

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

Subject: Safety Recall D0R – **Remedy Available**
Certain 2004 to 2005 and Certain 2007 to 2009 Model Year Sienna Vehicles
Shift Lock Solenoid Assembly

As previously announced in late September, 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 on certain 2004 to 2005 and certain 2007 to 2009 model year Sienna vehicles.

Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.

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.

Remedy

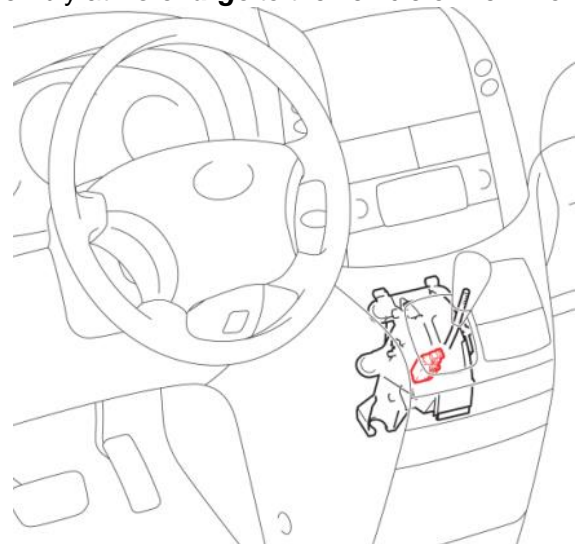
Authorized Toyota dealers will replace the shift lock solenoid assembly at **no charge** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

The following information is provided to inform you of the owner notification timing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in late February, 2014. A sample of the Owner Letter has been included for your reference.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership’s responsibility to forward the owner letter to the customer who purchased the vehicle.



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 **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. 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 TIS prior to performing repairs.)

3. New Vehicles in Dealership Inventory

Although your dealership most likely will not have any involved vehicles in dealer inventory, please be aware of the following:

As required by Federal law (49 Code of Federal Regulations §577.13), dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall completion can be verified through TIS.

4. Pre-Owned Vehicles in Dealer Stock

Toyota requests that dealers verify whether their Pre-Owned vehicles in dealer inventory are covered by this Safety Recall. If a vehicle is covered the dealer should perform the Safety Recall remedy prior to customer delivery.

5. Number and Identification of Involved Vehicles

There are approximately 615,000 Toyota Sienna (certain 2004 to 2005 and certain 2007 to 2009) vehicles involved 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	

WMI	MY	VIN Range	
		VDS	Serial
5TD	2004	BA22C	S000023 - S028701
		BA23C	S000020 - S028702
		MA29C	S700000 - S700001
		ZA22C	S000020 - S099996
			S100000 - S199998
		ZA23C	S200000 - S221159
	S000038 - S099999		
	S100001 - S199999		
	2005	BA22C	S200001 - S221167
			S018902 - S052906
		BA23C	S028704 - S052872
		ZA22C	S153073 - S153073
			S218195 - S299999
			S300001 - S373727
		ZA23C	S152435 - S155008
S217835 - S299997			
S300000 - S373756			

WMI	MY	VIN Range	
		VDS	Serial
5TD	2007	BK22C	S002827 - S008765
		BK23C	S002846 - S008756
		ZK22C	S029144 - S099335
		ZK23C	S030033 - S099342
		2008	BK22C
	BK23C		S008547 - S022309
			S095943 - S099999
	2009	ZK22C	S100004 - S199997
			S200000 - S225325
		ZK23C	S095940 - S099998
			S100000 - S199999
	2009	BK22C	S200001 - S225607
			S022105 - S026952
		BK23C	S022332 - S026942
		ZK22C	S225328 - S275373
ZK23C	S222346 - S275420		

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 **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

6. Parts Ordering Process

Orders can be placed through the dealership’s facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Please refer to the table below and the Technical Instructions for part ordering information.

Part Number	Part Description	Quantity
04003-48145	Shift Lock Solenoid Kit	1 kit = 1 vehicle
04003-55145	Grease Kit	1 kit = 10 vehicles

Each dealership will receive specific dealer ordering criteria in an email from TMS Special Activity Group based on Repair Order Volume * PDC Affected UIO. Dealer ordering criteria will also be available through the Customer Service Leader at their facing PDC. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- **Toyota Certified (all classifications)**
- **Toyota Expert (all classifications)**
- **Master**
- **Master Diagnostic Technicians**

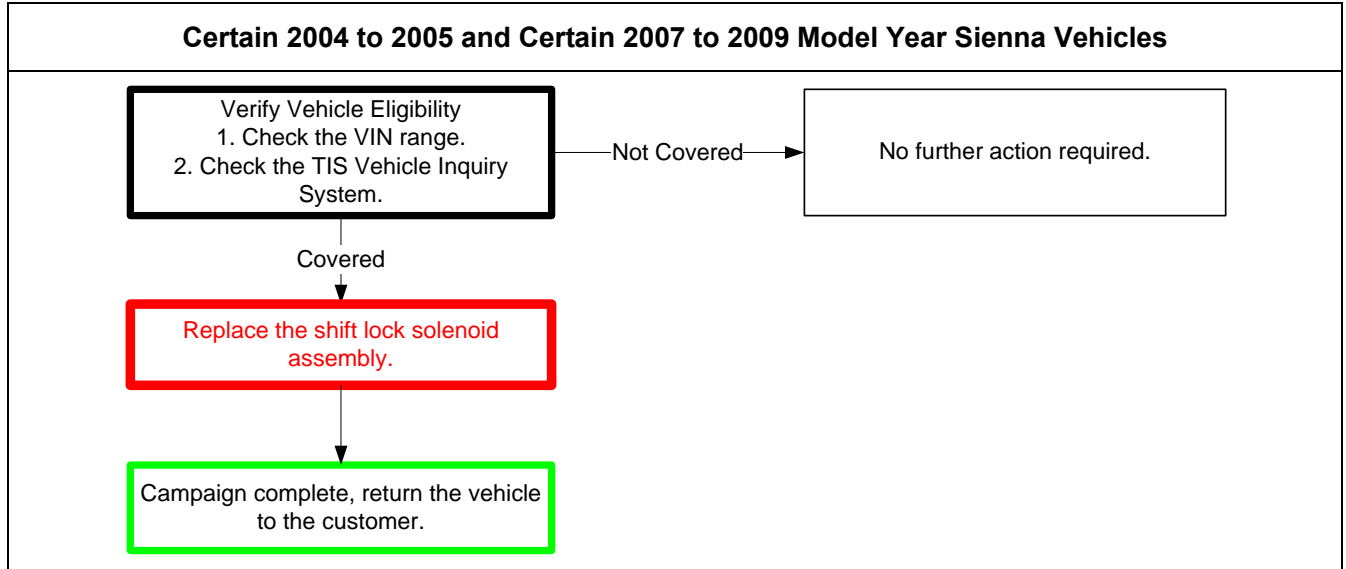
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

8. Remedy Procedures

Please refer to TIS for Technical Instructions for vehicle repair.

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

9. Warranty Reimbursement Procedure



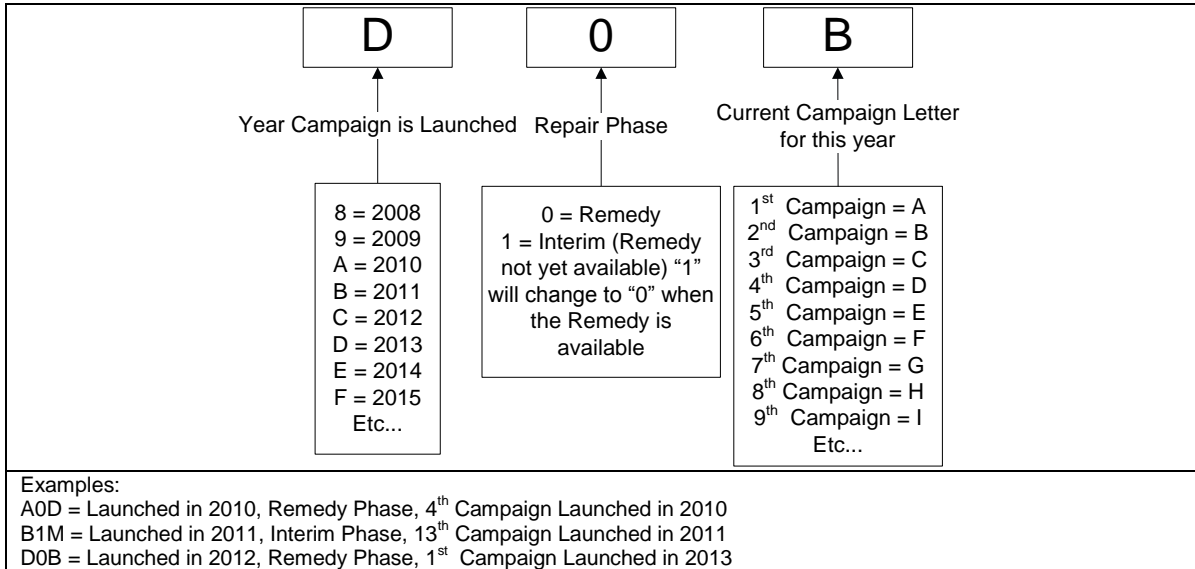
Model	Op. Code	Description	Flat Rate Hour
Sienna	3520JA	Replace the Shift Lock Solenoid Assembly	1.4 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Grease Kits (P/N 04003-55145) can be claimed as sublet type “OF” under OP Code 3520JA at a rate of \$1.80 per vehicle.

10. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

11. Campaign Designation Decoder



12. 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.)

13. Customer Contacts

A FAQ is attached to help 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 website for customer viewing.

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.

Wayne Hutchinson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
February 14, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall D0R – *Remedy Available*
Certain 2004 to 2005 and Certain 2007 to 2009 Model Year Sienna Vehicles
Shift Lock Solenoid Assembly

As previously announced in late September, 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 on certain 2004 to 2005 and certain 2007 to 2009 model year Sienna vehicles.

- **Toyota has completed remedy preparations and will begin owner notifications in late February, 2014.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

**Certain 2004 to 2005 and Certain 2007 to 2009 Model Year Sienna Vehicles
Shift Lock Solenoid Assembly**

IMPORTANT SAFETY RECALL (Remedy Notice)

This notice applies to your vehicle: VIN

Dear Toyota Owner:

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 2004 to 2005 and certain 2007 to 2009 model year Sienna vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the 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 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.

What will Toyota do?

Any authorized Toyota dealer will replace the shift lock solenoid assembly at **no charge** to you

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately 1½ hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, we recommend you take the following steps to help minimize the occurrence of this condition:

(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.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at 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 repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- 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, D.C. 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 repairs related to this condition, please mail all required paperwork to the following address for reimbursement consideration and allow 6 – 8 weeks for processing:

Toyota Motor Sales, USA, Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required document and submission details.

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.

Safety Recall Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?

- Proof-of-Payment
 - Only the Following Items are Valid Proof-of-Payment
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash

- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership
 - Copy of the Bill of Sale
 - Copy of the Title

- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.



Safety Recall D0R – Remedy Notice

**Certain 2004 to 2005 and Certain 2007 to 2009 Model Year Sienna Vehicles
Shift Lock Solenoid Assembly**

Customer Frequently Asked Questions

Published mid-February, 2014

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

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: What is Toyota going to do?

A2: In late February, 2014, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will replace the shift lock solenoid assembly at **no charge** to you.

Q2a: How does Toyota obtain my mailing information?

A2a: 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.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: 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.

Q3: Are there any warnings or indicators of this condition?

A3: 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.

Q4: Is there anything I can do to prevent this condition from occurring?

A4: Yes, until the remedy is completed, 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.

Q4b: Can my vehicle be driven if I experience the condition?

A4b 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.

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 included in this Safety Recall in the U.S.?

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

Q6: How long will the repair take?

A6: The repair will take approximately 1½ hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I previously paid for repairs to my vehicle for this condition?

A7: Reimbursement consideration instruction will be provided in the remedy owner letter. Please note the dealer will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

Q8: What if I have additional questions or concerns?

A8: 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.

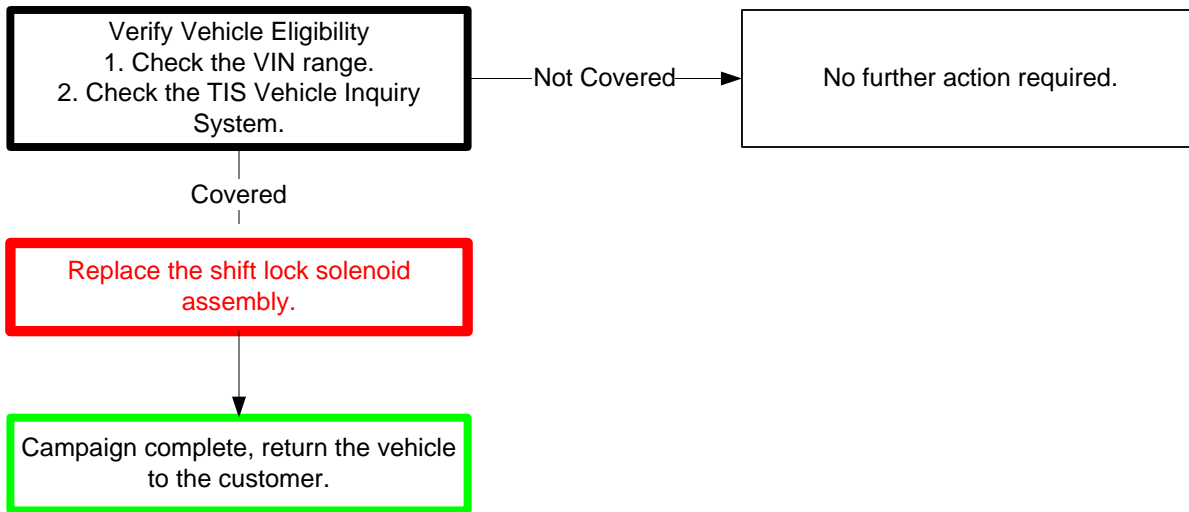
TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL D0R
SHIFT LOCK SOLENOID ASSEMBLY
CERTAIN 2004 – 2005 & CERTAIN 2007 – 2009 MODEL YEAR SIENNA

All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- Toyota Certified (all classifications)
- Toyota Expert (all classifications)
- Master
- Master Diagnostic Technicians

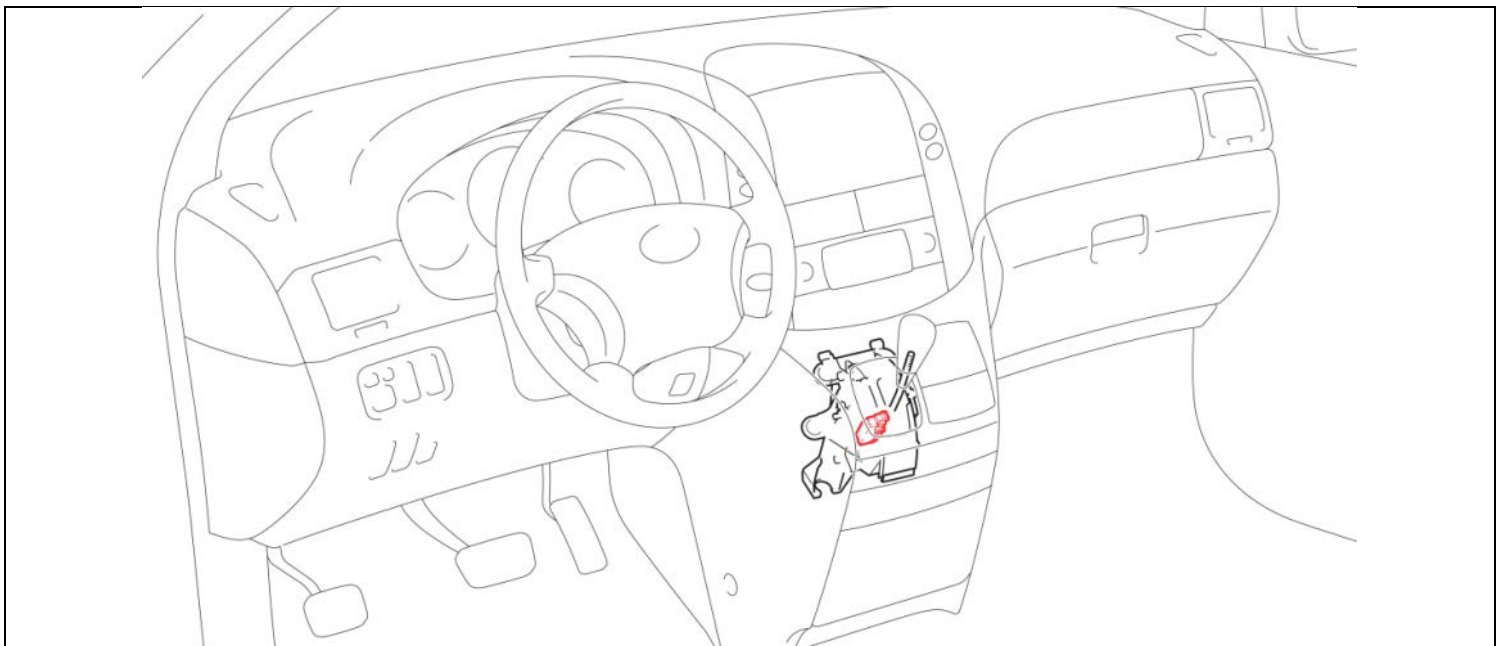
I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



II. BACKGROUND

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 "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 "P" position without depressing the brake pedal. This could result in vehicle roll away, which could cause a crash.



III. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
04003-48145	Solenoid Assembly kit	1
The kit above includes the following parts		
33525-42010	Push Nut	2
85431-45010	Shift Lock Solenoid Assembly	1
Part Number	Part Description	Quantity
04003-55145	Grease Kit	1
The kit above includes the following parts		
-	Grease Packet	10

This kit includes 10 grease packets, each vehicle only requires one packet.

B. TOOLS & EQUIPMENT

- Standard hand tools
- Molding remover set
- Torque wrench
- Techstream
- Protective tape
- Duct tape or similar
- Shop cloth

IV. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

WMI	MY	VIN Range	
		VDS	Serial
5TD	2004	BA22C	S000023 - S028701
		BA23C	S000020 - S028702
		MA29C	S700000 - S700001
		ZA22C	S000020 - S099996
			S100000 - S199998
		ZA23C	S200000 - S221159
	S000038 - S099999		
	S100001 - S199999		
	2005	BA22C	S200001 - S221167
			S018902 - S052906
		BA23C	S028704 - S052872
			S153073 - S153073
		ZA22C	S218195 - S299999
			S300001 - S373727
			S152435 - S155008
ZA23C		S217835 - S299997	
		S300000 - S373756	

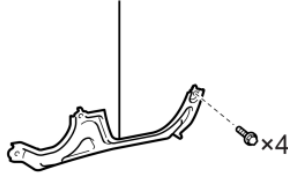
WMI	MY	VIN Range	
		VDS	Serial
5TD	2007	BK22C	S002827 - S008765
		BK23C	S002846 - S008756
		ZK22C	S029144 - S099335
		ZK23C	S030033 - S099342
			BK22C
	2008	BK23C	S008547 - S022309
			S095943 - S099999
			ZK22C
		ZK23C	S200000 - S225325
			S095940 - S099998
			S100000 - S199999
			S200001 - S225607
	2009	BK22C	S022105 - S026952
		BK23C	S022332 - S026942
		ZK22C	S225328 - S275373
ZK23C		S222346 - S275420	

NOTE:

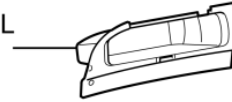
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

V. COMPONENTS

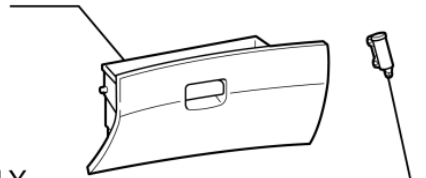
INSTRUMENT PANEL SAFETY
PAD INSERT SUB-ASSEMBLY NO.1



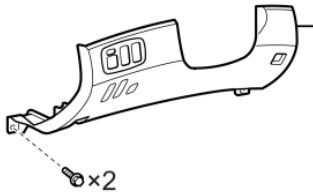
INSTRUMENT PANEL
BOX NO.2



GLOVE COMPARTMENT
DOOR ASSEMBLY



INSTRUMENT PANEL
FINISH PANEL SUB-ASSEMBLY
LOWER LH



GLOVE COMPARTMENT
DOOR STOPPER
SUB-ASSEMBLY



INSTRUMENT
CLUSTER FINISH
PANEL CENTER NO.1

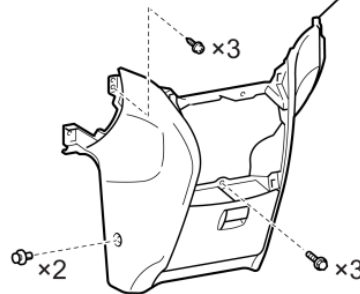
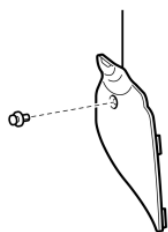


INSTRUMENT CLUSTER
FINISH PANEL CENTER NO.2

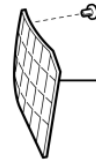


INSTRUMENT CLUSTER FINISH PANEL
SUB-ASSEMBLY LOWER CENTER

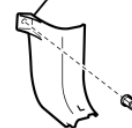
FLOOR CARPET
COVER CENTER LH



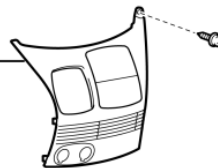
FLOOR CARPET COVER
CENTER RH



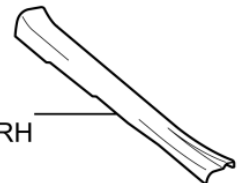
COWL SIDE TRIM
BOARD RH



INSTRUMENT CLUSTER FINISH PANEL
ASSEMBLY CENTER



FRONT DOOR
SCUFF PLATE RH



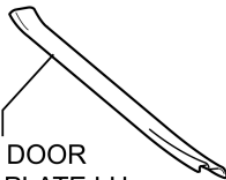
COWL SIDE TRIM
BOARD LH



SHIFT LEVER KNOB
SUB-ASSEMBLY



FRONT DOOR
SCUFF PLATE LH



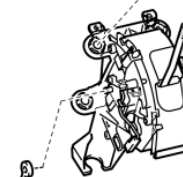
21 (214, 15)

x4

POSITION INDICATOR
HOUSING ASSEMBLY



SHIFT LEVER ASSEMBLY



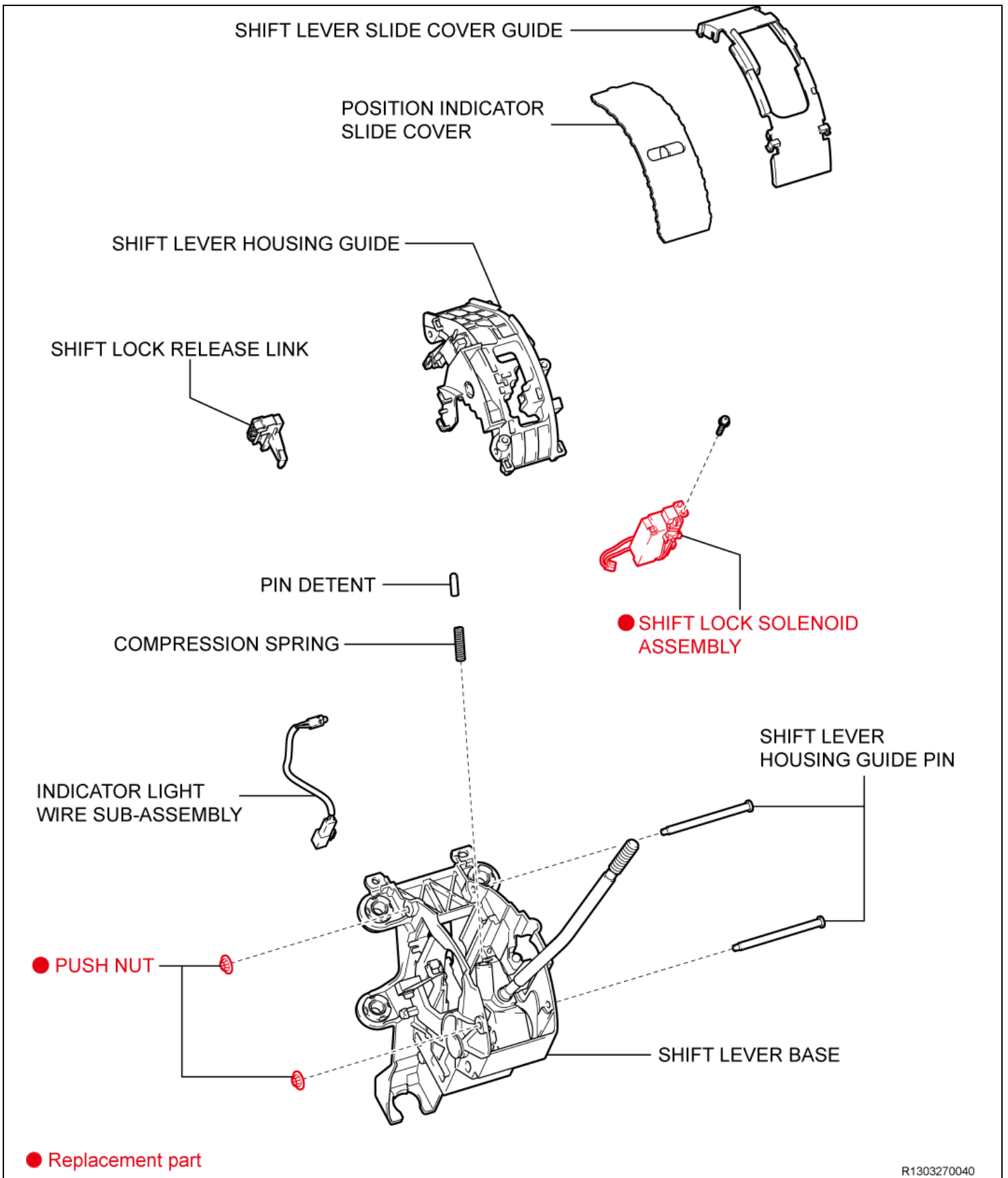
TRANSMISSION CONTROL CABLE ASSEMBLY



N*m (kgf*cm, ft.*lbf) : Specified torque

C119296E02

COMPONENTS CONTINUED...



VI. SHIFT LOCK SOLENOID ASSEMBLY REMOVAL



- **ALWAYS** wear appropriate protective equipment.
- **Keep the work area clean to prevent foreign materials from entering the shift lever assembly.**
- **DO NOT** use any chemicals other than specified in these instructions.

1. CHECK AND RECORD DTCs

- a) Check and record any DTCs.

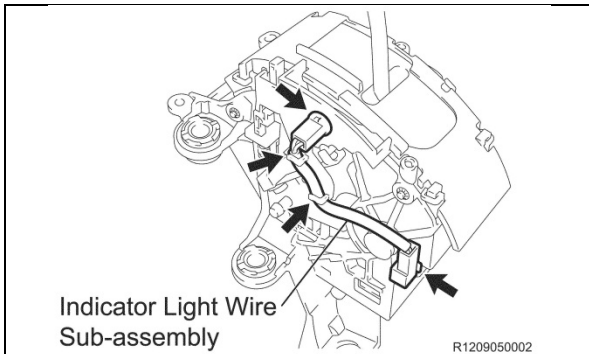
2. REMOVE THE SHIFT LEVER ASSEMBLY

- a) Refer to [TIS](#) for removal instructions.

[SHIFTER REPAIR OVERVIEW VIDEO](#)

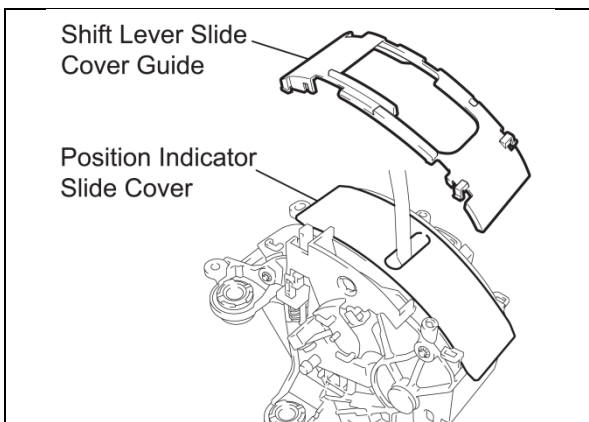
3. REMOVE THE INDICATOR LIGHT WIRE SUB-ASSEMBLY

- a) Remove the wire sub-assembly from the shift lever.



4. REMOVE THE SHIFT LEVER SLIDE COVER GUIDE

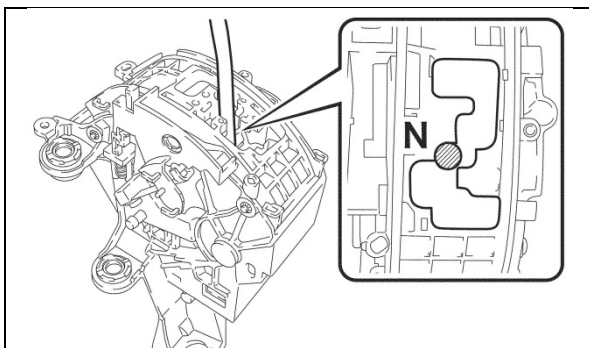
- a) Disengage the 4 tabs and remove the cover.



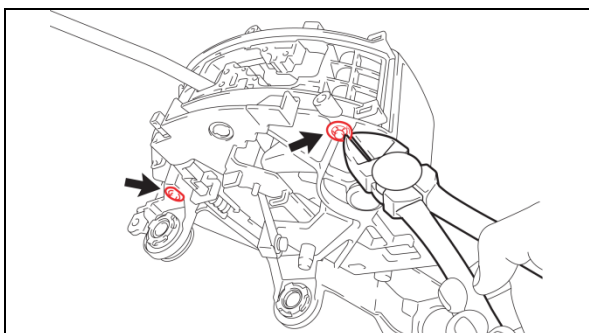
5. REMOVE THE POSITION INDICATOR SLIDE COVER

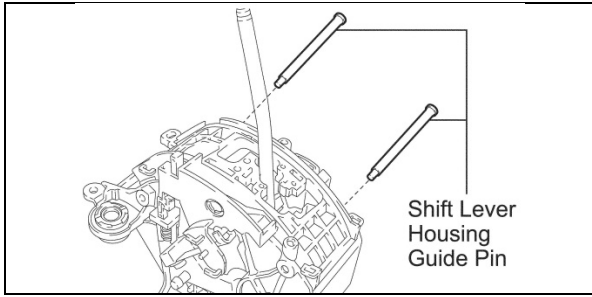
6. REMOVE THE PUSH NUTS

- a) Depress the shift lock release button and move the shift lever to the N position.




- b) Remove the 2 push nuts by cutting them off.



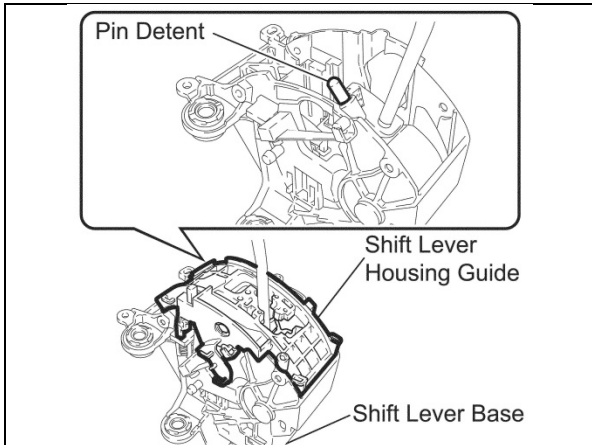


7. REMOVE THE SHIFT LEVER HOUSING GUIDE

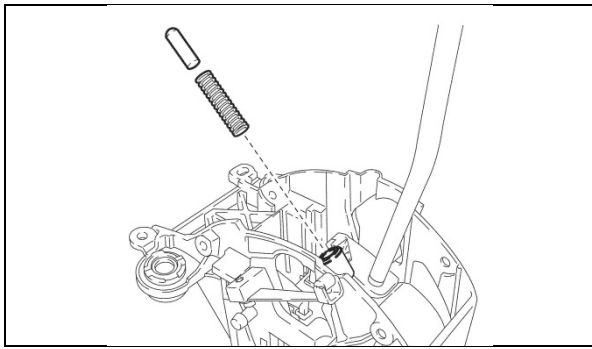
- a) Remove the 2 shift lever housing guide pins.



- **ALWAYS** perform step b) below with the shift lever in the N position because the spring tension is the least in this position.
- **Remove the housing guide carefully as pin detent could fly off due to the compression spring.**

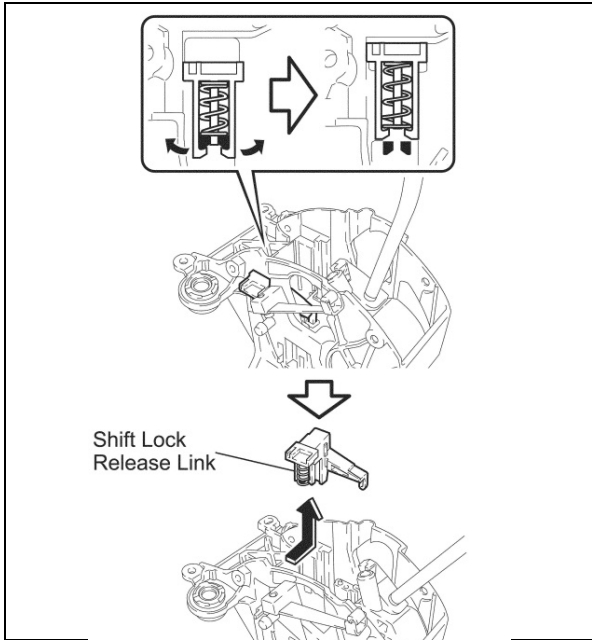


- b) Confirm the shift lever in in the N position, then carefully remove the housing from the base.



8. REMOVE THE PIN DETENT AND COMPRESSION SPRING

- a) Remove the pin detent and compression spring from the shift lever sub-assembly.

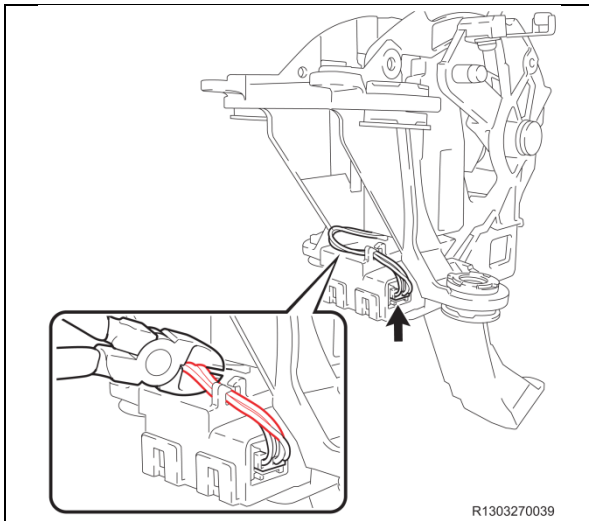


9. REMOVE THE SHIFT LOCK RELEASE LINK


- a) Disengage the 2 claws on the shift lock release link.
- b) Slide the link upward and toward the center of the shift lever base to remove.

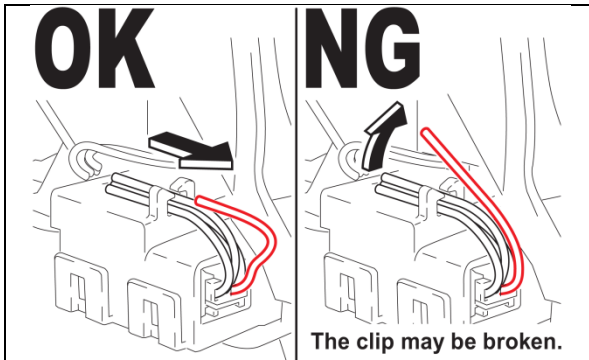
10. REMOVE THE SHIFT LOCK SOLENOID ASSEMBLY

- a) Cut the 4 wires for the solenoid harness.

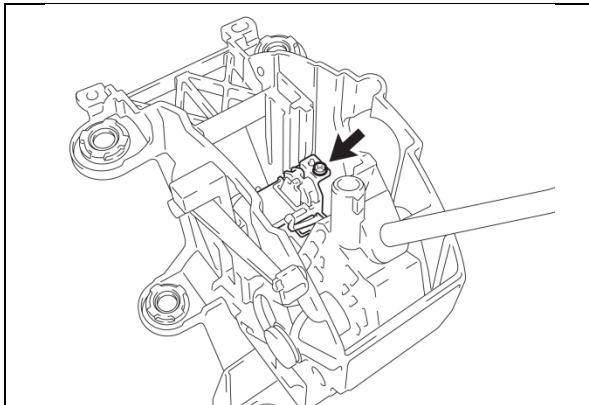


- b) Pull the 4 wires from the harness clamp.
c) Disconnect the connector.

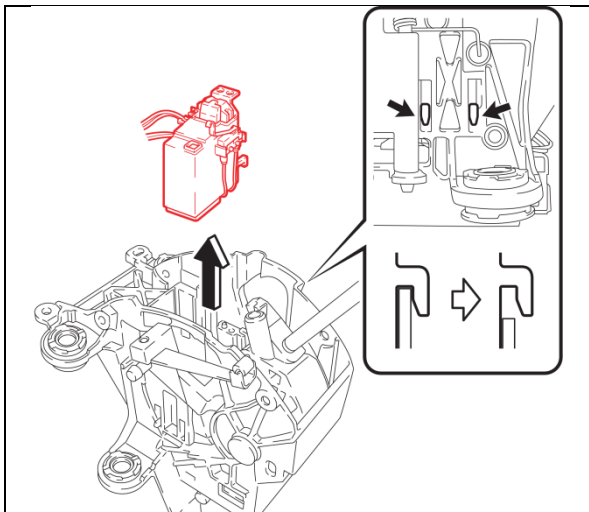
 The wires **MUST** be cut prior to removal, this will prevent the solenoid from being reused **AND** will prevent the harness clamp from being damaged during wire removal.



- d) Remove the screw at the top of the solenoid.



- e) Lift up on the solenoid to disengage it from the 2 guides, then completely remove the solenoid.



VII. SHIFT LOCK SOLENOID ASSEMBLY INSTALLATION

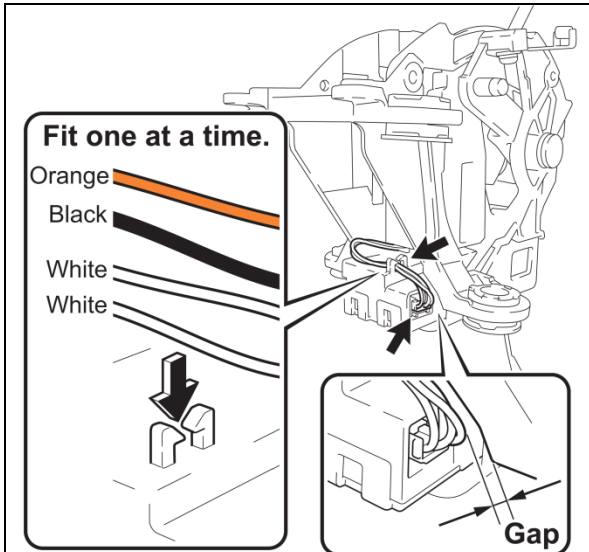
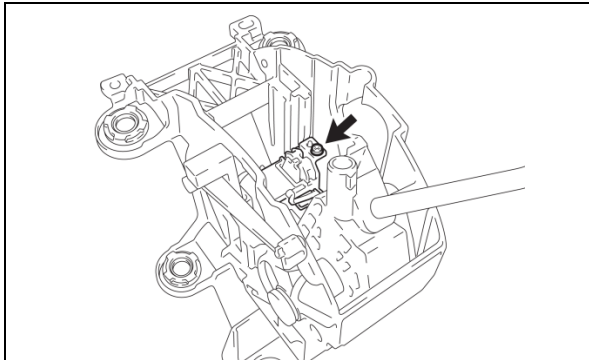
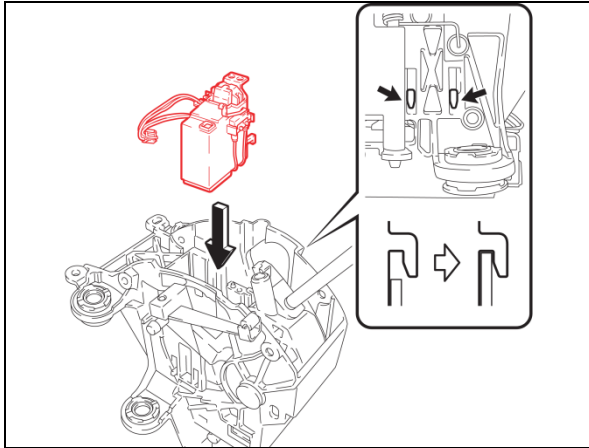
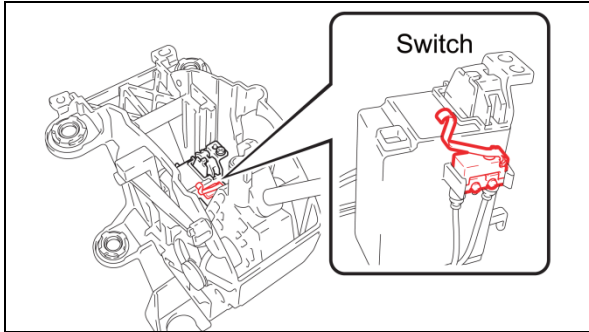


- Keep the work area clean to prevent foreign materials from entering the shift lever assembly.
- **DO NOT** use any chemicals other than specified in these instructions.

1. INSTALL THE NEW SHIFT LOCK SOLENOID ASSEMBLY



DO NOT deform the switch on the new solenoid during installation.



a) Slide the solenoid into place and engage the 2 guides of the solenoid.

b) Install the screw.

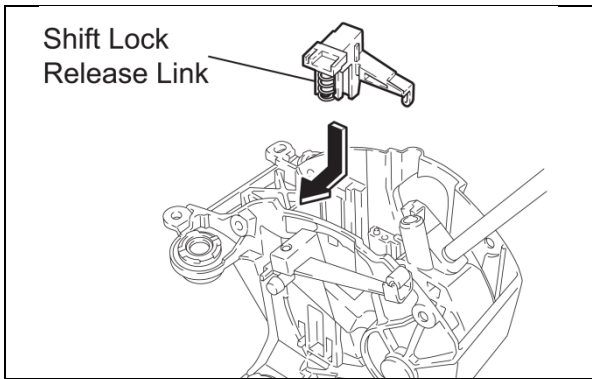
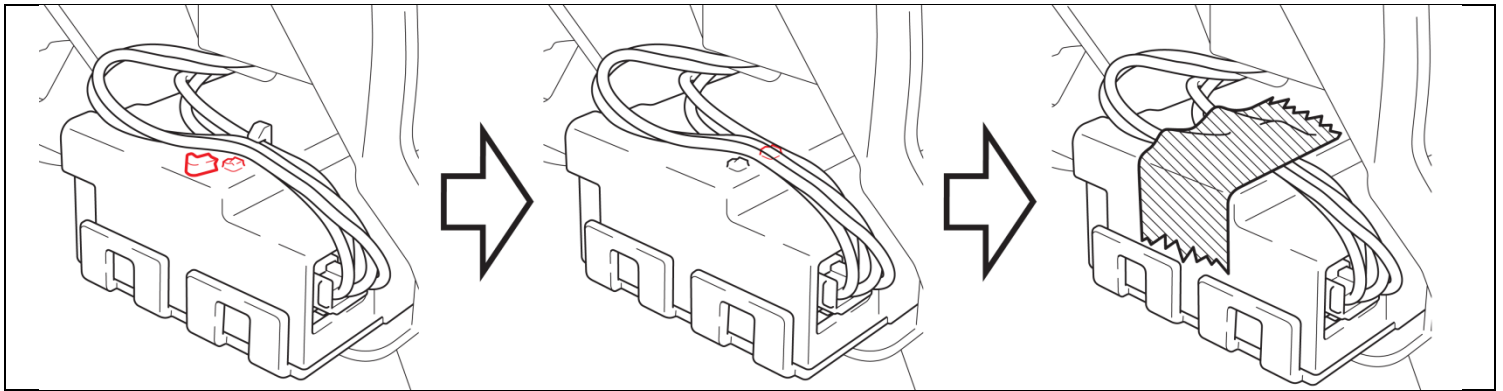
c) Connect the connector.

d) Fit the 4 wires into the clamp **ONE AT A TIME** in color order: White, White, Black, Orange.

e) To prevent wires rubbing, confirm the wires are not contacting the shift lever base.



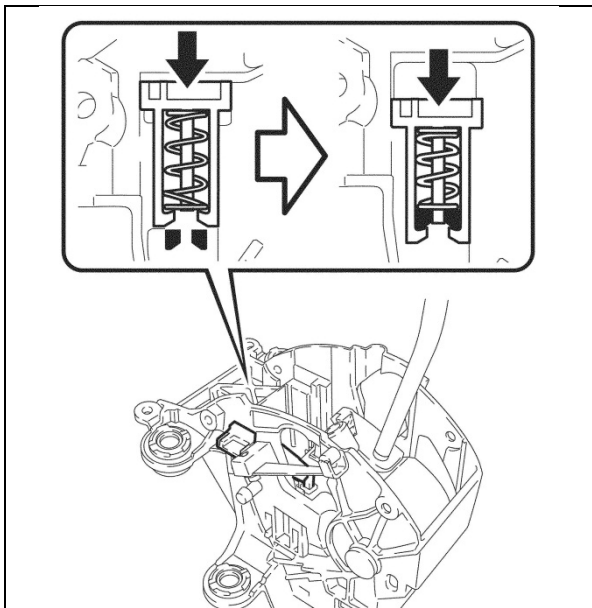
- It is **CRITICAL** to install the wires in the clamp one at a time to prevent the clip from breaking.
- If the clamp breaks, remove the **ENTIRE** clamp, then secure the wires with a strong tape.
- Failure to secure the wires correctly could cause abnormal noise or wire damage.

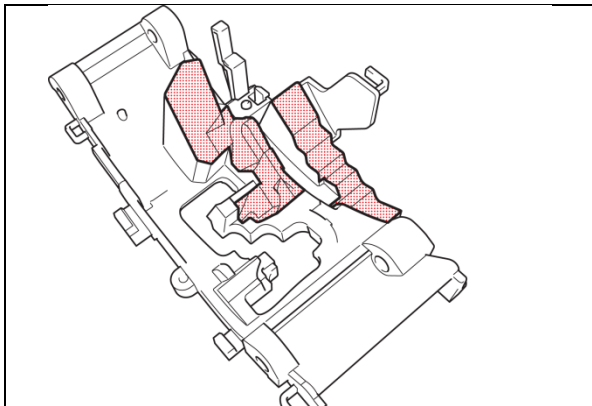


2. INSTALL THE SHIFT LOCK RELEASE LINK

a) Insert the shift lock release link into the center of the base, then slide it over and down.

b) Engage the 2 claws to secure the shift lock release link into place.



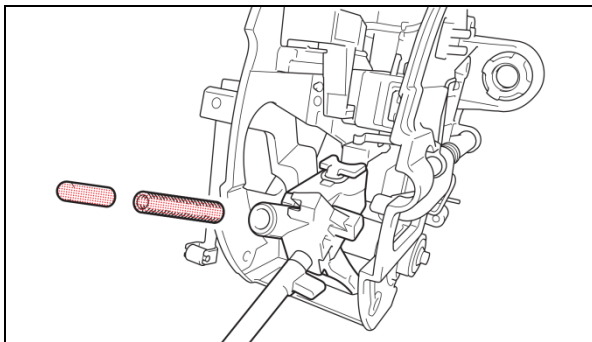


3. CLEAN OFF THE GREASE

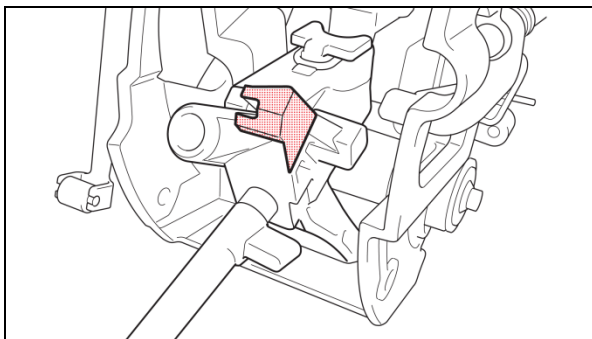
- a) Use a shop cloth to wipe the grease off of the highlighted areas on the back side shift lever housing guide.



DO NOT brake cleaner or any other chemicals, this may damage the plastic



- b) Wipe the grease from the pin detent and compression spring.



- c) Wipe the grease from the highlighted area at the base of the shift lever.



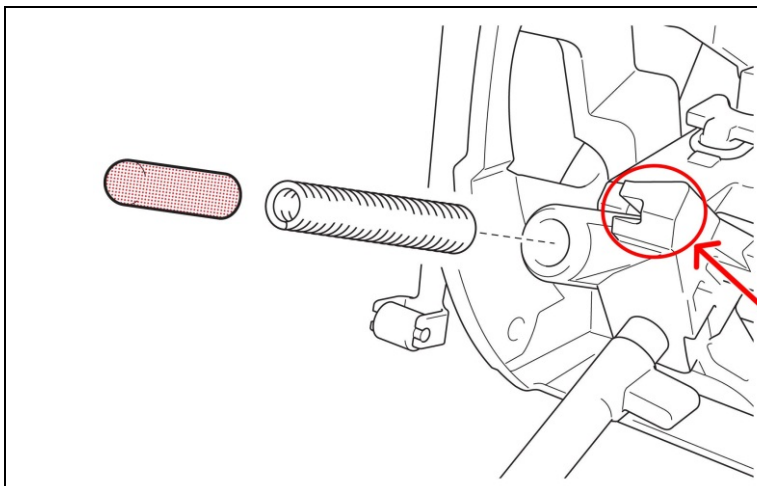
DO NOT apply grease to this area during reinstallation, the grease packet contains an exact amount of grease and must only be applied to specified areas.

4. APPLY NEW GREASE

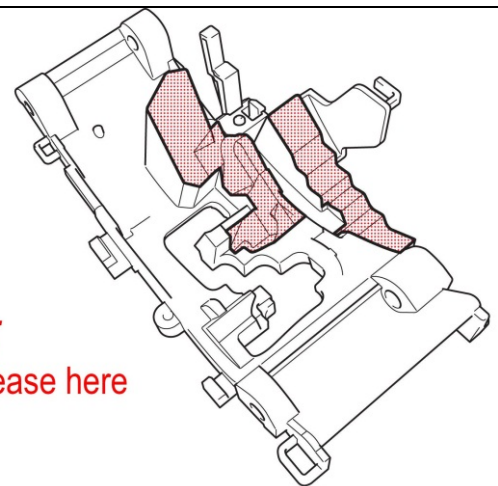
- a) Apply the grease evenly using the grease packet or a clean finger to the pin detent and the highlighted area on the back side of the shift lever housing guide. **USE ALL OF THE GREASE.**

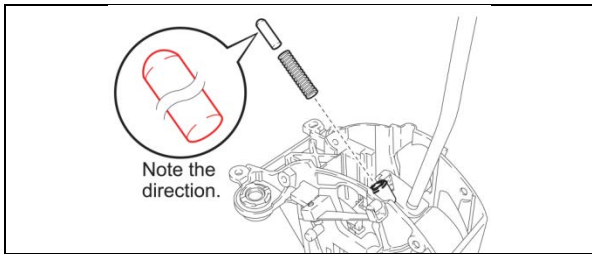


- **ALL** of the grease in the packet **MUST** be used on the shift lever assembly.
- **DO NOT** apply grease to the base of the shift lever highlighted in STEP 3 c).
- **DO NOT** apply grease to any areas that are not specified in this step.



DO NOT
apply grease here



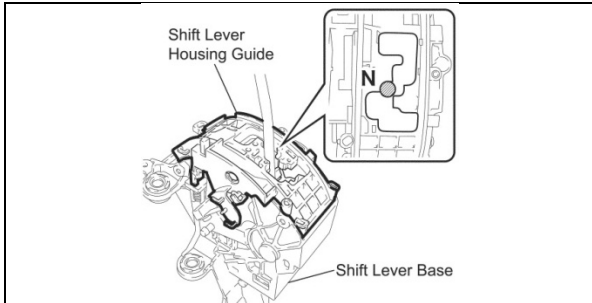


5. INSTALL THE PIN DETENT

- a) Reinstall the compression spring and pin detent to the shift lever sub-assembly.

STOP

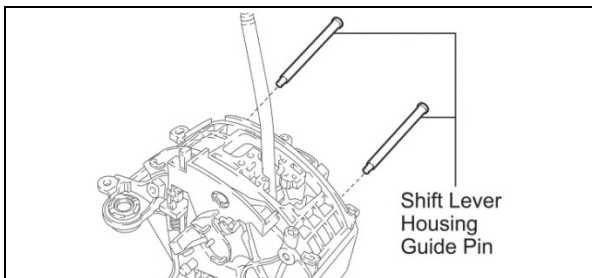
- The detent **MUST** be installed with the rounded end facing upwards.
- The spring can be installed in either direction.



6. INSTALL THE SHIFT LEVER HOUSING GUIDE

- a) Move the shift lever to near the N position and reinstall the shift lever housing guide in the shift lever base.

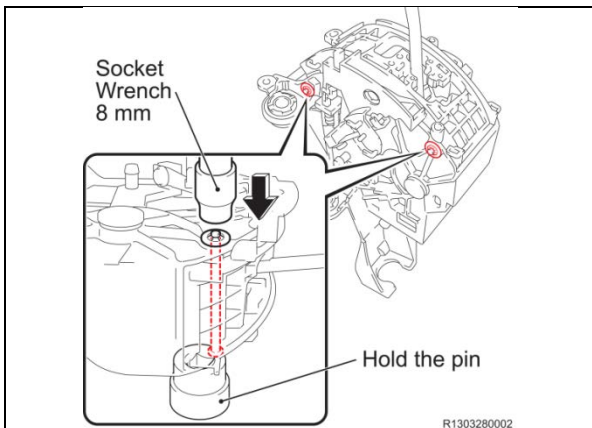
NOTE: Perform this step with the shift lever in the N position because the spring tension is the least in this position.



- b) Install the 2 shift lever housing guide pins.

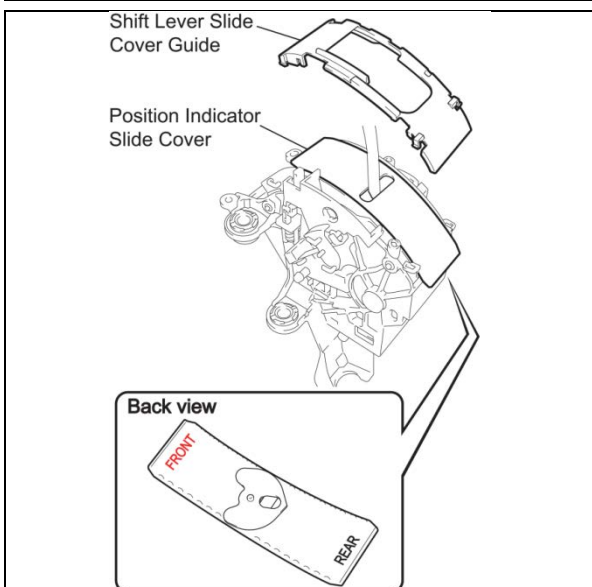
STOP

Confirm the shafts are installed in the correct direction.



7. INSTALL THE NEW PUSH NUTS

- a) Install the 2 NEW push nuts and secure them by pushing them into place using an 8mm socket.

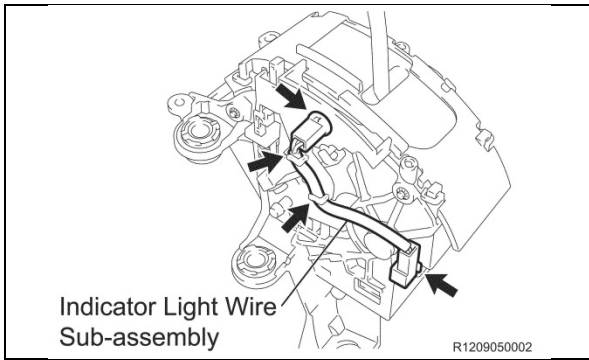


8. INSTALL THE POSITION INDICATOR SLIDE COVER

- a) Confirm the indicator slide is installed in the correct orientation using the illustration shown.

9. INSTALL THE SHIFT LEVER SLIDE COVER GUIDE

10. INSTALL THE INDICATOR LIGHT WIRE SUB-ASSEMBLY



11. INSTALL THE SHIFT LEVER ASSEMBLY

- a) Refer to [TIS](#) for installation instructions.

12. CONFIRM THE OPERATION OF THE SHIFT LEVER

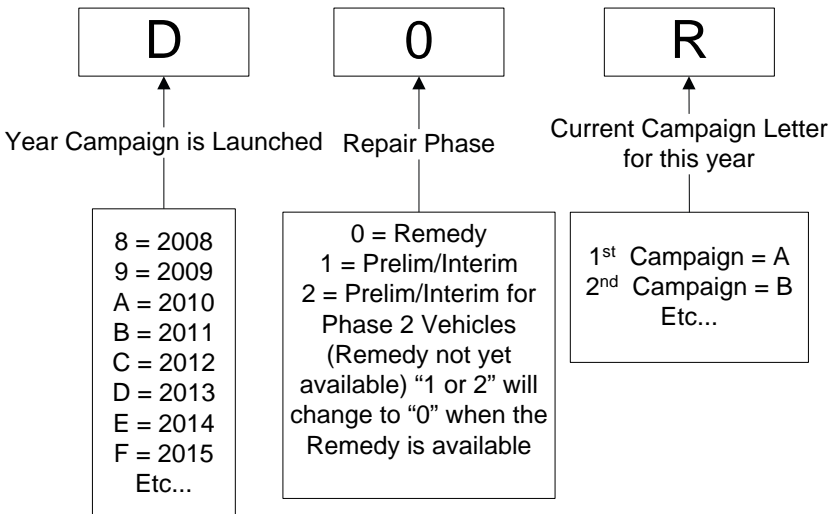
◀ VERIFY REPAIR QUALITY ▶

- Confirm **ALL** interior panel are protected adequately to prevent scratches/damage
- Use **EXTRA CAUTION** when disassembling and reassembling the shift lever assembly as most sub-components are not available separately
- Confirm the solenoid harness wires are secured correctly
- Confirm the old grease is removed and new grease is applied

If you have any questions regarding this update, please contact your regional representative.

VIII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

Make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless requested for parts recovery return.**