

Original Publication Date: June 19, 2019

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## CUSTOMER CONFIDENCE PROGRAM ZKI

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

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

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.

#### Direct Mail Notice to Members of the Class

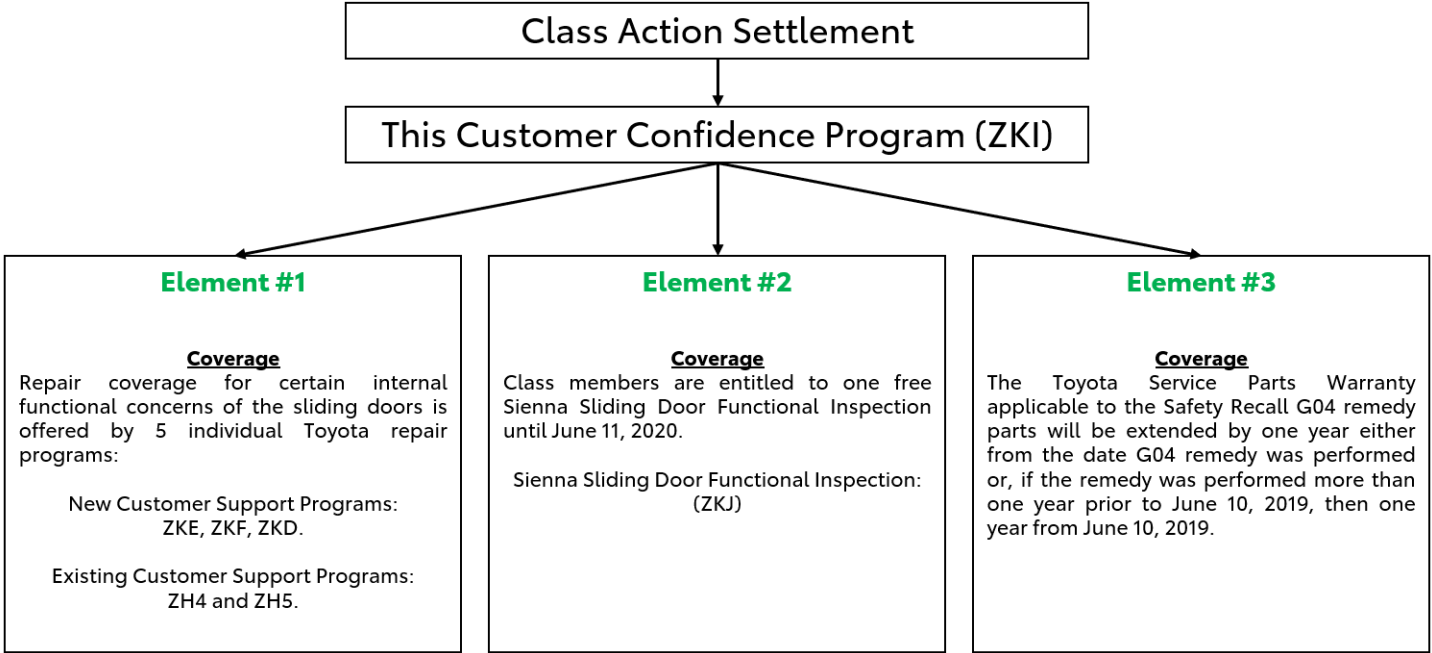
The Court ordered that the 3rd Party Settlement Notice Administrator begin notifying class members, including by direct mail notice (see sample images attached), commencing March 1, 2019, to inform current and former Subject Vehicle owners and lessees of the settlement. The direct mail notice and other components of the class notice were ongoing throughout March 2019. If you receive any questions regarding this notice, or about the settlement, please refer them to the Settlement website and toll-free number:

*Customers with questions regarding the class action settlement should refer to the Settlement website and toll-free number:*

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

*If your dealership receives any inquiries from the media regarding this settlement, please direct them to the Toyota Media Line at 1-469-292-5100.*

Coverage Components of this Customer Confidence Program



**Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors**

This Customer Confidence Program provides coverage for repairs to **the power sliding door cable sub-assembly\***, the **sliding door center hinge assembly**, the **sliding door front lock assembly**, the **power sliding door rear lock assembly\***, and the **fuel filler door hinge and pin**. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered by this Customer Confidence Program.

Toyota is offering this coverage in five individual Customer Support Programs.

<b>Covered Component</b>	<b>Individual Toyota Customer Support Program</b>
Power Sliding Door Cable Sub-Assembly*	<a href="#">Customer Support Program ZKD</a>
Sliding Door Center Hinge Assembly	<a href="#">Customer Support Program ZKF</a>
Fuel Filler Door Hinge and Pin	<a href="#">Customer Support Program ZKE</a>
Power Sliding Door Rear Lock Assembly*	<a href="#">Customer Support Program ZH5</a>
Sliding Door Front Lock Assembly	<a href="#">Customer Support Program ZH4</a>

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door in manual and/or power modes) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

\*: These programs/components are only applicable to Subject Vehicles equipped with power sliding doors because manual sliding doors are not equipped with these components.

- ***This coverage will be offered to all subject vehicles for 10 years from the vehicle's date of first use regardless of mileage.***

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**Expansion of the UIO and the Coverage of Customer Support Programs ZH4 and ZH5**

- Customer Support Programs ZH4 and ZH5 have been expanded to include additional Sienna vehicles.
- Customer Support Programs ZH4 and ZH5, which were originally applicable for nine years from the Subject Vehicles' date of first use regardless of mileage, will be extended by one additional year regardless of mileage.
- Refer to [Customer Support Program ZH4](#) and [Customer Support Program ZH5](#) for additional information.

**Element #2 – Sienna Sliding Door Functional Inspection**

Customers whose vehicles are eligible for this *Sienna Sliding Door Functional Inspection* that have a concern about their vehicle's sliding doors may bring their vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The *Sienna Sliding Door Functional Inspection* should only be performed upon customer request. If the customer requests a Toyota dealer to perform the *Sienna Sliding Door Functional Inspection*, the Toyota Dealer will follow the procedure in [T-SB-0069-19](#) to inspect each of the components covered by Customer Support Programs ([ZKD/ZKE/ZKF/ZH4/ZH5](#)) for the conditions covered by those programs. If a covered condition is identified during the inspection, the dealer should replace the covered component under warranty, or perform the corresponding Customer Support Program if the vehicle is out-of-warranty and still eligible for the Customer Support Program.

Refer to the *Sienna Sliding Door Functional Inspection* ([ZKJ Dealer Letter](#)) on TIS for additional information.

**Element #3 – 1-Year Extension of Replacement Parts Warranty for the Remedy Parts of Safety Recall G04**

The remedy parts for Safety Recall G04 are already subject to a one-year replacement part warranty under the terms of Warranty Policy 4.8.

Under the terms of this Customer Confidence Program ZKI, this one-year replacement part warranty will be extended an additional one year – for a total of two years – from the date that Safety Recall G04 was or is performed. If Safety Recall G04 was performed more than one year prior to June 10, 2019, then this Customer Confidence Program will provide an additional one year of coverage from June 10, 2019 (i.e. the coverage will be available until June 11, 2020).

**Note:** Only vehicles involved in Safety Recall G04 (approximately 744,400 vehicles) are covered by this element of the Customer Confidence Program.

## Diagnostic Fees for Customer Support Programs

### Diagnostic Fees for Customer Support Programs

Per Toyota's usual policy for Customer Support Programs, if the vehicle's condition is not covered by the relevant Customer Support Program (ZKD/ZKE/ZKE/ZH4/ZH5), the owner may be responsible for the initial diagnostic fees and any other repairs they may decide to have performed.

Customers whose vehicles are eligible for the *Sienna Sliding Door Functional Inspection* that have a concern about their vehicle's sliding doors may bring their vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The *Sienna Sliding Door Functional Inspection* should only be performed upon customer request.

## Covered Vehicles, Notification Schedule, and Customer Handling Procedures

### Covered Vehicles

There are approximately 1,019,000\*\* vehicles involved in this Customer Confidence Program. Approximately 4,000 vehicles involved in this Customer Confidence Program were distributed to Puerto Rico.

\*\*Total UIO covered for each element of this Customer Confidence Program varies, refer to the Dealer Letter of each Customer Support Program for additional details.

### Owner/Lessee Letter Mailing Date

Toyota will start notifying owners/lessees involved in this Customer Confidence Program in July 2019 and letters will be sent over several months. Each vehicle will receive one of the owner letter versions below based upon on the coverage provided for the specific vehicle.

Owner Letter Version	Sliding Door Type	All Applicable Programs					Owner Was Previously Involved in ZH4	Owner Was Previously Involved in ZH5	Owner is Involved in Safety Recall G04	
		ZH4	ZH5	ZKD	ZKE	ZKF				
Sample A	Manual	✓			✓	✓	Yes	No	No	
Sample B		✓			✓	✓	No	No	No	
Sample C	Power	✓	✓	✓	✓	✓	Yes	Yes	G04 Completed	
Sample C1									G04 Not Completed	
Sample D		✓	✓	✓	✓	✓	Yes	No	G04 Completed	
Sample D1		✓	✓	✓	✓	✓	Yes	No	G04 Not Completed	
Sample E		✓	✓	✓	✓	✓	No	No	G04 Completed	
Sample E1		✓	✓	✓	✓	✓	No	No	G04 Not Completed	
Sample F		✓	✓	✓	✓	✓	No	No	No	

### Customer Contacts

Customers with questions regarding the class action settlement and/or its terms should refer to the Settlement website and toll-free number:

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

### Media Contacts

If your dealership receives any inquiries from the media regarding this proposed settlement and or its components, please direct them to the Toyota Media Line at 1-469-292-5100.

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner/lessee letter.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedures

There are no warranty claim filing procedures for this Customer Confidence Program (ZKI). This Customer Confidence Program will always show "Potentially Eligible" on TIS as shown below. Each VIN involved in this Customer Confidence Program may be confirmed in TIS to determine which Customer Support Programs (Element #1) are applicable to the VIN, and the status of the *Sienna Sliding Door Functional Inspection* (Element #2).

**CSP Description:** Customer Confidence Program (ZKI) Certain 2011 - 2018 Model Year Sienna Vehicles Coverage for Internal Functional Concerns of Certain Sliding Door Parts  
**Expiration Date:** 1/28/2999  
**Status:** **Potentially Eligible**

[\[Show Documents\]](#)

Refer to each Customer Support Program documents on TIS for warranty claim filing instructions applicable to each program. Refer to the Sienna Sliding Door Functional Inspection (ZKJ) Dealer Letter on TIS for warranty claim filing instructions applicable to that program.

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.

# TOYOTA

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Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

**CERTAIN 2011 – 2018 SIENNA  
CUSTOMER CONFIDENCE PROGRAM NOTIFICATION - ZKI**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, and pursuant to a class action settlement, Toyota would like to advise you of a Customer Confidence Program that has been initiated for your vehicle. This Customer Confidence Program is a component of a Sienna sliding door class action settlement and offers various types of coverage, which for ease of reference we have organized into two “elements” as set forth in this letter.

*If you have questions regarding the class action settlement, please refer to the Settlement website and toll-free number:*

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

## Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors

This Customer Confidence Program provides coverage for repairs to the **sliding door center hinge assembly**, the **sliding door front lock assembly**, and the **fuel filler door hinge and pin**. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding doors are covered by this Customer Confidence Program.

Toyota is offering this coverage in three Customer Support Programs.

<b>Covered Component</b>	<b>Individual Toyota Customer Support Program</b>
Sliding Door Center Hinge Assembly	Customer Support Program ZKF
Fuel Filler Door Hinge and Pin	Customer Support Program ZKE
Sliding Door Front Lock Assembly	Customer Support Program ZH4*

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

- This coverage will be offered to all subject vehicles for 10 years from the vehicle's date of first use, regardless of mileage.***

VIN \_\_\_\_\_

Date of First Use \_\_\_\_\_

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

### What should you do?

**If you have not experienced the condition in any of the covered components, there is no action necessary at this time. Please retain of copy of this notification for your records.**

**If you have experienced the condition in one or more of the covered components, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.**

This chart provides approximate repair times for each of the covered components. However, depending upon a Toyota dealer's work schedule, it may be necessary to make the vehicle available for a longer period:

<b>Covered Component</b>	<b>Approximate Repair Time</b>
Fuel Filler Door Hinge and Pin	The repair may take up to approximately 2 business days due to the necessity of painting the replacement fuel filler door to match the vehicle exterior.
Sliding Door Center Hinge Assembly	Approximately one hour.
Sliding Door Front Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both sliding doors require replacement of the sliding door front lock assembly.

\*: Customer Support Program ZH4 of this Customer Confidence Program replaces Toyota's Warranty Enhancement Program ZH4 which your vehicle was previously involved in. Please discard any notifications related to Warranty Enhancement Program ZH4 that you have received from Toyota.



## Element #2 - Sienna Sliding Door Functional Inspection

If you have a concern with your vehicle's sliding doors, you may bring your vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Toyota dealer will inspect the sliding door components covered by Element #1 for the condition covered by Element #1 of this Customer Confidence Program.

ONE inspection will be provided FREE OF CHARGE until June 11, 2019.

Note that you may be responsible for the cost of the repairs that are deemed necessary as a result of the inspection if those repairs are not covered by a Toyota Warranty or a Toyota Customer Support Program and you choose to have those repairs performed. You may also be responsible for the cost of any additional diagnostics you choose to have performed beyond the specific diagnostics which are covered by the Sienna Sliding Door Functional Inspection.

SAMPLE

### **What if you have other questions?**

For details about this Customer Confidence Program and/or the settlement, please visit the settlement website and/or call the toll-free number:

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

You can also write to the Settlement Notice Administrator at:

Simerlein, et al., v. Toyota Motor Corporation, et al., (D. Conn.)  
c/o Toyota Settlement Notice Administrator  
PO Box 230  
Philadelphia, PA 19105-0230

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

### **What if you have previously paid for repairs to your vehicle for any of the conditions described above?**

For information about submitting a claim for previously paid out-of-pocket expenses, please visit the settlement website and/or call the toll-free number:

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

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c/o Toyota Settlement Notice Administrator  
PO Box 230  
Philadelphia, PA 19105-0230

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

## CUSTOMER CONFIDENCE PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1: *Is this a recall?***

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, and pursuant to a class action settlement, Toyota is advising you of this Customer Confidence Program.

**Q2: *If my vehicle's sliding doors do not have the condition covered by Element #1 of this Customer Confidence Program, do I need to make an appointment with my dealership?***

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced a condition covered by this Customer Confidence Program, please retain a copy of the notification for your records.**

**Q3: *What should I do if my vehicle's sliding doors have the condition covered by Element #1 of this Customer Confidence Program?***

A3: If you are experiencing a condition covered by Element #1 of this Customer Confidence Program, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. If the condition is verified as being in accordance with the terms of the Customer Confidence Program, the repair will be performed **FREE OF CHARGE** to you.

**Q4: *What if the diagnosis is performed and my vehicle is not covered by the Customer Confidence Program?***

A4: Please be aware that, if the condition is not covered by this Customer Confidence Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Confidence Program.

**Q5: *If my vehicle's sliding doors are not exhibiting any concerns, may I still visit a dealer to have the FREE Sienna Sliding Door Functional Inspection performed?***

A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6: *Which part(s) are covered by Element #1 of this Customer Confidence Program?***

A6: The sliding door center hinge assembly, the sliding door front lock assembly, and the fuel filler door hinge and pin.

**Q7: *What is the condition covered by Element #1 of this Customer Confidence Program?***

A7: **The condition** covered by this Customer Confidence Program is an internal functional concern of the covered component(s) that impedes the closing and/or opening operations of the sliding door.

**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Confidence Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

SAMPLE A

# TOYOTA

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Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CERTAIN 2011 – 2018 SIENNA CUSTOMER CONFIDENCE PROGRAM NOTIFICATION - ZKI

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, and pursuant to a class action settlement, Toyota would like to advise you of a Customer Confidence Program that has been initiated for your vehicle. This Customer Confidence Program is a component of a Sienna sliding door class action settlement and offers various types of coverage, which for ease of reference we have organized into two “elements” as set forth in this letter.

*If you have questions regarding the class action settlement, please refer to the Settlement website and toll-free number:*

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

## Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors

This Customer Confidence Program provides coverage for repairs to the **sliding door center hinge assembly**, the **sliding door front lock assembly**, and the **fuel filler door hinge and pin**. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding doors are covered by this Customer Confidence Program.

Toyota is offering this coverage in three Customer Support Programs.

Covered Component	Individual Toyota Customer Support Program
Sliding Door Center Hinge Assembly	Customer Support Program ZKF
Fuel Filler Door Hinge and Pin	Customer Support Program ZKE
Sliding Door Front Lock Assembly	Customer Support Program ZH4

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

- This coverage will be offered to all subject vehicles for 10 years from the vehicle's date of first use, regardless of mileage.***

VIN \_\_\_\_\_

Date of First Use \_\_\_\_\_

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

### What should you do?

**If you have not experienced the condition in any of the covered components, there is no action necessary at this time. Please retain of copy of this notification for your records.**

***If you have experienced the condition in one or more of the covered components, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.***

This chart provides approximate repair times for each of the covered components. However, depending upon a Toyota dealer's work schedule, it may be necessary to make the vehicle available for a longer period:

Covered Component	Approximate Repair Time
Fuel Filler Door Hinge and Pin	The repair may take up to approximately 2 business days due to the necessity of painting the replacement fuel filler door to match the vehicle exterior.
Sliding Door Center Hinge Assembly	Approximately one hour.
Sliding Door Front Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both sliding doors require replacement of the sliding door front lock assembly.

**Element #2 – Sienna Sliding Door Functional Inspection**

If you have a concern with your vehicle’s sliding doors, you may bring your vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Toyota dealer will inspect the sliding door components covered by Element #1 for the condition covered by Element #1 of this Customer Confidence Program.

ONE inspection will be provided FREE OF CHARGE until June 11, 2019.

Note that you may be responsible for the cost of the repairs that are deemed necessary as a result of the inspection if those repairs are not covered by a Toyota Warranty or a Toyota Customer Support Program and you choose to have those repairs performed. You may also be responsible for the cost of any additional diagnostics you choose to have performed beyond the specific diagnostics which are covered by the Sienna Sliding Door Functional Inspection.

SAMPLE B

**What if you have other questions?**

For details about this Customer Confidence Program and/or the settlement, please visit the settlement website and/or call the toll-free number:

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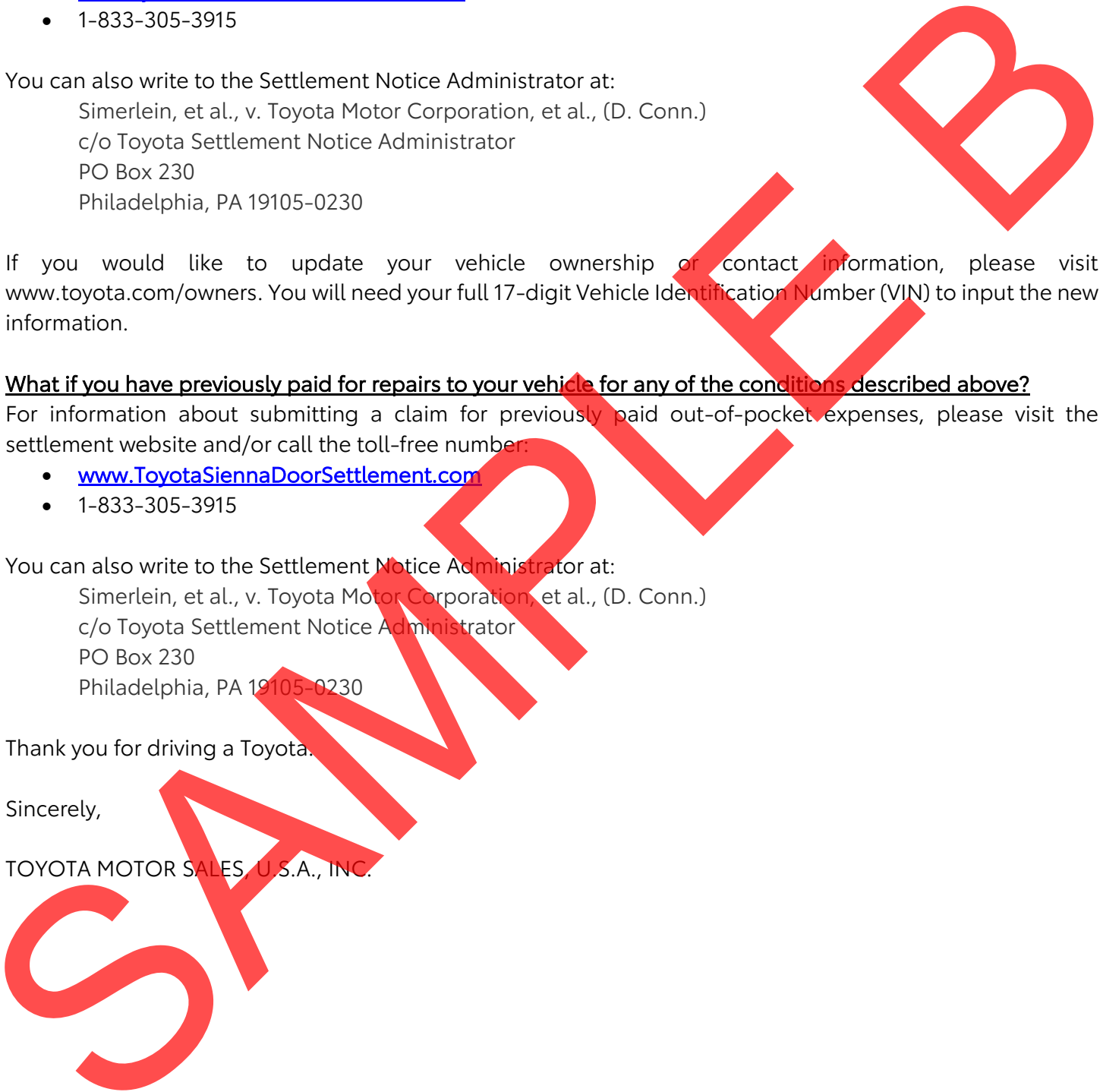
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**Q2:** *If my vehicle's sliding doors do not have the condition covered by Element #1 of this Customer Confidence Program, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced a condition covered by this Customer Confidence Program, please retain a copy of the notification for your records.**

**Q3:** *What should I do if my vehicle's sliding doors have the condition covered by Element #1 of this Customer Confidence Program?*

A3: If you are experiencing a condition covered by Element #1 of this Customer Confidence Program, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. If the condition is verified as being in accordance with the terms of the Customer Confidence Program, the repair will be performed **FREE OF CHARGE** to you.

**Q4:** *What if the diagnosis is performed and my vehicle is not covered by the Customer Confidence Program?*

A4: Please be aware that, if the condition is not covered by this Customer Confidence Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Confidence Program.

**Q5:** *If my vehicle's sliding doors are not exhibiting any concerns, may I still visit a dealer to have the FREE Sienna Sliding Door Functional Inspection performed?*

A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6:** *Which part(s) are covered by Element #1 of this Customer Confidence Program?*

A6: The sliding door center hinge assembly, the sliding door front lock assembly, and the fuel filler door hinge and pin.

**Q7:** *What is the condition covered by Element #1 of this Customer Confidence Program?*

A7: **The condition** covered by this Customer Confidence Program is an internal functional concern of the covered component(s) that impedes the closing and/or opening operations of the sliding door.

**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Confidence Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

SAMPLE B

# TOYOTA

---

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CERTAIN 2011 – 2018 SIENNA CUSTOMER CONFIDENCE PROGRAM NOTIFICATION – ZKI

[VIN]

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Toyota is offering this coverage in five Customer Support Programs.

<b>Covered Component</b>	<b>Individual Toyota Customer Support Program</b>
Power Sliding Door Cable Sub-Assembly	Customer Support Program ZKD
Sliding Door Center Hinge Assembly	Customer Support Program ZKF
Fuel Filler Door Hinge and Pin	Customer Support Program ZKE
Power Sliding Door Rear Lock Assembly	Customer Support Program ZH5*
Sliding Door Front Lock Assembly	Customer Support Program ZH4*

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door in manual and/or power modes) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

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VIN \_\_\_\_\_

Date of First Use \_\_\_\_\_

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This chart provides approximate repair times for each of the covered components. However, depending upon a Toyota dealer's work schedule, it may be necessary to make the vehicle available for a longer period:

<b>Covered Component</b>	<b>Approximate Repair Time</b>
Power Sliding Door Cable Sub-Assembly	Approximately one hour to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door cable sub-assembly.
Fuel Filler Door Hinge and Pin	The repair may take up to approximately 2 business days due to the necessity of painting the replacement fuel filler door to match the vehicle exterior.
Sliding Door Center Hinge Assembly	Approximately one hour.
Sliding Door Front Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both sliding doors require replacement of the sliding door front lock assembly.

Power Sliding Door Rear Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door rear lock assembly.
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\*: Customer Support Program ZH4 and ZH5 of this Customer Confidence Program replaces Toyota's Warranty Enhancement Program ZH4 and ZH5 which your vehicle was previously involved in. Please discard any notifications related to Warranty Enhancement Program ZH4 and ZH5 that you have received from Toyota.

SAMPLE ©

## Element #2 – Sienna Sliding Door Functional Inspection

If you have a concern with your vehicle's sliding doors, you may bring your vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Toyota dealer will inspect the sliding door components covered by Element #1 for the condition covered by Element #1 of this Customer Confidence Program.

ONE inspection will be provided FREE OF CHARGE until June 11, 2019.

Note that you may be responsible for the cost of the repairs that are deemed necessary as a result of the inspection if those repairs are not covered by a Toyota Warranty or a Toyota Customer Support Program and you choose to have those repairs performed. You may also be responsible for the cost of any additional diagnostics you choose to have performed beyond the specific diagnostics which are covered by the Sienna Sliding Door Functional Inspection.

## Element #3 – 1-Year Extension of Replacement Parts Warranty for the Remedy Parts of Safety Recall G04

Your vehicle is involved in Safety Recall G04. As of <date> Our records indicate that you **HAVE NOT** had the **FREE** remedy for this **URGENT** safety recall performed. We urge you to have this important **FREE** remedy performed immediately! To confirm your completion status, learn more about Safety Recall G04, and find an authorized Toyota dealer near you, please visit [www.Toyota.com/recall](http://www.Toyota.com/recall) and enter your 17-digit VIN or license plate.

The remedy parts for Safety Recall G04 are already subject to a one-year replacement part warranty.

Under the terms of this Customer Confidence Program, this one-year replacement part warranty will be extended an additional one year – for a total of two years – from the date that Safety Recall G04 was or is performed. If Safety Recall G04 was performed more than one year prior to June 10, 2019, then this Customer Confidence Program will provide an additional one year of coverage from that date (June 10, 2020).

**What if you have other questions?**

For details about this Customer Confidence Program and/or the settlement, please visit the settlement website and/or call the toll-free number:

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

You can also write to the Settlement Notice Administrator at:

Simerlein, et al., v. Toyota Motor Corporation, et al., (D. Conn.)  
c/o Toyota Settlement Notice Administrator  
PO Box 230  
Philadelphia, PA 19105-0230

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have previously paid for repairs to your vehicle for any of the conditions described above?**

For information about submitting a claim for previously paid out-of-pocket expenses, please visit the settlement website and/or call the toll-free number:

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c/o Toyota Settlement Notice Administrator  
PO Box 230  
Philadelphia, PA 19105-0230

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

## CUSTOMER CONFIDENCE PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1: *Is this a recall?***

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, and pursuant to a class action settlement, Toyota is advising you of this Customer Confidence Program.

**Q2: *If my vehicle's sliding doors do not have the condition covered by Element #1 of this Customer Confidence Program, do I need to make an appointment with my dealership?***

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced a condition covered by this Customer Confidence Program, please retain a copy of the notification for your records.**

**Q3: *What should I do if my vehicle's sliding doors have the condition covered by Element #1 of Customer Confidence Program?***

A3: If you are experiencing a condition covered by Element #1 of this Customer Confidence Program, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. If the condition is verified as being in accordance with the terms of the Customer Confidence Program, the repair will be performed **FREE OF CHARGE** to you.

**Q4: *What if the diagnosis is performed and my vehicle is not covered by the Customer Confidence Program?***

A4: Please be aware that, if the condition is not covered by this Customer Confidence Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Confidence Program.

**Q5: *If my vehicle's sliding doors are not exhibiting any concerns, may I still visit a dealer to have the FREE Sienna Sliding Door Functional Inspection performed?***

A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6: *Which part(s) are covered by Element #1 of this Customer Confidence Program?***

A6: The power sliding door cable sub-assembly, the sliding door center hinge assembly, the sliding door front lock assembly, the power sliding door rear lock assembly, and the fuel filler door hinge and pin.

**Q7: *What is the condition covered by Element #1 of this Customer Confidence Program?***

A7: **The condition** covered by this Customer Confidence Program is an internal functional concern of the covered component(s) that impedes the closing and/or opening operations of the sliding door in manual and/or power modes



**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Confidence Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

SAMPLE C

# TOYOTA

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Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

**CERTAIN 2011 – 2018 SIENNA  
CUSTOMER CONFIDENCE PROGRAM NOTIFICATION – ZKI**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, and pursuant to a class action settlement, Toyota would like to advise you of a Customer Confidence Program that has been initiated for your vehicle. This Customer Confidence Program is a component of a Sienna sliding door class action settlement and offers various types of coverage, which for ease of reference we have organized into three “elements” as set forth in this letter.

*If you have questions regarding the class action settlement, please refer to the Settlement website and toll-free number:*

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

## Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors

This Customer Confidence Program provides coverage for repairs to the **power sliding door cable sub-assembly**, the **sliding door center hinge assembly**, the **sliding door front lock assembly**, the **power sliding door rear lock assembly**, and the **fuel filler door hinge and pin**. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered by this Customer Confidence Program.

Toyota is offering this coverage in five Customer Support Programs.

<b>Covered Component</b>	<b>Individual Toyota Customer Support Program</b>
Power Sliding Door Cable Sub-Assembly	Customer Support Program ZKD
Sliding Door Center Hinge Assembly	Customer Support Program ZKF
Fuel Filler Door Hinge and Pin	Customer Support Program ZKE
Power Sliding Door Rear Lock Assembly	Customer Support Program ZH5*
Sliding Door Front Lock Assembly	Customer Support Program ZH4*

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door in manual and/or power modes) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

- This coverage will be offered to all subject vehicles for 10 years from the vehicle's date of first use, regardless of mileage.***

VIN \_\_\_\_\_

Date of First Use \_\_\_\_\_

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

### What should you do?

**If you have not experienced the condition in any of the covered components, there is no action necessary at this time. Please retain a copy of this notification for your records.**

**If you have experienced the condition in one or more of the covered components, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.**

This chart provides approximate repair times for each of the covered components. However, depending upon a Toyota dealer's work schedule, it may be necessary to make the vehicle available for a longer period:

<b>Covered Component</b>	<b>Approximate Repair Time</b>
Power Sliding Door Cable Sub-Assembly	Approximately one hour to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door cable sub-assembly.
Fuel Filler Door Hinge and Pin	The repair may take up to approximately 2 business days due to the necessity of painting the replacement fuel filler door to match the vehicle exterior.
Sliding Door Center Hinge Assembly	Approximately one hour.
Sliding Door Front Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both sliding doors require replacement of the sliding door front lock assembly.

Power Sliding Door Rear Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door rear lock assembly.
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\*: Customer Support Program ZH4 and ZH5 of this Customer Confidence Program replaces Toyota's Warranty Enhancement Program ZH4 and ZH5 which your vehicle was previously involved in. Please discard any notifications related to Warranty Enhancement Program ZH4 and ZH5 that you have received from Toyota.

SAMPLE C

**Element #2 – Sienna Sliding Door Functional Inspection**

If you have a concern with your vehicle’s sliding doors, you may bring your vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Toyota dealer will inspect the sliding door components covered by Element #1 for the condition covered by Element #1 of this Customer Confidence Program.

ONE inspection will be provided FREE OF CHARGE until June 11, 2019.

Note that you may be responsible for the cost of the repairs that are deemed necessary as a result of the inspection if those repairs are not covered by a Toyota Warranty or a Toyota Customer Support Program and you choose to have those repairs performed. You may also be responsible for the cost of any additional diagnostics you choose to have performed beyond the specific diagnostics which are covered by the Sienna Sliding Door Functional Inspection.

**Element #3 – 1-Year Extension of Replacement Parts Warranty for the Remedy Parts of Safety Recall G04**

Your vehicle is involved in Safety Recall G04. The remedy parts for Safety Recall G04 are already subject to a one-year replacement part warranty.

Under the terms of this Customer Confidence Program, this one-year replacement part warranty will be extended an additional one year – for a total of two years – from the date that Safety Recall G04 was or is performed. If Safety Recall G04 was performed more than one year prior to June 10, 2019, then this Customer Confidence Program will provide an additional one year of coverage from June 10, 2019.

SAMPLE

### **What if you have other questions?**

For details about this Customer Confidence Program and/or the settlement, please visit the settlement website and/or call the toll-free number:

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

You can also write to the Settlement Notice Administrator at:

Simerlein, et al., v. Toyota Motor Corporation, et al., (D. Conn.)  
c/o Toyota Settlement Notice Administrator  
PO Box 230  
Philadelphia, PA 19105-0230

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

### **What if you have previously paid for repairs to your vehicle for any of the conditions described above?**

For information about submitting a claim for previously paid out-of-pocket expenses, please visit the settlement website and/or call the toll-free number:

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
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Simerlein, et al., v. Toyota Motor Corporation, et al., (D. Conn.)  
c/o Toyota Settlement Notice Administrator  
PO Box 230  
Philadelphia, PA 19105-0230

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

## CUSTOMER CONFIDENCE PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1: *Is this a recall?***

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, and pursuant to a class action settlement, Toyota is advising you of this Customer Confidence Program.

**Q2: *If my vehicle's sliding doors do not have the condition covered by Element #1 of this Customer Confidence Program, do I need to make an appointment with my dealership?***

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced a condition covered by this Customer Confidence Program, please retain a copy of the notification for your records.**

**Q3: *What should I do if my vehicle's sliding doors have the condition covered by Element #1 of Customer Confidence Program?***

A3: If you are experiencing a condition covered by Element #1 of this Customer Confidence Program, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. If the condition is verified as being in accordance with the terms of the Customer Confidence Program, the repair will be performed FREE OF CHARGE to you.

**Q4: *What if the diagnosis is performed and my vehicle is not covered by the Customer Confidence Program?***

A4: Please be aware that, if the condition is not covered by this Customer Confidence Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Confidence Program.

**Q5: *If my vehicle's sliding doors are not exhibiting any concerns, may I still visit a dealer to have the FREE Sienna Sliding Door Functional Inspection performed?***

A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6: *Which part(s) are covered by Element #1 of this Customer Confidence Program?***

A6: The power sliding door cable sub-assembly, the sliding door center hinge assembly, the sliding door front lock assembly, the power sliding door rear lock assembly, and the fuel filler door hinge and pin.

**Q7: *What is the condition covered by Element #1 of this Customer Confidence Program?***

A7: The condition covered by this Customer Confidence Program is an internal functional concern of the covered component(s) that impedes the closing and/or opening operations of the sliding door in manual and/or power modes

**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Confidence Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

SAMPLE C1



# TOYOTA

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Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

**CERTAIN 2011 – 2018 SIENNA  
CUSTOMER CONFIDENCE PROGRAM NOTIFICATION - ZKI**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, and pursuant to a class action settlement, Toyota would like to advise you of a Customer Confidence Program that has been initiated for your vehicle. This Customer Confidence Program is a component of a Sienna sliding door class action settlement and offers various types of coverage, which for ease of reference we have organized into three “elements” as set forth in this letter.

*If you have questions regarding the class action settlement, please refer to the Settlement website and toll-free number:*

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

## Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors

This Customer Confidence Program provides coverage for repairs to the **power sliding door cable sub-assembly**, the **sliding door center hinge assembly**, the **sliding door front lock assembly**, the **power sliding door rear lock assembly**, and the **fuel filler door hinge and pin**. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered by this Customer Confidence Program.

Toyota is offering this coverage in five Customer Support Programs.

<b>Covered Component</b>	<b>Individual Toyota Customer Support Program</b>
Power Sliding Door Cable Sub-Assembly	Customer Support Program ZKD
Sliding Door Center Hinge Assembly	Customer Support Program ZKF
Fuel Filler Door Hinge and Pin	Customer Support Program ZKE
Power Sliding Door Rear Lock Assembly	Customer Support Program ZH5
Sliding Door Front Lock Assembly	Customer Support Program ZH4*

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door in manual and/or power modes) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

- This coverage will be offered to all subject vehicles for 10 years from the vehicle's date of first use, regardless of mileage.***

VIN \_\_\_\_\_

Date of First Use \_\_\_\_\_

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

### What should you do?

**If you have not experienced the condition in any of the covered components, there is no action necessary at this time. Please retain a copy of this notification for your records.**

**If you have experienced the condition in one or more of the covered components, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.**

This chart provides approximate repair times for each of the covered components. However, depending upon a Toyota dealer's work schedule, it may be necessary to make the vehicle available for a longer period:

<b>Covered Component</b>	<b>Approximate Repair Time</b>
Power Sliding Door Cable Sub-Assembly	Approximately one hour to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door cable sub-assembly.
Fuel Door Pin and Hinge	The repair may take up to approximately 2 business days due to the necessity of painting the replacement fuel filler door to match the vehicle exterior.
Sliding Door Center Hinge Assembly	Approximately one hour.
Sliding Door Front Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both sliding doors require replacement of the sliding door front lock assembly.

Power Sliding Door Rear Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door rear lock assembly.
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\*: Customer Support Program ZH4 of this Customer Confidence Program replaces Toyota's Warranty Enhancement Program ZH4 which your vehicle was previously involved in. Please discard any notifications related to Warranty Enhancement Program ZH4 that you have received from Toyota.

SAMPLED

## Element #2 – Sienna Sliding Door Functional Inspection

If you have a concern with your vehicle's sliding doors, you may bring your vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Toyota dealer will inspect the sliding door components covered by Element #1 for the condition covered by Element #1 of this Customer Confidence Program.

ONE inspection will be provided FREE OF CHARGE until June 11, 2019.

Note that you may be responsible for the cost of the repairs that are deemed necessary as a result of the inspection if those repairs are not covered by a Toyota Warranty or a Toyota Customer Support Program and you choose to have those repairs performed. You may also be responsible for the cost of any additional diagnostics you choose to have performed beyond the specific diagnostics which are covered by the Sienna Sliding Door Functional Inspection.

## Element #3 – 1-Year Extension of Replacement Parts Warranty for the Remedy Parts of Safety Recall G04

Your vehicle is involved in Safety Recall G04. As of <date> Our records indicate that you **HAVE NOT** had the **FREE** remedy for this **URGENT** safety recall performed. We urge you to have this important **FREE** remedy performed immediately! To confirm your completion status, learn more about Safety Recall G04, and find an authorized Toyota dealer near you, please visit [www.Toyota.com/recall](http://www.Toyota.com/recall) and enter your 17-digit VIN or license plate.

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**What if you have other questions?**

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- 1-833-305-3915

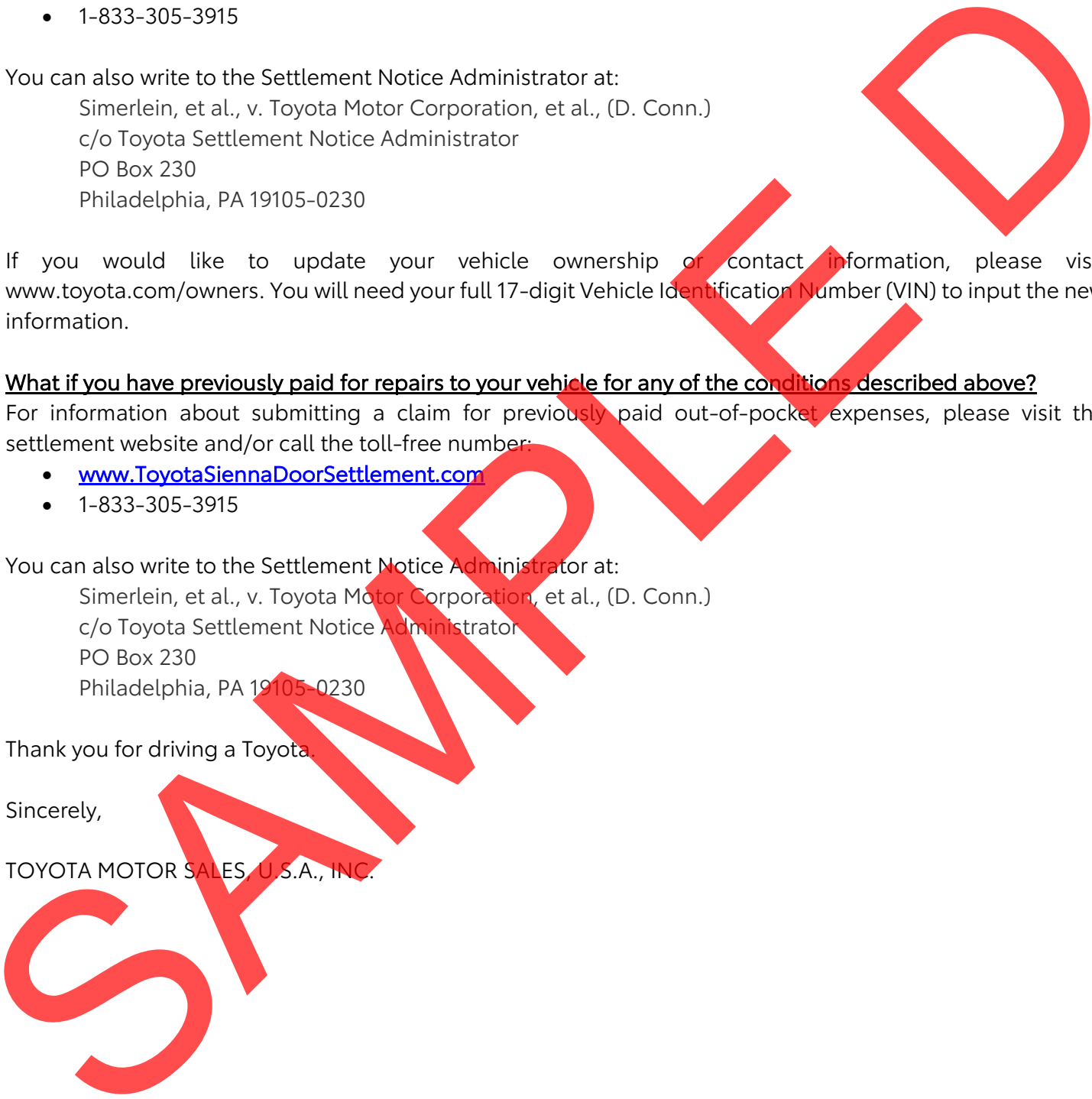
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Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



## CUSTOMER CONFIDENCE PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1: *Is this a recall?***

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**Q2: *If my vehicle's sliding doors do not have the condition covered by Element #1 of this Customer Confidence Program, do I need to make an appointment with my dealership?***

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced a condition covered by this Customer Confidence Program, please retain a copy of the notification for your records.**

**Q3: *What should I do if my vehicle's sliding doors have the condition covered by Element #1 of Customer Confidence Program?***

A3: If you are experiencing a condition covered by Element #1 of this Customer Confidence Program, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. If the condition is verified as being in accordance with the terms of the Customer Confidence Program, the repair will be performed **FREE OF CHARGE** to you.

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A4: Please be aware that, if the condition is not covered by this Customer Confidence Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Confidence Program.

**Q5: *If my vehicle's sliding doors are not exhibiting any concerns, may I still visit a dealer to have the FREE Sienna Sliding Door Functional Inspection performed?***

A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6: *Which part(s) are covered by Element #1 of this Customer Confidence Program?***

A6: The power sliding door cable sub-assembly, the sliding door center hinge assembly, the sliding door front lock assembly, the power sliding door rear lock assembly, and the fuel filler door hinge and pin.

**Q7: *What is the condition covered by Element #1 of this Customer Confidence Program?***

A7: **The condition** covered by this Customer Confidence Program is an internal functional concern of the covered component(s) that impedes the closing and/or opening operations of the sliding door in manual and/or power modes

**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Confidence Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

SAMPLED

# TOYOTA

---

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

**CERTAIN 2011 – 2018 SIENNA  
CUSTOMER CONFIDENCE PROGRAM NOTIFICATION – ZKI**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, and pursuant to a class action settlement, Toyota would like to advise you of a Customer Confidence Program that has been initiated for your vehicle. This Customer Confidence Program is a component of a Sienna sliding door class action settlement and offers various types of coverage, which for ease of reference we have organized into three “elements” as set forth in this letter.

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- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915



**Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors**

This Customer Confidence Program provides coverage for repairs to the **power sliding door cable sub-assembly**, the **sliding door center hinge assembly**, the **sliding door front lock assembly**, the **power sliding door rear lock assembly**, and the **fuel filler door hinge and pin**. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered by this Customer Confidence Program.

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Covered Component	Individual Toyota Customer Support Program
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Power Sliding Door Rear Lock Assembly	Customer Support Program ZH5
Sliding Door Front Lock Assembly	Customer Support Program ZH4*

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door in manual and/or power modes) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

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VIN \_\_\_\_\_

Date of First Use \_\_\_\_\_

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**What should you do?**

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\*: Customer Support Program ZH4 of this Customer Confidence Program replaces Toyota's Warranty Enhancement Program ZH4 which your vehicle was previously involved in. Please discard any notifications related to Warranty Enhancement Program ZH4 that you have received from Toyota.

SAMPLED

### **Element #2 – Sienna Sliding Door Functional Inspection**

If you have a concern with your vehicle's sliding doors, you may bring your vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Toyota dealer will inspect the sliding door components covered by Element #1 for the condition covered by Element #1 of this Customer Confidence Program.

ONE inspection will be provided FREE OF CHARGE until June 11, 2019.

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Under the terms of this Customer Confidence Program, this one-year replacement part warranty will be extended an additional one year – for a total of two years – from the date that Safety Recall G04 was or is performed. If Safety Recall G04 was performed more than one year prior to June 10, 2019, then this Customer Confidence Program will provide an additional one year of coverage from June 10, 2019.

SAMPLE

**What if you have other questions?**

For details about this Customer Confidence Program and/or the proposed settlement, please visit the settlement website and/or call the toll-free number:

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
- 1-833-305-3915

You can also write to the Settlement Notice Administrator at:

Simerlein, et al., v. Toyota Motor Corporation, et al., (D. Conn.)  
c/o Toyota Settlement Notice Administrator  
PO Box 230  
Philadelphia, PA 19105-0230

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have previously paid for repairs to your vehicle for any of the conditions described above?**

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Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

## CUSTOMER CONFIDENCE PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1: *Is this a recall?***

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, and pursuant to a class action settlement, Toyota is advising you of this Customer Confidence Program.

**Q2: *If my vehicle's sliding doors do not have the condition covered by Element #1 of this Customer Confidence Program, do I need to make an appointment with my dealership?***

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced a condition covered by this Customer Confidence Program, please retain a copy of the notification for your records.**

**Q3: *What should I do if my vehicle's sliding doors have the condition covered by Element #1 of Customer Confidence Program?***

A3: If you are experiencing a condition covered by Element #1 of this Customer Confidence Program, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. If the condition is verified as being in accordance with the terms of the Customer Confidence Program, the repair will be performed FREE OF CHARGE to you.

**Q4: *What if the diagnosis is performed and my vehicle is not covered by the Customer Confidence Program?***

A4: Please be aware that, if the condition is not covered by this Customer Confidence Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Confidence Program.

**Q5: *If my vehicle's sliding doors are not exhibiting any concerns, may I still visit a dealer to have the FREE Sienna Sliding Door Functional Inspection performed?***

A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6: *Which part(s) are covered by Element #1 of this Customer Confidence Program?***

A6: The power sliding door cable sub-assembly, the sliding door center hinge assembly, the sliding door front lock assembly, the power sliding door rear lock assembly, and the fuel filler door hinge and pin.

**Q7: *What is the condition covered by Element #1 of this Customer Confidence Program?***

A7: The condition covered by this Customer Confidence Program is an internal functional concern of the covered component(s) that impedes the closing and/or opening operations of the sliding door in manual and/or power modes

**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Confidence Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

SAMPLED 1

# TOYOTA

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Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

**CERTAIN 2011 – 2018 SIENNA  
CUSTOMER CONFIDENCE PROGRAM NOTIFICATION - ZKI**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, and pursuant to a class action settlement, Toyota would like to advise you of a Customer Confidence Program that has been initiated for your vehicle. This Customer Confidence Program is a component of a Sienna sliding door class action settlement and offers various types of coverage, which for ease of reference we have organized into three "elements" as set forth in this letter.

*If you have questions regarding the class action settlement, please refer to the Settlement website and toll-free number:*

- [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com)
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**Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors**

This Customer Confidence Program provides coverage for repairs to the **power sliding door cable sub-assembly**, the **sliding door center hinge assembly**, the **sliding door front lock assembly**, the **power sliding door rear lock assembly**, and the **fuel filler door hinge and pin**. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered by this Customer Confidence Program.

Toyota is offering this coverage in five Customer Support Programs.

Covered Component	Individual Toyota Customer Support Program
Power Sliding Door Cable Sub-Assembly	Customer Support Program ZKD
Sliding Door Center Hinge Assembly	Customer Support Program ZKF
Fuel Filler Door Hinge and Pin	Customer Support Program ZKE
Power Sliding Door Rear Lock Assembly	Customer Support Program ZH5
Sliding Door Front Lock Assembly	Customer Support Program ZH4

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door in manual and/or power modes) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

- This coverage will be offered to all subject vehicles for 10 years from the vehicle’s date of first use, regardless of mileage.***

VIN \_\_\_\_\_

Date of First Use \_\_\_\_\_

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner’s Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**What should you do?**

***If you have not experienced the condition in any of the covered components, there is no action necessary at this time. Please retain a copy of this notification for your records.***

***If you have experienced the condition in one or more of the covered components, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.***

This chart provides approximate repair times for each of the covered components. However, depending upon a Toyota dealer’s work schedule, it may be necessary to make the vehicle available for a longer period:

Covered Component	Approximate Repair Time
Power Sliding Door Cable Sub-Assembly	Approximately one hour to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door cable sub-assembly.
Fuel Door Pin and Hinge	The repair may take up to approximately 2 business days due to the necessity of painting the replacement fuel filler door to match the vehicle exterior.
Sliding Door Center Hinge Assembly	Approximately one hour.
Sliding Door Front Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both sliding doors require replacement of the sliding door front lock assembly.



Power Sliding Door  
Rear Lock Assembly

Approximately forty-five minutes to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door rear lock assembly.

SAMPLE

## Element #2 – Sienna Sliding Door Functional Inspection

If you have a concern with your vehicle's sliding doors, you may bring your vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Toyota dealer will inspect the sliding door components covered by Element #1 for the condition covered by Element #1 of this Customer Confidence Program.

ONE inspection will be provided FREE OF CHARGE until June 11, 2019.

Note that you may be responsible for the cost of the repairs that are deemed necessary as a result of the inspection if those repairs are not covered by a Toyota Warranty or a Toyota Customer Support Program and you choose to have those repairs performed. You may also be responsible for the cost of any additional diagnostics you choose to have performed beyond the specific diagnostics which are covered by the Sienna Sliding Door Functional Inspection.

## Element #3 – 1-Year Extension of Replacement Parts Warranty for the Remedy Parts of Safety Recall G04

Your vehicle is involved in Safety Recall G04. As of <date> Our records indicate that you **HAVE NOT** had the **FREE** remedy for this **URGENT** safety recall performed. We urge you to have this important **FREE** remedy performed immediately! To confirm your completion status, learn more about Safety Recall G04, and find an authorized Toyota dealer near you, please visit [www.Toyota.com/recall](http://www.Toyota.com/recall) and enter your 17-digit VIN or license plate.

The remedy parts for Safety Recall G04 are already subject to a one-year replacement part warranty.

Under the terms of this Customer Confidence Program, this one-year replacement part warranty will be extended an additional one year – for a total of two years – from the date that Safety Recall G04 was or is performed. If Safety Recall G04 was performed more than one year prior to June 10, 2019, then this Customer Confidence Program will provide an additional one year of coverage from June 10, 2019.

### **What if you have other questions?**

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## CUSTOMER CONFIDENCE PROGRAM FREQUENTLY ASKED QUESTIONS

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**Q2: *If my vehicle's sliding doors do not have the condition covered by Element #1 of this Customer Confidence Program, do I need to make an appointment with my dealership?***

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**Q3: *What should I do if my vehicle's sliding doors have the condition covered by Element #1 of Customer Confidence Program?***

A3: If you are experiencing a condition covered by Element #1 of this Customer Confidence Program, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. If the condition is verified as being in accordance with the terms of the Customer Confidence Program, the repair will be performed **FREE OF CHARGE** to you.

**Q4: *What if the diagnosis is performed and my vehicle is not covered by the Customer Confidence Program?***

A4: Please be aware that, if the condition is not covered by this Customer Confidence Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Confidence Program.

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A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6: *Which part(s) are covered by Element #1 of this Customer Confidence Program?***

A6: The power sliding door cable sub-assembly, the sliding door center hinge assembly, the sliding door front lock assembly, the power sliding door rear lock assembly, and the fuel filler door hinge and pin.

**Q7: *What is the condition covered by Element #1 of this Customer Confidence Program?***

A7: **The condition** covered by this Customer Confidence Program is an internal functional concern of the covered component(s) that impedes the closing and/or opening operations of the sliding door in manual and/or power modes

**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Confidence Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

SAMPLE

# TOYOTA

---

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

**CERTAIN 2011 – 2018 SIENNA  
CUSTOMER CONFIDENCE PROGRAM NOTIFICATION – ZKI**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, and pursuant to a class action settlement, Toyota would like to advise you of a Customer Confidence Program that has been initiated for your vehicle. This Customer Confidence Program is a component of a Sienna sliding door class action settlement and offers various types of coverage, which for ease of reference we have organized into three “elements” as set forth in this letter.

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**Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors**

This Customer Confidence Program provides coverage for repairs to the **power sliding door cable sub-assembly**, the **sliding door center hinge assembly**, the **sliding door front lock assembly**, the **power sliding door rear lock assembly**, and the **fuel filler door hinge and pin**. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered by this Customer Confidence Program.

Toyota is offering this coverage in five Customer Support Programs.

Covered Component	Individual Toyota Customer Support Program
Power Sliding Door Cable Sub-Assembly	Customer Support Program ZKD
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Power Sliding Door Rear Lock Assembly	Customer Support Program ZH5
Sliding Door Front Lock Assembly	Customer Support Program ZH4

If a condition covered by the Customer Confidence Program (condition: internal functional concern of the covered components that impedes the closing and/or opening operations of the sliding door in manual and/or power modes) is verified, the dealer will replace the covered component in the affected sliding door with an improved component under the terms of this Customer Confidence Program.

- This coverage will be offered to all subject vehicles for 10 years from the vehicle’s date of first use, regardless of mileage.***

VIN \_\_\_\_\_

Date of First Use \_\_\_\_\_

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner’s Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**What should you do?**

***If you have not experienced the condition in any of the covered components, there is no action necessary at this time. Please retain a copy of this notification for your records.***

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Covered Component	Approximate Repair Time
Power Sliding Door Cable Sub-Assembly	Approximately one hour to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door cable sub-assembly.
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Sliding Door Center Hinge Assembly	Approximately one hour.
Sliding Door Front Lock Assembly	Approximately forty-five minutes to one and a half hours depending upon if one or both sliding doors require replacement of the sliding door front lock assembly.

Power Sliding Door  
Rear Lock Assembly

Approximately forty-five minutes to one and a half hours depending upon if one or both power sliding doors require replacement of the power sliding door rear lock assembly.

SAMPLEEN



### **Element #2 – Sienna Sliding Door Functional Inspection**

If you have a concern with your vehicle's sliding doors, you may bring your vehicle to a Toyota dealer and request the Toyota dealer to inspect the sliding doors. The Toyota dealer will inspect the sliding door components covered by Element #1 for the condition covered by Element #1 of this Customer Confidence Program.

ONE inspection will be provided FREE OF CHARGE until June 11, 2019.

Note that you may be responsible for the cost of the repairs that are deemed necessary as a result of the inspection if those repairs are not covered by a Toyota Warranty or a Toyota Customer Support Program and you choose to have those repairs performed. You may also be responsible for the cost of any additional diagnostics you choose to have performed beyond the specific diagnostics which are covered by the Sienna Sliding Door Functional Inspection.

### **Element #3 – 1-Year Extension of Replacement Parts Warranty for the Remedy Parts of Safety Recall G04**

Your vehicle is involved in Safety Recall G04. The remedy parts for Safety Recall G04 are already subject to a one-year replacement part warranty.

Under the terms of this Customer Confidence Program, this one-year replacement part warranty will be extended an additional one year – for a total of two years – from the date that Safety Recall G04 was or is performed. If Safety Recall G04 was performed more than one year prior to June 10, 2019, then this Customer Confidence Program will provide an additional one year of coverage from June 10, 2019.

SAMPLE

**What if you have other questions?**

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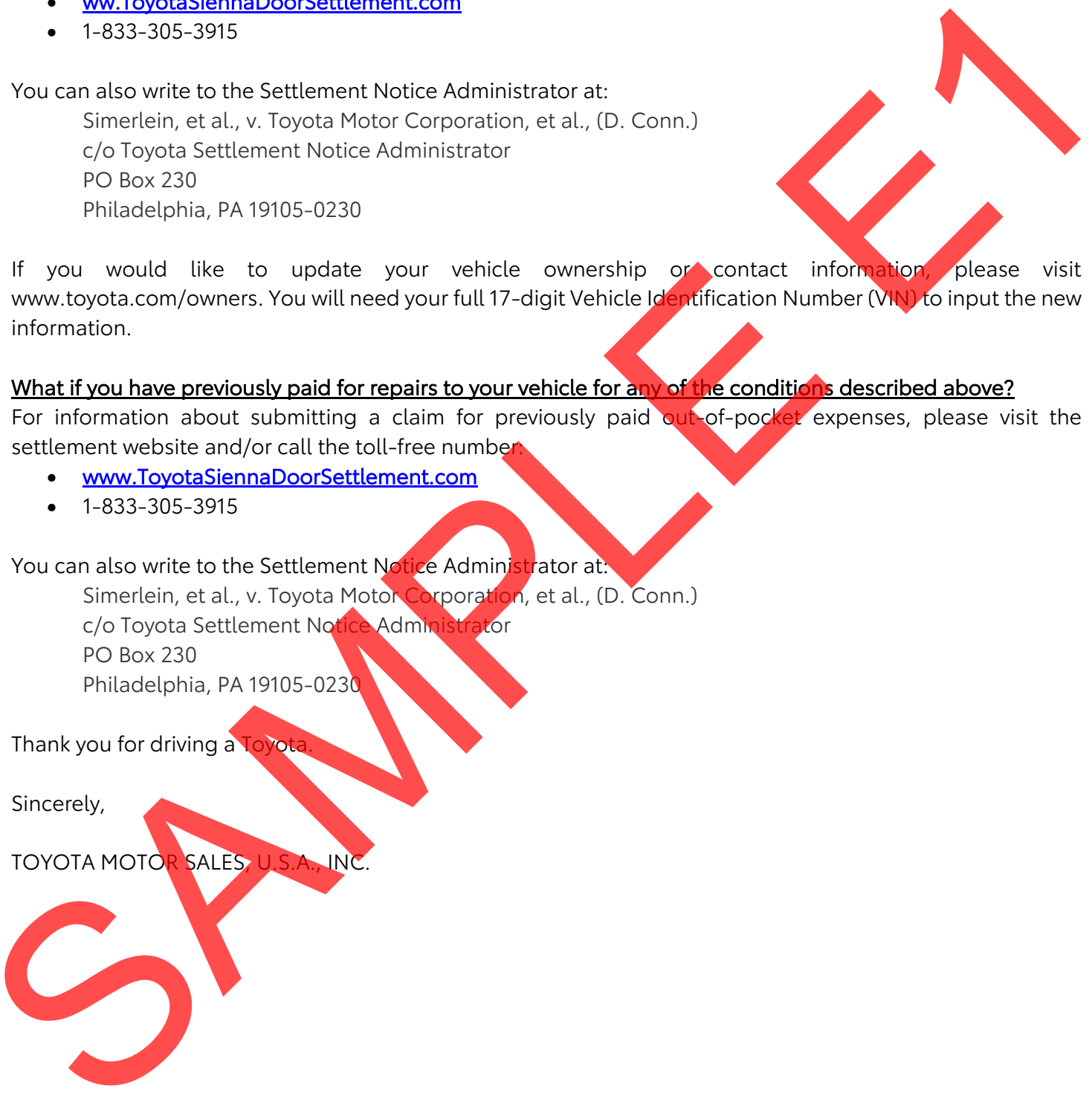
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TOYOTA MOTOR SALES, U.S.A., INC.



## CUSTOMER CONFIDENCE PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1: *Is this a recall?***

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, and pursuant to a class action settlement, Toyota is advising you of this Customer Confidence Program.

**Q2: *If my vehicle's sliding doors do not have the condition covered by Element #1 of this Customer Confidence Program, do I need to make an appointment with my dealership?***

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced a condition covered by this Customer Confidence Program, please retain a copy of the notification for your records.**

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**Q5: *If my vehicle's sliding doors are not exhibiting any concerns, may I still visit a dealer to have the FREE Sienna Sliding Door Functional Inspection performed?***

A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6: *Which part(s) are covered by Element #1 of this Customer Confidence Program?***

A6: The power sliding door cable sub-assembly, the sliding door center hinge assembly, the sliding door front lock assembly, the power sliding door rear lock assembly, and the fuel filler door hinge and pin.

**Q7: *What is the condition covered by Element #1 of this Customer Confidence Program?***

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**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

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SAMPLE

# TOYOTA

---

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
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**CERTAIN 2011 – 2018 SIENNA  
CUSTOMER CONFIDENCE PROGRAM NOTIFICATION - ZKI**

[VIN]

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**Element #1 – Repair Coverage for Certain Internal Functional Concerns of the Sliding Doors**

This Customer Confidence Program provides coverage for repairs to the power sliding door cable sub-assembly, the sliding door center hinge assembly, the sliding door front lock assembly, the power sliding door rear lock assembly, and the fuel filler door hinge and pin. Only repairs that are related to internal functional concerns of these components that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered by this Customer Confidence Program.

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Power Sliding Door Rear Lock Assembly	Customer Support Program ZH5
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VIN \_\_\_\_\_

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Power Sliding Door  
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SAMPLE

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SAMPLE



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A4: Please be aware that, if the condition is not covered by this Customer Confidence Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Confidence Program.

**Q5: *If my vehicle's sliding doors are not exhibiting any concerns, may I still visit a dealer to have the FREE Sienna Sliding Door Functional Inspection performed?***

A5: You may have Element #2, the Sienna Sliding Door Functional Inspection performed on your vehicle even if your if your vehicle's sliding doors are not exhibiting a concern.

**Q6: *Which part(s) are covered by Element #1 of this Customer Confidence Program?***

A6: The power sliding door cable sub-assembly, the sliding door center hinge assembly, the sliding door front lock assembly, the power sliding door rear lock assembly, and the fuel filler door hinge and pin.

**Q7: *What is the condition covered by Element #1 of this Customer Confidence Program?***

A7: **The condition** covered by this Customer Confidence Program is an internal functional concern of the covered component(s) that impedes the closing and/or opening operations of the sliding door in manual and/or power modes

**Q8:** *Is the Customer Confidence Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Confidence Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

SAMPLE

**Direct Mail Notice Post Card (front-side):**

Simerlein, et al., v. Toyota Motor Corporation, et al.,  
 Case No. 3:17-cv-01091-VAB (D. Conn.)  
 c/o Settlement Notice Administrator  
 P.O. Box 230  
 Philadelphia, PA 19105-0230

POSTAGE

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**Important Legal Notice**

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&lt;&lt;Barcode&gt;&gt;

Class Member ID:&lt;&lt;Refnum&gt;&gt;

Last 4 digits of VIN: &lt;&lt;xxxx&gt;&gt;

Class Member Name

Address

City, ST Zip

[BARCODE AREA]

**Direct Mail Notice Post Card (back-side):**

**If you purchased, own(ed), or lease(d) a 2011-2018 model year Toyota Sienna vehicle equipped with sliding doors, you may be eligible to benefit from a class action Settlement.**

*Si desea recibir esta notificación en español, llámenos o visite nuestra página [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com).*

A proposed settlement has been reached in class actions alleging that certain Toyota Sienna vehicles contained defective power sliding doors. Toyota denies the allegations and the Court has not decided who is right. **The purpose of this notice is to inform you of the proposed settlement so that you may decide what to do.**

**Who's Included? Toyota's records indicate that you may be a Class Member.** The Settlement offers benefits to purchasers and current and former owners and lessees of 2011–2018 model year Toyota Sienna vehicles equipped with sliding doors ("Subject Vehicles"), subject to certain exclusions. This Settlement does not involve claims of personal injury, wrongful death, or actual physical property damage arising from an accident involving the Subject Vehicles.

**What Are the Settlement Terms?** The Settlement offers several benefits including a Customer Confidence Program providing prospective coverage for certain repairs to certain sliding door parts, a Loaner Vehicle to eligible Class Members whose Subject Vehicles are undergoing repairs that are covered by the Customer Confidence Program, and reimbursement of certain out-of-pocket expenses. For further details about the Settlement, including the relief, deadlines, eligibility, and release, please go to [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com).

**How Can I Receive Settlement Benefits?** To receive reimbursement for previously paid out-of-pocket expenses for repairs that are related to internal functional concerns of the parts that impede the closing and opening operations of the sliding door in manual and power modes, you must file a timely Claim postmarked by a date to be set, which will not be earlier than 60 days after the Court's June 4, 2019 fairness hearing. You may also bring your Subject Vehicles in to an authorized Toyota Dealer within one year of the date of entry of the Final Order and Final Judgment to receive one inspection of your sliding door at no cost to you.

**Your Other Options.** If you do not want to be legally bound by the Settlement, you must exclude yourself by **May 3, 2019**. If you do not, you will release any claims you may have against Toyota and Released Parties, and receive certain settlement benefits. You may object to the Settlement, and/or Attorneys' Fees, Costs, and Expenses by **May 3, 2019**. You cannot both exclude yourself from, and object to, the Settlement. The Long Form Notice available on the Settlement website explains the Settlement. The Court will hold a hearing on **June 4, 2019 at 11 a.m. EDT** in Courtroom Two of the United States District Court of the District of Connecticut, 915 Lafayette Boulevard, Bridgeport, Connecticut, to consider whether to finally approve the Settlement. You may appear at the hearing, either yourself or through an attorney hired and paid for by you but are not required to appear to obtain benefits under the Settlement.

Please consult [www.ToyotaSiennaDoorSettlement.com](http://www.ToyotaSiennaDoorSettlement.com) or call 1-833-305-3915 to determine how this Settlement may affect you.