

Mark Kubota / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
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Approved By: Bob Waltz

To: All Toyota Dealers  
From: Toyota Customer Services

Safety Recall – Preliminary Notification – Filing of Defect Information Report  
Certain 2004 through 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  
**REVISED REMEDY UNDER DEVELOPMENT**

\*\*\*\*\*URGENT\*\*\*\*\*

### **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.** Model Year 1998-2003 Sienna models also included in recall A9E have the spare tire carrier in a different location and are not included in this new action.

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

### **Condition**

- On certain 2004 through 2011 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.

### **Involved Vehicles**

- There are approximately 370,000 Sienna 2WD (certain 2004 through 2011 Model Year) vehicles registered in the states covered by this Safety Recall.

### **Status**

- **Toyota is in the process of developing the remedy.**
- 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 attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.
- A Q&A has been attached for your reference.

### **Customer and Media Contacts**

- A Q&A 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 or John Hanson (310) 468-4718, 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.)



## Safety Recall E0S (E1S) - Preliminary 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

**REVISED REMEDY UNDER DEVELOPMENT - FAQ**

## Customer Frequently Asked Questions

Published Late May 2014

### 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.** Model Year 1998-2003 Sienna models also included in recall A9E have the spare tire carrier in a different location and are not included in this new action.

### Q1: Why is Toyota conducting a supplemental recall for A9E?

- 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 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 the condition?

- A2: On certain 2004 through 2011 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.

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

A4: No, there are no specific warnings that this condition exists.

**Q5: What if I experience this condition before the remedy is available?**

A5: If you experience this condition, contact your local authorized Toyota dealer for diagnosis and repair.

**Q6: What is Toyota going to do?**

A6: **Toyota is currently preparing the remedy for this condition.** Until this remedy is developed, customers will receive an interim notice instructing them to bring their vehicle to a dealership for a preliminary inspection. Toyota will be sending out the preliminary inspection instructions to dealerships shortly.

**Q6a: When does Toyota anticipate the remedy will be available?**

A6a: Toyota is currently preparing the remedy for this Safety Recall. Toyota anticipates remedy parts to be available in late 2014.

**Q6b: How does Toyota obtain my mailing information?**

A6b: 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.

**Q6c: When the remedy becomes available, do I need my owner letter to have the remedy performed?**

A6c: 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: Why is Toyota not launching this Safety Recall in the remaining 30 states?**

A7: Continued prolonged exposure to road salts 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**.

**Q8: Which and how many vehicles are involved in this Safety Recall?**

A8: There are approximately 370,000 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	370,000

**Q8a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?**

A8a: No. There are no other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.

**Q9: What if I previously paid for repairs to my vehicle for this condition?**

A9: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q10: What if I have additional questions or concerns?**

A10: 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 to 4:00 pm Pacific Time.