



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

TMS-NTC-14139
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 – Remedy Notice to Dealers

To whom it may concern:

Please find attached the Remedy 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,

A handwritten signature in black ink, appearing to read "Austin Fadel".

Austin Fadel
Quality Compliance Administrator

Attachments:

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

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**

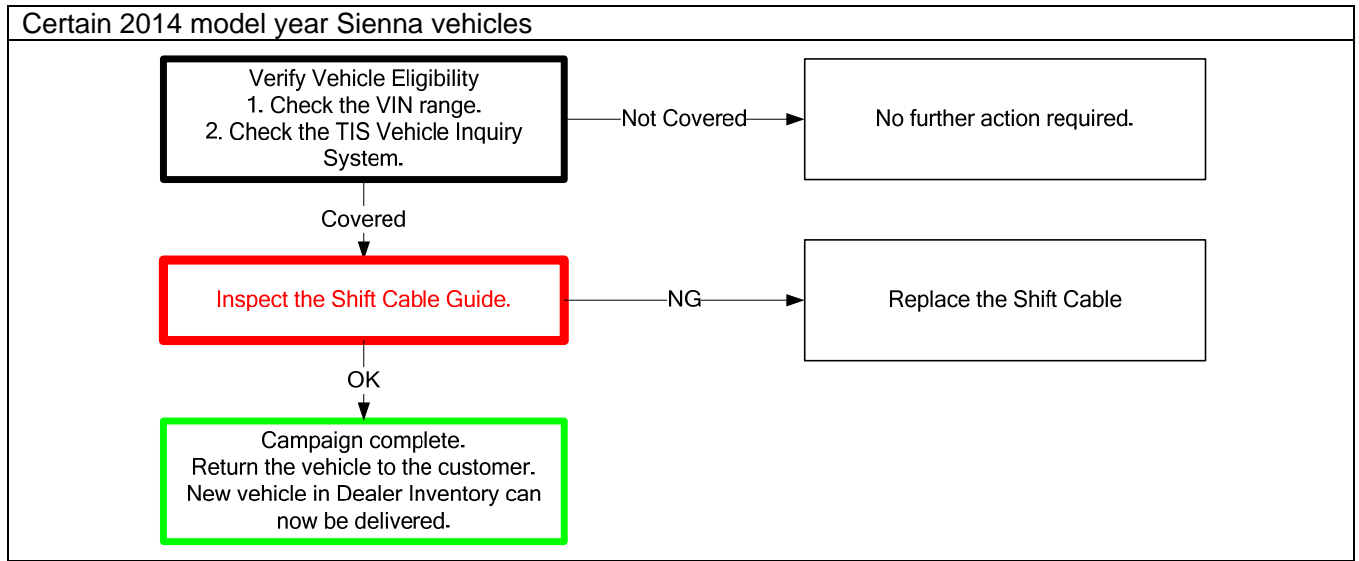
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off 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

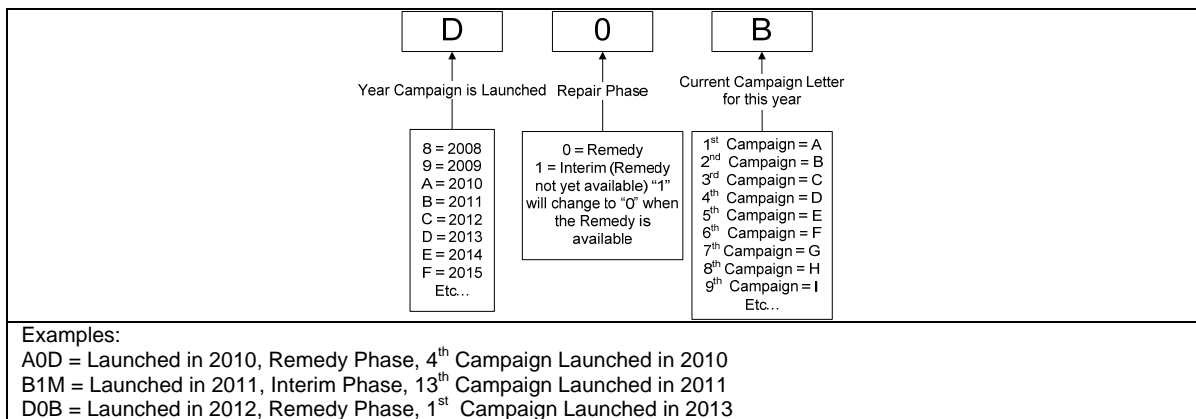


Model	Op. Code	Description	Flat Rate Hour
Sienna	TBD	Inspect Transmission Shift Cable Assembly	TBD hr/vehicle
	TBD	Inspect and Replace Transmission Shift Cable Assembly	TBD hr/vehicle

- 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.)



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.