

# **■ IMPORTANT UPDATE**

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
	The remedy applicable to vehicles involved in Phase 2 is now available.
January 11, 2018	<ul> <li>The Warranty Reimbursement Procedure has been updated to include provisions for claiming the cost of removing and reinstalling mobility adaptive equipment.</li> <li>The Pre-Owned Vehicles in Dealer Inventory section has been revised and a Customer Contact and Vehicle Disclosure Form has been included.</li> </ul>
August 1, 2017	A sample of the owner notification letter has been included in the Dealer Letter.

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: July 12, 2017

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

Subject: Safety Recall G04 – *Remedy Notice* 

Certain 2011 – 2016 Model Year Sienna Vehicles

**Power Sliding Door** 

On November 22, 2016, Toyota filed a Defect Information Report with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2011 – 2016 model year Sienna vehicles.

#### Condition

In the involved vehicles, there is a possibility that under certain limited conditions, if the sliding door opening operation is impeded, the sliding door motor circuit could be overloaded, opening the fuse for the motor. If this occurs when the door latch is in an unlatched position, the door could open while driving, increasing the risk of injury to a vehicle occupant.

### Remedy

Toyota is beginning a two-phase implementation of the remedy.

#### Phase 1:

Phase 1 covers the vast majority of vehicles involved in this recall and the remedy is currently available for these vehicles. For the vehicles involved in Phase 1, any authorized Toyota dealer will replace the instrument panel junction block and install new wire harnesses connecting it to the power sliding doors. If applicable, the dealer will also update the vehicle's Owner's Manual to match the updated equipment. These remedies will be provided at **NO CHARGE**.

#### Phase 2:

Phase 2 covers vehicles involved in this recall that are converted for <u>side-entry</u> wheelchair accessibility by an <u>authorized</u> Toyota mobility conversion company. (BraunAbility, Vantage Mobility International [VMI], Eldorado National/Mobility). For vehicles involved in Phase 2, any authorized Toyota dealer will replace the 25 amp fuses of the left-hand and right-hand power sliding doors with 30 amp fuses. If applicable, the dealer will also update the vehicle's Owner's Manual to match the updated fuses. These remedies will be provided at **NO CHARGE**.

Phase Notification Type		TIS Designation
1	Remedy	G04
2	Remedy	G04

#### **Covered Vehicles**

There are approximately 744,400 2011 – 2016 model year Sienna vehicles covered by this Safety Recall. Approximately 1,700 vehicles covered by this Safety Recall were distributed to Puerto Rico.

Phase	Model	Model Year	Approximate UIO	Production Period
1	Sienna	2011 – 2016	731,400	Early January 2010 – Mid-August 2016
2	Sienna	2011 – 2016	13,000	Early January 2010 – Early August 2016

### **Owner Letter Mailing Date**

Beginning in July 2017, Toyota will send an owner notification letter to owners of vehicles involved in Phase 1. Beginning in January 2018, Toyota will send an owner notification letter to owners of vehicles involved in Phase 2. A sample of both owner notification letters are included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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 you are contacted by an owner who has not yet received a notification, please *verify eligibility by confirming through TIS prior to performing repairs*. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

#### **New Vehicles in Dealership Inventory**

There are approximately 1,230 vehicles in new dealer inventory as of November 21, 2016.



Under Title 49, Section 30112 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 or contains a defect related to motor vehicle safety. 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.

## Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. 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	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

## **Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

#### **Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality\_compliance@toyota.com. In the subject line of the email state "Disclosure Form G04" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (https://dealerdaily.toyota.com/).

## Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## **Loaner Vehicle Reimbursement Procedure**

Until the remedy has been performed, Toyota recommends that owners of vehicles affected by Safety Recall G04 turn the main switch off to disable the power sliding door system as described in both the FAQ and the sample owner notification letters. If this recommendation is not feasible for the customer's personal or business needs, a loaner vehicle or alternative transportation though Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

Op. Code	Description
G0493A	Vehicle Rental 1-30 Days
G0493B	Vehicle Rental 31-60 Days
G0493C	Vehicle Rental 61-90 Days
G0493D	Vehicle Rental 91-120 Days
G0493E	Vehicle Rental 121-150 Days
G0493F	Vehicle Rental 151-180 Days
G0493G	Vehicle Rental 181-210 Days
G0493H	Vehicle Rental 211-240 Days

## **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

Phase	Certification Level	Successful Completion of Instructor-led Course SRG04	
	Certified Technician (Electrical)		
1	Expert Technician (Electrical)	Paguirad	
'	Master Technician	Required	
	Master Diagnostic Technician		
	Certified Technician (Any Specialty)		
2	Expert Technician (Any Specialty)	Not Required	
2	Master Technician		
	Master Diagnostic Technician		

Always check which technicians can perform the repair by logging on to <a href="https://www.uotdealerreports.com">https://www.uotdealerreports.com</a>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

### **Remedy Procedures**

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

## **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.

#### Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

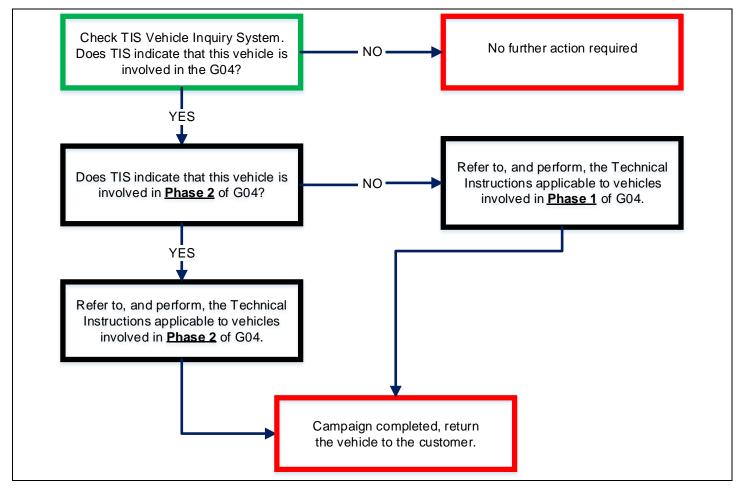
All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Use the G04 parts lookup website to view the applicable remedy parts for vehicles involved with this Safety Recall.

URL: <a href="https://toyota-g04-parts-lookup.imagespm.info">https://toyota-g04-parts-lookup.imagespm.info</a>

This website is for parts lookup only and will not order parts.

#### **Warranty Reimbursement Procedure**



Phase	Opcode	Description	Flat Rate Hours
1	CGG80A	Replace instrument panel junction block and both power sliding door wire harnesses. Apply update label to vehicle's Owner's Manual if applicable.	2.5 hrs/vehicle
2	GBP012	Replace the 25 amp LH and RH power sliding door fuses with 30 amp fuses.	0.4 hrs/vehicle

- Claim filing for Op. Code GBP012 will be available by January 19, 2018.
- The flat rate times include 0.1 hours for administrative cost per vehicle for the dealership.
- For 2011 2014 model year vehicles involved in Phase 1, the shipping cost for ordering G04 Owner's Manual Update Labels from the MDC can be claimed as sublet type "ZZ" under Op. Code CGG80A at a maximum rate of \$4.50 / vehicle. Do not sublet the shipping cost of an entire package of 20 Owner's Manual update labels on a single claim or the claim will be rejected. Instead, use the below formula to determine sublet cost:

Sublet cost = (shipping cost for one package of 20 Owner's Manual Update Labels) / 20.

- For Phase 1 vehicles, if removal of mobility adaptive equipment was required in-order to perform the remedy, claim the cost of removing mobility adaptive equipment as sublet type "ME" under op code CGG80A. The mobility repair shop's RO is required to be attached to the claim in addition to any other supporting documentation.
- For Phase 2 vehicles, the shipping cost for ordering G04 Phase 2 Vehicle Update Label Sets from the MDC can be claimed as sublet type "ZZ" under Op. Code GBP012 at a maximum rate of \$30.00 / vehicle.

## **Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin PRO17-03 to correct the claim.

#### **Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

#### **Media Contacts**

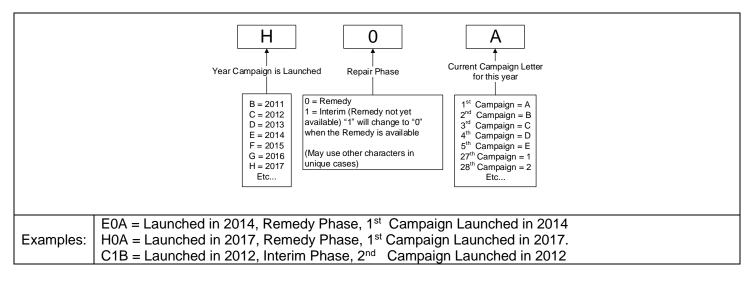
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

## **Campaign Designation Decoder**



Please review this entire package with your Service and Parts staff to familiarize them with the proper stepby-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall G04 – Remedy Notice
Certain 2011 – 2016 Model Year Sienna Vehicles
Power Sliding Door

**Frequently Asked Questions** 

Original Publication Date: July 12, 2017

# **■ IMPORTANT UPDATE**

DATE	TOPIC		
January 11, 2018	The remedy applicable to vehicles involved in Phase 2 is now available.		
August 1, 2017	Q&A 4d have been added.		
	Q&A 4e have been added.		

## The most recent updates will be highlighted with a red box.

Q1: What is the condition?

A1: In the involved vehicles, there is a possibility that, under certain limited conditions, if the sliding door opening operation is impeded, the sliding door motor circuit could be overloaded, opening the fuse for the motor. If this occurs when the door latch is in an unlatched position, the door could open while driving, increasing the risk of injury to a vehicle occupant.

Q1a: Under what circumstances may the sliding door opening operation become impeded?

A1a: In the majority of cases, this condition has occurred in cold climate areas when the sliding door becomes frozen with ice, impeding the door opening operation.

Q2: What is Toyota going to do?

A2: Toyota is beginning a two-phase implementation of this remedy.

#### Phase 1:

Phase 1 covers the vast majority of vehicles involved in this recall and the remedy is currently available for these vehicles. For vehicles involved in Phase 1, Toyota will send, beginning in July 2017, an owner notification letter by first class mail advising owners to make an appointment with their authorized Toyota dealer to replace the instrument panel junction block and install new wire harnesses connecting it to the power sliding doors. If applicable, the dealer will also update the vehicle's Owner's Manual to match the updated equipment. These remedies will be provided at **NO CHARGE**.

#### Phase 2:

Phase 2 covers vehicles involved in this recall that are converted for <u>side-entry</u> wheelchair accessibility by an <u>authorized</u> Toyota mobility conversion company (BraunAbility, Vantage Mobility International [VMI], Eldorado National/Mobility). For vehicles involved in Phase 2, any authorized Toyota dealer will replace the 25 amp fuses of the left-hand and right-hand power sliding doors with 30 amp fuses. If applicable, the dealer will also update the vehicle's Owner's Manual to match the updated fuses. These remedies will be provided at **NO CHARGE**.

Phase	Notification Type	TIS Designation
1	Remedy	G04
2	Remedy	G04

#### Q3: How do I determine which phase my vehicle is involved in?

A3: Any Toyota dealer will confirm the phase that your vehicle is involved in. You may also confirm which phase your vehicle is involved in by visiting www.toyota.com/recall. You will need your full 17-digit Vehicle Identification Number (VIN) to confirm which phase your vehicle is involved in.

### Q4: Are all vehicles converted for wheelchair accessibility involved in Phase 2?

A4: No. Only vehicles that are converted for <u>side-entry</u> wheelchair accessibility by a Toyota <u>authorized</u> mobility conversion company are involved in Phase 2. Vehicles converted for <u>rear-entry</u> wheelchair accessibility by a Toyota <u>authorized</u> mobility conversion company are compatible with the Phase 1 remedy and are involved in Phase 1.

## Q4a: Who are the authorized mobility conversion companies?

A4a: Below is the list of companies that are authorized by Toyota to convert Sienna vehicles for side-entry wheelchair accessibility:

- The Braun Corporation (BraunAbility)
- Eldorado National/Mobility (through 2016)
- Vantage Mobility International (VMI)

## Q4b: How can I determine if one of the above companies converted my vehicle for side-entry wheelchair accessibility?

A4b: If one of the above companies converted your vehicle for side-entry wheelchair accessibility, your vehicle is involved in Phase 2 of this Safety Recall. Any Toyota dealer can confirm which phase your vehicle is involved in. You may also confirm which phase your vehicle is involved in by visiting www.toyota.com/recall. You will need your full 17-digit Vehicle Identification Number (VIN) to confirm which phase your vehicle is involved in.

## Q4c: What if my vehicle is converted by a non-authorized mobility conversion company?

A4c: Vehicles that are converted by a non-authorized mobility conversion company have undergone an unauthorized modification to the factory condition of the vehicle. These vehicles may not be compatible with the remedy in their current modified condition. The vehicle would need to be returned to factory condition, at the owner's expense, before the remedy can be performed.

## Q4d: What if my vehicle is equipped with a Toyota Auto Access Seat?

A4d: The remedy for vehicles equipped with a Toyota Auto Access Seat is available, and these vehicles are involved in Phase 1 of this Safety Recall.

## Q4e: What is a Toyota Auto Access Seat?

A4e: A Toyota Auto Access Seat is a motorized, right-side, middle-row seat, which is designed to rotate ninety degrees, then extend from the vehicle's middle row and lower to a convenient transfer height. The operation of the Toyota Auto Access Seat is shown below:



## Q5: Are there any warnings prior to the occurrence of this condition?

A5: If the condition occurs, the following symptoms may be present:

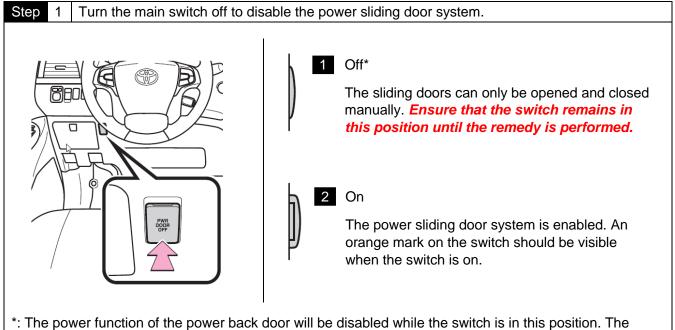
A warning buzzer will sound for a few seconds if the fuse opens during door operation and may sound again if further door operation is attempted. Also, if the latch on the power sliding door remains in the open position as a result of this condition, the power sliding door may not stay completely closed.

If the door begins to open while the vehicle is moving, a warning light, shown below, will illuminate on the instrument cluster and a warning buzzer will sound.

Warning Light	Warning light/Details/Actions
	Open door warning light (warning buzzer) Indicates that one or more of the doors or the back door is not fully closed

## Q6: Can I do something to avoid the occurrence of the condition?

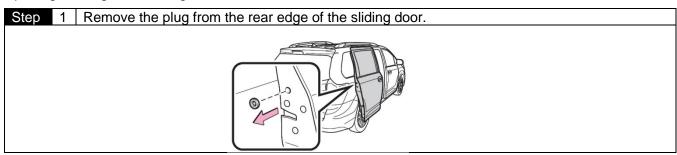
A6: Yes. To avoid the occurrence of the condition until the remedy is performed, Toyota strongly recommends that you disable the power sliding door system as described below.

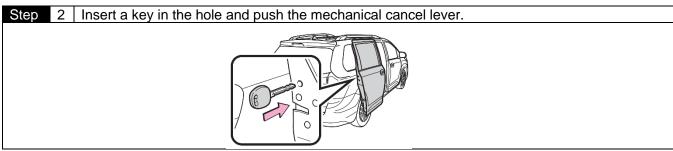


power back door can still be used manually.

## Q7: If I experience the condition, can I do something to manually close the power sliding door?

A7: Yes. Push the mechanical lever in the power sliding door as described below and close the door manually. This process is also described in the owner's manual, included with the vehicle, in the following section: *Opening, closing, and locking the doors.* 





Step 3 Close the door manually.

## Q8: Which and how many vehicles are covered by this Safety Recall.

A8: There are approximately 744,400 certain 2011 – 2016 model year Sienna vehicles covered by this Safety Recall.

	Phase	Model	Model Year	Approximate UIO	Production Period	
Γ	1	Sienna	2011 – 2016	731,400	Early January 2010 – Mid-August 2016	
ſ	2	Sienna	2011 – 2016	13,000	Early January 2010 – Early August 2016	

Q8a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A8a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

## Q9: How long will the repair take?

A9: The repair for Phase 1 vehicles takes approximately 3 hours and the repair for Phase 2 vehicles takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

## Q10: Should I bring my vehicle's Owner's Manual with me to my appointment with the dealer to have the remedy preformed?

A10: If your vehicle is 2011 – 2014 model year, please bring your vehicle's Owner's Manual with you to your appointment with the dealer to have remedy performed.

For Phase 1 vehicles, the dealer will update the instrument panel fuse layout and amperage ratings listed in the *Do-it-yourself maintenance* section of your Owner's Manual to match the layout and amperage ratings of the fuses installed in the new instrument panel junction block that will be installed in your vehicle as part of the remedy. The layout and amperage ratings of the fuses installed in the new instrument panel junction block are also indicated on the cover of the new instrument panel junction block.

For Phase 2 vehicles, the dealer will update the amperage ratings of the left-hand and right-hand power sliding door fuses listed in the *Do-it-yourself maintenance* section of your Owner's Manual to match the amperage ratings of the new fuses that will be installed into the instrument panel junction block as part of the remedy. The amperage ratings of the new fuses are also indicated on the cover of the instrument panel junction block.

The dealer **DOES NOT** require your vehicle's Owner's Manual to complete the remedy. Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible regardless of whether you are able to bring your vehicle's Owner's Manual with you to the dealer.

## Q11: What if I previously paid for repairs related to this Safety Recall?

A11: Reimbursement consideration instructions will be provided in the owner letter.

## Q12: How does Toyota obtain my mailing information?

A12: 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.

## Q13: What if I have additional questions or concerns?

A13: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

## Certain 2011 - 2016 Model Year Sienna Vehicles Power Sliding Door

## **IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: VIN NHTSA Recall No. 16V-858

### **URGENT SAFETY RECALL**

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

## Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 - 2016 model year Sienna vehicles.

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?

In the involved vehicles, there is a possibility that if the sliding door opening operation is impeded, the sliding door motor circuit could be overloaded, opening the fuse for the motor. If this occurs when the door latch is in an unlatched position, the door could open while driving, increasing the risk of injury to a vehicle occupant.

## What will Toyota do?

Any authorized Toyota dealer will replace the instrument panel junction block and install new wire harnesses connecting it to the power sliding doors. If applicable, the dealer will also update the vehicle's Owner's Manual to match the updated equipment. These remedies will be provided at **NO CHARGE** to you.

## What should you do?

This is an important Safety Recall.

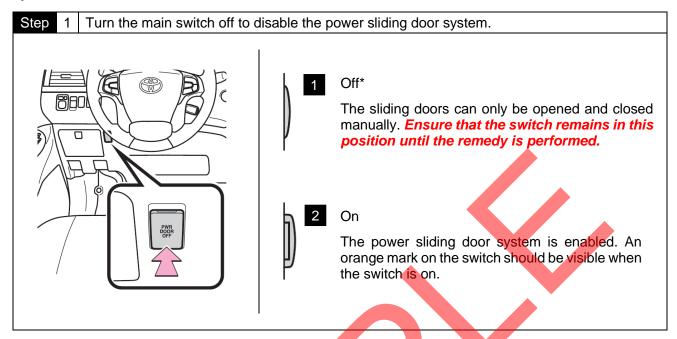
Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

If your vehicle is 2011 – 2014 model year, please bring your vehicle's Owner's Manual with you to the dealer. The dealer will update your vehicle's Owner's Manual after performing the remedy.

The remedy will take approximately three hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

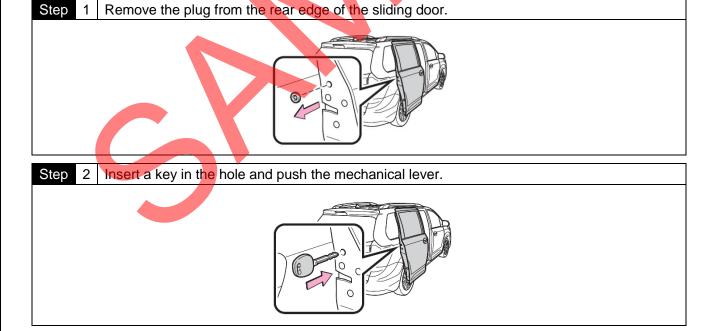
#### What should you do? (continued)

Until the remedy is performed, we strongly recommend that you disable the power sliding door system as described below:



<sup>\*:</sup> The power function of the power back door will be disabled while the switch is in this position. The power back door can still be used manually.

If you experience the condition described on the previous page in the "What is the Condition?" section, we suggest that you push the mechanical lever in the power sliding door as described below and close the door manually. After that, bring the vehicle to your local authorized Toyota dealer for diagnosis.



Step 3 Close the door manually.

**Note:** A warning buzzer may sound during manual door operation. Additionally, a warning buzzer may sound if an attempt is made to use the power function of the power sliding door.

possible regardless of whether you are able to bring your vehicle's Owner's Manual with you to the dealer. The dealer does not require your vehicle's Owner's Manual to complete the remedy.

## What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 http://www.safercar.gov.

If you would like to update your vehicle ownership or contact information, you may do so by registering at <a href="https://www.toyota.com/ownersupdate">www.toyota.com/ownersupdate</a>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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.

## What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR Toyota Motor Sales, USA, Inc. c/o Toyota Motor North America, Inc. P O Box 259001 – SSC/CSP Reimbursements Plano, Texas 75025-9001

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.

## Certain 2011 - 2016 Model Year Sienna Vehicles Power Sliding Door

## **IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: VIN NHTSA Recall No. 16V-858

### **URGENT SAFETY RECALL**

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

## Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 - 2016 model year Sienna vehicles.

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?

In the involved vehicles, there is a possibility that if the sliding door opening operation is impeded, the sliding door motor circuit could be overloaded, opening the fuse for the motor. If this occurs when the door latch is in an unlatched position, the door could open while driving, increasing the risk of injury to a vehicle occupant.

## What will Toyota do?

Any authorized Toyota dealer will replace the 25 amp fuses of the left-hand and right-hand power sliding doors with 30 amp fuses. If applicable, the dealer will also update the vehicle's Owner's Manual to match the updated fuses. These remedies will be provided at **NO CHARGE** to you.

## What should you do?

This is an important Safety Recall.

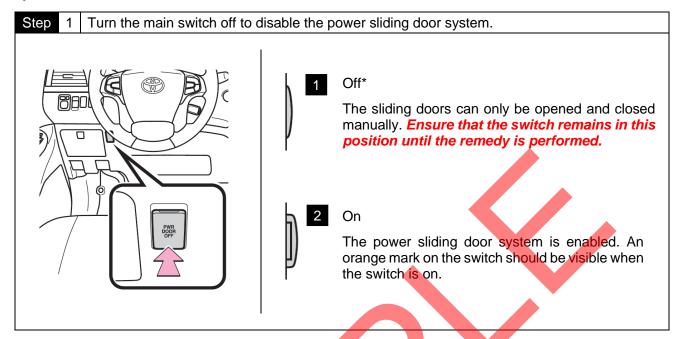
Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

If your vehicle is 2011 – 2014 model year, please bring your vehicle's Owner's Manual with you to the dealer. The dealer will update your vehicle's Owner's Manual after performing the remedy.

The remedy will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

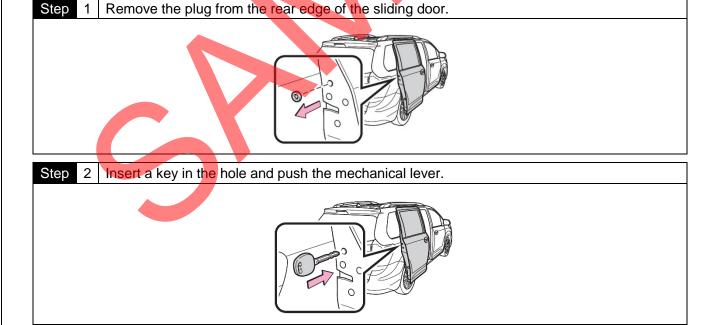
## What should you do? (continued)

Until the remedy is performed, we strongly recommend that you disable the power sliding door system as described below:



<sup>\*:</sup> The power function of the power back door will be disabled while the switch is in this position. The power back door can still be used manually.

If you experience the condition described on the previous page in the "What is the Condition?" section, we suggest that you push the mechanical lever in the power sliding door as described below and close the door manually. After that, bring the vehicle to your local authorized Toyota dealer for diagnosis.



Step 3 Close the door manually.

**Note:** A warning buzzer may sound during manual door operation. Additionally, a warning buzzer may sound if an attempt is made to use the power function of the power sliding door.

#### What if you own a 2011 - 2014 model year vehicle and do not have your vehicle's Owner's Manual?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible regardless of whether you are able to bring your vehicle's Owner's Manual with you to the dealer. The dealer does not require your vehicle's Owner's Manual to complete the remedy.

## What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR Toyota Motor Sales, USA, Inc. c/o Toyota Motor North America, Inc. P O Box 259001 – SSC/CSP Reimbursements Plano, Texas 75025-9001

#### What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 http://www.safercar.gov.

If you would like to update your vehicle ownership or contact information, you may do so by registering at <a href="https://www.toyota.com/ownersupdate">www.toyota.com/ownersupdate</a>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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



Published January 11, 2018

Toyota Motor Sales, USA, Inc. 6565 Headquarters Drive Plano, TX 75024 (469) 292-4000

## **CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM**

0001			TE I SIKIN
This form is not applicable for TCUV	units.		
	e vehicle will need to be retu		able and the remedy has <b>NOT</b> been do not be able to have the remedy
Customer Signature			
Toyota recommends that you regularly check recall applicabil digit Vehicle Identification Number	ity using www.toyota.com/re	vners Community at call or www.safercar.	http://www.toyota.com/owners/ and gov. You will need to input your 17-
VIN		Campaig	ın Code
Model	Model Year		
Customer Information			
Customer Name		Customer Email	_
Customer Address		Home Phone #	
		Mobile Phone #	
		Date _	
available. This information	will only be used for camp	aign communication	rou when the remedy becomes ns. If you'd like to update your update or contact us at 1-888-
Dealer Information			
Dealer Name/Address		Dealer Co	de
		Dealer Phone Numb	per
		Dealer Staff Nar	me
		Dealer Staff Signatu	ire