

TOYOTA CUSTOMER SERVICES

Volume: X
 Number: TC08-012
 Date: 07/24/2008
 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/
 VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*
 VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

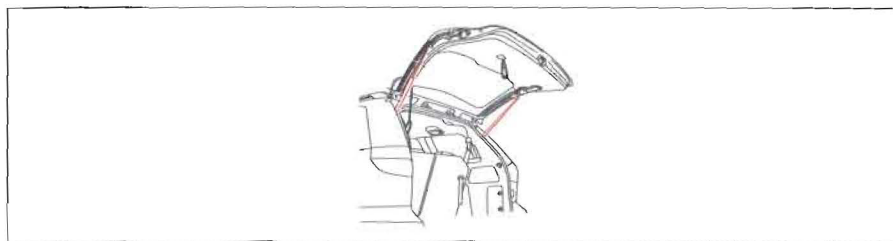
SUBJECT: **Special Service Campaign (Recall) 80C – Phase 1**
 Certain 2004 - 2006 Model Year Sienna Vehicles Equipped w/Power Back Door (Power Rear Liftgate)

As communicated in June, 2008, Toyota will initiate a Special Service Campaign (Recall) to replace the Power Rear Liftgate Struts and mounting brackets on certain 2004 through 2006 model year Sienna vehicles equipped with a Power Rear Liftgate. Vehicles with the Non-Power (manual) Rear Liftgate are not involved.

This SSC will be launched in several phases. Phase 1 will involve approximately 10,000 vehicles nationwide.

Background

- Toyota has determined that the gas struts used to help lift and support the Power Rear Liftgate in certain Sienna vehicles may wear 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.
- 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 a Special Service Campaign (Recall) 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; the technical instructions include inspection procedures to facilitate this determination.



- As you are aware, the Customer Support Program (CSP) was launched in January 2008. The following table summarizes the differences between the SSC and CSP:

	Notification Type	
	SSC (Recall)	CSP (Warranty Extension)
Rear Liftgate Type	Power <u>only</u>	Power or Manual
Limitation	No time or mileage limitation	6 years from DOFU with no mileage limitation
Failure must occur?	No	Yes

Note: For vehicles involved in both the SSC and CSP, the SSC claim should be filed first. A CSP claim should only be filed in the rare event there is a secondary failure at a later date.

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

1. Dealer Letter Mailing Date

The attached Phase 1 Dealer Letter will be mailed to all Toyota dealers in late July, 2008.

2. Owner Notification Mailing Date

The owner notification will be conducted in several phases over the next few months consistent with parts availability and dealer repair capacity. Phase 1 will involve approximately 10,000 vehicles and commence in early August, 2008.

The notification letter contains wording required and approved by the National Highway Traffic Safety Administration (NHTSA). All owner notification letters will be sent centrally by TMS. We request that dealerships do not send their own notifications.

3. Region/District Summary Reports

We have enclosed the following SSC 80C Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- A District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

Please refer to the attached Dealer Letter for additional information.

Please review this entire package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

TO: ALL TOYOTA DEALER PRINCIPALS,
 SERVICE MANAGERS, PARTS MANAGERS

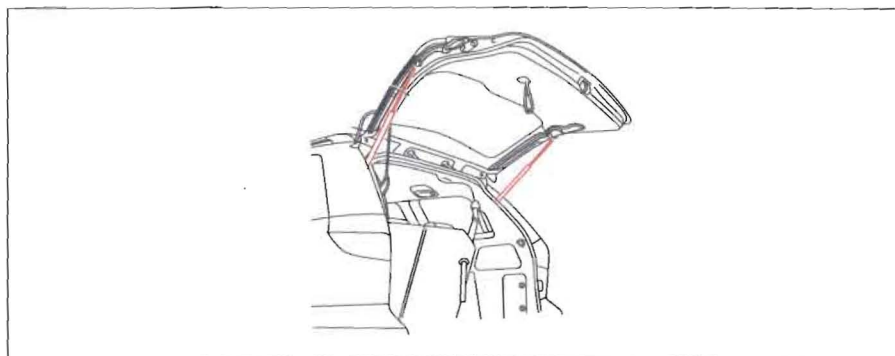
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This SSC will be launched in several phases. Phase 1 will involve approximately 10,000 vehicles nationwide.

Background

- Toyota has determined that the gas struts used to help lift and support the Power Rear Liftgate in certain Sienna vehicles may wear 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.
- 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.
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	Notification Type	
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Rear Liftgate Type	Power <u>only</u>	Power or Manual
Limitation	No time or mileage limitation	6 years from DOFU with no mileage limitation
Failure must occur?	No	Yes

Note: For vehicles involved in both the SSC and CSP, the SSC claim should be filed first. A CSP claim should only be filed in the rare event there is a secondary failure at a later date.

This letter contains vital information to inform you and your staff of the activity schedule and your degree of involvement.

1. Owner Notification Mailing Date

The owner notification will be conducted in several phases over the next few months consistent with parts availability and dealer repair capacity. Phase 1 will involve approximately 10,000 vehicles and commence in early August, 2008.

The notification letter contains wording required and approved by the National Highway Traffic Safety Administration (NHTSA). All owner notification letters will be sent centrally by TMS. We request that dealerships do not send their own notifications.

2. Parts Ordering

Only one parts kit is necessary for each affected vehicle. The kit contains all necessary parts to complete the repair.

Part Number	Part Description	Qty per Vehicle
04008-011AE	Back Door Stay (Rear Liftgate Struts) Kit, Power	1
The kit listed above includes the following parts:		
<ul style="list-style-type: none"> • 68905-AE013 = Stay Sub-Assy, Back Door = Qty 2 • 68955-08021 = Bracket, Back Door Stay, Upr RH = Qty 1 • 68956-08021 = Bracket, Back Door Stay, Upr LH = Qty 1 		

Initially the Back Door Stay (Rear Liftgate Struts) Kit will be placed on Manual Allocation Control (MAC). While the parts are on MAC, a representative from NAPO will review each order and contact the dealership's parts manager to verify the necessity of the order *if* the records indicate the dealership does not have any vehicles in their UIO. All other orders will be reviewed and released based upon the dealership's UIO and SSC claims filed. This will assure an adequate and balanced parts inventory.

If there are *special* circumstances where a dealer is having difficulty receiving parts, dealership associates may contact (909) 975-7665 to research the Back Door Stay (Rear Liftgate Struts) Kit. The associate should have the following information ready to expedite research of the order status:

- Dealer Information (Dealer Code, Contact Name, Telephone Number)
- Order Reference Number
- Customer Name and Vehicle 17-digit VIN

3. Customer Care

Some customers that will contact your dealership about this SSC will have concerns about their vehicle, and some may not be familiar with your service operations. We request you warmly welcome these customers as though they were invited guests in your home. The following are some suggestions and reminders in this regard:

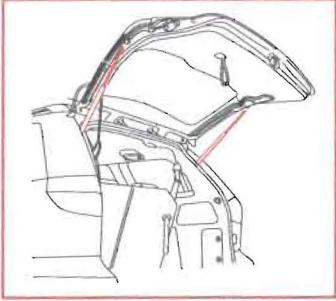
- All dealership service associates should familiarize themselves with the details of this SSC.
- Please ensure a high level of customer satisfaction by quickly greeting the customer and explaining all aspects of the SSC repair. A Q&A is enclosed to assist you.
- If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please verify eligibility of affected vehicles by confirming through Dealer Daily/TIS prior to performing repairs. Dealers should perform the replacement as outlined in the attached Technical Instructions and appropriate Repair Manual as indicated.
- Please apologize for any inconveniences on Toyota's behalf and thank the customer for his or her time and their continuing patronage.

4. Dealer Reports

Please refer to the enclosed VIN list of vehicles involved in this issue. If, according to our records, you do not have any subject vehicles in your inventory, you will receive a report indicating so.

5. Warranty Processor Instructions

**Certain 2004 - 2006 Model Year Sienna Vehicles
Equipped w/Power Back Door (Power Rear Liftgate)**



Please note the following for this campaign:

- **Some vehicles previously repaired under the Customer Support Program will not require replacement of the Rear Liftgate Struts or the Rear Liftgate Mounting Brackets.**
- **ONLY vehicles equipped with a Power Rear Liftgate are involved in this campaign.**
- **Vehicles equipped with a Manual Rear Liftgate are NOT involved.**

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graph TD
    A[Verify Vehicle Eligibility.  
Check the VIN in Dealer Daily  
or TIS.] -- Not Involved --> B[No further action required]
    A -- Involved --> C[Inspect the shape of both Rear  
Liftgate Mounting BRACKETS.]
    C -- OK --> D[Inspect the part number on both  
Rear Liftgate STRUTS]
    C -- NG --> E[Replace both Rear Liftgate  
Brackets and Struts with  
kit number 04008-011AE]
    D -- NG --> E
    D -- OK --> F[No further action required]
            
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• **ONLY the vehicle-side Rear Liftgate Mounting Brackets are involved. Do not replace the back door-side Rear Liftgate Mounting Brackets.**

The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
80C	8605F1	Inspect Only or Inspect and Replace the Back Door Stay and Upper Mounting Brackets on both sides	0.4 Hr/Veh

Dealerships should only file an SSC claim and not a CSP claim. CSP claims should only be filed in the rare event a customer experiences a secondary failure of the Power Liftgate Struts after completion of the SSC.

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 activity.

Thank you for your cooperation.

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

**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.



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.

The Special Service Campaign (SSC) will be launched in early/mid July, 2008. The gas struts in the involved vehicles will be replaced in the SSC. 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.

This table summarizes the differences between the SSC and Customer Service Program

Campaign Type	SSC (Recall)	CSP (Warranty Extension)
Rear Liftgate Type	Power only	Power and Manual
Limitation	No time or mileage limitation	6 years from DOFU with no mileage limitation
Failure must occur?	No	Yes

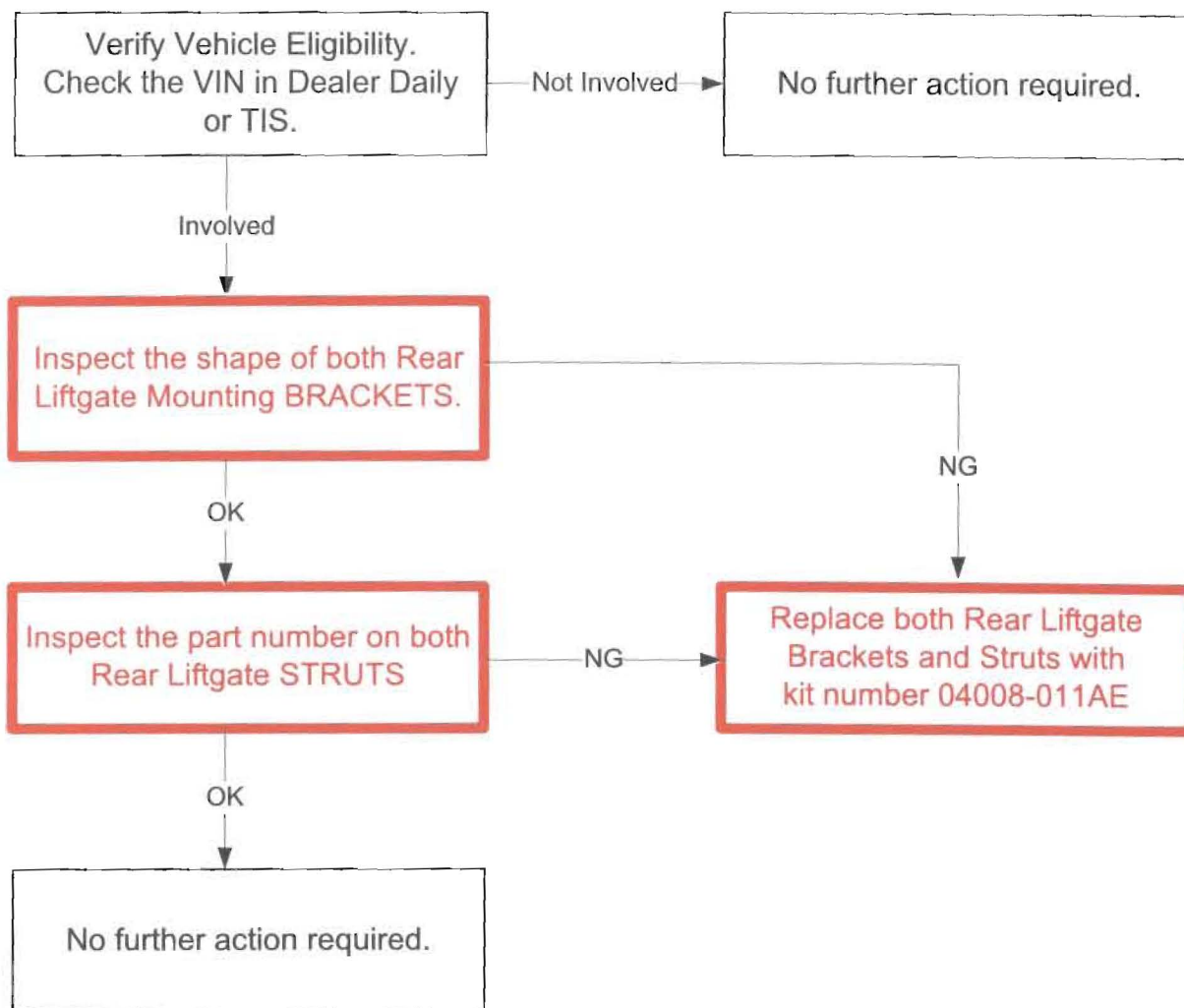
TECHNICAL INSTRUCTIONS

FOR

SPECIAL SERVICE CAMPAIGN (SAFETY RECALL) 80C

2004 THROUGH 2006 MODEL YEAR SIENNA
EQUIPPED WITH POWER REAR LIFTGATE STRUTS
(POWER BACK DOOR STAYS)

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range		Equipped with:
			VDS	Range	
Sienna	5TD	2004	BA22C	S000023 - S028701	Power Rear Liftgate Only
			ZA22C	S000020 - S221159	
			ZA23C	S016466 - S219071	
		2005	BA22C	S018902 - S054486	
			ZA22C	S153073 - S387524	
			ZA23C	S217835 - S384289	
		2006	BA22C	S054118 - S077052	
			ZA22C	S381751 - S587358	

NOTE:

- Check Dealer Daily/TIS to confirm the VIN requires the SSC repair, not all vehicles in the VIN range may be affected
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. TOOLS

- Standard Hand Tools

B. SAFETY EQUIPMENT

- Eye Protection/Safety Glasses

C. PARTS

Part Number	Part Description	Qty per Vehicle
04008-011AE	Back Door Stay (Rear Liftgate Struts) Kit, Power	1
The kit listed above includes the following parts:		
<ul style="list-style-type: none"> • 68905-AE013 = Stay Sub-Assy, Back Door = Qty 2 • 68955-08021 = Bracket, Back Door Stay, Upr RH = Qty 1 • 68956-08021 = Bracket, Back Door Stay, Upr LH = Qty 1 		

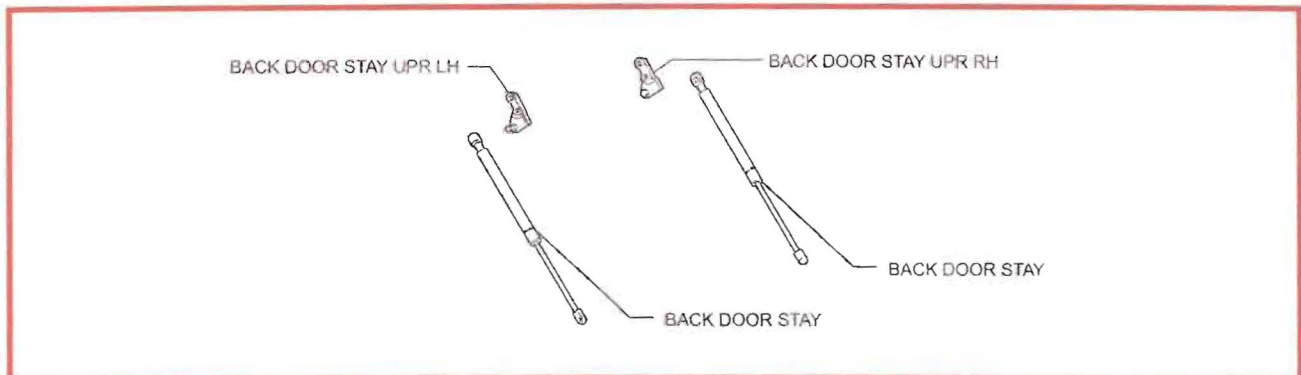
IV. BACKGROUND AND COMPONENTS

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. 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.

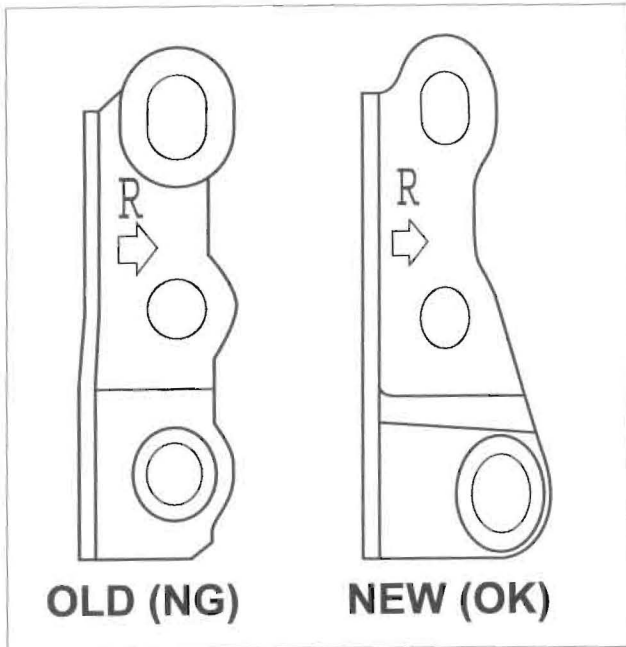
A Customer Support Program (CSP) was launched in Jan. 2008. This table summarizes the differences between the SSC and Customer Service Program:

	Notification Type	
	SSC (Recall)	CSP (Warranty Extension)
Rear Liftgate Type	Power <u>only</u>	Power or Manual
Limitation	No time or mileage limitation	6 years from DOFU with no mileage limitation
Failure must occur?	No	Yes

REAR LIFTGATE BRACKETS AND REAR LIFTGATE STRUTS



V. WORK PROCEDURE



1. VERIFY THE SHAPE OF THE REAR LIFTGATE MOUNTING BRACKETS

- Inspect the shape of both the Rear Liftgate Mounting Brackets (Vehicle side).
- If the new bracket type (wider shape) is found on both sides proceed to step 2.
- If the old bracket type (narrower shape) is found on either side, replace both struts and brackets using kit number 04008-011AE as outlined in TIS/Repair Manual.

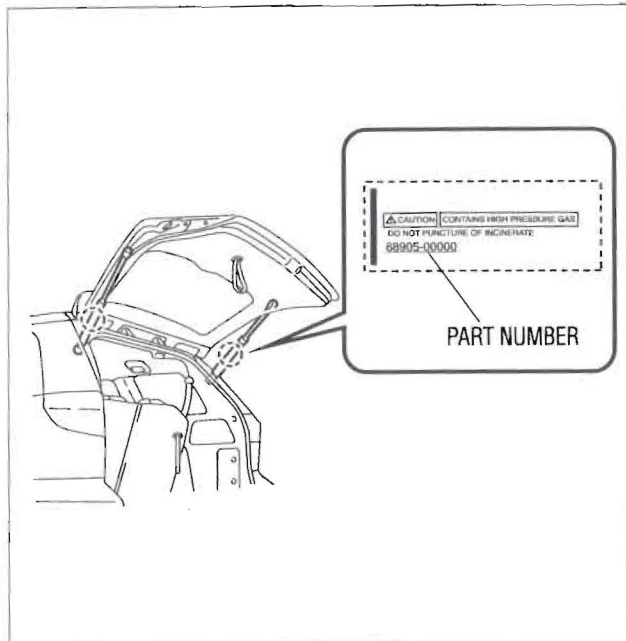
TIS keyword:

Back Door Stay: Replacement (2004 Sienna)

Back Door Stay: Replacement (2005 Sienna)

ENGINE HOOD / DOOR: BACK DOOR SUPPORT: COMPONENTS (2006 Sienna)

NOTE: Failure to replace the old style brackets will cause premature wear to the new liftgate struts.



2. VERIFY THE PART NUMBER OF THE REAR LIFTGATE STRUT

- Inspect the rear liftgate strut part number on both left and right hand sides.
- If the current part number is found on both struts and both brackets are verified as being new, no further action is required, vehicle is OK.
- If old part number (as seen in the chart below) is found on either strut, replace both struts and brackets using kit number 04008-011AE as outlined in TIS/Repair Manual.

TIS keyword:

Back Door Stay: Replacement (2004 Sienna)

Back Door Stay: Replacement (2005 Sienna)

ENGINE HOOD / DOOR: BACK DOOR SUPPORT: COMPONENTS (2006 Sienna)

NOTE: If the part number cannot be verified due to damage, replace the back door stay.

PART NAME	OLD PART NUMBER (NG)	CURRENT PART NUMBER (OK)
BACK DOOR STAY (REAR LIFTGATE STRUT)	68905-08020	68905-AE012 or 68905-AE013 (Included in Kit P/N 04008-011AE)
	68905-AE010	
	68905-AE011	

3. RECALLED PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused.