

# Toyota Sienna 2014 Warranty & Maintenance Manual

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SIENNA  
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WARRANTY &  
MAINTENANCE GUIDE



www.toyota.com

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If your name or address has changed or you purchased your Toyota as a used vehicle, please complete and mail the attached card, even if your warranty coverage has expired. This will enable Toyota to contact you with important product or safety updates concerning your vehicle. If the card is no longer attached, please call the Toyota Customer Experience Center at (800) 331-4331.

### OWNER INFORMATION CHANGE FORM

Check one:  Same owner; name and/or address has changed  New owner; purchased vehicle used  EWV

Same owner; additional driver who should receive product/safety updates

Effective date of this information No. Day Year

Vehicle Identification Number (required to process change)

Mr.  Ms.  Mx.  Miss  Dr.

First name M.I. Last name

Company name

Street address or P.O. Box

City State Zip code

Primary phone number

Alternate phone number

Apt. or suite number

Check how address below is for company

Email address

This information is obtained solely for the use of Toyota Motor Sales, U.S.A., Inc. Toyota occasionally sends special promotional offers to registered owners. Check here if you prefer not to receive these offers.



# Welcome to the Toyota Family

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**T**hank you for purchasing a Toyota vehicle. We know you have many options when considering which vehicle to buy, and we appreciate your decision to select Toyota.

We want you to enjoy owning your Toyota as much as you enjoy driving it. This booklet is designed to help. Here you'll find information on Toyota's warranty coverage and maintenance recommendations for your vehicle. There are two easy-to-follow sections: one for warranty and one for maintenance. The tab on the side of each page identifies the section you are in.

For more information about our vehicles, our company or the products and services available for your vehicle, please visit Toyota's official Web site, **[www.toyota.com](http://www.toyota.com)**.

We wish you many miles of safe and pleasurable driving, and we look forward to serving you in the years ahead. Welcome to the Toyota family!



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#### Find It Online

You can also find scheduled maintenance information for your vehicle at **toyota.com/owners**. Toyota Owners has all the information you need for your new vehicle in one place!

- View Owner's Manuals online
- Track your service history
- Watch and learn with how-to-videos
- Take advantage of service offer specials



**A**t Toyota, our top priority is always our customers. We know your Toyota is an important part of your life and something you depend on every day. That's why we're dedicated to building products of the highest quality and reliability.

Our excellent warranty coverage is evidence that we stand behind the quality of our vehicles. We're confident — as you should be — that your Toyota will provide you with many years of enjoyable driving.

To further demonstrate our commitment to our customers' satisfaction, occasionally we may establish a special policy adjustment to pay for specific repairs that are no longer covered by warranty. When we establish such a policy adjustment, we mail details to all applicable owners we have on record. That's why it's important to send in the card at the back of this booklet if you change your address or if you've purchased this vehicle from a previous owner.

To provide you with added protection against unexpected service costs, we offer Toyota Financial Services vehicle service agreements and Toyota Auto Care and Toyota Care Plus pre-paid maintenance programs. Each offers plans to meet a wide variety of needs. Your dealership can help you select the plan that's best for you.

Our goal is for every Toyota customer to enjoy outstanding quality, dependability and peace of mind throughout their ownership experience. We want you to be a satisfied member of the Toyota family for many miles to come.

This booklet describes the terms of Toyota warranty coverage as well as general owner responsibilities. The scheduled maintenance section describes your vehicle's maintenance requirements. Be sure to review this information carefully, since proper maintenance is required to ensure that warranty coverage remains intact.

All information in this booklet is the latest available at the time of publication and is subject to change without notice.

## THE NEW WORLD OF ANTI-THEFT TECHNOLOGY

This Toyota vehicle may be equipped with an electronic “immobilizer” anti-theft system. When the key is inserted into the ignition switch it transmits an electronic code to an immobilizer computer. The engine will only start if the code in the key matches the code in the immobilizer. If the code does not match, the immobilizer disables the ignition and fuel systems. While an exact physical copy of the key will open the door and allow retrieval of items locked in the vehicle, it won’t start the vehicle unless the key has the same code as the immobilizer.

## SECURITY

For security purposes, access to key codes and service procedures for electronically registering replacement keys is restricted. Only a Toyota dealer or certain bonded/registered independent locksmiths can generate replacement keys.