



**PRODUCT SUPPORT DIVISION**

**INTEROFFICE MEMORANDUM**

Volume: XIX  
Number: TC14-001  
Date: 01/22/2014  
 Action  
 Retain  
 Information

To: All Region/Private Distributor General Managers/Vice Presidents  
From: Bob Waltz,  
Group Vice President, Product Quality & Service Support  
Subject: Warranty Enhancement Program – ZTX  
Certain 2004 to 2009 Model Year Sienna Vehicles  
Extension of Warranty Coverage for Side Airbag Connector

**In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Side Airbag Connector on certain 2004 to 2009 Model Year Toyota Sienna vehicles.**

**Toyota has received reports regarding excessive electrical resistance in the Side Airbag connector of certain 2004 to 2009 Model Year Sienna vehicles. The connector could have been improperly crimped during the manufacturing process. In certain cases, oxidization buildup in the connector can occur resulting in illumination of the airbag warning lamp.**

Although the Side Airbag Connector is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is extending the warranty coverage for Supplemental Restraint System repairs, where Side Airbag Connector replacement is required. Please see the Warranty Enhancement Program Details for additional information.

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

**1. Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in late January, 2014.

**2. Owner Notification Mailing Date**

Owner notification will commence in late January, 2014. We have attached a sample owner letter for your reference.

**3. Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and a Secondary warranty extension to the vehicle's "New Vehicle Limited Warranty" as it applies to the Side Airbag Connector.

- The **Primary Coverage** offers warranty enhancement until May 31, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever comes first.

*Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.*

*Please note that damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

**Please Note:** Since the Airbag Warning Light can illuminate for reasons other than this condition, Toyota Dealerships are requested to perform diagnostics to determine if the condition is covered by this Warranty Enhancement at **no charge** to the vehicle's owner. If the condition is covered, the vehicle will be repaired under this Warranty Enhancement. If the condition is unrelated to this Warranty Enhancement, additional diagnostics & repairs could become the owner's responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

**4. Number of Vehicles Covered**

There are approximately 650,000 vehicles covered by this Warranty Enhancement Program.

Model	MY	UIO
Sienna	Certain 2004 to 2009	650,000

**5. Region/District Summary Reports**

We have enclosed the following Warranty Enhancement Program Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports as this is not a Recall or Special/Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Enclosures

- cc: Region/Private Distributor Assistant General Managers  
 Region/Private Distributor Customer Service Operations Managers  
 Region/Private Distributor Service Managers/Directors/VPs  
 Region/Private Distributor Parts Managers/Directors/VPs  
 Region/Private Distributor Customer Services Field Managers  
 Region/Private Distributor Technical Services and Training Managers  
 Region/Private Distributor District Service and/or Parts Managers  
 Region/Private Distributor Customer Relations Managers  
 Region/Private Distributor PDC Managers  
 Region/Private Distributor Field Technical Specialists  
 Region/Private Distributor Service Training Specialists  
 Region/Private Distributor Vehicle Operations Managers  
 All NAPC General Managers  
 All TMS Sales Administration Managers  
 All TMS Product Quality & Service Support Managers  
 All Field Product Engineers

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|--------------|--------------|-------------|----------------|-------------|
| M. Bevan     | R. Dufresne  | Y. Inaba    | G. Morino      | N. Swartz   |
| G. Borst     | B. Fay       | K. Ito      | T. Morrison    | M. Templin  |
| J. Bracken   | N. Fein      | V. Katayama | J. Moses       | J. Tetherow |
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| A. Coetzee   | J. Hamp      | J. Lentz    | R. Pflughaupt  | B. Waltz    |
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| T. Doi       | C. Hostetter | A. Mito     | J. Stempkowski |             |

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

Subject: Warranty Enhancement Program – ZTX  
Certain 2004 to 2009 Model Year Sienna Vehicles  
Extension of Warranty Coverage for Side Airbag Connector



**In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Side Airbag Connector on certain 2004 to 2009 Model Year Toyota Sienna vehicles.**

**Toyota has received reports regarding excessive electrical resistance in the Side Airbag Connector of certain 2004 to 2009 Model Year Sienna vehicles. The connector could have been improperly crimped during the manufacturing process. In certain cases, oxidization buildup in the connector can occur resulting in illumination of the airbag warning lamp.**

Although the Side Airbag Connector is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is extending warranty coverage for Supplemental Restraint System repairs, where Side Airbag Connector replacement is required. Please see the Warranty Enhancement Program Details for additional information.

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

**1. Owner Notification Mailing Date**

Owner notification will commence in late January, 2014. We have attached a sample owner letter for your reference.

**2. Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and a Secondary warranty extension to the vehicle's "New Vehicle Limited Warranty" as it applies to the Side Airbag Connector.

- The **Primary Coverage** offers warranty enhancement until May 31, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever comes first.

*Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.*

*Please note that damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

**Please Note:** Since the Airbag Warning Light can illuminate for reasons other than this condition, Toyota Dealerships are requested to perform diagnostics to determine if the condition is covered by this Warranty Enhancement at **no charge** to the vehicle's owner. If the condition is covered, the vehicle will be repaired under this Warranty Enhancement. If the condition is unrelated to this Warranty Enhancement, additional diagnostics & repairs could become the owner's responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

**3. Number and Identification of covered Vehicles**

There are approximately 650,000 vehicles covered by this Warranty Enhancement Program.

Model	MY	UIO	Applicable TSB
Sienna	Certain 2004 to 2009	650,000	T-SB-0069-12

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-01) for identification of vehicles covered by this Warranty Extension Program.

**4. Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-01) for warranty claim processing instructions for this Warranty Enhancement Program. All parts replaced for this repair are subject to warranty parts recovery.

**Please Note:** If the airbag warning lamp is illuminated, the diagnostic fee to determine if the condition is caused by the Side Airbag connector will be covered under this Warranty Enhancement. The customer is not to be charged for this fee.

**5. Technical Instructions (Repair Procedures)**

Diagnosis and repair procedure for certain 2004 through 2009 Sienna vehicles can be found in T-SB-0069-12.

If the condition is unrelated to this Warranty Enhancement, additional diagnostics & repairs could become the owner's responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

**6. Parts Ordering**

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements, accordingly dealers should not increase their stock of Side Airbag Connectors. As always, if a customer experiences the illumination of the airbag warning lamp, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL14-01 for detailed parts ordering information.

**Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK.** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

TOYOTA						
Parts Allocation Report						
99999						
SAMPLE TOYOTA of NOWHERE						
The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.						
Parts with recent changes will be illustrated from top to bottom with the most recent effective date.						
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

**IMPORTANT PARTS ORDERING UPDATE**

Effective January 1, 2012, All Safety Recall, Service Campaign (SSC/LSC) and Warranty Enhancement Program parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

**7. Customer Reimbursement**


Please refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Warranty Extension Program.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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

<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL14-01 Date: 01/23/14 Page: 1 of 3
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZTX):  
WARRANTY EXTENSION FOR SIDE AIRBAG  
CONNECTOR ON CERTAIN 2004 TO 2009MY SIENNA  
VEHICLES**

**Background**

Toyota has received reports regarding excessive electrical resistance in the Side Airbag Connector of certain 2004 to 2009 Model Year Sienna vehicles. The connector could have been improperly crimped during the manufacturing process. In certain cases, oxidization buildup in the connector can occur resulting in illumination of the airbag warning lamp.

**Applicability**

The Side Airbag Connector is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover the repair of the Side Airbag Connector.

**Primary Coverage** offers the Warranty Enhancement until **May 31, 2015**, **regardless of mileage.**

After the Primary Coverage expires, the **Secondary Coverage is applicable for 10 years from the date of first use or 150,000 miles (whichever occurs first).**

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

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

***Please note that damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension. All other terms and conditions of the New Vehicle Limited Warranty apply.***

**Applicable VIN Ranges**

MODEL	WMI	VDS	START	FINISH
Sienna	5TD	BA2##	S000020	S077052
		BK2##	S000014	S023265
		ZA2##	S000020	S587362
		ZK2##	S000015	S233851

**IMPORTANT NOTE:**

Since the Airbag Warning Light can illuminate for reasons other than this condition, Toyota Dealerships are requested to perform diagnostics to determine if the condition is covered by this Warranty Enhancement at *no charge* to the vehicle's owner. If the condition is covered, the vehicle will be repaired under this Warranty Enhancement. If the condition is unrelated to this Warranty Enhancement, additional diagnostics and repairs could become the owner's responsibility or may be covered under the New Vehicle Limited Warranty (refer to the "New Vehicle Limited Warranty" for additional details).

**Claim Submission**

Claim Type	Opcode	Description	Labor Time
Repair Program	3704FA	Inspect and repair wire harness	1.5 hr./vehicle
Repair Program	3704FB	Inspect wire harness, no repair required	0.2 hr./vehicle

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

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

Part Number	Description	Qty	Applicable TSB
04001-22145	Repair Wire, Kit	1	T-SB-0069-12
89279-08010	Corrugated Tubing	1	

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

If a customer has previously paid for the repair or replacement of the Side Airbag Connector to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Motor Sales, U.S.A., Inc.  
Customer Experience Center, WC10  
1901 South Western Avenue  
Torrance, CA 90509**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**





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

If you have previously paid for repairs related to this condition, please mail all required paperwork<sup>1</sup> to the following address for reimbursement consideration and allow 6–8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

<sup>1</sup>Please refer to the attached Reimbursement Checklist for required paperwork details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**WARRANTY ENHANCEMENT PROGRAM  
FREQUENTLY ASKED QUESTIONS**

**ZTX**

**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 meet your product expectations, Toyota is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**Q2: Do I need to make an appointment with my dealership if my vehicle does not have this condition?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. If you have not experienced this condition, please apply the sticker to your *Owner's Warranty Information booklet* for future reference.

**Q3: What if the dealer performs a diagnosis and determines that my vehicle does not have the condition described in this owner letter?**

A3: Any authorized Toyota Dealership will determine if the condition is covered by this Warranty Enhancement at **no charge** to you. If the airbag warning lamp is illuminated due to some other condition not described in this owner letter, additional diagnostics and repairs could be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).


**Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q5: What should I do if my vehicle has an illuminated airbag warning lamp?**

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q6: What does the Airbag Warning Lamp look like?**

A6: The Airbag Warning Lamp is a red image  located on the instrument panel. Please refer to your Owner's Manual for additional details.

**Q7: How long will the repair take?**

A7: If the condition is present on your vehicle, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q8: What if I have additional questions or concerns?**

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.



### Reimbursement Checklist

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement<sup>1</sup>
- Proof-of-Payment
  - Only the Following Items are Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- Copy of the Campaign Completion Repair Order
  - Vehicle must have campaign completed by a Toyota dealer prior to reimbursement consideration
- Name, Address and Phone Number printed on all documents

<sup>1</sup>Detailed diagnosis statement must answer the following three questions: 1. Why was the vehicle brought into the repair facility? 2. What was the repair facility's diagnosis? 3. What did the repair facility do to correct the concern?

\* If the repair was completed prior to the campaign launch, or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the campaign prior to reimbursement consideration.



**Warranty Enhancement Program – ZTX  
 Certain 2004 to 2009 Model Year Sienna Vehicles  
 Extension of Warranty Coverage for Side Airbag Connector**

**BACKGROUND**

In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the side airbag connector on certain 2004 to 2009 Model Year Toyota Sienna vehicles.

**Q1: What is the condition?**

A1: Toyota has received reports regarding excessive electrical resistance in the Side Airbag Connector of certain 2004 to 2009 Model Year Sienna vehicles. The connector could have been improperly crimped during the manufacturing process. In certain cases, oxidation buildup in the connector can occur resulting in illumination of the airbag warning lamp.

\*The airbag warning lamp may also be illuminated for conditions unrelated to this Warranty Enhancement Program.

Although the Side Airbag Connector is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about your ownership experience. Toyota is extending the warranty coverage for supplemental restraint system repairs, where the Side Airbag Connector replacement is required.

We are offering two levels of extended warranty coverage for the covered vehicle as follows:

1. Warranty extension until May 31, 2015, unlimited mileage.
2. 10 years from the vehicles' **date of first use\*** or 150,000 miles whichever comes first.

\*Please see your Toyota dealer for additional details.

**Q2: What is Toyota going to do?**

A2: Owners of 2004 to 2009 Model Year Sienna vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in Late-January, 2014.

The Owner Notification Letter will advise owners of the warranty extension as it applies to the Side Airbag connector. If the owner experiences the condition described above **on or before May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use** they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will repair the side air bag connector under the terms of this Warranty Enhancement Program.

**Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 650,000 vehicles covered by this Warranty Extension.

Model	Model Year	UIO	Production Period
Sienna	Certain 2004 to 2009	650,000	Mid-January, 2003 through Mid-August, 2008

**Q4: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?**

A4: No. This specific condition only affects certain 2004 to 2009 Model Year Sienna vehicles.

**Q5: What are the details of this coverage?**

A5: The side airbag connector is covered by this Warranty Enhancement Program. This warranty extension is available until **May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use.**

*Please note that damage incurred from abuse, an accident, vandalism, or other similar events are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

**Q6: How long will the repair take?**

A6: The repair will take approximately 2 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What should you do if you experience the condition described above?**

A7: Please contact your local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this Warranty Enhancement Program the repair will be performed at **NO CHARGE**.

**Q8: What if the dealer performs a diagnosis and determines that the vehicle does not have the condition described?**

A8: If the airbag warning lamp is illuminated due to some other condition not described, additional diagnostics and repairs could be your responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

**Q9: What if I have NOT experienced this condition but would like to have the repair completed?**

A9: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If you have not experienced this condition, please apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q10: What if I have previously paid for repairs on my vehicle?**

A10: If you have previously paid for repairs for this specific condition please refer to the owner letter for reimbursement consideration instructions.

**Q11: What if I have has additional questions or concerns?**

A11: If you have questions or concerns please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

Eric Mendoza / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
January 23, 2014  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Warranty Enhancement Program – ZTX**  
**Certain 2004 to 2009 Model Year Sienna vehicles**  
**Extension of Warranty Coverage for Side Airbag Connector**

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- A Dealer Letter containing additional information has been posted on TIS
- Please refer to TIS for vehicle applicability and additional information
- An FAQ has been attached for your reference

**Customer and Media Contacts**

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-270-9371.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



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In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the side airbag connector on certain 2004 to 2009 Model Year Toyota Sienna vehicles.

**Q1: *What is the condition?***

A1: Toyota has received reports regarding excessive electrical resistance in the Side Airbag Connector of certain 2004 to 2009 Model Year Sienna vehicles. The connector could have been improperly crimped during the manufacturing process. In certain cases, oxidization buildup in the connector can occur resulting in illumination of the airbag warning lamp.

\*The airbag warning lamp may also be illuminated for conditions unrelated to this Warranty Enhancement Program.

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We are offering two levels of extended warranty coverage for the covered vehicle as follows:

1. Warranty extension until May 31, 2015, unlimited mileage.
2. 10 years from the vehicles' **date of first use\*** or 150,000 miles whichever comes first.

\*Please see your Toyota dealer for additional details.

**Q2: *What is Toyota going to do?***

A2: Owners of 2004 to 2009 Model Year Sienna vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in Late-January, 2014.

The Owner Notification Letter will advise owners of the warranty extension as it applies to the Side Airbag connector. If the owner experiences the condition described above **on or before May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use** they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will repair the side air bag connector under the terms of this Warranty Enhancement Program.

**Q3: *Which vehicles are covered by this Warranty Enhancement Program?***

A3: There are approximately 650,000 vehicles covered by this Warranty Extension.

Model	Model Year	UIO	Production Period
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**Q4: *Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?***

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**Q5: *What are the details of this coverage?***

A5: The side airbag connector is covered by this Warranty Enhancement Program. This warranty extension is available until **May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use.**

*Please note that damage incurred from abuse, an accident, vandalism, or other similar events are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*



**Q6: How long will the repair take?**

A6: The repair will take approximately 2 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What should you do if you experience the condition described above?**

A7: Please contact your local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this Warranty Enhancement Program the repair will be performed at **NO CHARGE**.

**Q8: What if the dealer performs a diagnosis and determines that the vehicle does not have the condition described?**

A8: If the airbag warning lamp is illuminated due to some other condition not described, additional diagnostics and repairs could be your responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

**Q9: What if I have NOT experienced this condition but would like to have the repair completed?**

A9: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If you have not experienced this condition, please apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q10: What if I have previously paid for repairs on my vehicle?**

A10: If you have previously paid for repairs for this specific condition please refer to the owner letter for reimbursement consideration instructions.

**Q11: What if I have has additional questions or concerns?**

A11: If you have questions or concerns please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

Eric Mendoza / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
January 23, 2014  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

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- An FAQ has been attached for your reference

**Customer and Media Contacts**

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-270-9371.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



**Warranty Enhancement Program – ZTX  
 Certain 2004 to 2009 Model Year Sienna Vehicles  
 Extension of Warranty Coverage for Side Airbag Connector**

**BACKGROUND**

In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the side airbag connector on certain 2004 to 2009 Model Year Toyota Sienna vehicles.

**Q1: What is the condition?**

A1: Toyota has received reports regarding excessive electrical resistance in the Side Airbag Connector of certain 2004 to 2009 Model Year Sienna vehicles. The connector could have been improperly crimped during the manufacturing process. In certain cases, oxidization buildup in the connector can occur resulting in illumination of the airbag warning lamp.

\*The airbag warning lamp may also be illuminated for conditions unrelated to this Warranty Enhancement Program.

Although the Side Airbag Connector is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about your ownership experience. Toyota is extending the warranty coverage for supplemental restraint system repairs, where the Side Airbag Connector replacement is required.

We are offering two levels of extended warranty coverage for the covered vehicle as follows:

1. Warranty extension until May 31, 2015, unlimited mileage.
2. 10 years from the vehicles' **date of first use\*** or 150,000 miles whichever comes first.

\*Please see your Toyota dealer for additional details.

**Q2: What is Toyota going to do?**

A2: Owners of 2004 to 2009 Model Year Sienna vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in Late-January, 2014.

The Owner Notification Letter will advise owners of the warranty extension as it applies to the Side Airbag connector. If the owner experiences the condition described above **on or before May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use** they should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will repair the side air bag connector under the terms of this Warranty Enhancement Program.

**Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 650,000 vehicles covered by this Warranty Extension.

Model	Model Year	UIO	Production Period
Sienna	Certain 2004 to 2009	650,000	Mid-January, 2003 through Mid-August, 2008

**Q4: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?**

A4: No. This specific condition only affects certain 2004 to 2009 Model Year Sienna vehicles.

**Q5: What are the details of this coverage?**

A5: The side airbag connector is covered by this Warranty Enhancement Program. This warranty extension is available until **May 31, 2015 (unlimited mileage), or 10 years/150,000 miles (whichever comes first) from the date of first use.**

*Please note that damage incurred from abuse, an accident, vandalism, or other similar events are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

**Q6: How long will the repair take?**

A6: The repair will take approximately 2 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What should you do if you experience the condition described above?**

A7: Please contact your local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this Warranty Enhancement Program the repair will be performed at **NO CHARGE**.

**Q8: What if the dealer performs a diagnosis and determines that the vehicle does not have the condition described?**

A8: If the airbag warning lamp is illuminated due to some other condition not described, additional diagnostics and repairs could be your responsibility (refer to the "New Vehicle Limited Warranty" for additional details).

**Q9: What if I have NOT experienced this condition but would like to have the repair completed?**

A9: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If you have not experienced this condition, please apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q10: What if I have previously paid for repairs on my vehicle?**

A10: If you have previously paid for repairs for this specific condition please refer to the owner letter for reimbursement consideration instructions.

**Q11: What if I have has additional questions or concerns?**

A11: If you have questions or concerns please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time