an internal function 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 front lock assembly, 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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