



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 5, 2008

MR. CHRIS TINTO
VICE PRESIDENT
TECHNICAL & REGULATORY AFFAIRS
TOYOTA MOTOR NORTH AMERICA, INC.
601 THIRTEENTH STREET, NW., SUITE 910 SOUTH
WASHINGTON, DC 20005

NVS-215paw
08V-244

SUBJECT: POWER REAR LIFTGATE

DEAR MR. TINTO:

This letter serves to acknowledge Toyota Motor Corporation's safety improvement notification to the National Highway Traffic Safety Administration (NHTSA) of a problem in the products described below for which a safety improvement campaign shall be conducted.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
TOYOTA/SIENNA/2004-2006

NHTSA Campaign Number: 08V-244

Mfg's Report Date: May 30, 2008

Components: STRUCTURE: BODY: HATCHBACK/LIFTGATE

Potential Number of Units Affected: 196,222

Summary:

TOYOTA IS RECALLING 196,222 MY 2004-2006 TOYOTA SIENNA VEHICLES EQUIPPED WITH POWER REAR LIFTGATE STRUTS. THE GAS STRUTS USED TO HELP LIFT AND SUPPORT IN THE REAR POWER LIFTGATE COULD WEAR OUT SOONER THAN EXPECTED. AS THE GAS STRUTS DETERIORATE, THE PERFORMANCE OF THE LIFTGATE WILL BEGIN TO DEGRADE AND THE POWER REAR LIFTGATE WILL OPERATE MORE SLOWLY THAN WHEN THE GAS STRUTS WERE NEW.

Consequence:

IF NOT REPAIRED, THE GAS STRUTS MAY NOT BE ABLE TO SUPPORT THE WEIGHT OF THE LIFTGATE WHEN IT IS OPEN, AND EVENTUALLY, THE GAS STRUTS COULD DETERIORATE TO THE POINT THAT THE LIFTGATE WILL FALL ABOUT TEN INCHES AFTER IT REACHES THE FULLY OPEN POSITION, AT WHICH POINT THE POWER MOTOR WILL ENGAGE AND POWER THE LIFTGATE TO THE FULLY CLOSED POSITION. THIS CONDITION MAY CAUSE INJURY TO A PERSON WHO IS STRUCK BY THE LIFTGATE WHEN IT FALLS OR WHEN IT IS CLOSING.

Remedy:

DEALERS WILL REPLACE THE GAS STRUTS WITH NEWLY DESIGNED GAS STRUTS THAT HAVE A LONGER SERVICE LIFE. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE FOR THIS CAMPAIGN. OWNERS MAY CONTACT TOYOTA AT 1-888-270-9371.

Notes:

THIS ACTION IS DEEMED A SAFETY IMPROVEMENT CAMPAIGN AND IS NOT BEING CONDUCTED UNDER THE SAFETY ACT. HOWEVER, TOYOTA HAS INFORMED NHTSA THAT IT WILL PROVIDE THE MODIFICATIONS DESCRIBED ABOVE FREE OF CHARGE.

This recall was the subject of a Preliminary Evaluation, PE06-020, conducted by the Office of Defects Investigation.

We have reviewed your proposed owner notification letter and it meets the requirements of Part 577.

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at Patricia.wallace@dot.gov, Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Person". The signature is fluid and cursive, with a large initial "G" and "P".

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement