

**2004 through certain 2006 Model Year Sienna Equipped with  
Power Back Door Stays (Power Rear Liftgate Struts)  
Safety Recall Campaign 80C**

[VIN]

Dear Toyota Owner:

This notice is being sent to you in voluntary accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided to conduct a safety recall of certain 2004 through certain 2006 model year Sienna vehicles equipped with a Power Back Door (Power Rear Liftgate). At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, we are sending you this notice of a safety recall to provide for the replacement of the Power Rear Liftgate Struts (gas struts) with newly designed ones at no charge to you.

In January, Toyota announced a Warranty Enhancement to extend the warranty coverage of your Power Rear Liftgate Struts (please see the Warranty Enhancement Letter for details). In the meantime, Toyota has decided to conduct a safety recall for your Power Rear Liftgate Struts. This recall letter provides for replacement of liftgate struts regardless of their current condition. Note that some struts replaced under the original vehicle warranty coverage may need to be replaced under this recall.

**What is the condition?**

Toyota has determined that the gas struts used to help lift and support the Power Rear Liftgate in some Sienna vehicles could be wearing out sooner than expected. As the gas struts deteriorate, the performance of your Power Rear Liftgate will begin to degrade, and the Power Rear Liftgate will operate more slowly than when the gas struts were new. In the event that this condition has occurred in the Power Rear Liftgate Struts on your Toyota Sienna vehicle, you 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.

**What will Toyota do?**

To help reduce the likelihood of injury in the event the gas struts have deteriorated, Toyota will replace your gas struts at **no charge** to you with newly designed gas struts that have a longer service life.

**What should you do?**

**Please contact any Toyota dealer and make an appointment to replace the Power Rear Liftgate Struts with the newly designed gas struts as soon as possible.**

The actual repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

***Even after you receive your replacement struts, you need to pay attention to the condition of your liftgate. Toyota is providing the following operational instructions and warnings for continued usage of the Rear Liftgate:***

- Please be sure to wait at least an additional 2 seconds from the time the liftgate is in the fully opened position prior to standing under it.
- In the event your Power Liftgate Strut(s) performance has degraded, your liftgate will automatically close with an audible alarm and flashing of the hazard lamps. The Toyota Sienna Power Rear Liftgate is equipped with jam and pinch protection which also includes auto reversal of the Rear Liftgate. Please use your best judgment about the condition of your Rear Liftgate and obtain repairs promptly if the liftgate appears to show degradation.
- Refer to your Owner's Manual for additional operating instructions.

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Safety Campaign.*** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time. If you are unable to obtain the repairs in a reasonable time, you may also file a complaint with the National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Room W46-425, Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at (888) 327-4236 (TTY (800) 424-9153).

**What if you have previously paid for the replacement of the Power Rear Liftgate Struts for this specific condition as it applies to your affected 2004 through 2006 model year vehicle?**

If you have previously paid for the replacement of the Power Rear Liftgate Strut(s) on your vehicle, please mail a copy of your repair order which includes the reason for replacement, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to process your request.

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

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