

<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b>  <b><i>Customer Support Program Bulletin</i></b>	No.: POL19-01 Date: 6/19/2019 Page: 1 of 4
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**SUBJECT: *CUSTOMER CONFIDENCE PROGRAM BULLETIN (ZKF):  
COVERAGE FOR THE SLIDING DOOR CENTER HINGE  
ASSEMBLY ON CERTAIN 2011-2018 MY SIENNA  
VEHICLES***

**Background**

In our continuing efforts to ensure the best in customer satisfaction, and pursuant to a proposed class action settlement, Toyota is announcing a Customer Support Program to provide coverage for the sliding door center hinge assembly.

Although the sliding door center hinge assembly is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about each customer's ownership experience. Toyota is providing additional coverage for repairs related to sliding door center hinge assembly. Only those repairs that are related to internal functional concerns of the sliding door center hinge assembly that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

**Applicability**

This Customer Support Program provides coverage for repairs to the **sliding door center hinge assembly**. Only repairs that are related to internal functional concerns of the sliding door center hinge assembly that impede the closing and/or opening operations of the sliding door in manual and/or power modes are covered.

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

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

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.

**Covered Vehicles**

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Any Specialty)
- Expert Technician (Any Specialty)
- Master Technician
- Master Diagnostic Technician

Claims for repairs that were performed by non-qualified technicians are subject to debit.

**Claim Submission**

Claim Type: Repair Program

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

<b>Opcod</b>	<b>Description</b>	<b>Labor Time</b>
ZKF001	Replace sliding door center hinge assembly on <b>ONE</b> sliding door	0.4 hr./vehicle
ZKF002	Replace sliding door center hinge assembly on <b>BOTH</b> sliding doors	0.7 hr./vehicle

The flat rate hours under opcodes ZKF001 and ZKF002 are for the removal and installation of the sliding door center hinge assembly at the dealer. All refinishing costs are to be claimed as a sublet as described below.

**Sublet**

The cost of paint, materials and labor, etc. necessary to paint the sliding door center hinge can be claimed under sublet type "PT". A copy of the sublet invoice is required to be attached to the claim.

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**Rental**

A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 1 day as a sublet type "RT" under opcodes ZKF001 or ZKF002.

For alternative transportation that exceeds the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.

A rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

**Replacement Parts**

<b>P/N Covered for Functional Concern</b>	<b>Description</b>	<b>Replacement P/N</b>
68380-08040 / 68380-08041	HINGE ASSY, SLIDE DOOR, CTR <b>RH</b>	04009-02608
68390-08040 / 68390-08041	HINGE ASSY, SLIDE DOOR, CTR <b>LH</b>	04009-02708

**Parts Recovery Procedures**

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers: File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota. Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies 9.3 and 9.6 for additional details.

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### **Technical Instructions (Repair Procedures)**

Technical instructions for replacing the sliding door center hinge can be found in T-SB-0066-19 (Vehicles with Manual Sliding Doors) or T-SB-0067-19 (Vehicles with Power Sliding Doors).

This Customer Support Program provides coverage for repairs that are related to internal functional concerns of the sliding door center hinge that impede the closing and/or opening operations of the sliding door in manual and/or power modes.

**Note:** If you are unsure if an internal function concern, which is impeding the closing and/or opening operation of the sliding door in manual and/or power mode, is related to the sliding door center hinge assembly, contact TAS for diagnostic assistance.

### **Customer-Paid Repairs or Replacement of Components**

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

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