

Published January 7, 2016

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
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(310) 468-4000

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Warranty Enhancement Program – ZF2  
Certain 2004 – 2006 Model Year Sienna Vehicles  
Extension of Warranty Coverage for Front Seatbelt Assemblies

**In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for front seatbelt assemblies on 2004 – 2006 model year Sienna vehicles.**

### **Background**

Toyota has received a number of reports regarding front seatbelts in certain 2004 – 2006 model year Sienna vehicles. In these reports, customers have indicated that the front seatbelts (right and/or left) may slowly or non-smoothly retract.

Although the front seatbelt assembly is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to slow or non-smooth retraction of front seatbelts.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

### **Owner Letter Mailing Date**

Toyota will begin to notify owners in mid-January, 2016 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

### **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the front seatbelts. The specific condition covered by this program is front seatbelts that slowly or non-smoothly retracts.

- ***The coverage offers warranty enhancement until June 30, 2018 regardless of mileage.***

*This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

### **Covered Vehicles**

There are approximately 585,200 certain 2004 – 2006 Sienna vehicles covered by this warranty extension.

Model Name	Model Year	Production Period
Sienna	2004 – 2006	Mid-January 2003 to Mid-December 2006

**Warranty Claim Processing Instructions**

Refer to the Warranty Policy Bulletin (Bulletin No. [POL16-01](#)) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

**Remedy Procedures**

Technical instructions for this warranty extension program can be found in [T-SB-0125-15](#).

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

Due to limited availability, the parts have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

*Refer to Warranty Policy Bulletin [POL16-01](#) for detailed parts ordering information.*

***Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK.***

The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please review the MAC Report on Dealer Daily to confirm the current ordering limits.

*All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

**Customer Reimbursement**

Refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



**Warranty Enhancement Program – ZF2  
 Certain 2004 – 2006 Model Year Sienna  
 Extension of Warranty Coverage for Front Seatbelt Assemblies**

**Frequently Asked Questions  
 Published January 7, 2016**

**Background**

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for front seatbelt assemblies on 2004 – 2006 model year Sienna vehicles.

**Q1: *What is the condition?***

A1: Toyota has received a number of reports regarding front seatbelts in certain 2004 – 2006 model year Sienna vehicles. In these reports, the front seatbelts (right and/or left) may slowly or non-smoothly retract.

Although the front seatbelt assembly is covered by Toyota’s New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers’ ownership experience. Toyota is now extending the warranty coverage for repairs related to slow or non-smooth retraction of front seatbelts.

**Q2: *What is Toyota going to do?***

A2: Owners of certain 2004 – 2006 model year Sienna vehicles covered by this Warranty Enhancement Program will receive an owner letter via first class mail starting in mid-January, 2016.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the front seatbelt assembly which has this condition with a new one at **NO CHARGE** to the customer.

**Q3: *Which and how many vehicles are covered by this campaign?***

A3: There are approximately 585,200 certain 2004 – 2006 Sienna vehicles covered by this warranty extension.

Model Name	Model Year	Production Period
Sienna	2004 – 2006	Mid-January 2003 to Mid-December 2006

**Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program in the U.S.?***

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program.

**Q4: *What are the details of this coverage?***

A4: This Warranty Enhancement Program provides a coverage extension to the vehicle’s New Vehicle Limited Warranty for repairs related to front seatbelts that retract slowly or non-smoothly. If the condition is verified, the vehicles will be repaired under the terms of this Warranty Enhancement Program.

- ***The coverage offers warranty enhancement until June 30, 2018 regardless of mileage.***

*This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner’s Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

**Q5: *Which parts are covered by this Warranty Enhancement Program?***

A5: The specific component(s) covered by this warranty extension is/are as follows: Front seatbelt assembly (right and left).

**Q6: *What should an owner do if they experience the condition?***

A6: If the owner experiences slow or non-smooth retraction of either or both of the front seatbelt assemblies, he/she should contact a local authorized Toyota dealership for diagnosis and repair. If the condition is covered by the terms of this Warranty Enhancement Program, the repair will be performed at **NO CHARGE**.

**Q7: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?***

A7: This Warranty Enhancement Program only applies to vehicles that have exhibited the conditions described above. If an owner has not experienced the condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q8: *What if a customer has previously paid for repairs related to this warranty extension?***

A8: Reimbursement consideration instructions will be provided in the owner letter.

**Q9: *How long will the repair take?***

A9: If the condition is present on the vehicle, the repair will take approximately one to one and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q10: *What if I have addition questions or concerns?***

A10: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Re: <VIN>

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty. Toyota has received some reports that front seatbelts (right and/or left) may slowly or non-smoothly retract.

While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Extension:

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the front seatbelts. The specific condition covered by this program is front seatbelts that slowly or non-smoothly retract. If the condition is verified, the vehicle will be repaired with new seatbelt(s) under the terms of this Warranty Enhancement Program\*.

- **The coverage offers warranty enhancement until June 30, 2018 regardless of mileage.**

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

\* Please see your Toyota dealer for additional details

VIN #: \_\_\_\_\_

Peel and Stick Label onto the Owner's Warranty Information Booklet

**What should you do?**

***Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.***

If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

If you would like to update your vehicle ownership or contact information, please go to [www.Toyota.com/ownersupdate](http://www.Toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, USA, Inc.  
Toyota Customer Experience WC10  
19001 South Western Avenue  
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

**Q1: Is this a recall?**

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage.

**Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A3 Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: What should I do if my vehicle has the condition described?**

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5: How long will the repair take?**

A5: If the condition is present on your vehicle, the repair will take approximately one to one and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if I have additional questions or concerns?**

A6: If you have additional questions or concerns, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

## Warranty Enhancement Reimbursement Checklist

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
- Proof-of-Payment
  - Only the Following Items are Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- Name, Address and Phone Number printed on all documents

Detailed diagnosis statement must answer the following three questions:

1. *Why was the vehicle brought into the repair facility?*
2. *What was the repair facility's diagnosis?*
3. *What did the repair facility do to correct the concern?*