


<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.: POL08-01 Date: 01/23/08 Page: 1 of 3
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**SUBJECT: CUSTOMER SUPPORT PROGRAM – WARRANTY COVERAGE ENHANCEMENT FOR CERTAIN 2004 THROUGH 2006 MODEL YEAR SIENNA MODELS BACK DOOR STAY (REAR LIFTGATE STRUT).**

Toyota will initiate a Customer Support Program (CSP) to provide supplemental warranty coverage for certain 2004 through 2006 model year Sienna vehicles.

Toyota has received reports that the Rear Liftgate Struts in certain 2004 through 2006 model year Sienna vehicles may experience performance degradation prior to our design expectations. This condition may result in extra effort being necessary to open the Rear Liftgate or the Rear Liftgate not staying in the open position.

Although the Rear Liftgate Struts are generally covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles, we at Toyota care about the customers 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 Rear Liftgate Struts for this specific condition.

**Applicability**

This Supplemental Warranty Coverage is being offered for **six years with no mileage limitation** from the vehicle’s date of first use, for failure of the Rear Liftgate Struts on certain 2004 through 2006 Sienna vehicles equipped with either a manual or power liftgate.

**What is Covered**

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

- Replacement of the Rear Liftgate Struts. To minimize customer inconvenience for this special case, **BOTH** left and right hand Rear Liftgate Struts should be replaced and claimed at the same time.

**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	S000023 - S028701
		BA23C	S000020 - S028702
		MA29C	S700000 - S700001
		ZA22C	S000020 - S221159
		ZA23C	S000038 - S221167
	2005	BA22C	S018902 - S054486
		BA23C	S028704 - S054466
		ZA22C	S153073 - S387524
		ZA23C	S152435 - S387528
	2006	BA22C	S054118 - S077052
		BA23C	S053940 - S077017
		ZA22C	S382730 - S587358
ZA23C		S381753 - S587362	

**Claim Submission for Vehicles****Gulf States Toyota (GST) and South East Toyota (SET) - NON CPS Dealers****Rear Liftgate Struts Replacement for Vehicles *within* New Vehicle Limited Warranty**

Legacy Claim Type	Opcode	Labor Time	Description
"RG"	642241 Combo Code "A"	0.2/hr 0.1/hr	Replace both Rear Liftgate Struts Opposite side

**Rear Liftgate Struts Replacement for Vehicles *outside* New Vehicle Limited Warranty**

Legacy Claim Type	Opcode	Labor Time	Description
SPA	8710A1	0.3/hr	Replace both Rear Liftgate Struts

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**Claims Processing System (CPS)****Rear Liftgate Struts Replacement for Vehicles *within* New Vehicle Limited Warranty**

CPS Claim Type	Opcode	Labor Time	Description
Regular	642241 Combo Code "A"	0.2/hr 0.1/hr	Replace both Rear Liftgate Struts Opposite side

**Rear Liftgate Struts Replacement for Vehicles *outside* New Vehicle Limited Warranty**

CPS Claim Type	Opcode	Labor Time	Description
Repair Program	8710A1	0.3/hr	Replace both Rear Liftgate Struts

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

**Rental**

Rental is ***not*** provided for this repair. If warranty claims are submitted with rental, the claim will be returned for correction.

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

If a customer with an involved vehicle has previously paid for the replacement of the Rear Liftgate Struts during the applicable period, please direct them to mail a copy of the repair order which includes the reason for repair, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration. Please note that damage incurred from abuse, a crash, vandalism and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension.

**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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