

Original Publication Date: July 12, 2017

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

Subject: Safety Recall G04 (Interim G14) – **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 side-entry wheelchair accessibility by an authorized Toyota mobility conversion company. The remedy for these vehicles is still under development. Vehicles involved with Phase 2 will remain in the interim phase until the remedy is available. The remedy applicable to vehicles involved with Phase 1 **IS NOT** compatible with, and **SHOULD NOT** be performed on, vehicles involved with Phase 2.

Phase	Notification Type	TIS Designation
1	Remedy	G04
2	Interim – Remedy Not Available	G14

Covered Vehicles

There are approximately 744,400 certain 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	732,700	Early January 2010 – Mid-August 2016
2	Sienna	2011 – 2016	11,700	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.

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

Pre-Owned Vehicles in Dealer Inventory

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

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.

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

Toyota recommends that owners of vehicles affected by G04 (Interim G14) 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 through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

Op. Code For G04 Remedy (Phase 1)	Op. Code For G14 Interim (Phase 2)	Description
G0493A	CGG93A	Vehicle Rental 1-30 Days
G0493B	CGG93B	Vehicle Rental 31-60 Days
G0493C	CGG93C	Vehicle Rental 61-90 Days
G0493D	CGG93D	Vehicle Rental 91-120 Days
G0493E	CGG93E	Vehicle Rental 121-150 Days
G0493F	CGG93F	Vehicle Rental 151-180 Days
G0493G	CGG93G	Vehicle Rental 181-210 Days
G0493H	CGG93H	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:

Certification Level	Successful Completion of Instructor-led Course SRG04
Certified Technician (Electrical)	Required
Expert Technician (Electrical)	
Master Technician	
Master Diagnostic Technician	

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. 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.

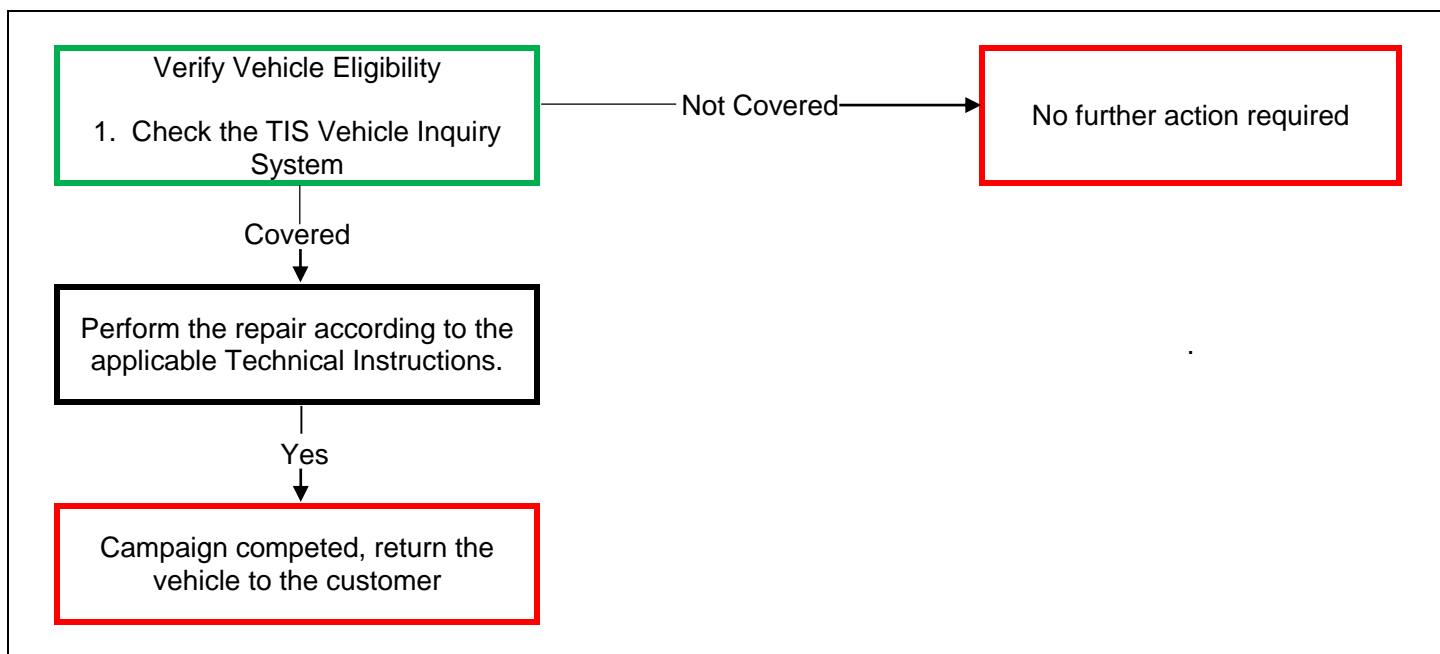
All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

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

URL: <https://toyota-g04-parts-lookup.imagespm.info>

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

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
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

- The flat rate times include 0.1 hours for administrative cost per vehicle for the dealership.
- For 2011 – 2014 model year vehicles, the shipping cost for ordering Owner's Manual update labels from the MDC can be claimed as sublet type ZZ under Op. Code CGG80A. Do not sublet the shipping cost of ordering an entire package of 20 Owner's Manual update labels 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.

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.

Campaign Phase Interpretation

It is critical that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. ***If a remedy repair is performed on an interim phase vehicle, the claim will be rejected.***

REMEDY PHASE – ELIGIBLE FOR REPAIR	
Campaign Description:	Safety Recall X0X - Remedy Notice - 2004-2005 Model Year Toyota - Generic Recall Description
Completion Status:	Not Completed
[Show Documents]	
STATUS IDENTIFICATION	
A:	Campaign Description: X0X Remedy
B:	Completion Status: Not Completed
<ul style="list-style-type: none"> <i>This vehicle is eligible to have the remedy performed.</i> 	

INTERIM PHASE – FUTURE REPAIR	
Campaign Description:	Safety Recall X0X (X1X) - Interim Notice - 2004-2005 Toyota - Generic Recall Description
Completion Status:	Not Completed
[Show Documents]	
STATUS IDENTIFICATION	
A:	Campaign Description: X1X Interim
B:	Completion Status: Not Completed
<ul style="list-style-type: none"> <i>This vehicle is in the interim phase; the remedy CANNOT be performed at this time.</i> 	

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Media Contacts

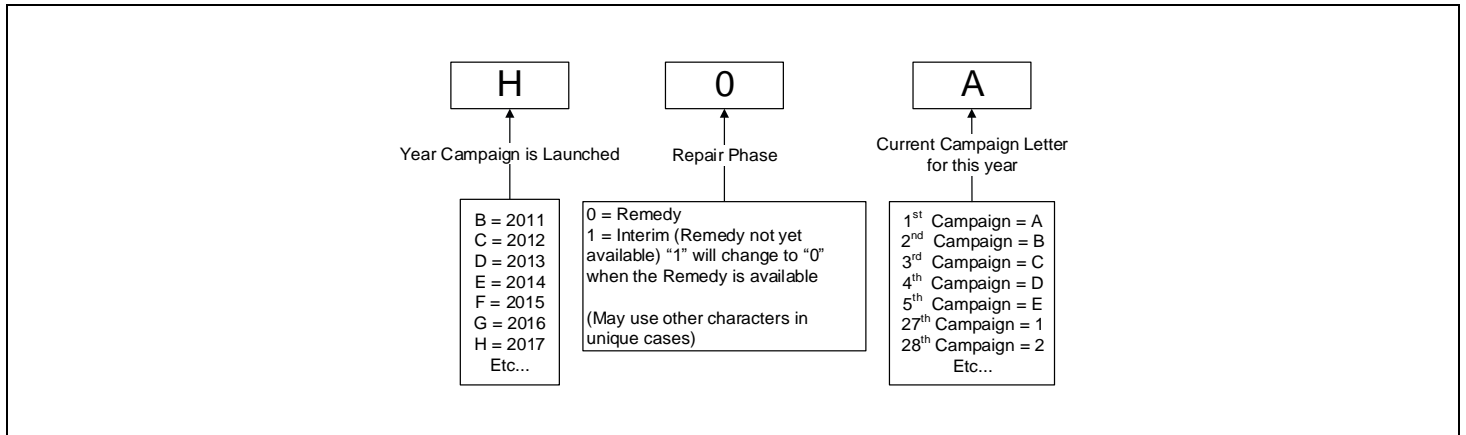
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 H0A = Launched in 2017, Remedy Phase, 1st Campaign Launched in 2017.

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.
 TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall G04 (Interim G14) – *Remedy Notice*
Certain 2011 – 2016 Model Year Sienna Vehicles
Power Sliding Door

Frequently Asked Questions
Original Publication Date: July 12, 2017

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 side-entry wheelchair accessibility by an authorized Toyota mobility conversion company (BraunAbility, Vantage Mobility International [VMI], Eldorado National/Mobility). The remedy for these vehicles is still under development. Vehicles involved in Phase 2 will remain in the interim phase until the remedy is available. The remedy applicable to vehicles involved in Phase 1 **IS NOT** compatible with, and **SHOULD NOT** be performed on, vehicles involved in Phase 2.

Note: Siennas converted for rear-entry wheelchair accessibility by BraunAbility and Eldorado National/Mobility are included in Phase 1.

Phase	Notification Type	TIS Designation
1	Remedy	G04
2	Interim – Remedy Not Available	G14

Q2a: *When will the remedy be available for Phase 2?*

A2a: Toyota is currently developing the remedy specifically for vehicles converted for side-entry wheelchair accessibility by a Toyota authorized mobility conversion company. Due to the complexity of vehicles converted for side-entry wheelchair accessibility by a Toyota authorized mobility conversion company, Toyota is unable to estimate when the remedy will be available at this time. Toyota will update this document as soon as sufficient information becomes available.

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 of the vehicles that are converted for wheelchair accessibility by a Toyota authorized mobility conversion company involved in Phase 2?*

A4: No. Only vehicles that are converted for side-entry wheelchair accessibility by a Toyota authorized mobility conversion company are involved in Phase 2. Vehicles converted for rear-entry wheelchair accessibility by a Toyota authorized 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 with. 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 before the remedy can be performed.

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

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

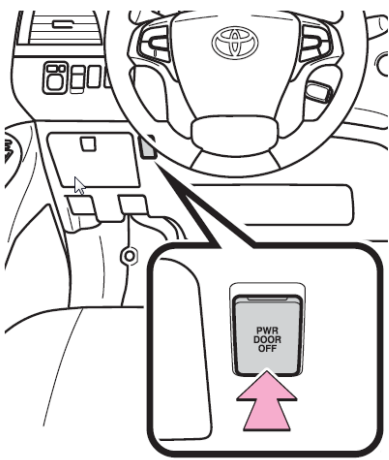
A warning buzzer will sound for a few seconds if the fuse opens during door operation and may sound again if further door operation is attempted. Also, if the latch on the power sliding door remains in the open position as a result of this condition, the power sliding door may not stay completely closed.

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
	<p>Open door warning light (warning buzzer) Indicates that one or more of the doors or the back door is not fully closed</p>

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

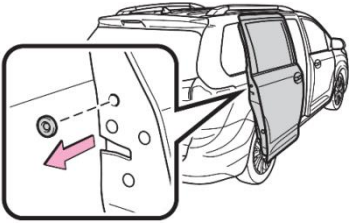
A6: Yes. To avoid the occurrence of the condition until the remedy is performed, Toyota strongly recommends that you disable the power sliding door system as described below.

Step	1 Turn the main switch off to disable the power sliding door system.
	<div data-bbox="743 1024 860 1060"> <p>1 Off*</p> </div> <div data-bbox="808 1081 1421 1186"> <p>The sliding doors can only be opened and closed manually. Ensure that the switch remains in this position until the remedy is performed.</p> </div> <div data-bbox="743 1281 860 1316"> <p>2 On</p> </div> <div data-bbox="808 1337 1372 1442"> <p>The power sliding door system is enabled. An orange mark on the switch should be visible when the switch is on.</p> </div>
<p>*: 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.</p>	

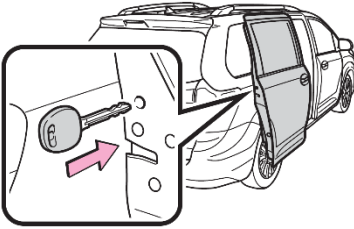
Q7: If I experience the condition, can I do something to manually close the power sliding door?

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	1	Remove the plug from the rear edge of the sliding door.
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Step	2	Insert a key in the hole and push the mechanical cancel lever.
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Step	3	Close the door manually.
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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
1	Sienna	2011 – 2016	732,700	Early January 2010 – Mid-August 2016
2	Sienna	2011 – 2016	11,700	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 takes approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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 and also involved in Phase 1, please bring you vehicle's Owner's Manual with you to your appointment with the dealer to have remedy performed. 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.

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.