

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

TMS-NTC-14167  
August 5, 2014

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

Re: Toyota Safety Recall 14V-414 – FINAL Owner Notification Letter (Remedy)

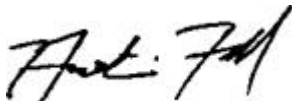
To whom it may concern:

Please find attached the FINAL Owner Notification Letter (Remedy) for Safety Recall 14V-414 on the following Toyota model for your records:

- 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:

- FINAL Owner Notification Letter (Remedy) for 14V-414 (Toyota – E0W)



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

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

**Certain 2014 Model Year Sienna Vehicles  
Transmission Shift Control Cable  
IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN ABCDEFGH987654321

Dear Toyota Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2014 model year Sienna vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 102, "Transmission Shift Lever Sequence, Starter Interlock, and Transmission Braking Effect".

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the 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 FMVSS No. 102 and could increase the risk of unintended vehicle movement and a crash.

**What will Toyota do?**

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 you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

Inspecting the transmission shift control cable will take approximately 45 minutes. In limited cases where the transmission shift control cable does not pass the inspection procedure, replacement will take approximately 9 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://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.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific 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, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

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.