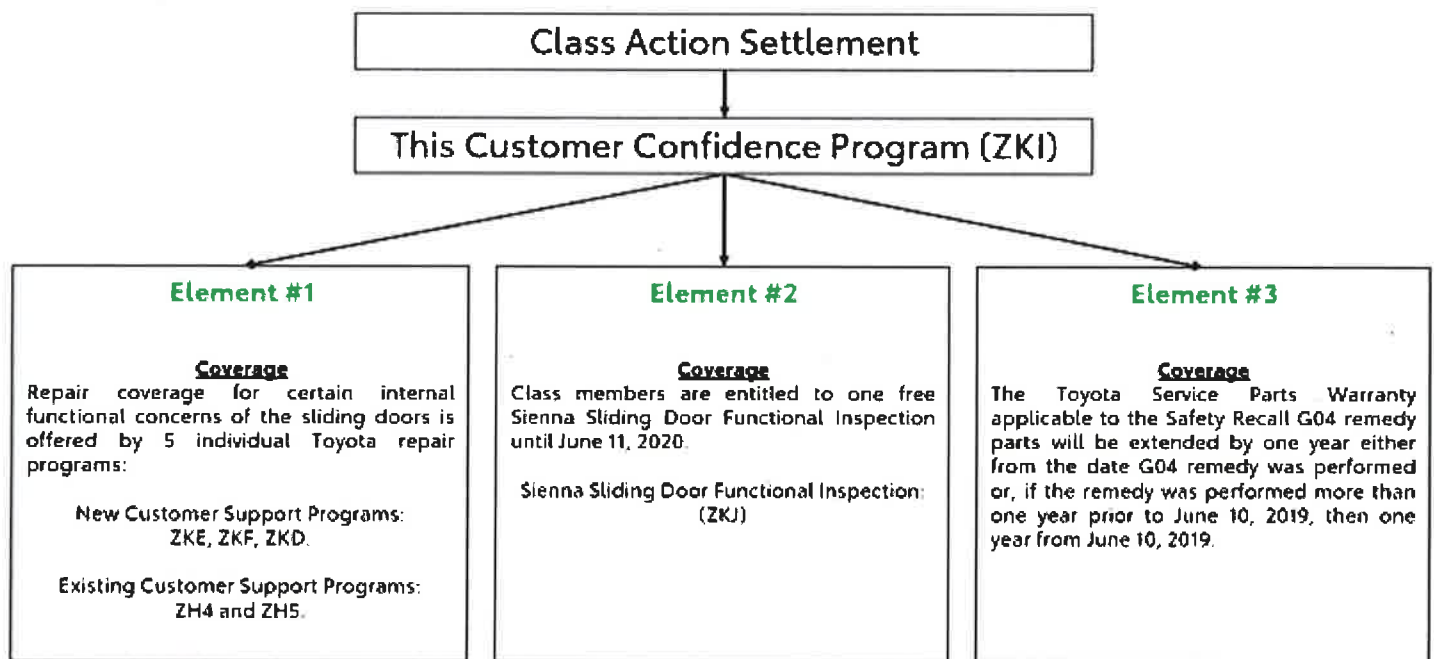


From: Quality Compliance
Sent: Wednesday, June 19, 2019 4:29 PM
Subject: Customer Confidence Program ZKI - Certain 2011 - 2018 Model Year Sienna Vehicles - Coverage for Internal Functional Concerns of Certain Sliding Door Parts (Dealer)
Attachments: ZKI Dealer Letter.pdf

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.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department