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SUBJECT: CUSTOMER SUPPORT PROGRAM (ZTM) – WARRANTY ENHANCEMENT FOR INCORRECT VIN STORAGE IN ECM MEMORY FOR CERTAIN 2005 MODEL YEAR SIENNA VEHICLES

Beginning March 21, 2011, Toyota will initiate a Customer Support Program (CSP) to provide supplemental warranty coverage for certain 2005 model year Sienna vehicles.

Background

When accessing the Vehicle Identification Number (VIN) stored in the ECM memory on certain 2005 model year Sienna vehicles, the first two digits *may* be missing or incorrect. Not all vehicles in this range will exhibit this condition. In addition, the VIN stored in the ECM is used only in certain select operations (for example, during vehicle emissions testing in specific states). To minimize customer inconvenience while assuring customer satisfaction, Toyota is offering this Emission Control Warranty Extension to correct the stored VIN as needed.

Applicability

Toyota dealers are requested to verify the condition. If the condition is verified, the dealer will rewrite the VIN number to the Engine Control Module (ECM) under the terms of the CSP. This condition is subject to the same requirements which are outlined in the *Warranty and Maintenance Guide*, with the exception of the Emission Control Warranty Coverage enhancement of 15 years or 150,000 miles, whichever occurs first, from the vehicle's in-service date. Damage incurred from abuse, a crash, vandalism and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty enhancement. ***Please note that this coverage is only for warranty work performed at an authorized Toyota dealer.***

What is Covered

Toyota is offering an Emissions Control Warranty Extension (CSP) on the ECM for this specific condition. The CSP is offered for a period of **15 years or 150,000 miles** from the vehicle's in-service date, whichever occurs first, for incorrect VIN storage in the ECM memory.

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.

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	VDS	Ranges
Sienna	2005	BA22C	S018902 - S054486
		BA23C	S028704 - S054466
		ZA22C	S153073 - S387524
		ZA23C	S152435 – S387528

Claim Submission

Claim Type	Opcode	Description	OPF	Labor Time
Repair Program	0709J1	Inspect the VIN	89661-081#0	0.1 hr
Repair Program	0709J2	Inspect the VIN and Rewrite the VIN using Tech Stream	89661-081#0	0.2 hr

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 repairs to rewrite the VIN stored in the ECM for this specific condition during the applicable period, please mail a copy of the repair order which includes the reason for the repair/replacement, 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**

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.

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to process your request.

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