

TOYOTA

◀ **IMPORTANT UPDATE** ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
April 20, 2016	Update to the Opcode Description for Spare Tire Carrier Inspection.
Oct 22, 2015	Update: Phase 6 – Remaining States Remedy Now Available

The most recent update in the attached Dealer Letter will be highlighted with a red box.

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

Thank you for your cooperation.

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

Subject: Safety Recall E0S - **Remedy Notification**
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable
REVISED REMEDY AVAILABLE

The original remedy for Safety Recall A9E launched in Mid-April, 2010, included certain 2004 to 2010 Model Year Sienna 2WD vehicles equipped with a spare tire. This Safety Recall was conducted to address excessive corrosion of the spare tire carrier assembly cable. **Toyota will be re-notifying all owners of 2004 through certain 2010 model year Sienna (2WD) vehicles covered by Safety Recall A9E to return to the dealership for an improved remedy procedure. Additionally, Toyota will also notify owners of certain 2011 Model Year Sienna (2WD) vehicles not included in Safety Recall A9E that their spare tire carrier requires replacement. 1998 through 2003 Model Year Sienna (2WD) vehicles also included in recall A9E have the spare tire carrier in a different location and are not included in this new action. Toyota has completed the remedy preparations and will begin mailing the remedy owner letter for Phase 5 of Safety Recall E0S. Please refer to the following table for the type of owner letter being sent at this time.**

Phase	State Registration	Owner Mailing Type	TIS Designation	Anticipated Remedy Date
1	MA, ME, NH, RI, VT	Remedy	E0S	Early July, 2015
2	CT, NJ, NY	Remedy	E0S	Early August, 2015
3	DE, MD, PA, VA, WV	Remedy	E0S	Mid-September, 2015
4	IL, IN, MN, WI	Remedy	E0S	Late September, 2015
5	KY, MI, OH	Remedy	E0S	Early October, 2015
6	Remaining States	Remedy	E0S	Mid-October, 2015

Condition

Toyota has received reports indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Due to the variation in the placement of the light-weight, foam water splash protector which is installed in front of the spare tire carrier or loss of the protector during normal usage, water splashed rearward with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly 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. Based upon this information, Toyota has revised the inspection and remedy procedures. To ensure all vehicles receive the proper remedy, Toyota is requesting **all owners** of affected vehicles in Severe Cold Climate States to return to the dealership.

1. Remedy Owner Notification

The remedy for this supplemental action will be launched in phases due to limited parts availability.

Phase 6: Launched in mid-October, 2015; will include vehicles registered in the remaining states.

Additional Phases: Toyota is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Additional information will be provided at a later date as remedy parts become available.

Toyota dealers included in the Phase 1, 2, 3, 4, 5, and 6 remedy will replace the entire Spare Tire Carrier at **NO CHARGE** to the vehicle owner.

2. Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

3. Number and Identification of Covered Vehicles

There are approximately 419,000 Sienna (2WD) vehicles (2004 through 2011 Model Year) covered by this Safety Recall in the US.

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

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

Please note that only owners of the covered vehicles will receive the Remedy Notification. If a dealer is contacted by an owner who has not yet received the notification, but would like the Remedy Procedure performed, Dealers can **verify coverage by confirming through Dealer Daily/TIS**.

4. Remedy Procedures

For **Remedy** procedure, please refer to the Technical Instructions found on TIS.

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

5. Parts Ordering

DOS Parts Ordering Process

Orders should be placed through the dealership's facing PDC. This kit has been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Part Number	Part Description	Qty.
04005-31108	CARRIER, SPARE WHEEL	1
04005-30108	CARRIER KIT, SPARE WHEEL	1
04004-66108	SPARE WHEEL CARRIER KIT	1*

***NOTE: P/N 04004-66108 is not required for all vehicles. Please refer to the Technical Instructions to determine vehicle applicability.**

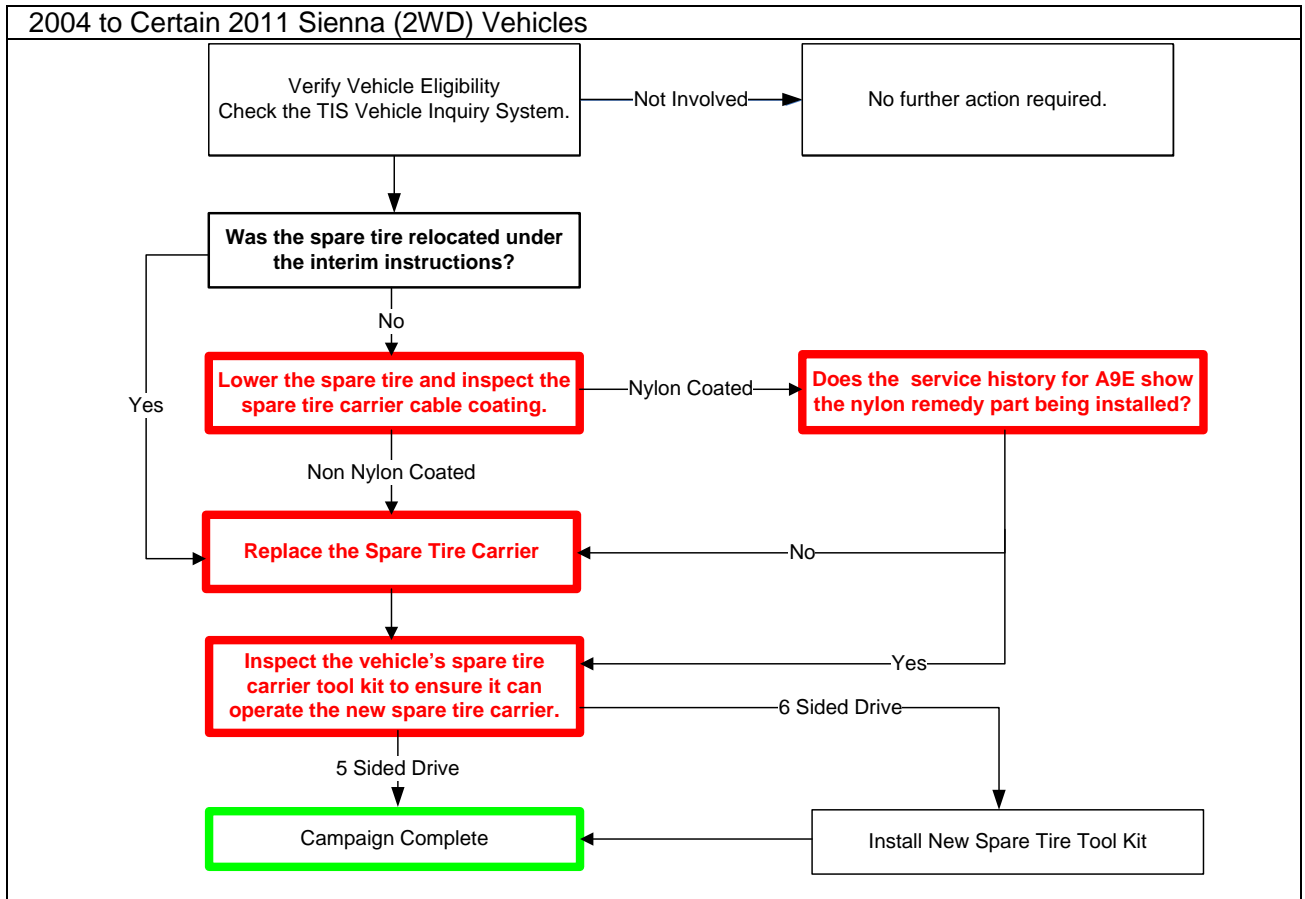
6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this procedure are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials” To ensure that all vehicles have the repair performed correctly; technicians are required to currently hold at least one of the following certification levels to perform this operation:

- Toyota Certified (any classification)
- Toyota Expert (any classifications)
- Master
- Master Diagnostic Technicians

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this 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.

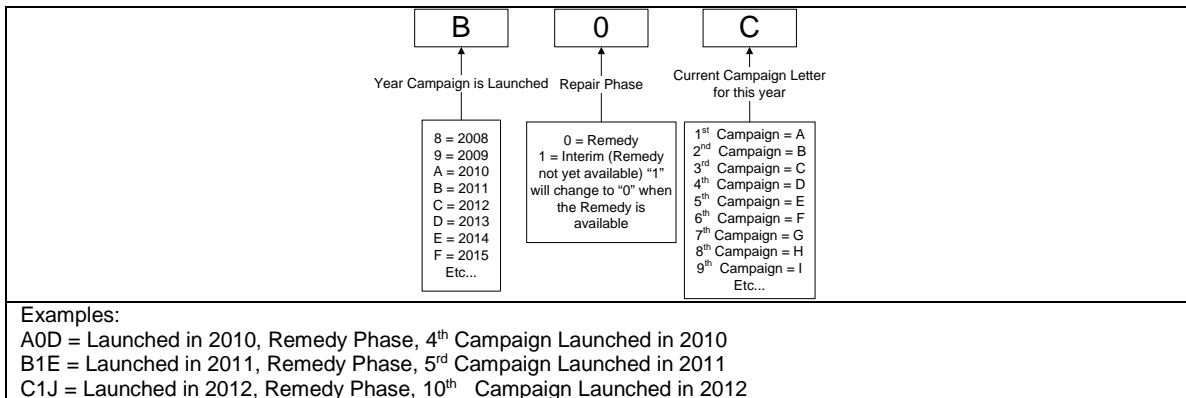
7. Warranty Reimbursement Procedure



Op. Code	Description	Flat Rate Hour
AGG69A	Remove the spare tire from the cargo area (if necessary), replace the spare tire carrier and re-install the spare tire.	0.5 hr/vehicle
AGG69B	Inspect the spare tire carrier – Passed – No Replacement Needed	0.3 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **NOTE: Only ONE opcode may be submitted per VIN.** Please submit the Inspection opcode AGG96B only if the spare tire carrier does **not** need to be replaced.

Campaign Designation Decoder



8. Customer Handling

Please consider this Safety Recall a great opportunity to assure customers that their safety remains a priority for Toyota. 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

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.)

10. 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. Toyota will be publishing future Safety Recall FAQs on the [Toyota.com](http://www.Toyota.com) website to assist customers.

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.



Safety Recall E0S – Remedy Notice
2004 through Certain 2011 Model Year Toyota Sienna (2WD) Vehicles
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable
FAQ

Customer Frequently Asked Questions
 Published early July 2015

Background

The original remedy for Safety Recall A9E launched in Mid-April, 2010, included certain 2004 to 2010 Model Year Sienna 2WD vehicles equipped with a spare tire. This Safety Recall was conducted to address excessive corrosion of the spare tire carrier assembly cable. **Toyota will be re-notifying all owners of 2004 through certain 2010 model year Sienna (2WD) vehicles covered by Safety Recall A9E to return to the dealership for an improved remedy procedure. Additionally, Toyota will also notify owners of certain 2011 Model Year Sienna (2WD) vehicles not included in Safety Recall A9E that their spare tire carrier requires replacement. 1998 through 2003 Model Year Sienna (2WD) vehicles also included in recall A9E have the spare tire carrier in a different location and are not included in this new action. Toyota has completed the remedy preparations and will begin mailing the remedy owner letter for Phase 6 of Safety Recall E0S. Please refer to the following table for the type of owner letter being sent at this time.**

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6	Remaining States	Remedy	E0S	Late October, 2015

Q1: What is the condition?

A1: Toyota has received reports indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Due to the variation in the placement of the light-weight, foam water splash protector which is installed in front of the spare tire carrier or loss of the protector during normal usage, water splashed rearward with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly 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. Based upon this information, Toyota has revised the inspection and remedy procedures. To ensure all vehicles receive the proper remedy, Toyota is requesting all owners of affected vehicles in Severe Cold Climate States to return to the dealership.

Q1a: What is the revised remedy procedure?

A1a: Toyota dealers will be requested to inspect and, if necessary, replace the entire Spare Tire Carrier with an improved one. This replacement will be performed at **NO CHARGE** to the customer.

We sincerely apologize for any inconvenience this may cause you.

Q2: What is Toyota going to do?

A2: In early July, 2015, Toyota will begin mailing owner notification letters by first class mail to owners of vehicles covered by this Safety Recall.

Toyota dealers will be requested to inspect and, if necessary, replace the entire Spare Tire Carrier with an improved one. This replacement will be performed at **NO CHARGE** to the customer.

Q2a: How long will the repair take?

A2a: The replacement will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q3: Which are the Severe Cold Climate States with high road salt usage?

A3: 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

Q3a: Why are some states contiguous to the Severe Cold Climate States not included?

A3a: 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.

Q3b: Why aren't vehicles originally sold or currently registered in other states covered by the Safety Recall?

A3b: The Safety Recall covers those vehicles that are driven in cold climate regions of the United States where road salts are frequently used and where water with high concentrations of road salt can splash rearward, reaching the spare tire carrier corroding 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. Those owners will receive a separate Special Service Campaign notification including details on how to obtain an inspection **if they desire**. If the owner believes his/her vehicle is exposed to these conditions, Toyota will perform the same remedy for those vehicles at **no charge**.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 419,000 vehicles involved in this Safety Recall.

Model Name	Model Year	Production Period	Approx. UIO
Sienna (2WD)	2004 to Certain 2011	Early January 2003 – Early December 2010	419,000

Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other models covered by this campaign.

Q5: How does Toyota obtain my mailing information?

A5: 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.

Q6: Do I need my owner letter to have the remedy performed?

A6: 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.

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.

Certain 2004 through 2010 Toyota Sienna (2WD) vehicles
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable

REVISED REMEDY AVAILABLE

**SAFETY RECALL NOTICE
(Remedy Notice)**

REMEDY NOTICE

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

[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 **2004 through 2010** Model Year Sienna vehicles equipped with a Spare Tire.

Toyota previously initiated a Safety Recall on these vehicles (Safety Recall #A9E). We have discovered that the original remedy procedure may not have been adequate. This new Safety Recall (#E0S) supersedes A9E.

EVEN IF YOU HAVE HAD THE PREVIOUS RECALL COMPLETED, YOU WILL NEED TO RETURN YOUR VEHICLE TO A TOYOTA DEALER FOR THE NEW RECALL REPAIR. IF YOU DID NOT HAVE THE PREVIOUS RECALL COMPLETED, OR ARE NOT SURE, PLEASE BRING YOUR VEHICLE TO A TOYOTA DEALER TO HAVE THE RECALL REPAIR COMPLETED.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

What is the condition?

On certain 2004 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 occur on the end of the spare tire carrier cable. If the corrosion becomes severe, the spare tire stowed under the floor could separate from the spare tire carrier and become a road hazard, increasing the risk of a crash.

What will Toyota do?

Any authorized Toyota dealer will inspect and, if necessary, replace the entire Spare Tire Carrier with an improved one. This replacement will be performed at **NO CHARGE** to you.

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, replace the Spare Tire Carrier as soon as possible. The replacement of the Spare Tire Carrier will take approximately 30 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 repair. 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.

Certain 2011 Toyota Sienna (2WD) vehicles
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable

REMEDY AVAILABLE
SAFETY RECALL NOTICE
(Remedy Notice)

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

[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 **2011** Model Year Sienna vehicles equipped with a Spare Tire.

What is the condition?

On certain 2011 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 occur on the end of the spare tire carrier cable. If the corrosion becomes severe, the spare tire stowed under the floor could separate from the spare tire carrier and become a road hazard, increasing the risk of a crash.

What will Toyota do?

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What should you do?

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Please contact your authorized Toyota dealer to make an appointment to inspect and, if necessary, the Spare Tire Carrier as soon as possible. The replacement of the Spare Tire Carrier will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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