

INTEROFFICE MEMORANDUM

Original Publication Date: June 19, 2019

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

CUSTOMER CONFIDENCE PROGRAM ZKI

Certain 2011 – 2018 Model Year Sienna Vehicles
Coverage for Certain Internal Functional Concerns of Certain Sliding Door Parts

Specific information for Region support is provided below.

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.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.