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SUBJECT: CUSTOMER SUPPORT PROGRAM – WARRANTY COVERAGE ENHANCEMENT FOR CERTAIN 2004 THROUGH 2007 MODEL YEAR SIENNA MODELS FRONT DOOR CHECK MOUNTING PANEL.

Toyota will initiate a Customer Support Program (CSP) to provide supplemental warranty coverage for certain 2004 through 2007 model year Sienna vehicles.

Toyota has received reports that some 2004 through 2007 model year Sienna vehicles may exhibit a “popping” noise when opening or closing the driver or passenger side front doors. The front door check mounting panel spot welds may have become detached, causing this condition.

Although the front door check is normally covered under Toyota’s New Vehicle Limited Basic Warranty for three years or 36,000 miles, we at Toyota care about the customer’s overall experience and want to reassure them that we stand behind our products. To this end, we have made arrangements to extend the warranty coverage on the front door check mounting panel.

Applicability

This Supplemental Warranty Coverage is being offered for **five years/100,000 miles** from the vehicle’s date of first use, whichever comes first.

What is Covered

The following are covered under this Customer Support Program (CSP).

- Inspection and re-welding of front door check mounting panel(s) with repainting of the door(s).
- Inspection and replacement of front door assemblies with repainting of the door(s).

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

Applicable VIN Ranges

Model	Model year	VIN RANGE	
		VDS	Ranges
Sienna	2004	BA22C	S000022 - S028701
		BA23C	S000020 - S028702
		MA29 C	S700000 - S700001
		ZA22C	S000020 - S221162
		ZA23C	S000021 - S221167
	2005	BA22C	S018902 - S054486
		BA23C	S028704 - S054466
		ZA22C	S153073 - S387524
		ZA23C	S152435 - S387528
	2006	BA22C	S054118 - S070534
		BA23C	S053940 - S070505
		ZA22C	S368278 - S521658
		ZA23C	S381753 - S521676
	2007	BK22C	S000002 - S000002
		BK23C	S000004 - S000004
		BK29C	S000003 - S000003
ZK22C		S000003 - S000006	
ZK23C		S000004 - S000004	

Claim Submission**Front Door(s) Re-Weld Repair (No Replacement)**

Legacy Claim Type	CPS Claim Type	Opcode	Labor Time	Description	OPN
Regular	Repair Program	7713DE	5.0/hr	Inspect both front door check mounting panels, and re-weld the right front door check mounting panel and repaint the door.	67001-AE021
Regular	Repair Program	7713DF	5.0/hr	Inspect both front door check mounting panels, and re-weld the left front door check mounting panel and repaint the door.	67002-AE021
Regular	Repair Program	7713DG	10.0/hr	Inspect both front door check mounting panels, re-weld both front door check mounting panels, and repaint the doors.	67001-AE021 67002-AE021

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Front Door(s) Replacement

Legacy Claim Type	CPS Claim Type	Opcode	Labor Time	Description	OPN
Regular	Repair Program	7713DA	7.0/hr	Inspect both front door check mounting panels, replace the right front door assembly, and repaint the door.	67001-AE021
Regular	Repair Program	7713DB	7.0/hr	Inspect both front door check mounting panels, replace the left front door assembly, and repaint the door.	67002-AE021
Regular	Repair Program	7713DC	14.0/hr	Inspect both front door check mounting panels, replace both front door assemblies, and repaint the doors.	67001-AE021 67002-AE021

Front Door(s) Repair and/or Replacement at an Outside Repair Facility

Legacy Claim Type	CPS Claim Type	Opcode	Labor Time	Description	OPN
Regular	Repair Program	7713D3	0.1/hr	The dealer inspects both front door check mounting panels. The repair and/or replacement of one or both of the front door assemblies and repainting of the door(s) conducted at an outside repair facility.	67001-AE021 67002-AE021

Repairs performed at an Outside Repair Facility should be included on the warranty claim in the sublet column. Use “ZZ” sublet type. ***A copy of the Outside Body Shop Repair Order must be stapled to the copy of the Toyota dealer Repair Order and kept for future reference.***

Replacement Parts

Part Name	Part No.	Qty
Panel Sub – Assembly, Front Door Right	67001-AE021	1
Panel Sub – Assembly, Front Door Left	67002-AE021	1

Rental

When submitting claims with rental, use “RT” as the sublet type. Use “LNM” as the sublet reason code. Rental amount should not exceed \$35 per day and the maximum number of rental days is two (2).

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Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair or replacement of the door(s), the customer should 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. The customer should also allow 4-6 weeks for processing.

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