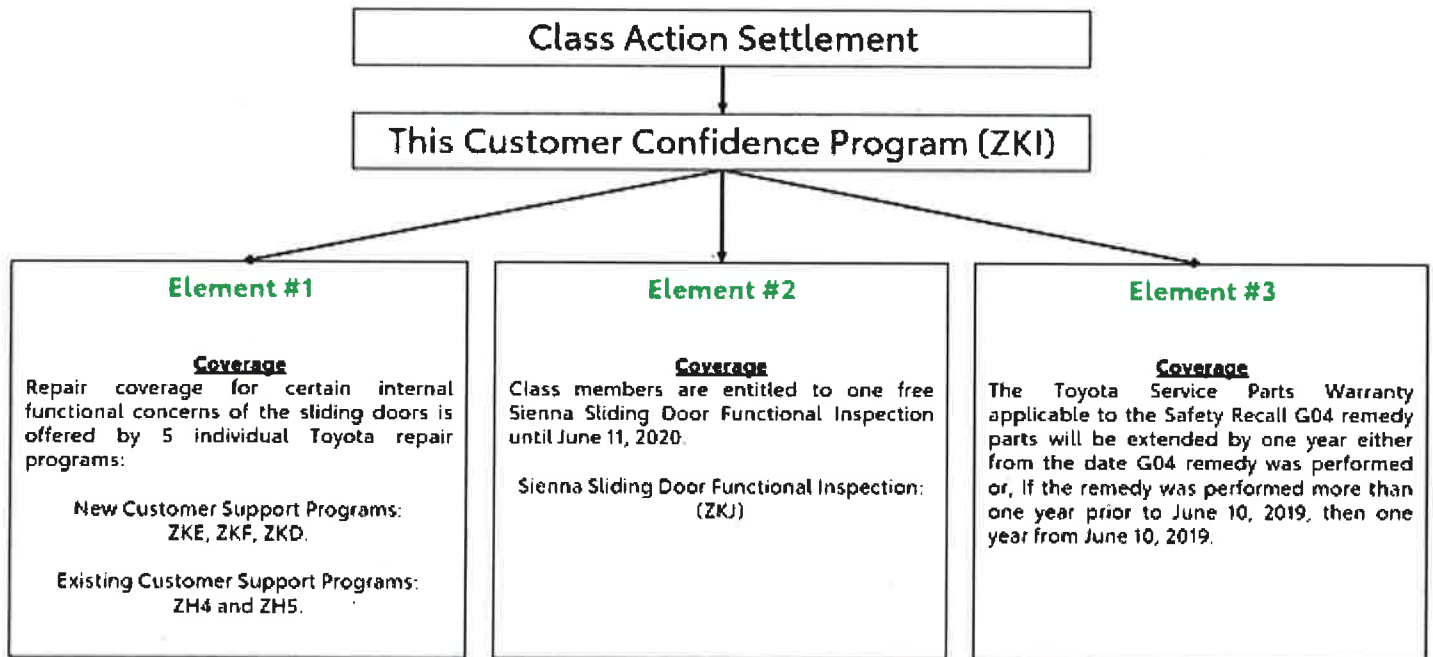


**From:** Quality Compliance  
**Sent:** Wednesday, June 19, 2019 4:03 PM  
**Subject:** Customer Confidence Program ZKI - Certain 2011 - 2018 Model Year Sienna Vehicles - Coverage for Internal Functional Concerns of Certain Sliding Door Parts  
**Attachments:** ZKI Dealer Letter.pdf; ZKI Region Letter.pdf

In our continuing efforts to ensure the best in customer satisfaction, and pursuant to a Sienna sliding door class action settlement, Toyota is announcing a Customer Confidence Program. The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

**Sienna Sliding Door Class Action Settlement**

This Customer Confidence Program is a component of a class action settlement that includes **3 elements of coverage**, including prospective coverage for repairs to certain sliding door parts but only those repairs that relate to internal functional concerns of those parts on certain 2011 – 2018 model year Sienna vehicles.



**Covered Vehicles**

Model / Years	Production Period	Approximate Total Vehicles
Sienna 2011 - 2018	Early January 2010 – Mid-August 2018	1,019,000

*Please reference the attachment for additional details.  
 Dealers will be notified on June 19, 2019 at approximately 4:30 P.M. Central Time.*

Thank you for your support,

**TOYOTA MOTOR NORTH AMERICA**  
 Quality | Quality Compliance Department