

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

Subject: Safety (Noncompliance) Recall E0W – **Remedy Available**
Certain 2014 Model Year Sienna Vehicles
Transmission Shift Control Cable

Toyota will file a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2014 model year Sienna vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 102 “Transmission Shift Lever Sequence, Starter Interlock, and Transmission Braking Effect”. As a result, new vehicles in dealer inventory must not be delivered until corrected.

Toyota has completed remedy preparations.

Condition

The transmission assembly of the subject vehicles is equipped with a transmission shift control cable which allows gear selection based on input from the gear shifter assembly. There is a possibility that the protective cable sleeve on the transmission shift control cable could have been damaged during vehicle assembly. A damaged transmission shift control cable could bind or separate during gear shift operation which could result in incorrect gear selection or an inability to shift gears. This could cause a failure to meet the requirements of S3 of FMVSS 102. Under some conditions, this could increase the risk of unintended vehicle movement and a crash.

Remedy

Toyota dealers must perform an inspection of the transmission shift control cable. If the vehicle does not pass the inspection, the dealer will replace the transmission shift control cable at **NO CHARGE** to the vehicle owner. For additional information on inspection and repair procedures, please refer to TIS.

This following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in late July, 2014.

Toyota makes significant effort 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 instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. A VIN list, that our records show to be in dealership inventory, has been attached at the end of this communication. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. Inside the vehicle’s glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

4. 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 noncompliance has been remedied.

5. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. *Please note, due to the small number of vehicles that our records indicate to be in dealer inventory, a VIN list has been attached to the end of this communication.* (Please verify eligibility by confirming through TIS prior to performing repairs.)

6. Number and Identification of Covered Vehicles

There are approximately 260 vehicles covered by this Safety (Noncompliance) Recall in the US. A VIN list containing vehicles covered by this Safety (Noncompliance) Recall has been included at the end of this communication for your reference.

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 TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

7. Parts Ordering

The majority of vehicles will only require an inspection. However, if a vehicle does not pass the inspection procedure, the transmission control cable assembly will require replacement.

To ensure availability the parts have been placed on Manual Allocation Control (MAC). If you require a part that has been placed on MAC, please send an email to PQSS_MAC@Toyota.com with the following information:

- **Subject Line: E0W MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership.

Important Notes:

- ***Once you have placed your order DO NOT upgrade or change your order status.***
- ***Failure to provide the above information within 48 hours will result in an order cancellation.***

Part Number	Part Description	Quantity
33820-08030	CABLE ASSY, TRANSMISSION CONTROL	1
90468-04193	CLIP (for CABLE ASSY)	1

8. 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 certification levels:

- **Toyota Certified (Any Specialty)**
- **Toyota Expert (Any Specialty)**
- **Master**
- **Master Diagnostic Technician**

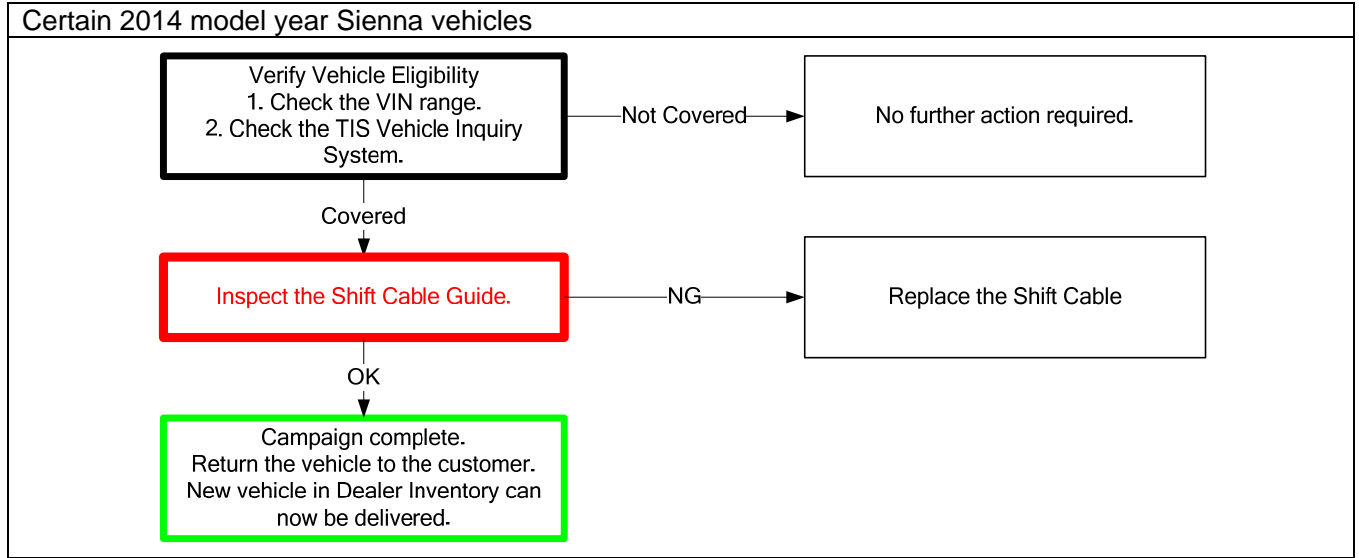
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off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

9. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

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

10. Warranty Reimbursement Procedure

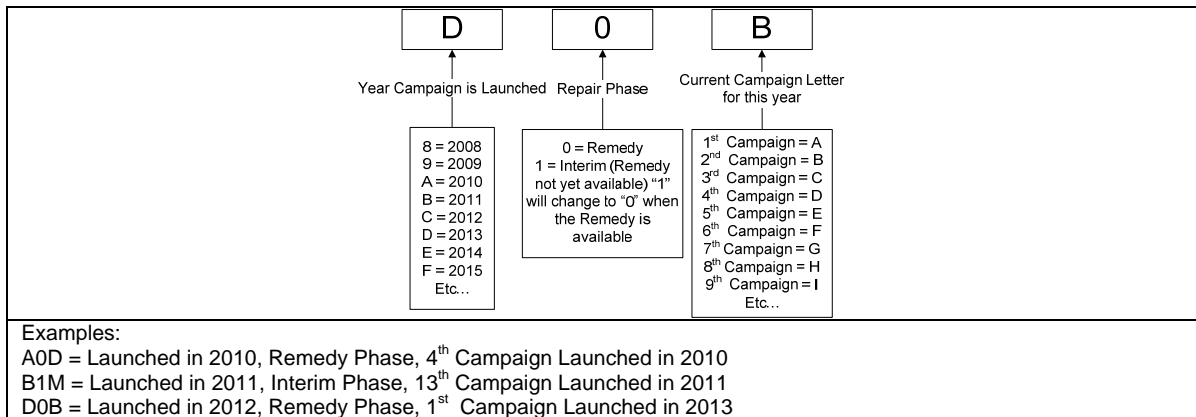


Model	Op. Code	Description	Flat Rate Hour
Sienna	TBD	Inspect Transmission Shift Cable Assembly	TBD hr/vehicle
	TBD	Inspect and Replace Transmission Shift Cable Assembly	TBD hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Note: Warranty claim filing will be available in the near future, thank you for your patience.

Campaign Designation Decoder



11. 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.

12. Media Contacts

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. 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.)

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 to 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.

E0W Retailed VIN List

VIN	VIN	VIN	VIN	VIN
5TDDK3DC2ES089463	5TDKK3DC2ES502277	5TDKK3DC5ES502659	5TDKK3DCXES503628	5TDYK3DC3ES503562
5TDDK3DC4ES089724	5TDKK3DC2ES502358	5TDKK3DC5ES502774	5TDXK3DC5ES502716	5TDYK3DC5ES503546
5TDDK3DC4ES089738	5TDKK3DC2ES503428	5TDKK3DC5ES502788	5TDXK3DC9ES503254	5TDYK3DC6ES503250
5TDDK3DC5ES089490	5TDKK3DC2ES503543	5TDKK3DC5ES503259	5TDYK3DC0ES501929	5TDYK3DC7ES502351
5TDDK3DC8ES089659	5TDKK3DC3ES502241	5TDKK3DC7ES502209	5TDYK3DC1ES502099	5TDYK3DC9ES503839
5TDDK3DC9ES089749	5TDKK3DC3ES502353	5TDKK3DC8ES502722	5TDYK3DC1ES502359	5TDYK3DCXES503686
5TDKK3DC0ES502195	5TDKK3DC3ES503390	5TDKK3DC8ES503675	5TDYK3DC1ES502913	5TDZK3DC3ES503436
5TDKK3DC0ES502584	5TDKK3DC3ES503714	5TDKK3DC9ES502390	5TDYK3DC1ES503866	5TDZK3DC5ES503583
5TDKK3DC0ES503248	5TDKK3DC4ES502216	5TDKK3DC9ES502891	5TDYK3DC2ES502290	5TDZK3DC6ES503575
5TDKK3DC0ES503511	5TDKK3DC4ES502295	5TDKK3DC9ES503457	5TDYK3DC2ES503388	5TDZK3DC6ES503673
5TDKK3DC0ES504027	5TDKK3DC4ES503446	5TDKK3DC9ES503779	5TDYK3DC3ES502265	5TDZK3DC7ES502256
5TDKK3DC1ES502660	5TDKK3DC4ES503544	5TDKK3DCXES502561	5TDYK3DC3ES502296	
5TDKK3DC1ES503503	5TDKK3DC5ES502144	5TDKK3DCXES503547	5TDYK3DC3ES502718	

EOW Dealer Stock VIN List

VIN	Dealer Code	VIN	Dealer Code	VIN	Dealer Code	VIN	Dealer Code
5TDYK3DCXES502330	01083	5TDYK3DC1ES502281	10041	5TDXK3DC6ES503812	13042	5TDYK3DC4ES502758	32069
5TDYK3DC9ES502934	02042	5TDYK3DC2ES502693	10048	5TDYK3DC6ES502230	13047	5TDJK3DC0ES089531	32085
5TDXK3DC9ES502248	02049	5TDYK3DC5ES502168	10094	5TDYK3DC7ES502768	13049	5TDYK3DC9ES502920	32085
5TDKK3DC5ES502709	02051	5TDZK3DC3ES502402	10108	5TDDK3DC5ES089540	13049	5TDYK3DC5ES503370	32085
5TDKK3DC0ES502357	05011	5TDYK3DC8ES503220	10122	5TDYK3DC5ES503286	13054	5TDYK3DC6ES502258	32118
5TDJK3DC7ES089512	05034	5TDKK3DC4ES503821	10122	5TDYK3DC7ES503810	13058	5TDKK3DC2ES503350	32137
5TDKK3DC3ES502675	09094	5TDKK3DC3ES502160	10123	5TDYK3DC2ES502581	13060	5TDZK3DC6ES502233	32144
5TDYK3DCXES503445	09096	5TDYK3DC9ES502223	10124	5TDXK3DC3ES502729	13060	5TDKK3DC6ES502671	32144
5TDYK3DC3ES502752	09107	5TDYK3DC0ES502286	10124	5TDYK3DC7ES502334	13067	5TDYK3DC8ES502679	34025
5TDYK3DC8ES503380	09107	5TDYK3DCXES502182	10127	5TDKK3DC7ES502744	13071	5TDYK3DC0ES502157	34044
5TDYK3DC7ES503595	09107	5TDYK3DC1ES503804	10988	5TDDK3DC3ES089469	14015	5TDKK3DC3ES502210	34085
5TDZK3DCXES503207	09117	5TDKK3DC4ES503236	12015	5TDYK3DC4ES503912	14015	5TDKK3DC7ES502811	34085
5TDKK3DC3ES502384	09126	5TDYK3DC2ES502872	12034	5TDYK3DC6ES503362	14017	5TDKK3DCXES503290	34085
5TDYK3DC9ES503548	09126	5TDYK3DC4ES502789	12034	5TDDK3DC0ES089624	14041	5TDKK3DC1ES502853	34096
5TDZK3DC1ES502690	09159	5TDYK3DC8ES503461	12042	5TDYK3DC6ES503202	14044	5TDJK3DC6ES089565	37106
5TDKK3DCXES502236	09163	5TDXK3DC5ES502294	12069	5TDKK3DC9ES502812	14044	5TDKK3DC0ES502911	37160
5TDKK3DC3ES503521	09163	5TDYK3DC3ES502685	12071	5TDYK3DC4ES502839	14044	5TDKK3DC8ES502929	37160
5TDYK3DC7ES504097	09168	5TDKK3DC0ES503458	12071	5TDYK3DC0ES503342	14046	5TDKK3DC1ES503226	37160
5TDYK3DCXES503459	09182	5TDKK3DC3ES503387	12071	5TDYK3DC7ES502799	14050	5TDKK3DC6ES503691	37160
5TDYK3DCXES504093	09182	5TDYK3DC3ES503349	12077	5TDYK3DC4ES503828	14052	5TDYK3DC2ES502676	39028
5TDYK3DC2ES502791	09182	5TDYK3DCXES503672	12082	5TDYK3DCXES502652	15021	5TDXK3DC9ES503268	39031
5TDXK3DC7ES502202	09193	5TDYK3DC7ES502396	12096	5TDKK3DC7ES503263	15021	5TDYK3DC0ES503339	39031
5TDKK3DC3ES502398	09193	5TDKK3DC4ES503253	12096	5TDKK3DC7ES502825	15050	5TDKK3DC4ES503639	39040
5TDYK3DC8ES502231	09196	5TDKK3DC4ES502300	12102	5TDXK3DC6ES502806	15050	5TDYK3DC3ES502153	39042
5TDKK3DC1ES503324	09199	5TDYK3DC6ES502745	12102	5TDYK3DC2ES502211	15050	5TDYK3DC5ES503532	39056
5TDZK3DC6ES502832	09200	5TDYK3DC8ES503332	12102	5TDJK3DCXES089651	15051	5TDYK3DC2ES503293	41050
5TDZK3DC2ES503735	09203	5TDKK3DC3ES503468	12102	5TDKK3DC4ES503348	15051	5TDYK3DC4ES503358	41050
5TDYK3DC7ES503659	09204	5TDKK3DC2ES503316	12111	5TDYK3DC3ES502301	16005	5TDYK3DCXES503199	41081
5TDKK3DCXES503869	09205	5TDYK3DC7ES503645	12111	5TDYK3DC1ES502670	16005	5TDYK3DC3ES503285	41081
5TDKK3DC4ES502684	09208	5TDYK3DC5ES502851	12118	5TDYK3DC0ES503471	16005	5TDYK3DCXES503509	41081
5TDYK3DC1ES503317	09208	5TDDK3DC4ES089528	12118	5TDKK3DC7ES502288	16056	5TDZK3DC8ES502329	42270
5TDDK3DC5ES089683	09208	5TDYK3DC7ES503273	12118	5TDKK3DC0ES502391	21043	5TDXK3DC8ES503195	42270
5TDXK3DC8ES503651	09208	5TDYK3DC9ES503307	12130	5TDYK3DC9ES502206	21068	5TDDK3DC1ES089647	45036
5TDKK3DC3ES502711	09209	5TDKK3DC2ES503476	12133	5TDYK3DC4ES503649	21072	5TDKK3DC3ES503373	47026
5TDKK3DC3ES503616	09214	5TDKK3DC7ES503473	12133	5TDYK3DCXES503557	21082	5TDJK3DC1ES089439	47029
5TDYK3DC6ES502793	09215	5TDKK3DC8ES503885	12133	5TDYK3DC2ES503701	21086	5TDKK3DC9ES502678	48007
5TDKK3DCXES503189	09215	5TDKK3DC5ES502175	12134	5TDKK3DC6ES503819	21086	5TDKK3DC9ES502843	48007
5TDYK3DC3ES503299	09215	5TDYK3DC2ES502189	12138	5TDKK3DC7ES502873	21116	5TDYK3DC4ES503487	48007
5TDXK3DC6ES503325	09215	5TDYK3DCXES503722	12141	5TDYK3DC7ES502284	24026	5TDKK3DC9ES503569	48007
5TDZK3DC5ES504006	09215	5TDYK3DC8ES503797	12141	5TDJK3DC4ES089435	24026	5TDYK3DC7ES502365	48012
5TDZK3DC9ES502243	09216	5TDYK3DC4ES504087	12141	5TDZK3DC8ES503304	24061	5TDYK3DC4ES503196	48012
5TDYK3DC6ES502342	09217	5TDKK3DCXES502253	12141	5TDDK3DCXES089663	24061	5TDKK3DC4ES501969	48036
5TDKK3DC4ES502748	09223	5TDKK3DC6ES501777	12142	5TDYK3DC6ES502776	24077	5TDKK3DC8ES502235	48049
5TDYK3DC9ES503355	09224	5TDYK3DC1ES503592	12142	5TDKK3DC0ES503198	24078	5TDYK3DC6ES503572	48051
5TDYK3DC8ES503282	09226	5TDYK3DC2ES502225	12144	5TDZK3DC7ES502757	24083	5TDYK3DC7ES502303	48055
5TDZK3DC9ES503750	09227	5TDYK3DC5ES503305	12148	5TDYK3DC6ES502180	24083	5TDDK3DC6ES089661	48055
5TDKK3DC5ES503357	09228	5TDDK3DC4ES089660	13024	5TDZK3DC2ES502228	31173	5TDZK3DC0ES503524	48061
5TDYK3DCXES503574	09229	5TDKK3DC1ES502707	13027	5TDYK3DCXES502117	32001	5TDKK3DC7ES504056	48061
5TDYK3DC5ES503515	09231	5TDYK3DC6ES502907	13027	5TDKK3DC4ES502278	32069	5TDJK3DC8ES089793	48061
5TDKK3DC3ES502188	10032	5TDYK3DC6ES503538	13042	5TDZK3DC6ES502863	32069	5TDYK3DC0ES502689	48062



Safety (Noncompliance) Recall E0W - Remedy Notice
Certain 2014 Model Year Sienna Vehicles
Transmission Shift Control Cable

Customer Frequently Asked Questions

Published Early July, 2014

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

Q1: What is the condition?

A1: The transmission assembly of the subject vehicles is equipped with a transmission shift control cable which allows gear selection based on input from the gear shifter assembly. There is a possibility that the protective cable sleeve on the transmission shift control cable could have been damaged during vehicle assembly. A damaged transmission shift control cable could bind or separate during gear shift operation which could result in incorrect gear selection or an inability to shift gears. This could cause a failure to meet the requirements of S3 of FMVSS 102 "Transmission Shift Lever Sequence, Starter Interlock, and Transmission Braking Effect". Under some conditions, this could increase the risk of unintended vehicle movement and a crash.

Q2: What is Toyota going to do?

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

Any authorized Toyota dealer will perform an inspection of the transmission shift control cable. If necessary, the dealer will replace the transmission shift control cable at **No Charge** to the vehicle owner.

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: Yes, if the condition is present, the gear shifter position could display differently than the actual selected gear or an inability to shift gears could occur. Toyota requests that you contact an authorized Toyota dealer for diagnosis and repair.

Q4: Which and how many vehicles are involved in this Safety (noncompliance) Recall?

A4: There are approximately 260 Sienna vehicles (2014 Model Year) involved in this Safety Recall.

Model Name	Model Year	Production Period	Appx. UIO
Sienna	2014	Mid-June, 2014	260

Q4a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety (noncompliance) Recall in the U.S.?

A4a: No, there are no other Toyota, Lexus, or Scion vehicles involved in this Safety Recall.

Q5: How long will the repair take?

A5: Inspecting the transmission shift control cable will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if I have additional questions or concerns?

A6: 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.