



**Toyota Motor Sales, U.S.A., Inc.**  
19001 South Western Avenue, S207  
Torrance, CA 90509-2991

TMS-NTC-14023  
February 26, 2014

Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recall 13V-429 Preliminary Dealer Notification Letter

To whom it may concern,

Please find attached the Preliminary Dealer Notification Letter for Toyota Safety Recall 13V-429 on the following Toyota vehicles:

- Certain 2004 through 2005 Model Year Sienna Vehicles
- Certain 2007 through 2009 Model Year Sienna Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark T. Kubota".

Mark T. Kubota  
Quality Compliance Assistant Manager

Attachments:

- Toyota 13V-429 (D0R) Dealer Notification (Preliminary)

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
September 26, 2013  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall D0R (D1R) *Preliminary Notification***  
**Certain 2004 to 2005 and Certain 2007 to 2009 Model Year Sienna Vehicles**  
**Shift Lock Solenoid Assembly**  
**\*\*\*\*\*URGENT\*\*\*\*\***

**On September 26, 2013, 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 of certain 2004 to 2005 and certain 2007 to 2009 model year Sienna vehicles.**

This preliminary information is being provided to keep you informed of the filing. **Toyota is currently preparing the remedy parts for this condition.**

**Condition**

The subject vehicles are equipped with a shift lever assembly which contains a shift interlock system. One of the components of the interlock system is a shift lock solenoid that is mated with a slider and stopper to prevent the shift lever from moving out of the "P" position unless the ignition is "ON" and the brake pedal is depressed. Due to either (1) manufacturing variation in the dimensions of the stopper or (2) the existence of a burr on the slider (each of which occurred during two different shift lever assembly production periods), there is a possibility that the stopper could be damaged and the shift lever could be moved out of the "P" position without depressing the brake pedal. This could result in vehicle roll away, which could cause a crash.

**Covered Vehicles**

There are approximately 615,000 Toyota Sienna (certain 2004 to 2005 and certain 2007 to 2009) vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Appx. UIO
Sienna	Certain 2004 to 2005	Mid-January 2003 through Early August 2005	615,000
	Certain 2007 to 2009	Late February 2007 through Mid-December 2008	

**Status**

- D0R ("D1R" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Thursday, September 26, 2013. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Thursday morning, September 26, 2013.
- **Toyota is currently preparing the remedy parts for this condition.** Due to the lead time in making remedy preparations, Toyota will be mailing an interim owner notification letter to customers covered by this Safety Recall in **Late October, 2013**. The interim notice will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice when the remedy is available, (3) what to do if the vehicle's shift lever can be moved from the "P" position without application of the brake pedal and, (4) steps the owner can take to minimize the occurrence of this condition.

**Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

## Customer Handling

A FAQ is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

*Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.*

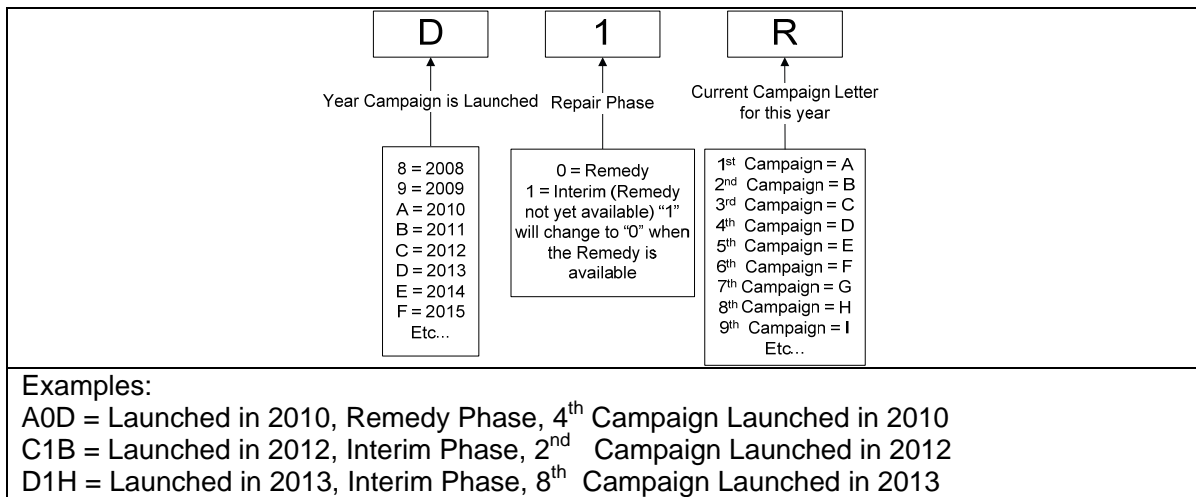
## Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver un-remedied pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is available

## Handling of Vehicles Exhibiting this Condition

In the unlikely event a customer contacts a dealership and **has experienced** the condition described, dealerships are requested to assist him/her by setting up an appointment to diagnose the condition. If the condition is related to the Safety Recall, the diagnosis and repair will be performed at **no charge**.

## Campaign Designation Decoder



Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

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

Thank you for your cooperation.



**Safety Recall D0R (D1R) - Preliminary Notice**  
**Certain 2004 to 2005 and Certain 2007 to 2009 Model Year Sienna Vehicles**  
**Shift Lock Solenoid Assembly**

**Customer Frequently Asked Questions**

Published Late September, 2013

We at Toyota care greatly about your safety while we prepare the remedy for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

**Q1: What is the condition?**

A1: The subject vehicles are equipped with a shift lever assembly which contains a shift interlock system. One of the components of the interlock system is a shift lock solenoid to prevent the shift lever from moving out of the "P" position unless the ignition is "ON" and the brake pedal is depressed. Due to manufacturing issues, there is a possibility that the solenoid could be damaged and the shift lever could be moved out of the "P" position without depressing the brake pedal. This could result in vehicle roll away, which could cause a crash.

**Q1a: What is the shift interlock system?**

A1a: The shift interlock system contains a shift lock solenoid that is mated with a slider and stopper to prevent the shift lever from being shifted from the "P" position, unless the ignition switch is "ON" and the brake pedal is depressed.

**Q1b: What is the cause of the condition?**

A1b: This condition is caused by either (1) manufacturing variation in the dimensions of the stopper, or (2) the existence of a burr on the slider (each of which occurred during two different shift lever assembly production periods).

**Q2: Are there any warnings or indicators of this condition?**

A2: If you are able to shift your vehicle from the "P" position ***without*** application of the brake pedal, please contact your local authorized Toyota dealer for diagnosis and repair.

**Q3: Is there anything I can do to prevent this condition from occurring?**

A3: Yes, until the remedy is available, we recommend that you to take the following steps:  
(1) When parking the vehicle always, apply the parking brake. (2) After starting the engine, always step on the brake pedal before shifting from the "P" position. (3) Do not attempt to force the shift lever out of the "P" position. (4) Be careful not to damage the shift lever if you are moving between the front driver and passenger seats or let unattended children play in the vehicle.

**Q3a: What if I experience the condition before the remedy is available?**

A3a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you

**Q3b: Can my vehicle be driven if I experience the condition?**

A3b: Yes, the vehicle can still be driven with the condition present; however, if you experience this condition you should contact your local Toyota dealer for immediate diagnosis and repair.

**Q4: What is Toyota going to do?**

A4: **Toyota is currently preparing the remedy for this condition.** In the meantime we are communicating our **interim** actions:

- Toyota will mail an interim owner notification letter in Late October, 2013.
- The interim notice will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice when the remedy is available, (3) what to do if the vehicle's shift lever can be moved from the "P" position without application of the brake pedal, and (4) steps the owner can take to minimize the occurrence of this condition.

Once preparations are complete, Toyota will send a second owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

The remedy, when available, will involve replacement of the Shift Lock Solenoid Assembly at **No Charge**.

**Q4a: When does Toyota anticipate the remedy will be available?**

A4a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota anticipates it will take several months to prepare a sufficient quantity of remedy parts.

**Q4b: How does Toyota obtain my mailing information?**

A4b: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?**

A4c: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

**Q5: Which and how many vehicles are covered by this Safety Recall?**

A5: There are approximately 615,000 Toyota Sienna (certain 2004 to 2005 and certain 2007 to 2009) vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Appx. UIO
Sienna	Certain 2004 to 2005	Mid-January 2003 through Early August 2005	615,000
	Certain 2007 to 2009	Late February 2007 through Mid-December 2008	

**Q5a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?**

A5a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

**Q6: What if I previously paid for repairs to my vehicle for this condition?**

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.