

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

TMS-NTC-14138  
July 10, 2014

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

Re: Toyota Safety Recall 14V-XXX – Preliminary Notice to Dealers

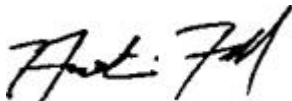
To whom it may concern:

Please find attached the Preliminary Notice sent to dealers for Safety Recall 14V-XXX on the following Toyota model for your review:

- Certain 2014 Model Year Sienna Vehicles (Transmission Shift Control Cable).

If you have any questions regarding this matter, please contact Austin Fadel at (310) 468 – 5906.

Sincerely,



Austin Fadel  
Quality Compliance Administrator

Attachments:

- Preliminary Notice for 14V-XXX (Toyota – E0W)

Austin Fadel / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
July 3, 2014  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety (Noncompliance) Recall E0W - (E1W) Preliminary Notice**  
**STOP SALE – Pre-Delivery Activity Required for New Dealer Stock**  
**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 is currently preparing the remedy for this condition.**

**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.

**Involved Vehicles**

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

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

**Status**

- E0W (“E1W” until the remedy is launched) Preliminary Notification documents will be posted on TIS Thursday, July 3, 2014. **For reference purposes only**, VINs covered by this noncompliance will be searchable on TIS starting Thursday, July 3, 2014.
- A VIN list, that our records show to be in dealership inventory, has also been attached at the end of this communication.
- **Toyota is currently preparing the remedy for this condition.**



**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.







**Safety (Noncompliance) Recall E0W (E1W) - Preliminary 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: **Toyota is currently preparing the remedy for this condition.** Once preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. The remedy will be performed at **No Charge**.

**Q2a: When does Toyota anticipate the remedy will be available?**

A2a: Toyota is currently working on developing the remedy for this Safety Recall. Toyota anticipates it will take several days to complete the remedy preparations.

**Q2b: How does Toyota obtain my mailing information?**

A2b: 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.

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

A5: 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.