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**SUBJECT: CUSTOMER SUPPORT PROGRAM (ZH5): WARRANTY EXTENSION FOR POWER SLIDING DOOR REAR LOCK ASSEMBLIES ON CERTAIN 2011-2018 MY SIENNA VEHICLES**

**Background**

Toyota has received a number of reports regarding the power sliding door rear lock assemblies on certain 2011–2018 model year Sienna vehicles. In these reports, corrosion on the position sensor of the left and/or right power sliding door rear lock assembly caused that door to exhibit one or more of the abnormal operations described below:

- During power mode closing operation, as the power sliding door reaches the nearly closed position, the door reverses and moves toward the open position.
- During power mode closing operation, the power sliding door cannot completely close and latch.
- The power mode closing operation of the power sliding door is inoperative.

**Applicability**

The Power Sliding Door Rear 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 relating to corrosion on the position sensor of the left and right power sliding door rear lock assembly that causes that sliding door to exhibit one or more of the abnormal operations described above or, if an internal functional concern of the power sliding door rear 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 (Any 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	GHG07A	Replace power sliding door rear lock assembly on <b>ONE</b> power sliding door	0.9 hr./vehicle
		GHG07B	Replace power sliding door rear lock assembly on <b>BOTH</b> power sliding doors	1.2 hr./vehicle

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## **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 GHG07A or GHG07B.

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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
04007-02108 or 04007-02508	Lock Assy, Power Slide Door, RH Kit	1
04007-02208	Lock Assy, Power Slide Door, 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 rear 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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