



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 1, 2016

Mr. Cory Hoffman  
Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-150SM  
16V-858

**Subject:** Power Sliding Door May Open while Driving

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TOYOTA/SIENNA/2011-2016

**Mfr's Report Date:** November 22, 2016

**NHTSA Campaign Number:** 16V-858

**Components:**

STRUCTURE:BODY:DOOR

**Potential Number of Units Affected:** 744,437

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain model year 2011-2016 Toyota Sienna minivans manufactured January 4, 2010, to August 12, 2016. If the power sliding door is unable to be opened when commanded, such as if the door is frozen shut, the door may subsequently open unexpectedly, possibly while the vehicle is moving.

**Consequence:**

If door opens while the vehicle is moving, there would be an increased risk of injury to the vehicle occupants.

**Remedy:**

The remedy for this recall is still under development. Interim notices are expected to be mailed to owners by January 21, 2017. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's number for this recall is G04.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

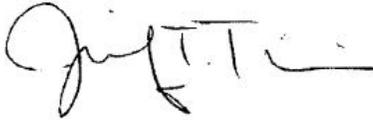
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement