

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA <i>Warranty Policy Bulletin</i>	No.: POL05-06 Date: 12/13/05 Page: 1 of 3 REVISED 3/26/07 Updated Claim Submission procedure.
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**SUBJECT: CUSTOMER SUPPORT PROGRAM – WARRANTY
COVERAGE ENHANCEMENT FOR CERTAIN
2004 – LATE 2005 MODEL-YEAR SIENNA VEHICLES**

Toyota has received isolated reports from extreme cold climate areas that in certain 2004 through late 2005 model-year Sienna vehicles the radiator may crack at the base of one or more of the radiator tubes, resulting in coolant leakage. Although the radiator is generally covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles, the warranty coverage will be extended for this condition only, effective immediately.

Letters to owners of affected Sienna vehicles will begin mailing early-December 2005. A Q&A is attached for your reference and for responding to customers' questions.

Applicability

This warranty extension is offered for a period of 6 years or 72,000 miles from the vehicle's in-service date, whichever occurs first, for a cracking condition to the radiator. Refer to the table below for applicable VIN ranges. Consult the *1999-2006 Universal Flat Rate Manual* for applicable opcode if the vehicle is still within the basic warranty coverage, which is in effect for 36 months or 36,000 miles from the vehicle's in-service date, whichever occurs first. Submit claim using regular claim type.

What Is Covered

The warranty coverage enhancement is limited to the following:

- Radiator
- Coolant (in conjunction with radiator replacement)

Damage to the radiator due to accident or road debris is not covered.

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

LSC-40IClaim Submission

For vehicles applicable to LSC-401 VIN range (below) **and** outside basic warranty coverage of 3years/36,000 miles.

Legacy Dealer	Claim Type		Operation Code	Flat Rate Time
	CPS Dealer			
SC	Repair Program		4616H1	2.1 Hours (includes application of LSC completion label)

Dealers using the Claims Processing System (CPS) please note that **claim type is LSC.**

Applicable VIN Ranges

Model	Model Year	VIN Range	
		VDS	Ranges
Sienna	2004	BA22C	4S002822 – 4S014195
		BA23C	4S002821 – 4S014191
		ZA22C	4S024253 – 4S119250
		ZA23C	4S024252 – 4S119251

Customer Support ProgramClaim Submission

For vehicles applicable to customer support program VIN range (below) **and** outside of basic warranty coverage of 3years/36,000.

Legacy Dealer	Claim Type		Operation Code	Flat Rate Time
	CPS Dealer			
RG	Repair Program		5709J1	2.0 Hours

Dealers using the Claims Processing System (CPS) please note that the claim type is SPA.

Applicable VIN Ranges

Model	Model Year	VIN Range	
		VDS	Ranges
Sienna	2004	BA22C	S000023 – S028701
		BA23C	S000020 – S028702
		ZA22C	S000020 – S221159
		ZA23C	S000038 – S221167
	2005	BA22C	S018902 – S050156
		BA23C	S028704 – S050153
		ZA22C	S153073 – S353971
		ZA23C	S152435 – S354002

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Parts List

Part Name	Part No.	Quantity/Unit
Radiator	04004-4010A	1
Super Long Life Coolant*	00272-SLLC2	3
or		
Long Life Coolant*	00272-1LLAC-01	1

*Utilize the appropriate coolant based upon model year and production date.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair or replacement of the radiator, the customer letter instructs the owner to submit 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, WC 10
19001 South Western Avenue
Torrance, CA 90509**

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

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