


DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL12-02 Date: 4/19/12 Page: 1 of 6 REVISED 10/10/12
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SUBJECT: CUSTOMER SUPPORT PROGRAM (ZTS): WARRANTY ENHANCEMENT FOR REAR SLIDING DOOR LATCH ASSEMBLIES ON CERTAIN 2004-2010MY SIENNA VEHICLES AND POWER SLIDING DOOR CABLE ASSEMBLY ON CERTAIN 2004-2007MY SIENNA VEHICLES

Toyota has received reports of customer concerns regarding rear sliding doors that gradually become difficult to open or close in certain 2004-2010 model year Sienna vehicles.

Although the Rear Sliding Door Latch Assemblies and the Power Sliding Door Cable Assembly are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), Toyota is announcing a Customer Support Program (CSP) which will extend the warranty coverage for the following:

- 1) **Rear Sliding Door Latch Assemblies** - For certain 2004-2010MY Sienna vehicles equipped with a Manual or Power Sliding Door, the warranty coverage for the Rear Sliding Door Latch Assemblies will be extended to **9 years from the date-of-first-use or 120,000 miles (whichever occurs first)**.
- 2) **Power Sliding Door Cable Assembly** - For certain 2004-2007MY Sienna vehicles equipped with a Power Sliding Door, the warranty coverage for the Power Sliding Door Cable Assembly will be extended to **9 years from the date-of-first-use or 120,000 miles (whichever occurs first)**.

Please verify VIN applicability for this CSP by checking TIS before completing any repairs.

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.

Applicable VIN Ranges for:
2004-2007 Sienna with Power Sliding Door

Model	WMI	MY	VDS	Start Serial	Finish Serial
Sienna	5TD	2004	BA22C	S000023	S028701
			BA23C	S000020	S028702
			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	S381751	S587358
			ZA23C	S382744	S587357
		2007	BK22C	S000015	S002644
			BK23C	S000014	S002643
			ZK22C	S000015	S028700
			ZK23C	S000019	S028701

Applicable VIN Ranges for:
2008-2010 Sienna with Power Sliding Door &
2004-2010 Sienna with Manual Sliding Door

Model	WMI	MY	VDS	Start Serial	Finish Serial
Sienna	5TD	2004	BA23C	S000103	S027966
			MA29C	S700000	S700001
			ZA23C	S000064	S221156
		2005	ZA23C	S155008	S387526
			2006	BA23C	S072072
		ZA23C		S381759	S587362
		2007	BK22C	S002654	S008765
			BK23C	S002646	S008756
			ZK22C	S028707	S099335
			ZK23C	S000021	S099342
		2008	BK22C	S008549	S022331
			BK23C	S008547	S022309
			ZK22C	S099344	S225325
			ZK23C	S095940	S225607
		2009	BK22C	S022105	S028198
			BK23C	S022332	S028196
			ZK22C	S225328	S289073
			ZK23C	S222346	S289398
		2010	DK4CC	S028199	S034176
			JK4CC	S028200	S034149
KK4CC	S289076		S343710		
YK4CC	S289078		S343708		

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Claim Submission**2004-2007MY Sienna with Power Sliding Door:**

Claim Type	Opcode	Description	Labor Time	Rental
Repair Program	7718FE	Replace Slide Door Attachment Control	4.2	1 Day
	7718FF	Replace Slide Door Attachment Control + Replace Control Sub-Assy	4.3	1 Day
	7718FG	Replace Slide Door Attachment Control + Replace Front and Rear Lock Assy	4.4	1 Day
	7718FH	Replace Slide Door Attachment Control + Replace Front and Rear Lock Assy & Control Sub-Assy	4.5	1 Day
	2717A1	Replace Control Sub-Assy	0.8	N/A
	2717A2	Replace Front and Rear Lock Assy	0.9	N/A
	2717A3	Replace Front and Rear Lock Assy & Control Sub-Assy	1.0	N/A

2008-2010MY Sienna with Power Sliding Door & 2004-2010MY Sienna with Manual Sliding Door:

Claim Type	Opcode	Description	Labor Time	Rental
Repair Program	2717A1	Replace Control Sub-Assy	0.8	N/A
	2717A2	Replace Front and Rear Lock Assy	0.9	N/A
	2717A3	Replace Front and Rear Lock Assy & Control Sub-Assy	1.0	N/A

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

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Rental

Rental is only allowed in conjunction with opcodes 7718FE, 7718FF, 7718FG & 7718FH (refer to table on page 3). A maximum of 1 day rental is allowed and should not exceed \$35 per day.

When submitting claims with rental, use "RT" sublet type and "LNM" as the sublet reason code.

If the maximum number of rental days and/or rental amount is exceeded, the claim will require District Service and Parts Manager (DSPM) authorization.

Replacement Parts**2004-2007 Sienna with Power Sliding Door:**

Part Number	Description	Qty	Remarks	Repair Procedure
69631-08030	Control, Slide Dr Attachment, RH	1	Cable Assy	T-SB-0085-09
69641-08030	Control, Slide Dr Attachment, LH	1	Cable Assy	
69200-08011	Lock Assy, Power Slide Door, RH	1	Rear Latch	T-SB-0280-10
69300-08011	Lock Assy, Power Slide Door, LH	1	Rear Latch	
69370-08022	Lock Assy, Slide Door, FR, RH	1	Front Latch	
69380-08022	Lock Assy, Slide Door, FR, LH	1	Front Latch	
69603-08061	Control Sub-Assy, Slide Door Lock Remote, RH, With Easy Closer	1	Power Door Lock Mechanism	Refer to Repair Manual
69604-08041	Control Sub-Assy, Slide Door Lock Remote, LH, With Easy Closer	1	Power Door Lock Mechanism	

2008-2010 Sienna with Power Sliding Door:

Part Number	Description	Qty	Remarks	Repair Procedure
69200-08011	Lock Assy, Power Slide Door, RH	1	Rear Latch	T-SB-0280-10
69300-08011	Lock Assy, Power Slide Door, LH	1	Rear Latch	
69370-08022	Lock Assy, Slide Door, FR, RH	1	Front Latch	
69380-08022	Lock Assy, Slide Door, FR, LH	1	Front Latch	
69603-08061	Control Sub-Assy, Slide Door Lock Remote, RH, With Easy Closer	1	Power Door Lock Mechanism	Refer to Repair Manual
69604-08041	Control Sub-Assy, Slide Door Lock Remote, LH, With Easy Closer	1	Power Door Lock Mechanism	

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Replacement Parts (continued)**2004-2010 Sienna Manual Sliding Door:**

Part Number	Description	Qty	Remarks	Repair Procedure
69330-08031	Lock Assy, Slide Door, RH	1	Rear Latch	T-SB-0280-10
69340-08031	Lock Assy, Slide Door, LH	1	Rear Latch	
69300-08011	Lock Assy, Power Slide Door, LH		Rear Latch (Easy Closer)	
69370-08022	Lock Assy, Slide Door, FR, RH	1	Front Latch	
69380-08022	Lock Assy, Slide Door, FR, LH	1	Front Latch	
69603-08051	Control Sub-Assy, Slide Door Lock Remote, RH	1	Power Door Lock Mechanism	Refer to Repair Manual
69604-08031	Control Sub-Assy, Slide Door Lock Remote, LH	1	Power Door Lock Mechanism	
69604-08041	Control Sub-Assy, Slide Door Lock Remote, LH, With Easy Closer	1	Power Door Lock Mechanism (Easy Closer)	

Toyota has initiated a 100% recovery to perform failure confirmation testing on the following part numbers:

Part Number	Description
85620-08042	Motor & Clutch Assy, Slide Door Control, RH
85620-08052	Motor & Clutch Assy, Slide Door Control, LH

All motor assemblies that are tested and found good will result in an immediate debit of the part cost.

It is important to note that the motor & clutch assembly parts listed above are **NOT** covered by Customer Support Program ZTS. As most vehicles experiencing the condition will only require replacement of the cable assembly, the motor should be transferred to the new assembly as specified in **T-SB-0085-09.**

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Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair or replacement of the Rear Sliding Door Latch Assemblies, the Power Sliding Door Cable Assembly, and/or the Motor and Power Sliding Door Cable Assembly 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
19001 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.

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