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Gulf States Toyota, Inc.  
1375 Enclave Parkway  
Houston, TX 77077

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

Subject: Safety Recall 15R1 – **Remedy Notice**  
Certain 2015 Toyota Sienna vehicles equipped with  
Non-Toyota Rear Seat Entertainment Package

On April 21, 2015, Gulf States Toyota (GST) filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2015 Model Year Sienna vehicles. **As a result, new vehicles in dealer inventory must not be delivered until corrected.**

### **Condition**

GST either installed, or sold to dealers to install, a non-Toyota Rear Seat Entertainment Package for certain 2015 Toyota Sienna vehicles. The installation instructions associated with this package stated that the Front Pillar Garnish Clip could be reused as part of the installation. The installation instructions should have indicated that the Front Pillar Garnish Clip should be replaced and not reused. As a result, the Front Pillar Garnish Clip may not have been replaced. In the worst case, if the reused Front Pillar Garnish Clip was damaged during the installation of the non-Toyota Rear Seat Entertainment Package, there is the potential for the clip to become detached during a curtain shield airbag deployment and cause injury to an occupant.

### **Remedy**

The Front Pillar Garnish Clip will be replaced with a new clip on all affected vehicles. GST will contact registered owners of the affected vehicles by U.S. mail. GST will provide dealers with updated instructions and new clips.

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

#### **1. Owner Letter Mailing Date**

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

*GST 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 should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**3. Pre-Owned Vehicles in Dealer Inventory**

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

**4. Dealer Summary Reports**

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

**5. Number and Identification of Covered Vehicles**

There are approximately 387 vehicles covered by this Safety Recall.

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.

**6. Special Campaign Tools (Optional)**

Part Number	Part Description	Quantity
00002-06000-01	Plastic Pry tool Set	1

**7. Parts Ordering**

The part number is listed in the table below and can be obtained from the GST regional PDC through your normal daily parts order. For dealers outside the GST Region, please call 1-800-444-1074 to obtain remedy parts.

Part Number	Part Description	Quantity Required per Vehicle
62217-52120	Safety Clip (Front Pillar Garnish Clip)	1

**8. Technician Training Requirements**

The repair quality of covered vehicles is extremely important! 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 Technician**
- **Master Diagnostic Technician**

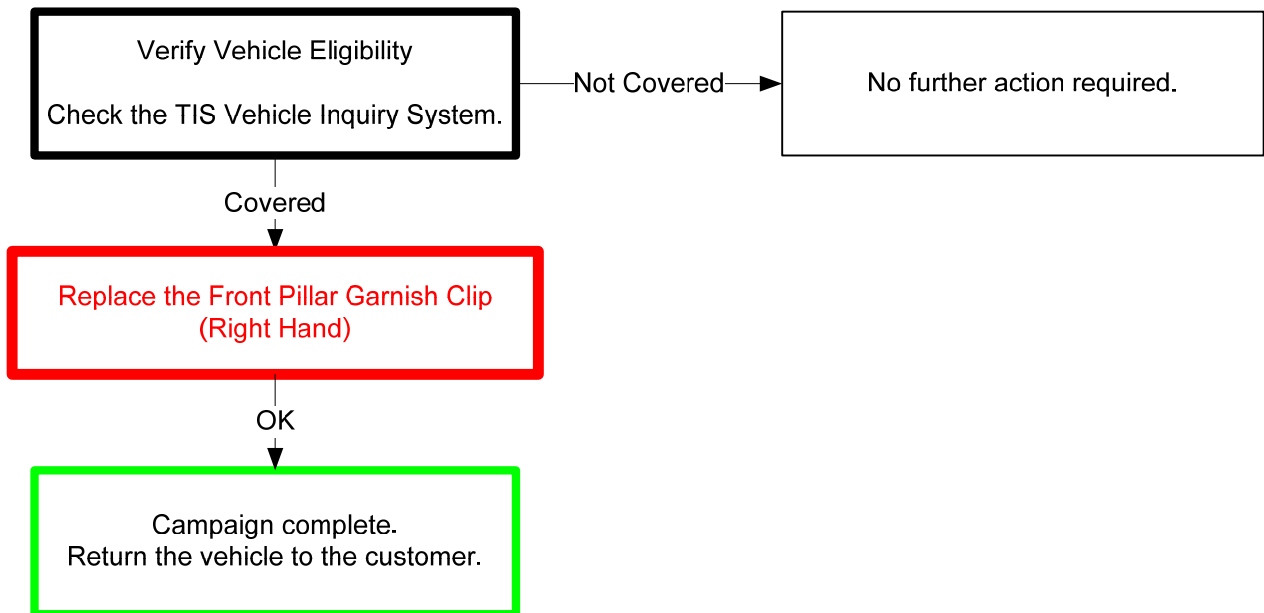
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician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

Certain 2015 model year Sienna vehicles



Model	Op. Code	Description	Flat Rate Hour
Sienna	15R1W1	Replace Front Pillar Garnish Clip (RH)	0.5 hr/vehicle*

<b>Failed Part Number</b>	62217-52120
<b>Replacement Part</b>	62217-52120
<b>SSC No.</b>	99
<b>Sublet</b>	N/A
<b>Condition</b>	Replace Front Pillar Garnish Clip RH
<b>Cause</b>	GST Recall 15R1
<b>Remedy</b>	GST Recall 15R1

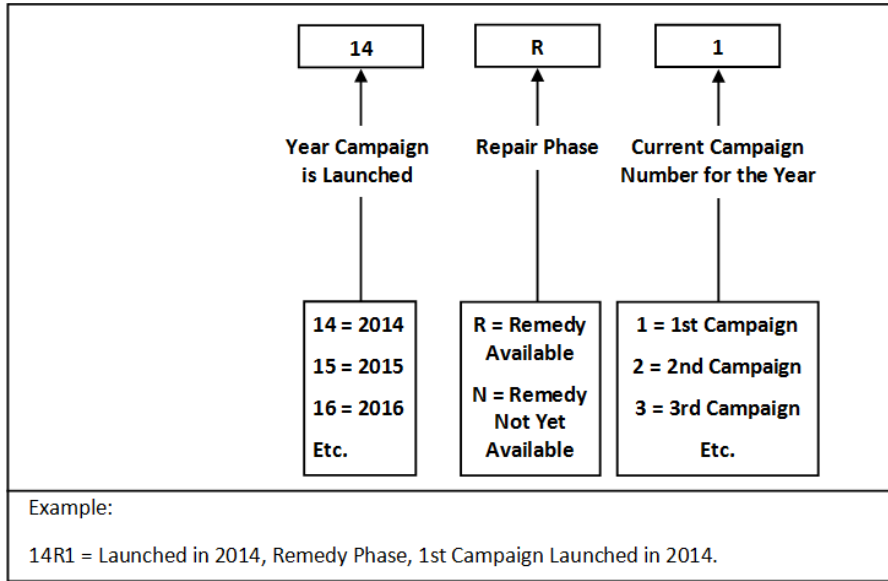
\* The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

A Gulf States Toyota Port LIO warranty claim should be submitted, and must include the information contained in the chart above. Gulf States Toyota is asking all dealers to submit the warranty claim

immediately after the remedy has been performed so that progression of campaign completion can be monitored closely.

**Claim reimbursement will not take place until the removed Front Pillar Garnish Clip (Safety Clip) is received at the GST Parts Distribution Center. Returned parts must be tagged with the LIO Warranty Claim form displaying the claim number and dealer code. Follow your normal LIO warranty parts return process.**

**Campaign Designation Decoder**



**11. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to GST. 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 GST dealership associate and have any questions, please contact the GST Hotline at 1-800-444-1074.

**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 GST Customer Assistance Center at 1-800-444-1074.

*Please note the attached FAQ is published on the [www.Toyota.com](http://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.  
Gulf States Toyota, Inc.

## Customer Frequently Asked Questions

Published Late April, 2015

Safety Recall 15R1 covers certain 2015 Toyota Sienna vehicles originally distributed in the Gulf States Toyota Region. We are providing the following information to keep you informed of the details specific to this recall.

**Q1: What is the condition?**

A1: Gulf States Toyota (GST) either installed, or sold to dealers to install, a non-Toyota Rear Seat Entertainment Package for certain 2015 Toyota Sienna vehicles. The installation instructions associated with this package stated that the Front Pillar Garnish Clip could be reused as part of the installation. The installation instructions should have indicated that the Front Pillar Garnish Clip should be replaced and not reused. As a result, the Front Pillar Garnish Clip may not have been replaced.

**Q2: What is the safety risk?**

A2: In the worst case, if the Front Pillar Garnish Clip was damaged during the installation of the non-Toyota Rear Seat Entertainment Package and it was reused, there is the potential for the clip to become detached during a curtain shield airbag deployment causing injury to an occupant.

**Q3: Which and how many vehicles are covered by this Safety Recall?**

A3: Certain 2015 Toyota Sienna vehicles equipped with a non-Toyota Rear Seat Entertainment Package. GST estimates that approximately 387 vehicles are affected by this recall.

**Q4: Are there any other Toyota or Scion vehicles covered by this Safety Recall in the U.S.?**

A4: No, there are no other Toyota or Scion vehicles involved in this Safety Recall.

**Q5: What is GST going to do?**

A5: GST will replace the Front Pillar Garnish Clip with a new clip. The repair will be conducted at **no charge to the vehicle owner** by your local Toyota Dealer.

**Q6: How long will the repair take?**

A6: The repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: Do owners need the Owner Notification Letter to have the remedy performed?**

A7: No, owners do not need to have the Owner Notification Letter with them to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the Owner Notification Letter at the time of your service appointment.

**Q8: Are there any steps to take to minimize the occurrence of this condition?**

A8: No, there are no steps to take to minimize the occurrence of this condition.

**Q9: Are there any warnings or indicators before this condition occurs?**

A9: No, there are no specific warnings that this condition exists.

**Q10: What if I have additional questions or concerns?**

A10: If you have additional questions or concerns, please contact the GST Customer Assistance Center at 1-800-444-1074.

**TECHNICAL INSTRUCTIONS**

**FOR**

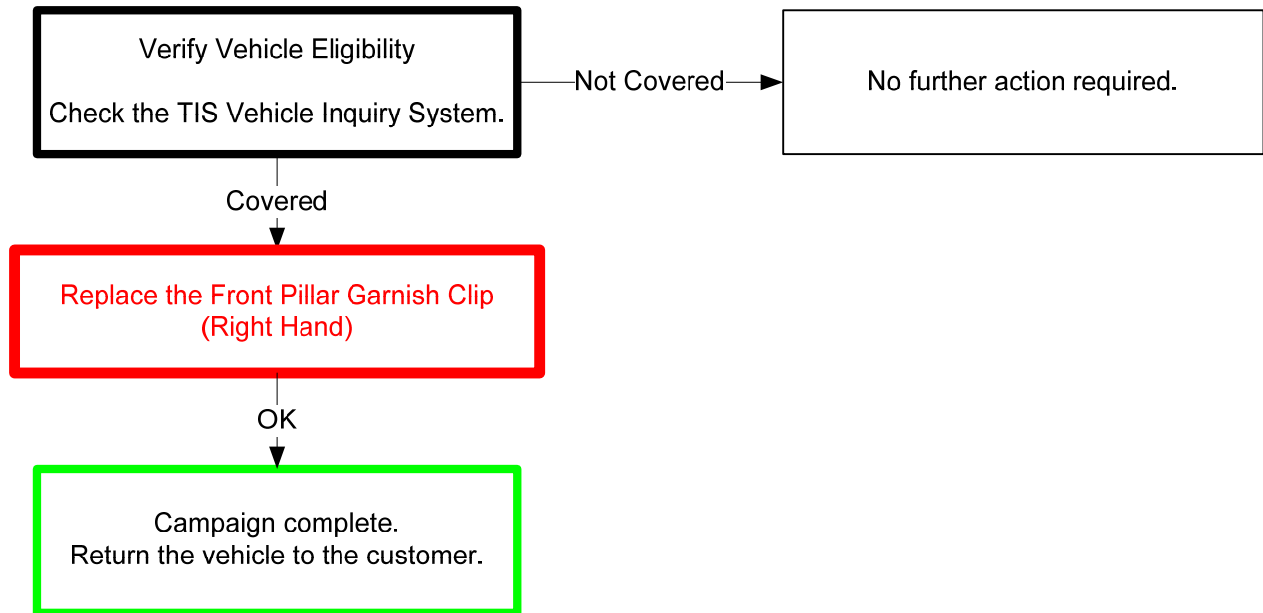
**SAFETY RECALL CAMPAIGN 15R1**

**Certain 2015 Toyota Sienna Vehicles Equipped  
with Non-Toyota Rear Seat Entertainment Package**

**All dealership associates involved in the campaign 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 certifications levels:**

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

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- **GST warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.**

## III. PREPARATION

### A. PARTS

Part Number	Part Description	Quantity Required per Vehicle
62217-52120	Front Pillar Garnish Clip (Safety Clip)	1

### B. SPECIAL CAMPAIGN TOOLS (OPTIONAL)

Part Number	Part Description	Quantity
00002-06000-01	Plastic Pry tool Set	1

## IV. BACKGROUND

GST either installed, or sold to dealers to install, a non-Toyota Rear Seat Entertainment Package for certain 2015 Toyota Sienna vehicles. The installation instructions associated with this package stated that the Front Pillar Garnish Clip could be reused as part of the installation. The installation instructions should have indicated that the Front Pillar Garnish Clip should be replaced and not reused. As a result, the Front Pillar Garnish Clip may not have been replaced. In the worst case, if the reused Front Pillar Garnish Clip was damaged during the installation of the non-Toyota Rear Seat Entertainment Package, there is the potential for the clip to become detached during a curtain shield airbag deployment and cause injury to an occupant.

## V. CLIP REPLACEMENT

### Remove Front Pillar Garnish RH

- a) Carefully separate passenger front door opening trim weather strip from panel. Separate the Front Pillar Garnish Clip from the Front Pillar (Figure 1).

*1	Front Pillar Garnish Clip (P/N 62217-52120)
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- b) Disengage the clip located in the center of the garnish.

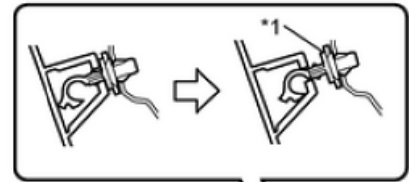


Figure 1

- c) Disengage the Front Pillar Garnish Clip by pressing the 2 tabs indicated by the arrows in the illustration. (Figure 2).

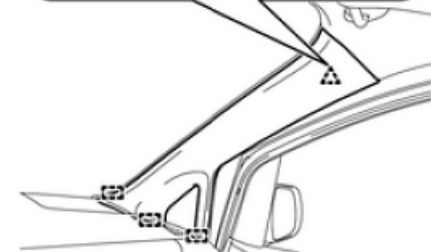


Figure 2

- d) Disengage the Front Pillar Garnish Clip and three (3) guides to remove the Front Pillar Garnish RH.  
e) Remove Front Pillar Garnish Clip and set aside to return to GST.

### Install Front Pillar Garnish RH

- a) **Install a new Front Pillar Garnish Clip (P/N 62217-52120) to the Front Pillar Garnish RH (Figure 3).**

**Orient clip so that the tab aligns to the notch in the Garnish.**

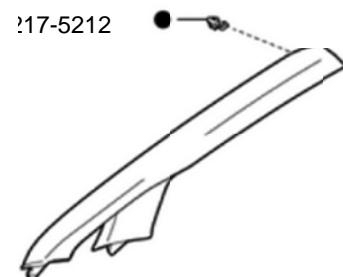


Figure 3



- b) Engage the 3 guides, clip, and Front Pillar Garnish Clip to install the Front Pillar Garnish RH. (Figure 4)
- c) Check the fit, form, and finish of the installation including no damage to the headliner area.

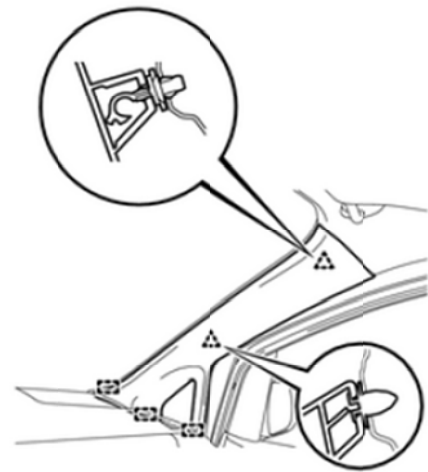


Figure 4

## VI. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER

