

INTERIM TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL A0E
ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN
CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA,
RI, VA, VT, WI, WV and the District of Columbia
SPARE TIRE CARRIER CABLE INSPECTION
1998 – 2010 SIENNA 2WD



For 1998 through 2006 Sienna:

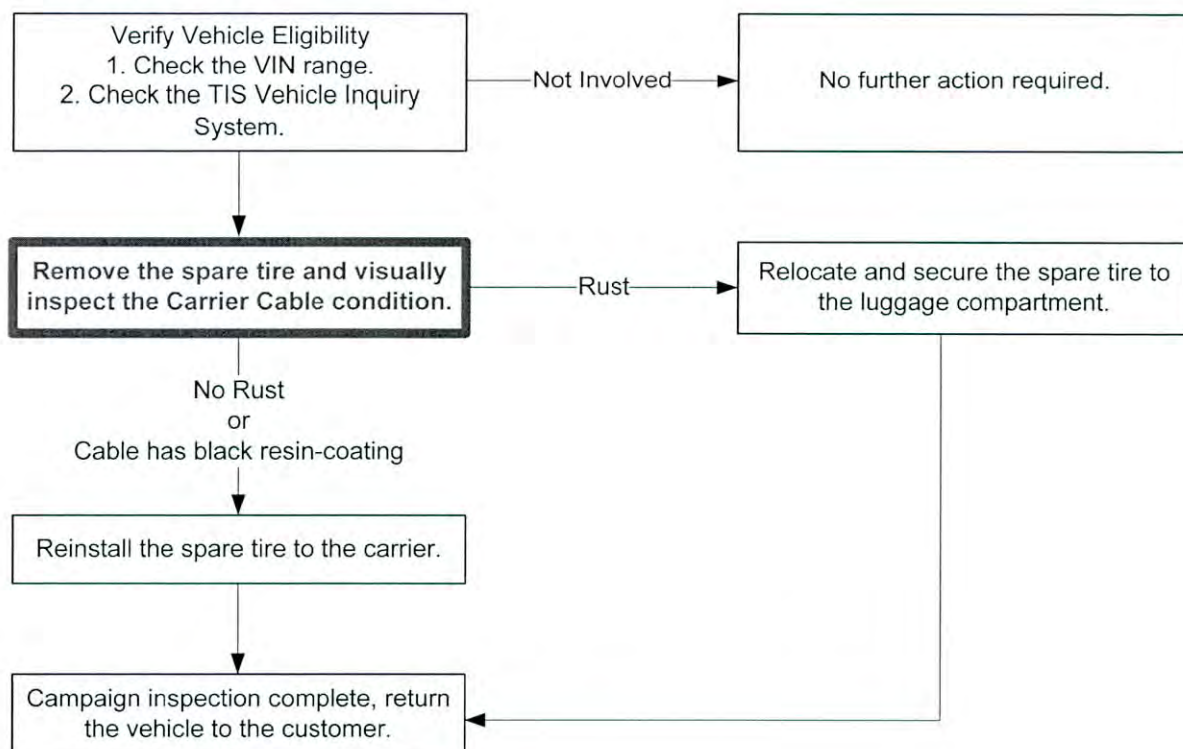
Interim Inspection procedures for Safety Recall A0E are now superseded by the Remedy Procedure for Safety Recall A9E.

For 2007 through 2010 Sienna:

Continue to use the Interim Inspection Procedures.



I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
Sienna	4T3	1998	GF13C	U000021 - U089580
			GF19C	U000018 - U089713
			MF19C	U000055 - U070516
			ZF13C	U000019 - U089730
			ZF19C	U000024 - U000080
		1999	GF13C	U053491 - U068145
			GF19C	U068550 - U470849
			ZF13C	U051335 - U170866
			ZF19C	U052090 - U170857
			GF13C	U125596 - U125596
		2000	GF19C	U126004 - U313355
			ZF13C	U124826 - U319644
			ZF19C	U127616 - U319641
		2001	ZF13C	U250332 - U413544
			ZF19C	U253475 - U413527
		2002	ZF13C	U382040 - U508298
			ZF19C	U411144 - U508297
		2003	ZF13C	U476697 - U556505
			ZF19C	U476695 - U556508



VIN RANGE CONTINUED...

Model	WMI	Year	VIN Range	
			VDS	Range
Sienna	5TD	2004	ZA22C	S000020 - S221159
			ZA23C	S000038 - S221167
		2005	ZA22C	S153073 - S387524
			ZA23C	S152435 - S387528
		2006	ZA22C	S381751 - S587358
			ZA23C	S381759 - S587362
		2007	ZK22C	S000015 - S099335
			ZK23C	S000019 - S099342
		2008	ZK22C	S099344 - S225325
			ZK23C	S095940 - S225607
		2009	ZK22C	S225328 - S289073
			ZK23C	S222346 - S289398
		2010	KK4CC	S289076 - S343710
			YK4CC	S289078 - S343708

- Check the TIS Vehicle Inquiry system to confirm the VIN is involved in this Safety Recall. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer.
- 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, EQUIPMENT & MATERIALS

- Tie Down Strap
- Tire bag
- Wheel nut wrench

IV. BACKGROUND & COMPONENTS

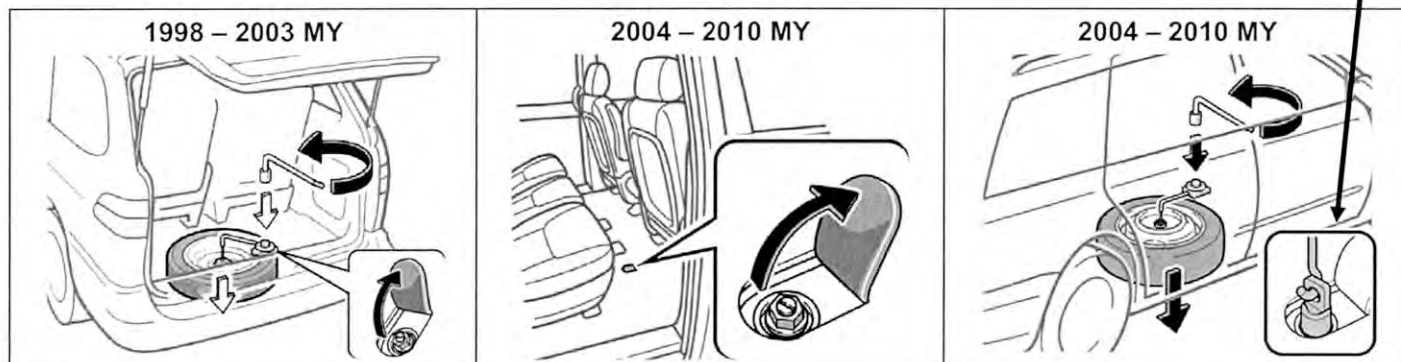
On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which are operated in cold climate areas with high road salt use; excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the floor may become separated from the spare tire carrier.



V. WORK PROCEDURE

A. LOWER AND REMOVE THE SPARE TIRE

- Do not use an impact wrench/power tool when lowering or raising the spare tire. This action may cause spare tire carrier damage.
- Take care not to damage the interior with the wrench when turning the clamp bolt.
- If the vehicle is equipped with the pentagonal type spare tire clamp bolt, loosen it using the adapter socket from the vehicle's tool kit.



B. INSPECTION OF SPARE TIRE CARRIER CABLE

1. Clean the Spare Tire Carrier Cable

- a) Remove surface rust, dirt, and grease from the Spare Tire Carrier Cable.

2. Inspect the Spare Tire Carrier Cable Condition according to the following chart.

Black Resin Coating



Required Action

- Reinstall the spare tire onto the spare tire carrier.
- Return the vehicle to the customer.

- Campaign Complete -

No Rust



Rust



Required Action

- Retract the empty spare tire carrier into the fully stowed position.
- Continue on the next page.

NOTE:

If the cable does not retract, cut the cable off near the carrier. Please note this action on the Repair Order.



C. SECURE THE SPARE TIRE IN THE CARGO AREA

1. Install the spare tire into a tire bag. (dealerships are responsible for sourcing tire bags-sublet available)
2. Secure the tire to the cargo area.

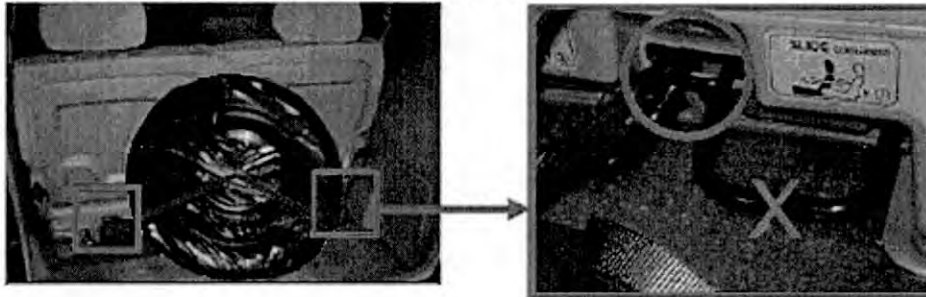
1998 – 2003 MY

Option 1 - Customer does NOT use the third row: Use the third row seat anchor and tie straps to secure the tire.



Option 2 - Customer uses the third row: Use the child seat anchors and tie straps to secure the tire.

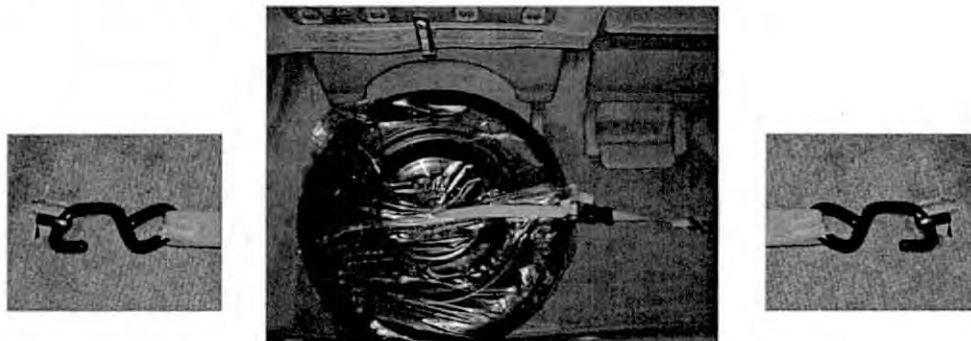
NOTE: Only use this option if the customer does not use child seats in the third row.
Keep the tire upright against the third row seat.



Option 3 – Customers that use 3rd Row Child seat anchors or Vehicles that do not have child seat anchors:
Install a new spare tire carrier assembly. (See appendix)

2004 – 2010 MY

Use the hold down hooks and tie straps to secure the tire.



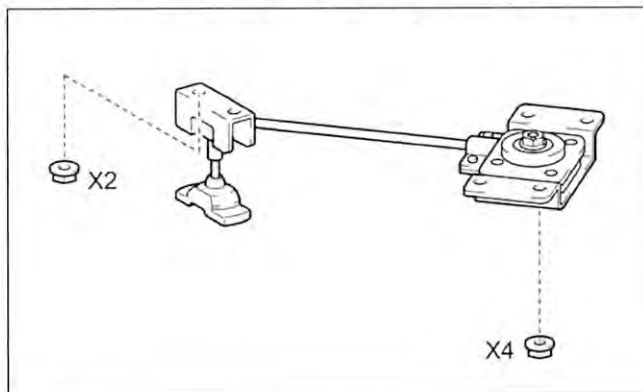
Note: the customer cannot stow the rear seats, but they can still fold the third row seatbacks flat.

- Campaign Complete -



VI. APPENDIX

REPLACEMENT OF THE SPARE TIRE CARRIER ASSEMBLY 1998 – 2003 MY



1. REMOVE THE SPARE TIRE CARRIER

- a) Remove the 6 nuts and spare tire carrier.

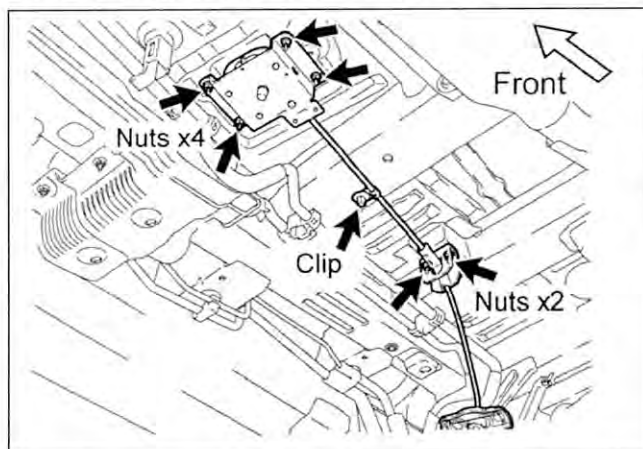
2. INSTALL THE NEW SPARE TIRE CARRIER

- a) Install the **NEW** spare tire carrier with the 6 nuts.

Torque Specification:
5.4 N·m (55 kgf·cm, 48 in·lbf)

- b) Reinstall the spare tire.

REPLACEMENT OF THE SPARE TIRE CARRIER ASSEMBLY 2004 – 2010 MY *



1. REMOVE THE SPARE TIRE CARRIER

- a) Remove the 6 nuts.
- b) Remove the clip and spare tire carrier.

2. INSTALL THE NEW SPARE TIRE CARRIER

- a) Install the **NEW** spare tire carrier with the clip and 6 nuts.

Torque Specification:
5.4 N·m (55 kgf·cm, 48 in·lbf)

- b) Reinstall the spare tire.

* 2004-2010 (2nd generation) 2WD Sienna vehicles produced before mid-February 2008 may be equipped with a spare tire carrier assembly utilizing a hexagon (6-sided ☉) type spare tire clamp bolt. The replacement carrier will be equipped with a pentagon (5-sided ☉) type clamp bolt.

When installing a new spare tire carrier, you will need to equip the vehicle with:

1. Pentagon Socket and Bag (Spare Wheel Carrier Bolt Socket Handle and Spare Wheel Carrier Lock Cover)
2. Tire Carrier Notice Label.

Please refer to T-SB-0381-08 for additional information.

1. Pentagon Socket and Bag



2. Tire Carrier Notice Label



Note: Replacement of the spare tire carrier assembly or temporary relocation of the spare tire during the interim phase of this campaign is only a temporary remedy. Once Toyota has finalized the Safety Recall remedy procedure, dealers and customers will receive an additional notification.



TOYOTA CUSTOMER SERVICES

Volume: XVI
Number: TC10-035
Date: 07/09/2010
☒ Action
☒ Retain
☐ Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz, *BWaltz*
Vice President, Product Quality and Service Support

Subject: Safety Recall – A0E
Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
Interim Inspection Procedure of Spare Tire Carrier and Temporary Relocation of Spare Tire

As previously announced in April 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 1998 through 2010 model year Toyota Sienna 2WD vehicles equipped with a spare tire. Vehicles currently registered in or originally sold in the District of Columbia and the following states, where specific cold climate conditions and high road salt use exists, are covered by this Safety Recall:

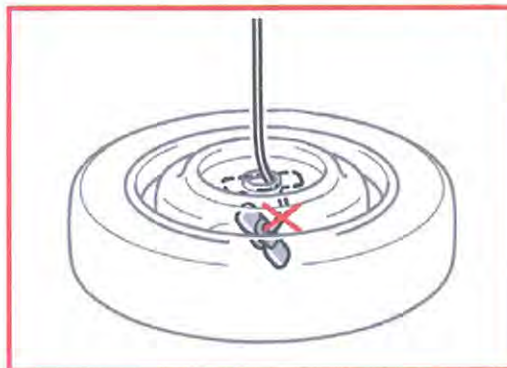
CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

This notice is to inform you of the **interim** inspection procedure of the spare tire carrier and if necessary the temporary relocation of the spare tire. **Additional information will be provided once the final Safety Recall remedy is available. We anticipate the remedy will be available in late August or early September.**

A separate Special Service Campaign (SSC) will be launched for the vehicles in the remaining 30 states and U.S. Territories.

Background

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, originally sold in or currently operated in severe cold climate areas with high road salt use (Severe Cold Climate States), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the vehicle may become separated from the spare tire carrier.



Interim Inspection Process

Toyota is in the process of developing the Safety Recall remedy. However, in the interim, Toyota will be providing inspection instructions, as well as reimbursement procedures in a Safety Recall package. Once dealerships receive the Safety Recall interim inspection process package, owners of the covered vehicles will be notified by first class mail to bring their vehicles to a Toyota dealer for the initial inspection. Based upon the initial inspection results, Toyota will do one of the following at no charge to vehicle owners:

1. If there is no significant corrosion of the spare tire carrier cable, the owner will be notified of that fact and told that he or she will subsequently be requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
2. If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire and a remedy is not available, a temporary solution, such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. The owner will be notified as soon as a remedy is available.

Once the remedy is developed, dealerships will receive additional technical instructions and reimbursement procedures. Owners of the covered vehicles will receive another owner letter.

The following vital information is provided to inform you and your staff of the owner notification phase of this campaign and your degree of involvement.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in mid-July 2010.

2. Owner Notification Mailing Date

There will be **two separate** phases for the owner notifications:

1. The **first** notification will commence in mid-July 2010. This notification will advise owners to bring their Sienna vehicles to a Toyota dealership for an **interim inspection** of the spare tire carrier and, if necessary, temporary relocation of the spare tire.
2. The **second** notification will be sent as soon as the **remedy** is available.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

3. Number of Vehicles Covered

There are approximately 600,000 Sienna 2WD (certain 1998 through 2010 Model Year) vehicles originally sold in or currently registered in the states covered by this Safety Recall.

4. Region/District Summary Reports

We have enclosed the following Safety Recall A0E 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 Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.

5. Warranty Reimbursement Procedure

Please use the following operation codes for the interim inspection:

Safety Recall #	Op. Code	Description	Flat Rate Hour
		<i>Inspection Only</i>	
A0E	0519D1	Inspect the rear spare tire carrier cable for rust. Cable OK . Reinstall spare tire.	0.4 hr/vehicle
		<i>Inspect and Relocate Spare Tire</i>	
A0E	0519D2	Inspect the rear spare tire carrier cable for rust. Cable NG . Relocate spare tire to cargo area.	0.4 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **Spare Tire Temporary Relocation:** For Op. Code 0519D2 a maximum of \$30 per vehicle may be claimed for supplies used to relocate the spare tire into the cargo area (i.e. tie down straps, tire bag, etc). Sublet type **ZZ**.

6. What if a customer has a unique situation where relocation of the spare tire to the cargo area can not be accommodated?

If the customer has a unique situation where relocation (based upon the inspection results) of the spare tire to the cargo area can not be accommodated, a few new current generation parts will be available for use until the remedy is available. These situations will require case-by-case review and approval by a Region/PD representative. If the Region/PD approves the use of the current generation parts, please communicate the following operation codes and part ordering information to that specific dealership.

Special Case Op Codes

SSC #	Op. Code	Description	Flat Rate Hour
A0E	0519D3	Inspect & replace spare tire carrier assy ('98 – '03 Sienna)	0.4 hr/vehicle
	0519D4	Inspect & replace spare tire carrier assy ('04 – '10 Sienna)	0.5 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- For cases where the spare tire is missing from the vehicle, due to rust corroding the cable, use the following formula for reimbursement. Sublet type **ZZ**:

Op Code 0519D3/0519D4 + Tire & Rim Cost + Mounting of Tire on Rim (max. 0.4hr) + Valve Stem, Tire Weights, etc (max. \$10) =

The parts to handle these case-by-case circumstance are on Manual Allocation Control. Please request the dealership to order the appropriate part number. The Region Representative will be required to contact Sal Berardesco to release the part.

(Warranty Reimbursement Procedure Continued . . .)

Part Number

Make	Part Number	Description	Qty per Vehicle
1998-2003 Model Year Sienna (Gen 1)	51900-08010*	Carrier Assy, Spare Tire	1
2004-2010 Model Year Sienna (Gen 2)	51900-08034*	Carrier Assy, Spare Tire	1
2004 Through Certain 2008 Model Year Sienna	51942-28010**	Spare Wheel Carrier Bolt Socket Handle	1
	51939-45010**	Spare Wheel Carrier Lock Cover	1
	74544-08120**	Tire Carrier Notice Label	1

* Newly designed Spare Tire Carrier Assembly will utilize a different part number. An additional communication will be sent out when the final Safety Recall remedy is available. **Customers who have their spare tire carrier assemblies replaced during the interim phase of this campaign should return to the dealership once the final Safety Recall remedy is available.**

** Second generation 2WD Sienna vehicles produced before mid-February 2008 may be equipped with a spare tire carrier assembly utilizing a hexagon (6-sided ☰) type spare tire clamp bolt. The replacement carrier will be equipped with a pentagon (5-sided ☐) type clamp bolt. When installing a new spare tire carrier assembly that utilizes a pentagon type bolt, dealers will need to make sure the vehicle is equipped with a Spare Tire Wheel Carrier Bolt Socket, Spare Wheel Carrier Lock Cover and the Tire Carrier Notice Label on the vehicles. Please refer to T-SB-0381-08 for additional information.

Note: Replacement of the spare tire carrier assembly or temporary relocation of the spare tire during the interim phase of this campaign is only temporary. Once a remedy is available the customer will need to have the remedy completed.

cc: Region/Private Distributor Assistant General Managers
 Region/Private Distributor Customer Service Operations Managers
 Region/Private Distributor Service Managers/Directors/VPs
 Region/Private Distributor Parts Managers/Directors/VPs
 Region/Private Distributor Customer Services Field Managers
 Region/Private Distributor Technical Services and Training Managers
 Region/Private Distributor District Service and/or Parts Managers
 Region/Private Distributor Customer Relations Managers
 Region/Private Distributor PDC Managers
 Region/Private Distributor Field Technical Specialists
 Region/Private Distributor Service Training Specialists
 Region/Private Distributor Vehicle Operations Managers
 All NAPC General Managers
 All TMS Sales Administration Managers
 All TMS Product Quality & Service Support Managers
 All Field Product Engineers

G. Borst	N. Fein	E. Matsuda	S. Sugawara
R. Broughman	F. Fontanella	M. Michels	M. Templin
G. Bryan	H. Fukui	T. Morrison	J. Tetherow
W. Burns	S. Haag	T. Nakagami	P. Turner
D. Camden	J. Hanson	D. Pettitt	P. Uribe
B. Carter	T. Hayakawa	R. Pflughaupt	K. Ura
G. Christoff	K. Higgins	C. Reynolds	A. Vaish
J. Colon	C. Hostetter	C. Roberts	R. Waltz
B. Cooper	M. Hosoe	R. Sakai	S. Yamaguchi
R. Daly	Y. Inaba	D. Sakakibara	M. Yamanami
F. Davidson	M. King	M. Setta	H. Yoshihashi
T. Doi	K. Kusakawa	A. Smith	D. Zellers
D. Esmond	J. Lang	R. Specht	
W. Fay	J. Lentz	J. Stempkowski	

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Safety Recall – A0E
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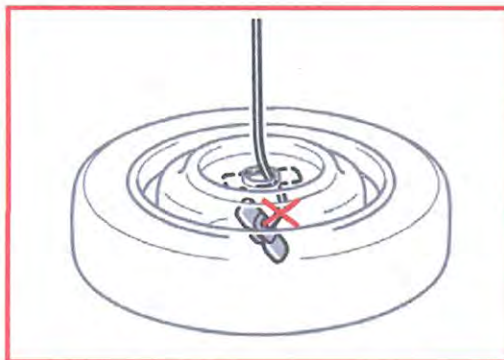
CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

This notice is to inform you of the **interim** inspection procedure of the spare tire carrier and if necessary the temporary relocation of the spare tire. ***Additional information will be provided once the final Safety Recall remedy is available. We anticipate the remedy will be available in late August or early September.***

A separate Special Service Campaign (SSC) will be launched for the vehicles in the remaining 30 states.

Background

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, originally sold in or currently operated in severe cold climate areas with high road salt use (Severe Cold Climate States), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the vehicle may become separated from the spare tire carrier.



The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

Interim Inspection Process

Toyota is in the process of developing the Safety Recall remedy. However, in the interim, Toyota will be providing inspection instructions, as well as reimbursement procedures in a Safety Recall package. Once dealerships receive the Safety Recall interim inspection process package, owners of the covered vehicles will be notified by first class mail to bring their vehicles to a Toyota dealer for the initial inspection. Based upon the initial inspection results, Toyota will do one of the following at no charge to vehicle owners:

1. If there is no significant corrosion of the spare tire carrier cable, the owner will be notified of that fact and told that he or she will subsequently be requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
2. If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire and a remedy is not available, a temporary solution, such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. The owner will be notified as soon as a remedy is available.

Once the remedy is developed, dealerships will receive additional technical instructions and reimbursement procedures. Owners of the covered vehicles will receive another owner letter.

1. Owner Notification Mailing Date

There will be **two separate** phases for the owner notifications:

1. The **first** notification will commence in mid-July 2010. This notification will advise owners to bring their Sienna vehicles to a Toyota dealership for an **interim inspection** of the spare tire carrier and, if necessary, temporary relocation of the spare tire.
2. The **second** notification will be sent as soon as the **remedy** is available.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions located on TIS.

2. Vehicles in Dealer Stock

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a safety recall, until the necessary remedy has been performed. Please verify vehicle Safety Recall completion through TIS prior to performing the remedy.

3. Dealer/Owner Lists

Summary Reports containing the **number** of covered vehicles in your dealership's primary marketing area have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

4. Number and Identification of Covered Vehicles

There are approximately 600,000 Sienna 2WD (certain 1998 through 2010 Model Year) vehicles originally sold in or currently registered in the states covered by this Safety Recall.

MODEL	WMI	MY	VDS	START - FINISH
Sienna 1998-2003 MY (Generation 1)	4T3	1998	GF13C	U000021 - U089580
			GF19C	U000018 - U089713
			MF19C	U000055 - U070516
			ZF13C	U000019 - U089730
			ZF19C	U000024 - U000080
		1999	GF13C	U053491 - U068145
			GF19C	U068550 - U170849
			ZF13C	U051335 - U170866
			ZF19C	U052090 - U170857
		2000	GF13C	U125596 - U125596
			GF19C	U126004 - U313355
			ZF13C	U124826 - U319644
			ZF19C	U127616 - U319641
		2001	ZF13C	U250332 - U413544
			ZF19C	U253475 - U413527
		2002	ZF13C	U382040 - U508298
			ZF19C	U411144 - U508297
		2003	ZF13C	U476697 - U556505
ZF19C	U476695 - U556508			

MODEL	WMI	MY	VDS	START - FINISH
Sienna 2004-2010 MY (Generation 2)	5TD	2004	ZA22C	S000020 - S221159
			ZA23C	S000038 - S221167
		2005	ZA22C	S153073 - S387524
			ZA23C	S152435 - S387528
		2006	ZA22C	S381751 - S587358
			ZA23C	S381759 - S587362
		2007	ZK22C	S000015 - S099335
			ZK23C	S000019 - S099342
		2008	ZK22C	S099344 - S225325
			ZK23C	S095940 - S225607
		2009	ZK22C	S225328 - S289073
			ZK23C	S222346 - S289398
		2010	KK4CC	S289076 - S343710
			YK4CC	S289078 - S343708

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of affected vehicles in your state.

Sienna Vehicles 1998 – 2003 Model Year (Generation 1)

STATE	UIO
CT	6,325
DC	577
DE	1,147
IL	19,515
IN	6,009
KY	7,018

STATE	UIO
MA	14,794
MD	15,441
ME	1,543
MI	6,067
MN	7,638
NH	2,239

STATE	UIO
NJ	18,177
NY	25,936
OH	14,006
PA	15,644
RI	1,880
VA	17,883

STATE	UIO
VT	728
WI	8,412
WV	1,098

Sienna Vehicles 2004 - 2010 Model Year (Generation 2)

STATE	UIO
CT	7,893
DC	933
DE	2,417
IL	38,584
IN	13,434
KY	9,702

STATE	UIO
MA	21,096
MD	26,156
ME	2,816
MI	11,272
MN	14,575
NH	3,703

STATE	UIO
NJ	30,415
NY	49,176
OH	24,993
PA	29,772
RI	2,191
VA	31,500

STATE	UIO
VT	1,347
WI	16,441
WV	2,788

5. Inspection Procedures

Refer to the Technical Instructions located on TIS for inspection and temporary relocation instructions. Conduct all applicable, open Special Service Campaigns on the vehicle during the time of appointment.

6. What if a customer has a unique situation where relocation of the spare tire to the cargo area can not be accommodated?

If the customer has a unique situation where relocation (based upon the inspection results) of the spare tire to the cargo area can not be accommodated, a few new current generation parts will be available for use until the remedy is available. These situations will require case-by-case review and approval by a Region/PD representative. **Please contact your regional representative for additional support.**

7. Customer Handling

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions they may have. A Q&A is provided to assure a consistent message is communicated.

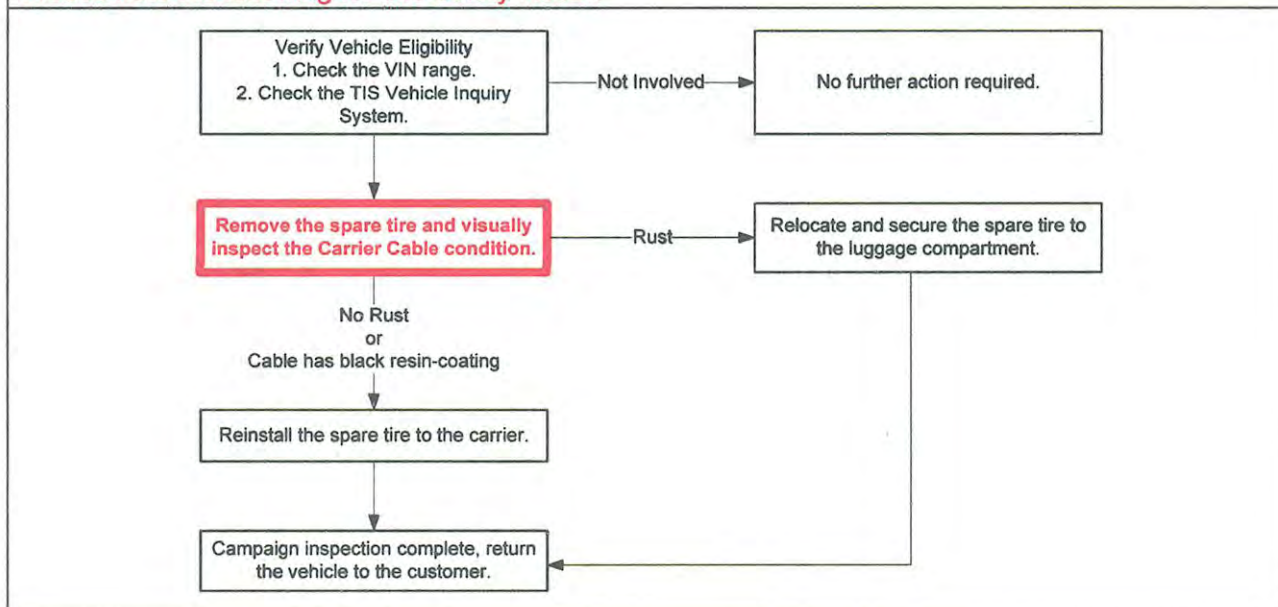


Before performing the inspection, make sure the customer will accept the temporary relocation of the spare tire in the case the spare tire carrier assembly fails inspection. If the customer has any concerns about the spare tire being temporarily relocated and your dealership can not resolve the concern using the materials provided with this campaign, please contact your regional representative for additional support.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

8. Warranty Processor Instructions

Please note the following for this Safety Recall:



Please use the following operation codes for the interim inspection:

Safety Recall #	Op. Code	Description	Flat Rate Hour
A0E	0519D1	Inspection Only	
		Inspect the rear spare tire carrier cable for rust. Cable OK . Reinstall spare tire.	0.4 hr/vehicle
A0E	0519D2	Inspect and Relocate Spare Tire	
		Inspect the rear spare tire carrier cable for rust. Cable NG . Relocate spare tire to cargo area.	0.4 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Spare Tire Temporary Relocation:** For Op. Code 0519D2 a maximum of \$30 per vehicle may be claimed for supplies used to relocate the spare tire into the cargo area (i.e. tie down straps, tire bag, etc). Sublet type **ZZ**.

9. **Media Contacts**

For ***News media inquiries only***:

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

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 Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
SAFETY RECALL NOTICE (Interim Notice)**

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire.

What is the condition?

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard.

What will Toyota do?

Toyota is in the process of developing the remedy. However, in the interim any authorized Toyota dealer will inspect the spare tire carrier cable. Based upon the inspection, Toyota will do one of the following at **NO CHARGE** to you:

- If there is no significant corrosion of the spare tire carrier cable, you will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
- If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire, a temporary solution such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. You will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.

Owners of affected vehicles will be notified as soon as a remedy is available.

What should you do?

This is an Important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to inspect and, if necessary, relocate the spare tire as soon as possible. The inspection and, if necessary, the relocation of the spare tire will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

We request that you present this notice to the dealer at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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 the replacement. 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 Standard Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, 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

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

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

SAMPLE



Safety Recall A0E
Certain 1998 through 2010 Toyota Sienna Vehicles
Severe Corrosion of Spare Tire Carrier Cable
Q&A

Q1: What is the condition?

A1: On certain 1998 through 2010 model year Sienna 2WD vehicles (equipped with a spare tire) currently registered in or originally sold in cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable.

Q2: Which are the Severe Cold Climate States with high road salt usage?

A2: Vehicles originally sold in or currently registered in the following states and the District of Columbia are covered:
CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Q2a: Why are some states contiguous to the Severe Cold Climate States not included?

A2a: Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state as a Severe Cold Climate State rather than a portion. Therefore, contiguous states not identified as a Severe Cold Climate State are not directly involved in the safety recall.

Owners of subject vehicles in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they desire. Once a remedy has been developed, Toyota will perform the same inspection and repair for those vehicles at **no charge**.

Q3: Are there any warnings this condition exists?

A3: No, there are no specific warnings that this condition exists.

Q4: What is the cause of this condition?

A4: The corrosion resistance of the spare tire carrier cable is insufficient when vehicles are operated in areas where a large amount of road salt is applied.

Q5: What is Toyota going to do?

A5: Toyota is currently working to develop a remedy for this condition. Until this remedy is developed, customers covered by the Safety Recall will receive an interim notice instructing them to bring their vehicle to a dealership for a preliminary inspection.

Based upon the dealer's inspection, Toyota will do one of the following **at no charge** to the vehicle's owner:

- If there is no significant corrosion of the spare tire carrier cable, the owner will be notified of that fact and told that he/she will subsequently be requested to bring the vehicle back to the dealership when a campaign remedy is available.
- If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire and a remedy is not available, a temporary solution, such as the removal of the spare tire and securing it in the luggage compartment, will be performed. The owner will be notified as soon as a remedy is available.

Q6: What should customers do?

A6: Customers, whose vehicles are currently registered in or were originally sold in the Severe Cold Climate States or the District of Columbia, are requested to bring the vehicle to a Toyota dealership as soon as possible. The dealer will inspect the spare tire carrier cable. Based upon the inspection results, Toyota will take one of the actions outlined above (see "What is Toyota going to do?")

Q6a: When will the campaign remedy be available?

A6a: Toyota is currently developing the remedy for this condition. We anticipate the remedy will be available in mid-to-late August 2010. Once the remedy has been developed, Toyota will send another notification.

Q6b: What steps can consumers take to mitigate any risk prior to completion of the recall inspection?

A6b: Customers may minimize any risks by removing the spare tire from the spare tire carrier located underneath the vehicle. However, if stowing the spare tire in the luggage area of the vehicle, it must be secured to the vehicle.

Q7: Why is Toyota not launching this Safety Recall in the remaining 30 states?

A7: Continued prolonged exposure to road salts and other cold climate environmental factors may contribute to the development of excessive corrosion of the spare tire carrier cable in some vehicles.

Therefore, customers not covered by this safety recall do not need to take any action at this time. However, owners of subject vehicles in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they desire. Toyota will perform the same inspection and repair for those vehicles at **no charge** to the customer.

Q8: Which and how many vehicles are involved?

A8: There are approximately 600,000 vehicles originally sold in or currently registered in the covered states.

	Model Year	Model	Approx UIC
USA	1998 - 2003	Sienna 2WD	220,000
USA	2004 - 2010	Sienna 2WD	380,000

Q9: Are there any other Toyota or Lexus vehicles involved?

A9: No, this specific condition only affects certain 1998 through 2010 model year Toyota Sienna 2WD vehicles (equipped with a spare tire).

Q10: What is the production period of the affected vehicles?

A10: The vehicles covered by the safety recall were produced from August 1997 to January, 2010.

Q11: How long will the repair take?

A11: Inspection of the spare tire carrier will take approximately 30 minutes. However it may take longer based upon the inspection results and the dealer's work schedule.

Q12: What should customers in states not covered by the Safety Recall do?

A12: Owners of 1998 – certain 2010 model year Sienna vehicles in states not covered by the Safety Recall will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they desire. Toyota will perform the same inspection and repair for those vehicles at **no charge**.

Q13: What if a customer has previously paid to replace the vehicle's spare tire carrier for this specific condition?

A13: Reimbursement consideration instructions will be provided in the owner letter for those customers that have previously paid to replace the spare tire carrier cable for this specific condition.

Q14: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A14: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair.

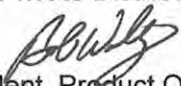
Owners may also contact the Toyota Customer Experience Center (1-800-331-4331) for additional assistance.

TOYOTA CUSTOMER SERVICES

Volume: XVI
Number: TC10-047
Date: 10/06/2010
☒ Action
☒ Retain
☐ Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz, 
Vice President, Product Quality and Service Support

Subject: Safety Recall – A9E
Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
Remedy Procedure – Phase 1 (1998 – 2006 model year)

As previously announced in April 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 1998 through 2010 model year Toyota Sienna 2WD vehicles equipped with a spare tire.

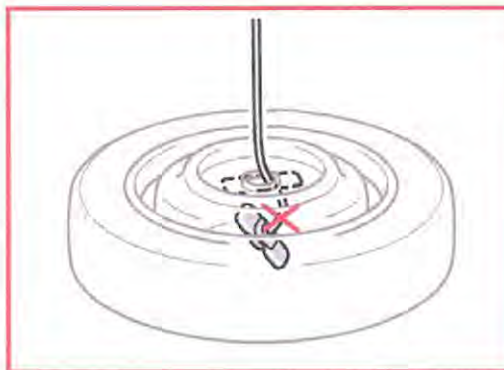
Safety Recall A9E Phase 1 covers certain 1998 through 2006 Sienna 2WD vehicles **currently registered in or originally sold in** the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, and the District of Columbia. If the subject vehicle is operated in these cold climate regions of the United States where road salts are frequently used, water splashed backwards with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly cable. Subsequent phases will include the remaining Sienna vehicles covered by this Safety Recall (2007 – 2010 model year).

The purpose of this communication is to inform you and your dealers that Toyota has completed preparations and will begin notifying Phase 1 owners in mid-October 2010.

A separate Special Service Campaign (SSC) will be launched shortly for the 1998-2006 model year Sienna vehicles that are not currently registered in or originally sold in the identified states, including those in the U.S. Territories.

Background

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.



*CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, and the District of Columbia

Remedy

A Corrosion Resistant Compound (CRC) will be applied to the end of the spare tire carrier cable. If significant corrosion is found on the spare tire carrier cable, Toyota will first repair the spare tire carrier cable prior to applying the CRC. Both CRC application, and if necessary, cable repair will be performed at **no cost** to the vehicle owner. For additional information on inspection, repair, and CRC application please refer to TIS.

As the defect only occurs after long term exposure to these specific conditions, the Safety Recall will be launched in multiple phases consistent with vehicle age. The phases for Safety Recall A9E will be grouped as follows:

- Phase 1: Certain 1998 through 2006 Model Year Sienna 2WD vehicles
- Phase 2: Certain 2007 through 2009 Model Year Sienna 2WD vehicles
- Phase 3: Certain 2010 Model Year Sienna 2WD vehicles

The following vital information is provided to inform you and your staff of the owner notification phase of this campaign and your degree of involvement.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early October 2010. Dealer notification will precede each subsequent phase.

2. Owner Notification Mailing Date

The owner notification (Phase 1) will commence in mid-October, 2010, approximately one week after the dealer notification. A separate dealer notification and activation of VINs in TIS will precede each subsequent phase of owner notification.

Please note that only owners of vehicles covered by the specific phase will be notified. If a dealership is contacted by an owner who has not yet received the notification, please **verify vehicle and phase coverage by confirming through Dealer Daily/TIS**.

Subsequent phases will be launched consistent with parts and repair capacity.

3. Number of Vehicles Covered

There are approximately 580,000 Sienna 2WD (certain 1998 through 2010 Model Year) vehicles originally sold in or currently registered in the states covered by this Safety Recall.

Phase 1 will include certain 1998 through 2006 model year Sienna vehicles. The number of Sienna vehicles covered by Phase 1 is approximately 439,000.

4. Manual Allocation Control (MAC) Parts Ordering Process

In a limited number of cases, it may be necessary for the dealer to replace the spare tire carrier assembly. To help ensure a sufficient quantity of parts, the spare tire carrier assembly has been placed on Manual Allocation Control (MAC).

MAC parts are reviewed and released daily based on available inventory and specific dealer ordering criteria. Currently, spare tire carrier assemblies are reviewed and released daily by NAPO Special Activity team. Approval or special request from Dealer Operations is no longer required.

Additional parts ordering information is provided in the dealer letter.

5. Region/District Summary Reports

We have enclosed the following Safety Recall A9E Summary Reports (Phase 1) 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 Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.

Enclosed:

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

G. Borst	N. Fein	E. Matsuda	S. Sugawara
R. Broughman	F. Fontanella	M. Michels	M. Templin
G. Bryan	H. Fukui	T. Morrison	J. Tetherow
W. Burns	S. Haag	T. Nakagami	P. Turner
D. Camden	J. Hanson	D. Pettitt	P. Uribe
B. Carter	T. Hayakawa	R. Pflughaupt	K. Ura
G. Christoff	K. Higgins	C. Reynolds	A. Vaish
J. Colon	C. Hostetter	C. Roberts	R. Waltz
B. Cooper	M. Hosoe	R. Sakai	S. Yamaguchi
R. Daly	Y. Inaba	D. Sakakibara	M. Yamanami
F. Davidson	M. King	M. Setta	H. Yoshihashi
T. Doi	K. Kusakawa	A. Smith	D. Zellers
D. Esmond	J. Lang	R. Specht	
W. Fay	J. Lentz	J. Stempkowski	

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Safety Recall – A9E
Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
Remedy Procedure – Phase 1 (1998 – 2006 model year)

As previously announced in April 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 1998 through 2010 model year Toyota Sienna 2WD vehicles equipped with a spare tire.

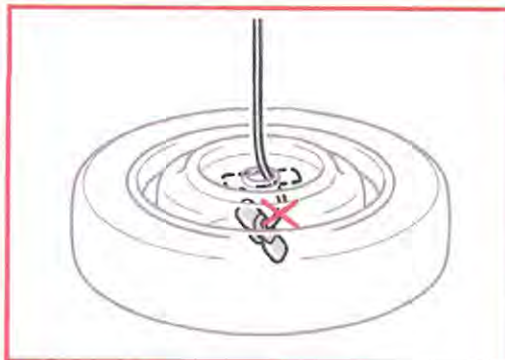
Safety Recall A9E Phase 1 covers certain 1998 through 2006 Sienna 2WD vehicles **currently registered in or originally sold in** the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, and the District of Columbia. If the subject vehicle is operated in these cold climate regions of the United States where road salts are frequently used, water splashed backwards with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly cable. Subsequent phases will include the remaining Sienna vehicles covered by this Safety Recall (2007 – 2010 model year).

The purpose of this communication is to inform you that Toyota has completed preparations for this recall and will begin notifying owners of vehicles covered by Phase 1 in mid-October 2010.

A separate Special Service Campaign (SSC) will be launched shortly for the 1998-2006 model year Sienna vehicles that are not currently registered in or originally sold in the identified states, including those in the U.S. Territories.

Background

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.



*CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, and the District of Columbia

Remedy

A Corrosion Resistant Compound (CRC) will be applied to the end of the spare tire carrier cable. If significant corrosion is found on the spare tire carrier cable, Toyota will first repair the spare tire carrier cable prior to applying the CRC. Both CRC application, and if necessary, cable repair will be performed at **no cost** to the vehicle owner. For additional information on inspection, repair, and CRC application please refer to TIS.

As the defect only occurs after long term exposure to these specific conditions, the Safety Recall will be launched in multiple phases consistent with vehicle age. The phases for Safety Recall A9E will be grouped as follows:

- Phase 1: Certain 1998 through 2006 Model Year Sienna 2WD vehicles
- Phase 2: Certain 2007 through 2009 Model Year Sienna 2WD vehicles
- Phase 3: Certain 2010 Model Year Sienna 2WD vehicles

The following vital information is provided to inform you and your staff of the owner notification phase of this campaign and your degree of involvement.

1. Owner Notification Mailing Date

The owner notification (Phase 1) will commence in mid-October, 2010, approximately one week after the dealer notification. A separate dealer notification and activation of VINs in TIS will precede each subsequent phase of owner notification.

Please note that only owners of vehicles covered by the specific phase will be notified. If a dealership is contacted by an owner who has not yet received the notification, please **verify vehicle and phase coverage by confirming through Dealer Daily/TIS**.

Subsequent phases will be launched consistent with parts and repair capacity.

2. Dealer/Owner Lists

Phase 1 Summary Reports, containing the **number** of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

4. Number and Identification of Covered Vehicles

There are approximately 580,000 Sienna 2WD (certain 1998 through 2010 Model Year) vehicles originally sold in or currently registered in the states covered by this Safety Recall.

Phase 1 will include certain 1998 through 2006 model year Sienna vehicles. The number of Sienna vehicles covered by Phase 1 is approximately 439,000.

MODEL	WMI	MY	VDS	START - FINISH	PHASE
Sienna 1998-2003 MY (Generation 1)	4T3	1998	GF13C	U000021 - U089580	Phase 1
			GF19C	U000018 - U089713	
			MF19C	U000055 - U070516	
			ZF13C	U000019 - U089730	
			ZF19C	U000024 - U000080	
		1999	GF13C	U053491 - U068145	
			GF19C	U068550 - U170849	
			ZF13C	U051335 - U170866	
			ZF19C	U052090 - U170857	
		2000	GF13C	U125596 - U125596	
			GF19C	U126004 - U313355	
			ZF13C	U124826 - U319644	
			ZF19C	U127616 - U319641	
		2001	ZF13C	U250332 - U413544	
			ZF19C	U253475 - U413527	
		2002	ZF13C	U382040 - U508298	
			ZF19C	U411144 - U508297	
		2003	ZF13C	U476697 - U556505	
			ZF19C	U476695 - U556508	
MODEL	WMI	MY	VDS	START - FINISH	PHASE
Sienna 2004-2010 MY (Generation 2)	5TD	2004	ZA22C	S000020 - S221159	Phase 1
			ZA23C	S000038 - S221167	
		2005	ZA22C	S153073 - S387524	
			ZA23C	S152435 - S387528	
		2006	ZA22C	S381751 - S587358	Phase 2
			ZA23C	S381759 - S587362	
		2007	ZK22C	S000015 - S099335	
			ZK23C	S000019 - S099342	
		2008	ZK22C	S099344 - S225325	Phase 2
			ZK23C	S095940 - S225607	
		2009	ZK22C	S225328 - S289073	Phase 3
			ZK23C	S222346 - S289398	
		2010	KK4CC	S289076 - S343710	Phase 3
			YK4CC	S289078 - S343708	

(Number and Identification of Covered Vehicles Continued . . .)

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of affected vehicles in your state.

Sienna Vehicles 1998 – 2003 Model Year

CT	7,018
DC	577
DE	1,285
IL	22,463
IN	6,993
KY	8,160

MA	15,909
MD	17,104
ME	1,656
MI	6,932
MN	8,259
NH	2,581

NJ	20,810
NY	28,509
OH	16,956
PA	17,301
RI	2,017
VA	20,212

VT	795
WI	9,355
WV	1,360

Sienna Vehicles 2004 - 2006 Model Year

CT	5,452
DC	544
DE	1,492
IL	24,697
IN	8,082
KY	6,715

MA	13,879
MD	17,839
ME	1,919
MI	7,405
MN	9,339
NH	2,576

NJ	19,971
NY	30,692
OH	15,842
PA	18,775
RI	1,496
VA	22,636

VT	839
WI	10,774
WV	1,727

Note: To avoid confusion, the UIO provided above does not reflect the number of vehicles originally sold in these states which now reside in other states. Dealerships are requested to review their UIO report for Safety Recall A9E in these cases.

4. Remedy Procedures

For additional information on inspection, repair, and CRC application please refer to TIS.

Conduct all applicable, open Safety Recall and Service Campaigns on the vehicle during the time of appointment.

5. Parts Ordering

The necessary parts can be ordered through your dealership's facing PDC. Parts have been placed on Manual Allocation and will be released daily per the criteria below and dealer repair order percentage PDC affected UIO. Dealers will receive a separate communication illustrating their daily allowable order quantity and maximum order allocation amount in a separate email from their facing PDC Manager.

Part Number	Facing PDC		Daily Maximum Order Quantity
04000-40108	11		Released on case by case basis
04000-40208	12		
04000-41145	13		
04000-40108	16	21	20 pieces per day
04000-40208	17	22	
04000-41145	18	23	

Please refer to the following table and the Technical Instructions (located on TIS) for part number information.

(Parts Ordering Continued . . .)

1998 – 2003 Sienna Vehicles

Part Number	Part Description	Quantity
04000-40108	Sienna Kit # 1 (Ferrule Kit)	1 (as required)
04000-40208	Sienna Kit # 2 (Lift Plate Kit)	1 (as required)

2004 – 2006 Sienna Vehicles

Part Number	Part Description	Quantity
04000-41145	Floor Seal Kit	1
04000-40108	Sienna Kit # 1 (Ferrule Kit)	1 (as required)
04000-40208	Sienna Kit # 2 (Lift Plate Kit)	1 (as required)

The parts information above is designed to be a quick reference for your convenience. Additional Parts information can be found in the Appendix.

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

8. Tools and Special Material**Noxudol 300 Information (Corrosion Resistant Compound – CRC)**

The Noxudol 300 (corrosion resistant compound – CRC) for application to the spare tire carrier cable can be ordered directly through Noxudol at the following contacts:

Product: Noxudol 300

Internet: <http://www.noxudolusa.com/noxudolstore/ccp0-prodshow/N300D.html> (Aerosol Can)
<http://www.noxudolusa.com/noxudolstore/ccp0-prodshow/N300C.html> (1 Liter Bottle)

Telephone: 818-308-8430

Application: 1 aerosol can or 1 liter bottle can coat approximately 200-400 spare tire carrier cables.

Maximum Order Quantity: A maximum order quantity of one aerosol can or one 1-liter bottle per day for each dealer has been placed on the Noxudol 300.

In separate shipments scheduled to arrive October 8, 2010, your dealership was sent an A9E Safety Recall tool kit. This shipment includes the required Crimp Die that will be used to attach a new ferrule to a repaired spare tire carrier cable. The kit also includes a check gauge needed to ensure the ferrule was properly crimped on the cable (refer to the TI located on TIS for proper use of this tool kit).

When received, the Safety Recall tool kit package will have a fluorescent (green, orange, yellow or pink) label like the sample seen below for easy identification.

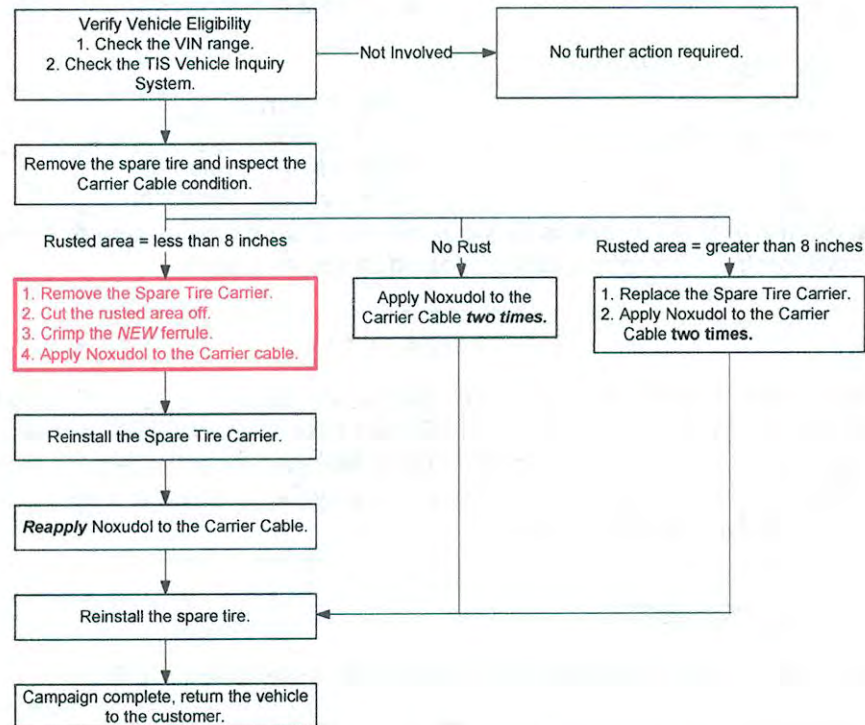
ATTN: Service Manager
 Safety Recall A0E &
 Special Service
 Campaign ASE Tool

The additional required tools and equipment are listed in the technical instructions found on TIS.

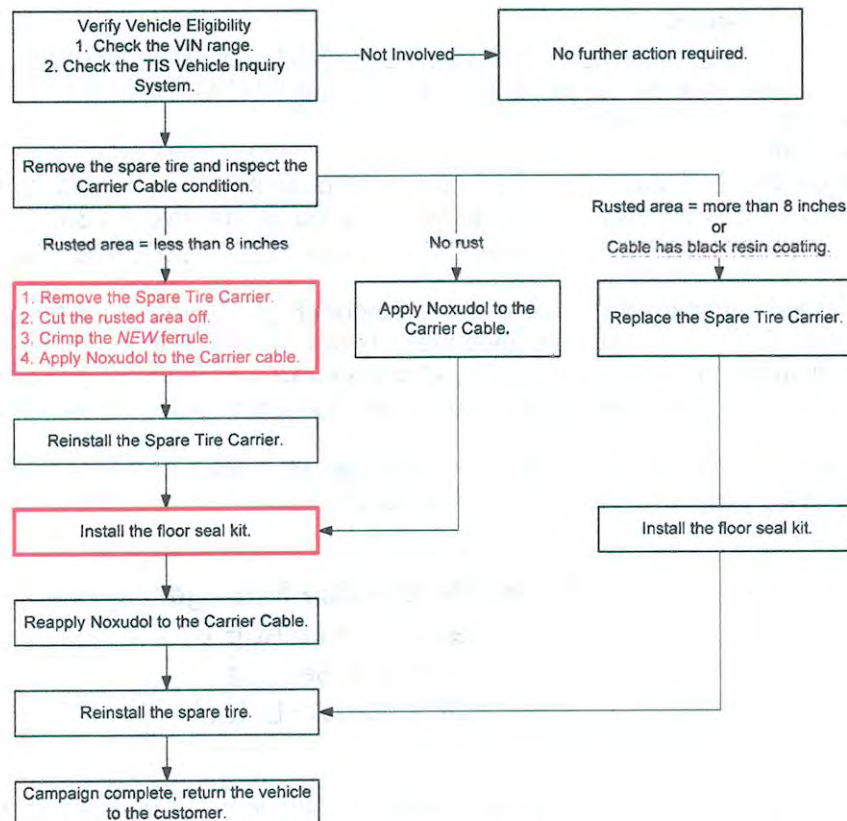
8. Warranty Processor Instructions

Please note the following for this Safety Recall:

1998 – 2003 Model Year Sienna



2004 – 2006 Model Year Sienna



(Warranty Processor Instructions Continued . . .)

1998 – 2003 Model Year Sienna Vehicles

Safety Recall #	Op. Code	Description	Flat Rate Hour
A9E	0522J1	<ul style="list-style-type: none"> Inspect the Spare Tire Carrier Cable – Inspection OK Apply CRC to the Spare Tire Carrier Cable 	0.5 hr/vehicle
	0522J2	<ul style="list-style-type: none"> Inspect the Spare Tire Carrier Cable – Inspection NG Repair the Spare Tire Carrier Cable Apply CRC to the Spare Tire Carrier Cable 	0.7 hr/vehicle

2004 – 2006 Model Year Sienna Vehicles

Safety Recall #	Op. Code	Description	Flat Rate Hour
A9E	0522J4	<ul style="list-style-type: none"> Inspect the Spare Tire Carrier Cable – Cable OK Apply CRC to the Spare Tire Carrier Cable Install floor seal 	0.5 hr/vehicle
	0522J5	<ul style="list-style-type: none"> Inspect the Spare Tire Carrier Cable – Cable NG Repair the Spare Tire Carrier Cable Apply CRC to the Spare Tire Carrier Cable Install floor seals 	0.8 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost for the Noxudol 300® (CRC) can be claimed as a sublet type "OF" at a rate of \$2.00 per vehicle.

In a limited number of cases, it may be necessary to replace the spare tire carrier assembly. **Refer to TIS for replacement qualifications.** Please utilize the following Op. Codes when replacing the spare tire carrier assemblies.

1998 – 2003 Model Year Sienna Vehicles

Safety Recall #	Op. Code	Description	Flat Rate Hour
A9E	0522J3	<ul style="list-style-type: none"> Inspect the Spare Tire Carrier Cable – Cable NG Replace the spare tire carrier assembly Apply CRC to the new spare tire carrier cable 	0.5 hr/vehicle

2004 – 2006 Model Year Sienna Vehicles

Safety Recall #	Op. Code	Description	Flat Rate Hour
A9E	0522JA	<ul style="list-style-type: none"> Inspect the Spare Tire Carrier Cable – Cable NG Install floor seals Replace the spare tire carrier assembly 	0.6 hr/vehicle

STOP Refer to TIS for spare tire carrier assembly replacement qualifications.

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost for the Noxudol 300® (CRC) can be claimed as a sublet type "OF" at a rate of \$2.00 per vehicle.
- CRC will only needs to be applied to new spare tire carrier cables designed for 1998 – 2003 model year Sienna vehicles.**
- For cases where the spare tire is missing from the vehicle, due to rust corroding the cable, use the following formula for reimbursement. Sublet type **ZZ**:

Op Code 0522J3/0522JA + Tire & Rim Cost + Mounting of Tire on Rim (max. 0.4hr) + Valve Stem, Tire Weights, etc (max. \$10) =

- The interim inspection procedure, A0E, is now superseded by Safety Recall A9E. All A0E procedures, including inspection and relocation of the spare tire, must be completed by October 13, 2010. All Claims for A0E must be submitted no later than November 12, 2010.

7. **Customer Handling**

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

9. **Media Contacts**

For ***News media inquiries only***:

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

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 Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

APPENDIX

The necessary parts can be ordered through your dealership's facing PDC. Please refer to the table below and the Technical Instructions (located on TIS) for part number information.

2004 – 2006 Sienna Vehicles

Part Number	Part Description	Quantity
04000-41145	Floor Seal Kit	1 (2004 – 2006 MY)
<p>The kit above includes the following parts: 57899-45020 = Long Floor Seal (Seal, RR Floor) = 1 58212-45011 = Short Floor Seal (Seal, CTR Floor) = 2</p> <p>A Floor Seal Kit is required for all 2004-2006 model year Sienna vehicles equipped with a spare tire.</p>		

1998 – 2006 Sienna Vehicles

Part Number	Part Description	Quantity
04000-40108	Sienna Kit # 1 (Ferrule Kit)	1 (as required)
<p>The kit above includes the following parts: 51923-08010* = Plate, Spare Tire Wheel Carrier Hanger = 1 51946-08010* = Bracket, Spare Wheel Carrier Stopper = 1 90080-17258 = Nut, Flange = 6</p> <p>A Ferrule Kit should only be installed if the spare tire carrier cable exhibits a rust condition that is less than 8". Refer to the TI located on TIS for additional information.</p>		

*These parts are NOT available as individual service parts.

1998 – 2006 Sienna Vehicles

Part Number	Part Description	Quantity
04000-40208	Sienna Kit # 2 (Lift Plate Kit)	1 (as required)
<p>The kit above includes the following parts: 51938-08020* = Bracket, Spare Wheel Carrier Mounting (Lift Plate) = 1 51945-08020* = Bracket, Spare Wheel Carrier Cushion (Bushing) = 1</p> <p>A lift plates should only be replaced if there is severe rust on the lift plate, damage to the bushing, and/or no paint left on the lift plate. Refer to the TI located on TIS for additional information.</p>		

*These parts are NOT available as individual service parts.

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

In a limited number of cases, it may be necessary to replace the spare tire carrier assembly. The following table is provided for referencing the proper spare tire carrier part number.

Make	Part Number	Description	Qty per Vehicle
1998-2003 Model Year Sienna (Gen 1)	51900-08010	Carrier Assy, Spare Tire	1 (as required)
2004-2010 Model Year Sienna (Gen 2)	51900-08034*	Carrier Assy, Spare Tire	1 (as required)
2004 Through Certain 2008 Model Year Sienna	51942-28010*	Spare Wheel Carrier Bolt Socket Handle	1 (as required)
	51939-45010*	Spare Wheel Carrier Lock Cover	1 (as required)
	74544-08120*	Tire Carrier Notice Label	1 (as required)



Refer to TIS for spare tire carrier assembly replacement qualifications.

- * Second generation 2WD Sienna vehicles produced before mid-February 2008 may be equipped with a spare tire carrier assembly utilizing a hexagon (6-sided ☉) type spare tire clamp bolt. The replacement carrier will be equipped with a pentagon (5-sided ☐) type clamp bolt. When installing a new spare tire carrier assembly that utilizes a pentagon type bolt, dealers will need to make sure the vehicle is equipped with a Spare Tire Wheel Carrier Bolt Socket, Spare Wheel Carrier Lock Cover and the Tire Carrier Notice Label on the vehicles. Please refer to T-SB-0381-08 for additional information.

Manual Allocation Control (MAC) for Spare Tire Carrier Assemblies:

In a limited number of cases, it may be necessary for the dealer to replace the spare tire carrier assembly. To help ensure a sufficient quantity of parts, the spare tire carrier assembly has been placed on Manual Allocation Control (MAC).

MAC parts are reviewed and released daily based on available inventory and specific dealer ordering criteria. Currently, spare tire carrier assemblies are reviewed and released daily by NAPO Special Activity team. Approval or special request from Dealer Operations is no longer required.

**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
SAFETY RECALL NOTICE (Remedy Now Available)**

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire.

What is the condition?

As communicated earlier this year, on certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.

What will Toyota do?

Toyota has prepared the remedy for this condition. A Corrosion Resistant Compound (CRC) will be applied to the end of the spare tire carrier cable. If significant corrosion is found on the spare tire carrier cable, Toyota will first repair the spare tire carrier cable prior to applying the CRC. Both CRC application, and if necessary, cable repair will be performed at **no cost** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer and make an appointment as soon as possible. The CRC application and/or spare tire carrier cable repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

If your vehicle is covered by this Safety Recall, you do not need an owner letter to have this Safety Recall completed; however to assist the dealer in confirming vehicle eligibility, we request that you present this notice to the dealer at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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 the remedy. 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 believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, 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

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

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

SAMPLE



Safety Recall A9E

Certain 1998 through 2010 Toyota Sienna Vehicles

Severe Corrosion of Spare Tire Carrier Cable – Q&A

September 2010 - Phase 1 (1998 through 2006 model year)

Safety Recall A9E covers certain 1998 through 2010 Sienna 2WD vehicles **currently registered in or originally sold in the states of** CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, and the District of Columbia. If the subject vehicle is operated in these cold climate regions of the United States where road salts are frequently used, water splashed backwards with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly cable.

As the defect only occurs after long term exposure to these specific conditions, the Safety Recall will be launched in multiple phases consistent with vehicle age. The Phases for Safety Recall A9E will be grouped as follows:

- Phase 1: Certain 1998 through 2006 Model Year Sienna 2WD vehicles
- Phase 2: Certain 2007 through 2009 Model Year Sienna 2WD vehicles
- Phase 3: Certain 2010 Model Year Sienna 2WD vehicles

Each phase of owner notification will be preceded by a dealer notification. The dealer notification will be sent approximately one week prior to the start of each phase.

Q1: What is the condition?

A1: On certain 1998 through 2010 model year Sienna 2WD vehicles (equipped with a spare tire) currently **registered in or originally sold in** cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.

Q2: Which are the Severe Cold Climate States with high road salt usage?

A2: Vehicles originally sold in or currently registered in the following states and the District of Columbia are covered:

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Q2a: Why are some states contiguous to the Severe Cold Climate States not included?

A2a: Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state as a Severe Cold Climate State rather than a portion. Therefore, contiguous states not identified as a Severe Cold Climate State are not directly involved in the Safety Recall.

Q2b: Why aren't vehicles originally sold or currently registered in other states covered by the Safety Recall?

A2b: The Safety Recall covers those vehicles that are driven in cold climate regions of the United States where road salts are frequently used, where water with high concentrations of road salt can splash backwards and reach the spare tire carrier and corrode the spare tire carrier assembly cable.

Some owners of vehicles originally sold or currently registered outside of the specific areas may spend extended period of time in areas of frequent road salt usage. For those owners, they will receive a separate Special Service Campaign notification including details on how to obtain an inspection **if they desire**. If the owner believes their vehicle is exposed to these conditions, Toyota will perform the same inspection and repair for those vehicles at **no charge**.

Q3: Are there any warnings this condition exists?

A3: No, there are no specific warnings that this condition exists.

Q4: What is the cause of this condition?

A4: The corrosion resistance of the spare tire carrier cable is insufficient when vehicles are operated in areas where a large amount of road salt is applied.

Q5: What is Toyota going to do?

A5: Based upon the dealer's inspection, Toyota will do one of the following **at no charge** to the vehicle's owner:

1998 through 2003 Model Year Sienna Vehicles

- If there is no rust present on the spare tire carrier cable (cable) the dealer will apply a corrosion resistant compound to the cable.
- If rust **is** present on **less than 8 inches from the end** of the cable; that portion of the cable will be cut, a new ferrule will be crimped-on and a corrosion resistant compound will be applied.
- If rust is present on **more than 8 inches from the end** of cable, the spare tire carrier assembly will be replaced and a corrosion resistant compound will be applied to the new cable.

2004 through 2006 Model Year Sienna Vehicles

- If there is no rust present on the spare tire carrier cable (cable) the dealer will apply a corrosion resistant compound to the cable. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.
- If rust **is** present on **less than 8 inches from the end** of the cable; that portion of the cable will be cut, a new ferrule will be crimped-on and a corrosion resistant compound will be applied. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.
- If rust is present on **more than 8 inches from the end** of cable, the spare tire carrier assembly will be replaced. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.

Q5a: If a dealer replaces the spare tire carrier assembly on certain 1998 through 2003 model year Sienna vehicles, why will the dealer need to apply corrosion resistant compound to the new cable?

A5a: The dealer will apply the corrosion resistant compound to the new cable to further enhance the corrosion resistant performance. Additionally, to simplify the administration of this campaign and avoid confusion of the repair method for 1998 through 2003 model year Sienna vehicles, Toyota has elected to apply the corrosion resistant compound to all vehicles covered by this recall.

Q5b: If a 2004 through 2006 model year Sienna vehicle is equipped with a spare tire carrier that has a black resin sleeve installed, why is Toyota replacing it with another spare tire carrier also equipped with a black resin sleeve?

A5b: If a vehicle has had the spare tire carrier assembly replaced previously, a black resin sleeve may be installed on the cable. Although this early black resin sleeve may provide some corrosion protection, Toyota will replace the spare tire carrier with a newly designed unit to further enhance the corrosion resistant performance.

Q5c: Why doesn't Toyota remove the black resin sleeve and apply the corrosion resistant compound to the exposed cable?

A5c: When removed, the black resin sleeve leaves a film that prevents the corrosion resistant compound from penetrating the cable and protecting the strands. In these cases, Toyota will replace the spare tire carrier assembly with a recently produced one.

Q6: What should customers do?

A6: Owner's of Sienna vehicles covered by this phase, whose vehicles are currently registered in or were originally sold in the Severe Cold Climate States or the District of Columbia, are requested to bring the vehicle to a Toyota dealership as soon as possible to have this Safety Recall remedy conducted.

Q6a: What steps can consumers take to mitigate any risk prior to completion of the recall?

A6a: Customers may eliminate any risks of spare tire separation from the carrier by removing it from the carrier assembly and relocating it. If storing the spare tire in the luggage area, it must be properly secured to the vehicle.

Q7: Which and how many vehicles are involved?

A7: There are approximately 580,000 vehicles covered.

	Model Year	Model	Approx UIO
USA	1998 - 2003	Sienna 2WD	220,000
USA	2004 - 2010	Sienna 2WD	360,000

Q8: Why is Toyota not launching this Safety Recall in the remaining 30 states?

A8: Continued prolonged exposure to high concentrations of road salts and other cold climate environmental factors contribute to this condition.

Therefore, customers not covered by this safety recall do not need to take any action at this time. However, these owners in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they believe their vehicle will be operated in one of the Severe Cold Climate States or in similar conditions. Toyota will perform the same inspection and repair for those vehicles at **no charge** to the customer.

Q9: When will Toyota launch the Special Service Campaign for the 30 Warm States.

A9: Toyota will launch Special Service Campaign for the remaining 30 warm states shortly.

Q10: Which and how many vehicles are involved in the Special Service Campaign for the remaining 30 Warm states?

A10: There are approximately 733,000 vehicles originally sold in or currently registered in the warm weather states.

	Model Year	Model	Approx UIO
USA	1998 - 2003	Sienna 2WD	272,000
USA	2004 - 2010	Sienna 2WD	461,000

Q11: Are there any other Toyota or Lexus vehicles involved?

A11: No other Toyota or Lexus vehicles are involved.

Q12: What is the production period of the Sienna vehicles covered by this Safety Recall?

A12: The vehicles covered by the safety recall were produced from August 1997 to January 2010.

Q13: How long will the repair take?

A13: The inspection and repair of the spare tire carrier will take approximately 1 hour. However it may take longer based upon the inspection results and the dealer's work schedule.

Q14: What should customers in states not covered by the Safety Recall do?

A14: Owners of certain 1998 through 2010 model year Sienna vehicles, not covered by the Safety Recall, will receive a separate Special Service Campaign notification including details on how to obtain an inspection **if they desire**. If an owner believes their vehicle is exposed to these conditions, Toyota will perform the same inspection and repair at **no charge**.

Q15: What if a customer has previously paid to replace the vehicle's spare tire carrier for this specific condition?

A15: Reimbursement consideration instructions will be provided in the owner letter for those customers that have previously paid to replace the spare tire carrier cable for this specific condition.

Q16: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A16: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair.

Owners may also contact the Toyota Customer Experience Center (1-800-331-4331) for additional assistance.

TOYOTA



For 1998 through 2006 Sienna:

Interim Inspection procedures for Safety Recall A0E are now superseded by the Remedy Procedure for Safety Recall A9E.

For 2007 through 2010 Sienna:

Continue to use the Interim Inspection Procedures.

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Safety Recall – A0E
Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
Interim Inspection Procedure of Spare Tire Carrier and Temporary Relocation of Spare Tire

As previously announced in April 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 1998 through 2010 model year Toyota Sienna 2WD vehicles equipped with a spare tire. Vehicles currently registered in or originally sold in the District of Columbia and the following states, where specific cold climate conditions and high road salt use exists, are covered by this Safety Recall:

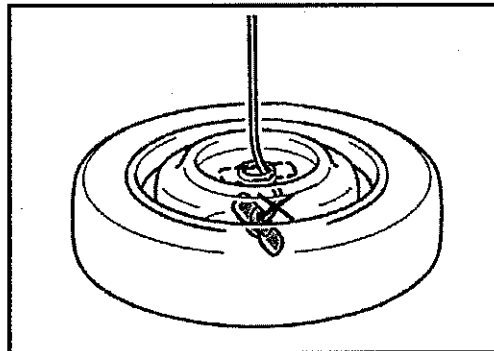
CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

This notice is to inform you of the **interim** inspection procedure of the spare tire carrier and if necessary the temporary relocation of the spare tire. ***Additional information will be provided once the final Safety Recall remedy is available. We anticipate the remedy will be available in late August or early September.***

A separate Special Service Campaign (SSC) will be launched for the vehicles in the remaining 30 states.

Background

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, originally sold in or currently operated in severe cold climate areas with high road salt use (Severe Cold Climate States), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the vehicle may become separated from the spare tire carrier.



The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.



1998 – 2006 MY Sienna Vehicles: Please refer to A9E Phase 1

Interim Inspection Process

Toyota is in the process of developing the Safety Recall remedy. However, in the interim, Toyota will be providing inspection instructions, as well as reimbursement procedures in a Safety Recall package. Once dealerships receive the Safety Recall interim inspection process package, owners of the covered vehicles will be notified by first class mail to bring their vehicles to a Toyota dealer for the initial inspection. Based upon the initial inspection results, Toyota will do one of the following at no charge to vehicle owners:

1. If there is no significant corrosion of the spare tire carrier cable, the owner will be notified of that fact and told that he or she will subsequently be requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
2. If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire and a remedy is not available, a temporary solution, such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. The owner will be notified as soon as a remedy is available.

Once the remedy is developed, dealerships will receive additional technical instructions and reimbursement procedures. Owners of the covered vehicles will receive another owner letter.

1. Owner Notification Mailing Date

There will be **two separate** phases for the owner notifications:

1. The **first** notification will commence in mid-July 2010. This notification will advise owners to bring their Sienna vehicles to a Toyota dealership for an **interim inspection** of the spare tire carrier and, if necessary, temporary relocation of the spare tire.
2. The **second** notification will be sent as soon as the **remedy** is available.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions located on TIS.

2. Vehicles in Dealer Stock

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a safety recall, until the necessary remedy has been performed. Please verify vehicle Safety Recall completion through TIS prior to performing the remedy.

3. Dealer/Owner Lists

Summary Reports containing the **number** of covered vehicles in your dealership's primary marketing area have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)



4. Number and Identification of Covered Vehicles

There are approximately 600,000 Sienna 2WD (certain 1998 through 2010 Model Year) vehicles originally sold in or currently registered in the states covered by this Safety Recall.

MODEL	WMI	MY	VDS	START - FINISH
Sienna 1998-2003 MY (Generation 1)		1998	GF13C	U000021 - U089580
			GF19C	U000018 - U089713
			MF19C	U000055 - U070516
			ZF13C	U000049 - U089730
			ZF19C	U000024 - U000080
		1999	GF13C	U053491 - U068145
			GF19C	U068350 - U170849
			ZF13C	U051335 - U170866
			ZF19C	U052096 - U170857
			GF13C	U125395 - U125596
		2000	GF19C	U126004 - U313355
			ZF13C	U124826 - U319644
			ZF19C	U127616 - U319641
			ZF13C	U250332 - U413544
			ZF19C	U253475 - U413527
		2001	ZF13C	U382040 - U508298
			ZF19C	U411144 - U508297
		2002	ZF13C	U476697 - U556505
			ZF19C	U476695 - U556508

MODEL	WMI	MY	VDS	START - FINISH
Sienna 2004-2010 MY (Generation 2)	5TD	2004	ZA22C	S000020 - S221159
			ZA23C	S000036 - S221167
		2005	ZA22C	S163071 - S221524
			ZA23C	S163071 - S221528
		2006	ZA22C	S381751 - S587358
			ZA23C	S381759 - S587362
		2007	ZK22C	S000015 - S099335
			ZK23C	S000019 - S099342
		2008	ZK22C	S099344 - S225325
			ZK23C	S095940 - S225607
		2009	ZK22C	S225328 - S289073
			ZK23C	S222346 - S289398
		2010	KK4CC	S289076 - S343710
			YK4CC	S289078 - S343708

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of affected vehicles in your state.

Sienna Vehicles 1998 – 2003 Model Year (Generation 1)

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
CT	6,325	MA	14,794	NJ	18,177	VT	728
DC	577	MD	15,441	NY	25,936	WI	8,412
DE	1,147	ME	1,543	OH	14,006	WV	1,098
IL	19,515	MI	16,067	PA	45,644		
IN	6,009	MN	7,538	RI	1,880		
KY	7,018	NH	2,239	VA	17,883		

Sienna Vehicles 2007 - 2010 Model Year (Generation 2)

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
CT	2,329	MA	6,535	NJ	10,091	VT	473
DC	303	MD	7,795	NY	16,934	WI	5,399
DE	803	ME	836	OH	8,458	WV	948
IL	12,697	MI	3,716	PA	9,909		
IN	4,253	MN	5,151	RI	638		
KY	2,945	NH	1,106	VA	9,034		

5. Inspection Procedures

Refer to the Technical Instructions located on TIS for inspection and temporary relocation instructions. Conduct all applicable, open Special Service Campaigns on the vehicle during the time of appointment.

6. What if a customer has a unique situation where relocation of the spare tire to the cargo area can not be accommodated?

If the customer has a unique situation where relocation (based upon the inspection results) of the spare tire to the cargo area can not be accommodated, a few new current generation parts will be available for use until the remedy is available. These situations will require case-by-case review and approval by a Region/PD representative. **Please contact your regional representative for additional support.**



1998 – 2006 MY Sienna Vehicles: Please refer to A9E Phase 1

7. Customer Handling

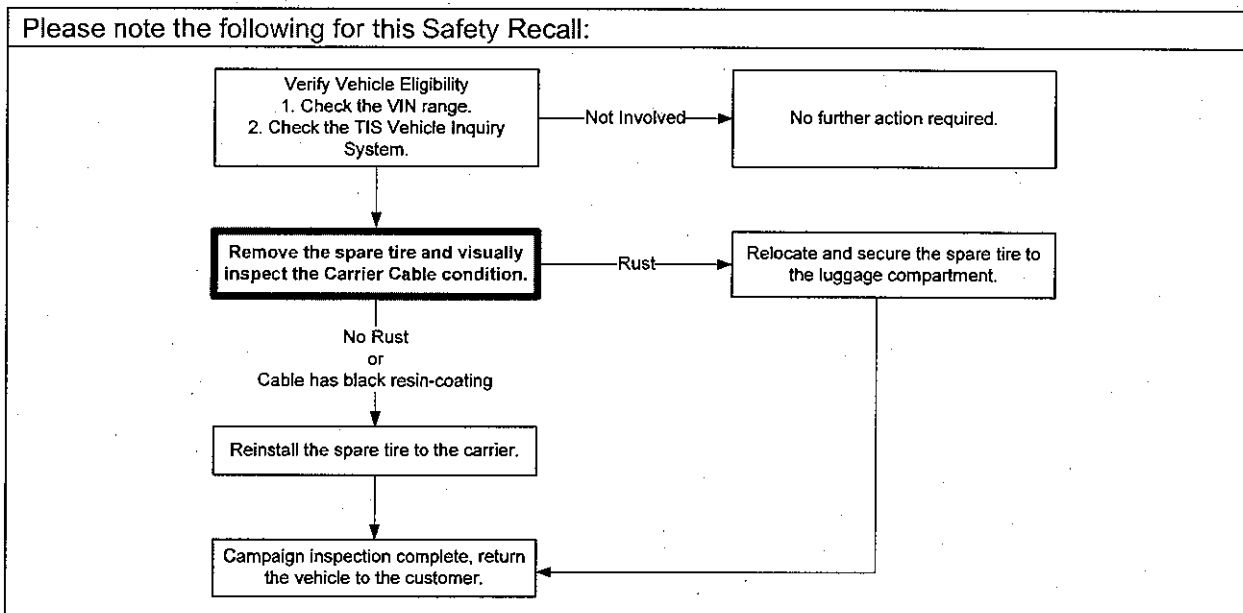
Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions they may have. A Q&A is provided to assure a consistent message is communicated.



Before performing the inspection, make sure the customer will accept the temporary relocation of the spare tire in the case the spare tire carrier assembly fails inspection. If the customer has any concerns about the spare tire being temporarily relocated and your dealership can not resolve the concern using the materials provided with this campaign, please contact your regional representative for additional support.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

8. Warranty Processor Instructions



Please use the following operation codes for the interim inspection for 2007-2010 MY Sienna Vehicles until their respective phase is launched:

Safety Recall #	Op. Code	Description	Flat Rate Hour
A0E	0519D1	Inspection Only	0.4 hr/vehicle
		Inspect the rear spare tire carrier cable for rust. Cable OK . Reinstall spare tire.	
A0E	0519D2	Inspect and Relocate Spare Tire Inspect the rear spare tire carrier cable for rust. Cable NG . Relocate spare tire to cargo area.	0.4 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Spare Tire Temporary Relocation:** For Op. Code 0519D2 a maximum of \$30 per vehicle may be claimed for supplies used to relocate the spare tire into the cargo area (i.e. tie down straps, tire bag, etc). Sublet type **ZZ**.



1998 – 2006 MY Sienna Vehicles: Please refer to A9E Phase 1

9. **Media Contacts**

For ***News media inquiries only***:

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

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 Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
SAFETY RECALL NOTICE (Interim Notice)**

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire.

What is the condition?

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard.

What will Toyota do?

Toyota is in the process of developing the remedy. However, in the interim any authorized Toyota dealer will inspect the spare tire carrier cable. Based upon the inspection, Toyota will do one of the following at **NO CHARGE** to you:

- If there is **no** significant corrosion of the spare tire carrier cable, you will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
- If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire, a temporary solution, such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. You will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.

Owners of affected vehicles will be notified as soon as a remedy is available.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to inspect and, if necessary, relocate the spare tire as soon as possible. The inspection and, if necessary, the relocation of the spare tire will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

We request that you present this notice to the dealer at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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 the replacement. 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 believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, 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

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

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

Sample



For 1998 through 2006 Sienna:

Interim Inspection procedures for Safety Recall A0E are now superseded by the Remedy Procedure for Safety Recall A9E.

For 2007 through 2010 Sienna:

Continue to use the Interim Inspection Procedures.

Safety Recall A9E

Certain 1998 through 2010 Toyota Sienna Vehicles

Severe Corrosion of Spare Tire Carrier Cable – Q&A

September 2010 - Phase 1 (1998 through 2006 model year)

Safety Recall A9E covers certain 1998 through 2010 Sienna 2WD vehicles **currently registered in or originally sold in** the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, and the District of Columbia. If the subject vehicle is operated in these cold climate regions of the United States where road salts are frequently used, water splashed backwards with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly cable.

As the defect only occurs after long term exposure to these specific conditions, the Safety Recall will be launched in multiple phases consistent with vehicle age. The Phases for Safety Recall A9E will be grouped as follows:

- Phase 1: Certain 1998 through 2006 Model Year Sienna 2WD vehicles
- Phase 2: Certain 2007 through 2009 Model Year Sienna 2WD vehicles
- Phase 3: Certain 2010 Model Year Sienna 2WD vehicles

Each phase of owner notification will be preceded by a dealer notification. The dealer notification will be sent approximately one week prior to the start of each phase.

Q1: What is the condition?

A1: On certain 1998 through 2010 model year Sienna 2WD vehicles (equipped with a spare tire) currently **registered in or originally sold in** cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.

Q2: Which are the Severe Cold Climate States with high road salt usage?

A2: Vehicles originally sold in or currently registered in the following states and the District of Columbia are covered:

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Q2a: Why are some states contiguous to the Severe Cold Climate States not included?

A2a: Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state as a Severe Cold Climate State rather than a portion. Therefore, contiguous states not identified as a Severe Cold Climate State are not directly involved in the Safety Recall.

Q2b: Why aren't vehicles originally sold or currently registered in other states covered by the Safety Recall?

A2b: The Safety Recall covers those vehicles that are driven in cold climate regions of the United States where road salts are frequently used, where water with high concentrations of road salt can splash backwards and reach the spare tire carrier and corrode the spare tire carrier assembly cable.

Some owners of vehicles originally sold or currently registered outside of the specific areas may spend extended period of time in areas of frequent road salt usage. For those owners, they will receive a separate Special Service Campaign notification including details on how to obtain an inspection **if they desire**. If the owner believes their vehicle is exposed to these conditions, Toyota will perform the same inspection and repair for those vehicles at **no charge**.

Q3: Are there any warnings this condition exists?

A3: No, there are no specific warnings that this condition exists.



1998 – 2006 MY Sienna Vehicles: Please refer to A9E Phase 1

Q4: What is the cause of this condition?

A4: The corrosion resistance of the spare tire carrier cable is insufficient when vehicles are operated in areas where a large amount of road salt is applied.

Q5: What is Toyota going to do?

A5: Based upon the dealer's inspection, Toyota will do one of the following **at no charge** to the vehicle's owner:

1998 through 2003 Model Year Sienna Vehicles

- If there is no rust present on the spare tire carrier cable (cable) the dealer will apply a corrosion resistant compound to the cable.
- If rust **is** present on **less than 8 inches from the end** of the cable; that portion of the cable will be cut, a new ferrule will be crimped-on and a corrosion resistant compound will be applied.
- If rust is present on **more than 8 inches from the end** of cable, the spare tire carrier assembly will be replaced and a corrosion resistant compound will be applied to the new cable.

2004 through 2006 Model Year Sienna Vehicles

- If there is no rust present on the spare tire carrier cable (cable) the dealer will apply a corrosion resistant compound to the cable. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.
- If rust **is** present on **less than 8 inches from the end** of the cable; that portion of the cable will be cut, a new ferrule will be crimped-on and a corrosion resistant compound will be applied. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.
- If rust is present on **more than 8 inches from the end** of cable, the spare tire carrier assembly will be replaced. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.

Q5a: If a dealer replaces the spare tire carrier assembly on certain 1998 through 2003 model year Sienna vehicles, why will the dealer need to apply corrosion resistant compound to the new cable?

A5a: The dealer will apply the corrosion resistant compound to the new cable to further enhance the corrosion resistant performance. Additionally, to simplify the administration of this campaign and avoid confusion of the repair method for 1998 through 2003 model year Sienna vehicles, Toyota has elected to apply the corrosion resistant compound to all vehicles covered by this recall.

Q5b: If a 2004 through 2006 model year Sienna vehicle is equipped with a spare tire carrier that has a black resin sleeve installed, why is Toyota replacing it with another spare tire carrier also equipped with a black resin sleeve?

A5b: If a vehicle has had the spare tire carrier assembly replaced previously, a black resin sleeve may be installed on the cable. Although this early black resin sleeve may provide some corrosion protection, Toyota will replace the spare tire carrier with a newly designed unit to further enhance the corrosion resistant performance.

Q5c: Why doesn't Toyota remove the black resin sleeve and apply the corrosion resistant compound to the exposed cable?

A5c: When removed, the black resin sleeve leaves a film that prevents the corrosion resistant compound from penetrating the cable and protecting the strands. In these cases, Toyota will replace the spare tire carrier assembly with a recently produced one.

Q6: What should customers do?

A6: Owner's of Sienna vehicles covered by this phase, whose vehicles are currently registered in or were originally sold in the Severe Cold Climate States or the District of Columbia, are requested to bring the vehicle to a Toyota dealership as soon as possible to have this Safety Recall remedy conducted.

Q6a: What steps can consumers take to mitigate any risk prior to completion of the recall?

A6a: Customers may eliminate any risks of spare tire separation from the carrier by removing it from the carrier assembly and relocating it. If storing the spare tire in the luggage area, it must be properly secured to the vehicle.



Q7: Which and how many vehicles are involved?

A7: There are approximately 580,000 vehicles covered.

	Model Year	Model	Approx UIO
USA	1998 - 2003	Sienna 2WD	220,000
USA	2004 - 2010	Sienna 2WD	360,000

Q8: Why is Toyota not launching this Safety Recall in the remaining 30 states?

A8: Continued prolonged exposure to high concentrations of road salts and other cold climate environmental factors contribute to this condition.

Therefore, customers not covered by this safety recall do not need to take any action at this time. However, these owners in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they believe their vehicle will be operated in one of the Severe Cold Climate States or in similar conditions. Toyota will perform the same inspection and repair for those vehicles at **no charge** to the customer.

Q9: When will Toyota launch the Special Service Campaign for the 30 Warm States.

A9: Toyota will launch Special Service Campaign for the remaining 30 warm states shortly.

Q10: Which and how many vehicles are involved in the Special Service Campaign for the remaining 30 Warm states?

A10: There are approximately 733,000 vehicles originally sold in or currently registered in the warm weather states.

	Model Year	Model	Approx UIO
USA	1998 - 2003	Sienna 2WD	272,000
USA	2004 - 2010	Sienna 2WD	461,000

Q11: Are there any other Toyota or Lexus vehicles involved?

A11: No other Toyota or Lexus vehicles are involved.

Q12: What is the production period of the Sienna vehicles covered by this Safety Recall?

A12: The vehicles covered by the safety recall were produced from August 1997 to January 2010.

Q13: How long will the repair take?

A13: The inspection and repair of the spare tire carrier will take approximately 1 hour. However it may take longer based upon the inspection results and the dealer's work schedule.

Q14: What should customers in states not covered by the Safety Recall do?

A14: Owners of certain 1998 through 2010 model year Sienna vehicles, not covered by the Safety Recall, will receive a separate Special Service Campaign notification including details on how to obtain an inspection **if they desire**. If an owner believes their vehicle is exposed to these conditions, Toyota will perform the same inspection and repair at **no charge**.

Q15: What if a customer has previously paid to replace the vehicle's spare tire carrier for this specific condition?

A15: Reimbursement consideration instructions will be provided in the owner letter for those customers that have previously paid to replace the spare tire carrier cable for this specific condition.

Q16: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A16: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair.

Owners may also contact the Toyota Customer Experience Center (1-800-331-4331) for additional assistance.



1998 – 2006 MY Sienna Vehicles: Please refer to A9E Phase 1