

# TOYOTA CUSTOMER SERVICES

## INTEROFFICE MEMORANDUM

To: Region/Private Distributor General Managers & Vice Presidents

June 11, 2008  
TMS-NTC-08109

From: Dave Zellers *Dave*  
Vice President, Product Quality & Service Support

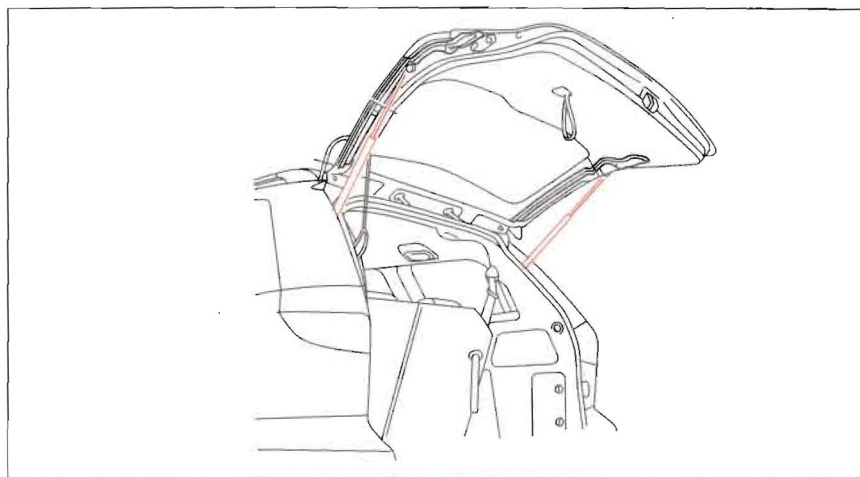
Subject: Preliminary Notification for Special Service Campaign (Recall)  
Certain 2004 - 2006 Model Year Sienna vehicles equipped w/Power Back Door (Rear Liftgate)

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On May 30, 2008, Toyota filed a letter informing the National Highway Traffic Safety Administration (NHTSA) of our intent to conduct an SSC regarding the Back Door Stays (Rear Liftgate Struts) installed in certain 2004 through 2006 model year Sienna vehicles. **Only vehicles with the Power Rear Liftgate are affected. Vehicles with the Non-Power Rear Liftgate are not involved.**

### Background

- Toyota has determined that the gas struts used to help lift and support the power rear liftgate in some Sienna vehicles are wearing out sooner than expected. As the gas struts deteriorate, the performance of the power rear liftgate will begin to degrade, and the power rear liftgate will operate more slowly than when the gas struts were new. In January 2008, Toyota announced a Warranty Enhancement (Customer Support Program) to extend the warranty coverage of the Sienna's Rear Liftgate Struts (please see the Warranty Enhancement Region/Dealer Letter for details).
- If this condition is not repaired, the gas struts may not be able to support the weight of the liftgate when it is open. 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. Therefore, Toyota will conduct an SSC for the Power Rear Liftgate Struts. This recall letter provides for replacement of liftgate struts regardless of their current condition. Note that some struts already replaced under the original vehicle warranty and/or Customer Support Program coverage may need to be replaced under this recall.



- Certain 2004 through 2006 model year Sienna vehicles equipped with a rear power liftgate produced between January 2003 through December 2006 are involved.
- **Only the Power Rear liftgate struts are affected. Vehicles with a non-power liftgate are not involved.**

## STATUS

- This new SSC will be launched in late June/early July, 2008, to replace the rear power liftgate struts on the affected vehicles. A dealer package including Technical Instructions and reimbursement procedures will be mailed to all dealerships at that time.
- Owner notifications will be launched in several phases beginning in early/mid-July 2008. The first phase will consist of approximately 10,000 owners. The quantities for subsequent phases will be determined according to dealership repair capacity and parts availability.
- The attached Dealer Daily message will be sent to all Dealerships informing them of the issue.
- If your staff should receive any contacts from owners experiencing issues with the Power Rear Liftgate struts, please direct the owner to their local Toyota dealer for diagnosis and/or repair.
- A Q&A has been attached for your reference.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures



## Special Service Campaign (Recall)

### Certain 2004 - 2006 Model Year Sienna vehicles equipped w/Power Back Door (Rear Liftgate)

**Q1: What is the condition?**

A1: Toyota has determined that the gas struts used to help lift and support the Power Rear Liftgate in certain 2004 through 2006 model year Sienna vehicles could be wearing out sooner than expected. As the gas struts deteriorate, the performance of the Power Rear Liftgate will begin to degrade, and the Power Rear Liftgate will operate more slowly than when the gas struts were new. **Only Sienna vehicles equipped with the Power Rear Liftgate are involved.**

**Q2: Are there any warnings that this condition exists?**

A2: Owners may notice that the Power Rear Liftgate will not remain in the open position. 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.

**Q3: When were these vehicles produced, and how many vehicles are involved?**

A3: Only certain 2004 through 2006 model year Sienna vehicles equipped with the Power Rear Liftgate, produced between January 2003 and December, 2006 are involved. Approximately 196,000 vehicles are involved nationwide.

Model	Approx. 2004 MY UIO	Approx. 2005 MY UIO	Approx. 2006 MY UIO
Sienna	83,000	60,000	54,000

**Q4: Are there any other Toyota, Scion or Lexus vehicles involved?**

A4: No, there are no other models involved.

**Q5: What is Toyota going to do?**

A5: Owners of the involved vehicles will receive a Recall notification by first class mail beginning in early/mid-July 2008. Toyota dealers will replace the Power Rear Liftgate struts with newly designed ones at **NO CHARGE** to the vehicle owner.

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

A6: If this should occur, customers are requested to contact any Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q7: How long will the repair take?**

A7: The repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.



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19001 South Western Avenue  
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(310) 468-4000

Mark Kubota / TMS Toyota Customer Services  
Quality Compliance  
June 11, 2008  
Approved By: Dave Zellers

To: All Toyota Dealers  
From: Toyota Customer Services

**Special Service Campaign (Recall)**  
**Certain 2004 - 2006 Model Year Sienna vehicles equipped w/Power Back Door (Rear Liftgate)**  
**\*\*\*\*\*URGENT\*\*\*\*\***

On May 30, 2008, Toyota filed a letter informing the National Highway Traffic Safety Administration (NHTSA) of our intent to conduct an SSC regarding the Back Door Stays (Rear Liftgate Struts) installed in certain 2004 through 2006 model year Sienna vehicles. **Only the rear power liftgate struts are affected. Vehicles with a non-power liftgate are not involved.**

**Background**

- Toyota has determined that the gas struts used to help lift and support the power rear liftgate in some Sienna vehicles are wearing out sooner than expected. As the gas struts deteriorate, the performance of the power rear liftgate will begin to degrade, and the power rear liftgate will operate more slowly than when the gas struts were new. In January 2008, Toyota announced a Warranty Enhancement to extend the warranty coverage of the Sienna's Rear Liftgate Struts (please see the Warranty Enhancement Region/Dealer Letter for details).
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- A Q&A has been attached for your reference.
- Please direct all customer inquiries to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- **In the event you are contacted by the News media**, they should be directed to Ming-Jou Chen (310) 468-4782 or Bill Kwong (310) 468-3764, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

Please contact your District Service/Parts Manager if you have any further questions.



## Special Service Campaign (Recall)

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