



Southeast Toyota Distributors, LLC  
Technical Center  
9983 Pritchard Rd.  
Jacksonville, FL 32219  
(904) 378-4839

To: All Toyota Dealer Principals, Service Managers, and Parts Managers  
Subject: Safety Recall SET15B – **Remedy Available**  
Certain 2015 Model Year Sienna Vehicles  
A-pillar Garnish Clip

**Southeast Toyota Distributors, LLC (SET) filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) initiating a voluntary Safety Recall on certain 2015 Sienna vehicles.**

**Condition:** SET either installed, or sold to dealers to install, accessory overhead entertainment systems for 2015 Toyota Sienna. The installation instructions associated with those systems stated that the A-pillar garnish clip could be reused as part of the installation. The installation instructions should have indicated that the A-pillar garnish clip should be replaced and not re-used. As a result, the A-pillar garnish clip may not have been replaced. The A-pillar garnish is in the deployment path of a side curtain airbag. If the A-pillar garnish clip has been damaged during the installation of the overhead entertainment system and is reused, there is the potential for the A-pillar garnish to become detached during a curtain airbag deployment and cause injury to an occupant.

**Remedy:** The A-pillar garnish clip will be replaced with a new clip on all affected vehicles. SET will contact the registered owners of the affected vehicles by US mail. SET will provide dealers with updated instructions and new clips. SET does not anticipate any reimbursement claims, but will provide appropriate reimbursement should any claims arise.

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

**1. Owner Letter Mailing Date**

SET has completed remedy preparations and will begin to notify owners in June, 2015.

*SET 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.*

**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 can be verified through TIS. Additional information will be provided as it becomes available.**

### 3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

To identify vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided on TIS and check inventory for dealer added trailer towing harnesses to identify new vehicles in dealer inventory involved in this Safety Recall. Inside the vehicle's glove box are stickers containing the VIN, please have the dealership 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

SET requests that dealers do not deliver any pre-owned vehicles in dealer inventory that is covered by a Safety Recall unless the defect has been remedied.

### 5. Dealer Summary Reports

Please verify eligibility by confirming through TIS or inspecting the vehicle prior to performing repairs.

### 6. Number and Identification of Covered Vehicles

There are approximately **262** vehicles covered by this Safety Recall in the U.S. and Puerto Rico.

Please note that only owners of the covered vehicles will be notified. SET is also working with dealers to identify the vehicles and owners of vehicles on which dealers have installed the accessory. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer personnel to **verify coverage by confirming through TIS and inspecting the vehicle**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

### 7. Parts Ordering

Orders can be placed through the SET Dealer Daily Parts Order. If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722 for claim payment instructions.

Part Number	Part Name	Qty
62217-52120	Front Pillar Garnish Clip	1

### 8. Technician Training Requirements

The repair quality of covered vehicles is extremely important to SET. All dealership associates involved in the Recall process are required to successfully complete E-Learning course SC13A and SC15A. To ensure that all vehicles have the repair performed correctly; technicians performing this Safety Recall repair are required to currently hold at least one of the following certification levels:

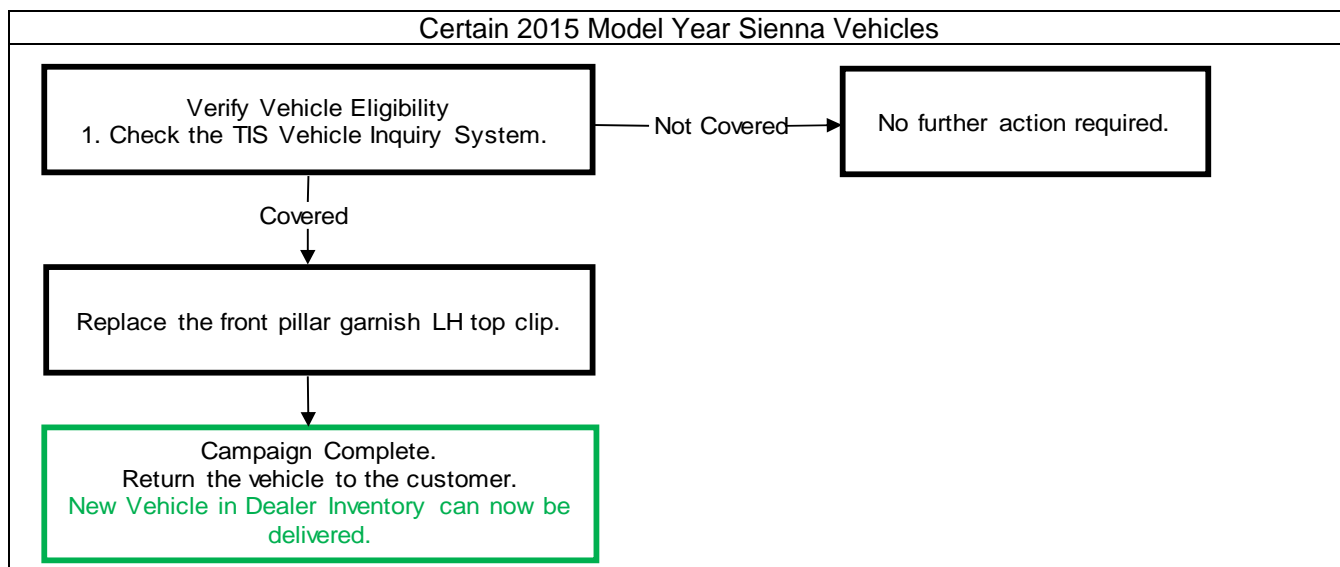
- **Toyota Certified (any classification)**
- **Toyota Expert (any classification)**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety 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



**SET vendor warranty claim should be submitted as follows:**

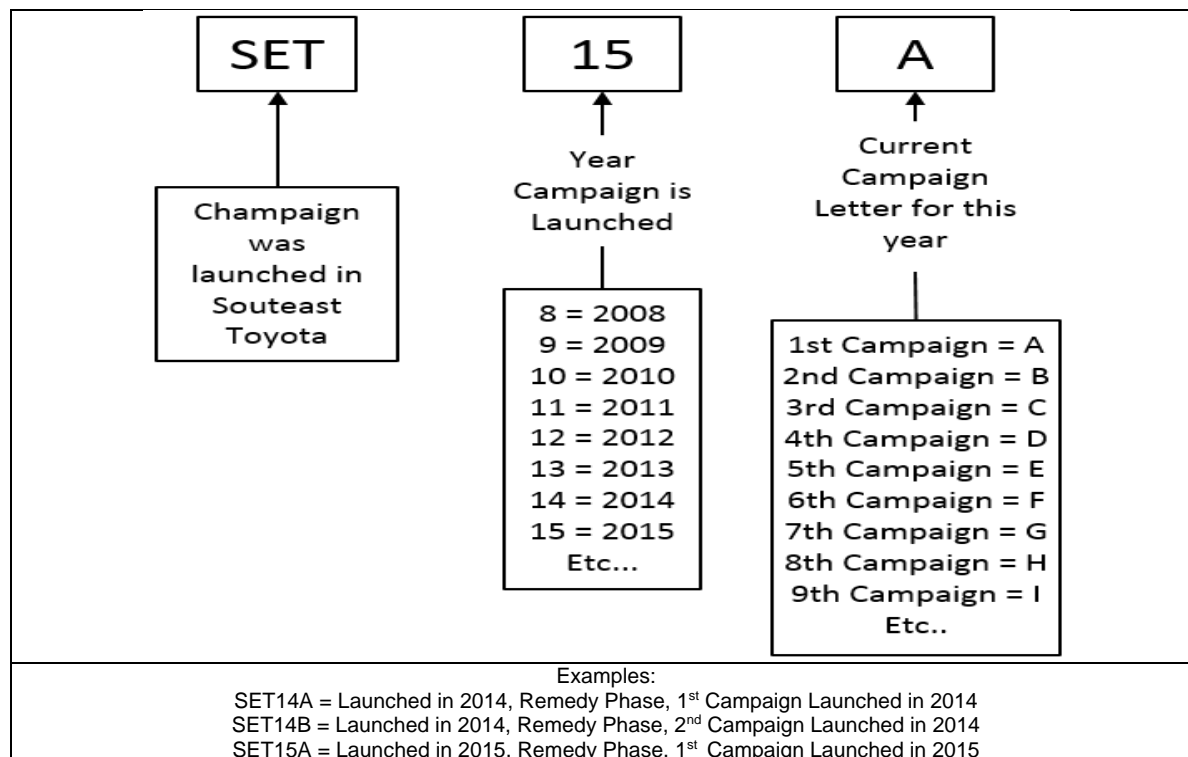
Model(s)	Op. Code	Description	Flat Rate Hour
Sienna	SACLIP	Replace the Front Pillar Garnish LH Top Clip	0.5 hr/vehicle

<b>Failed Part</b>	00016-ACLIP
<b>Replacement</b>	62217-52120
<b>T1 / T2</b>	99 / 99
<b>Sublet</b>	N/A
<b>Condition</b>	Repl L front A Pillar garnish clip
<b>Cause</b>	SET Recall 15B
<b>Remedy</b>	SET Recall 15B

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

If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722 for claim payment instructions.

**Campaign Designation Decoder**



**11. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to SET. 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. Technical Questions**

If you are a SET dealership associate and have any questions, please contact your Field Technical Specialist. If your dealer is outside the Southeast Toyota Region and have technical questions please contact SET Technical Assistance (904) 378-4819.

**13. Media Contacts**

*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 Christie Caliendo (954) 363-6285 in SET Corporate Communications. (Please do not provide this number to customers.)

**14. 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 Southeast Toyota (SET) Customer Relations Center at 1-866-405-4226 24 hours a day and SET will return the call within 24 hours between 8:30 am and 5 pm eastern standard time.

**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,  
Southeast Toyota Distributors, LLC