

TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL G04 PHASE 2
POWER SLIDING DOOR

CERTAIN 2011-2016 SIENNA PHASE 2 VEHICLES

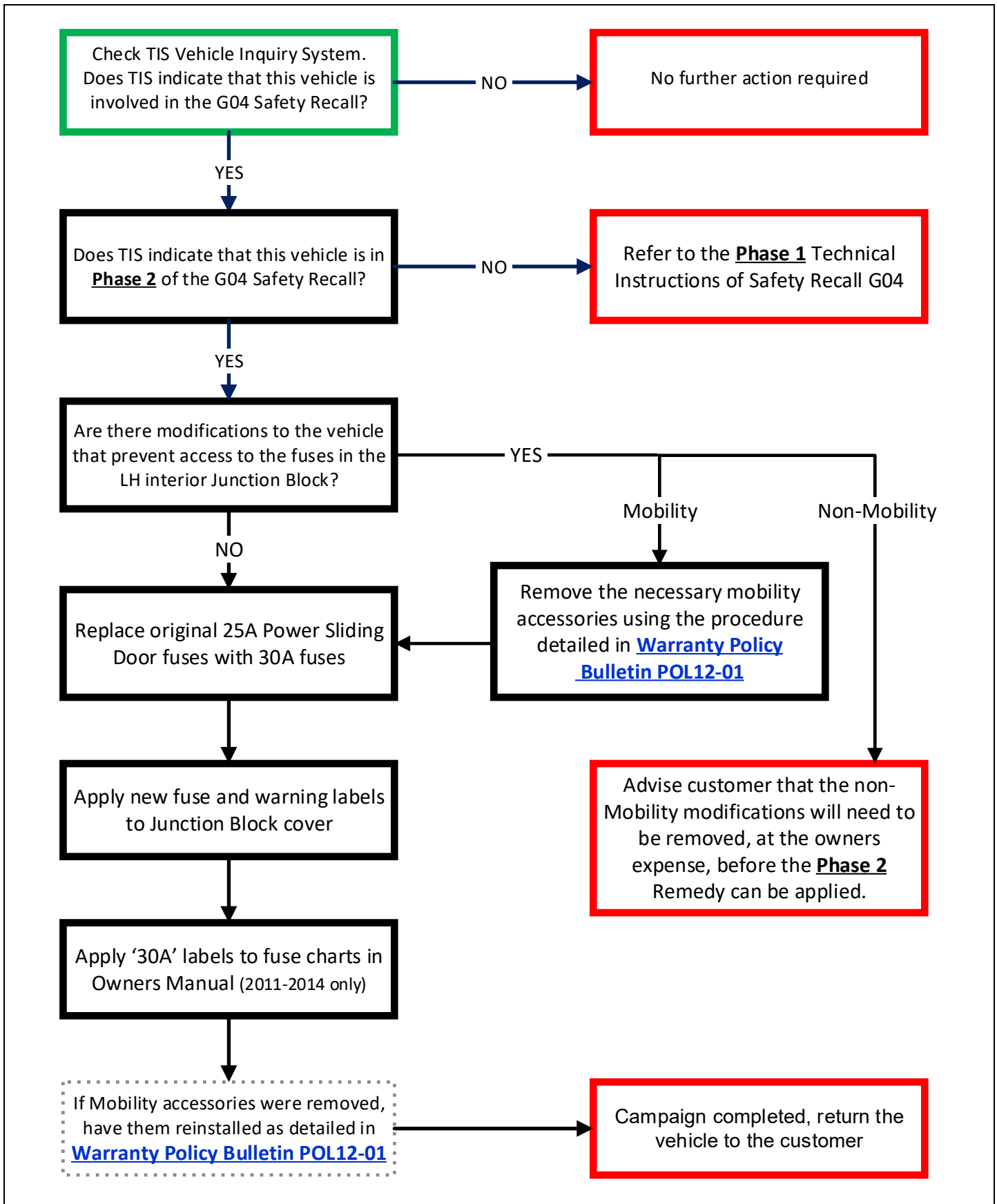
DO NOT apply this Phase 2 remedy procedure to any mobility vehicle unless the Service Campaign Information on TIS indicates that this vehicle is involved in Phase 2 of Safety Recall G04.

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall 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 recall repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

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

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in the G04 Safety Recall and that it is classified as a Phase 2 Mobility vehicle.
- If the vehicle is involved in the G04 Safety Recall but is listed as a Phase 1 vehicle, refer to the technical instructions for G04 Phase 1 vehicles.
- Confirm that this recall has not already been completed by another dealer.
- TMS warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

This Safety Recall will require a parts kit for the appropriate model year, which contains labels to update the fuse block cover with the new fuse ratings. These parts kit's will be ordered from the Material Distribution Center (MDC), and not through the normal parts system. The required fuses (qty. 2) will be ordered through the standard parts system.

The G04 Safety Recall parts lookup website will also apply to the approved Mobility vehicles:

Parts Lookup website: <https://Toyota-g04-parts-lookup.imagespm.info>

Part Number	Part Description (2011-2014 Models)	Quantity
00411170007	G04 – Phase 2 Vehicle Update Label Set (2011 – 2014) (order from the MDC)	1
90080-82054	30A fuse, mini	2
* <u>The kit above includes the following parts:</u>		
Part Number	Part Description	Quantity
n/a	2011-2014 Fuse cover label	1
n/a	Inside Fuse cover warning label	1
n/a	'30A' Owner's Manual fuse update label	2

Part Number	Part Description (2015-2016 Models)	Quantity
00411170008	G04 – Phase 2 Vehicle Label Set (2015-2016)* (order from the MDC)	1
90080-82054	30A fuse, mini	2
* <u>The kit above includes the following parts:</u>		
Part Number	Part Description	Quantity
n/a	2015-2016 Fuse cover label	1
n/a	Inside Fuse cover warning label	1

B. TOOLS & EQUIPMENT

- Fuse puller tool

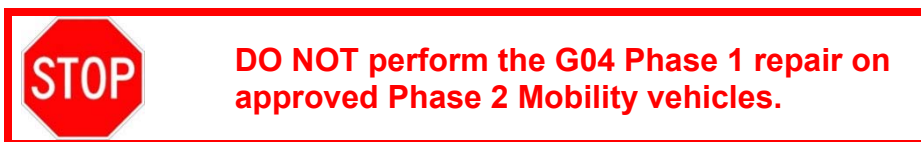
IV. BACKGROUND

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.

V. VEHICLE APPLICABILITY

Toyota has partnered with **BraunAbility, Vantage Mobility International, and Eldorado National** to assist customers with their mobility needs. These approved Mobility vehicles will be indicated as **Phase 2** of Safety Recall G04. Be sure to check TIS for vehicle Eligibility before starting any repairs.

Because of the extensive modifications to the floorboards of these vehicle, the Phase 1 G04 Safety Recall repair is not possible. This Phase 2 repair has been developed for these approved Mobility vehicles **only**.



Vehicles modified by Mobility companies **OTHER** than **BraunAbility, Vantage Mobility, and Eldorado National** will **NOT** be eligible for the Phase 2 Remedy. However, they may be eligible for the Phase 1 G04 Safety Recall repair. Please refer to the G04 Phase 1 Technical Instructions to determine the applicability of each Phase 1 Mobility vehicle.

VI. MOBILITY VEHICLE REPAIR CAUTION

Phase 2 of Safety Recall G04 involves repairs on Toyota approved Sienna Mobility vehicles.

These Mobility vans will contain mobility accessories that were not originally installed by Toyota. It is critical that **ONLY properly trained Mobility technicians remove, install and calibrate these Mobility accessories.** Toyota dealership technicians are not authorized to service these systems.

The procedures detailed in these Technical Instructions can most likely be completed without interference from Mobility accessories. However, because of the extensive number of mobility accessories available, it is possible that you will not be able to complete this Safety Recall due to interference with a Mobility accessory.

Under NO circumstances should a Toyota technician remove, install, calibrate, or modify any Mobility accessory in these vehicles. If there are any Mobility accessories preventing you from completing the Phase 2 Remedy, stop immediately. Do not proceed with this repair. This vehicle will need to be sent to an authorized Mobility service center to have the effected Mobility accessory removed for fuse access. The owner of the vehicle should be able to assist in contacting a Mobility service center that is trained to remove and install these systems. If not, try to identify the brand of the accessory(s) that needs to be removed and search the internet for an authorized service center.

(cont.)

The contact information listed below is for the companies that modified the vehicle for the installation of the access ramp. Please note that these companies do not install the accessories that may need to be removed:

[Vantage Mobility](https://www.vantagemobility.com/dealers/) (https://www.vantagemobility.com/dealers/)
855-864-8267

[Braun Ability](https://www.braunability.com/wheelchair-vans-for-sale) (https://www.braunability.com/wheelchair-vans-for-sale)
800-488-0359

[Eldorado Mobility](https://www.eldoradomobility.com/eldorado-mobility-dealers) (https://www.eldoradomobility.com/eldorado-mobility-dealers)
800-955-9086

[Warranty Policy Bulletin POL12-01](#) will provide more details on this procedure, and how to submit a Warranty Claim for the sublet of removal and installation of Mobility accessories.

VII. WORK PROCEDURE

1. VERIFY VEHICLE APPLICABILITY

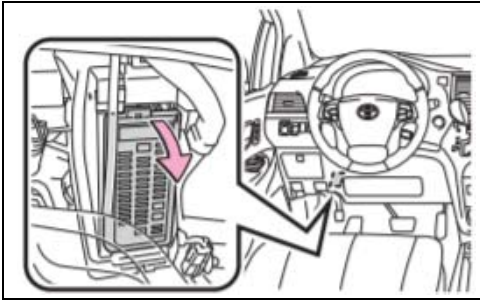
- a. Using TIS, check for vehicle applicability. It is critical that this vehicle is indicated as “involved in Phase 2 of Safety Recall G04”, as noted in the Memo field of the Service Campaign information. If the Memo does not indicate Phase 2, it is not an “approved” Mobility vehicle and these Phase 2 G04 Safety Recall instructions WILL NOT apply. Reference the separate Phase 1 Technical Instructions for these vehicles.



2. INSPECT VEHICLE

- a. Perform a Health Check on the vehicle to determine any current issues with the vehicle.
- b. Check the power sliding operation of both rear doors.
- c. Check the power window operation of the rear doors.
- d. Check the door lock operation of the rear doors.

Note: This Recall only covers the removal and installation of the PSD fuses. Any condition found during these inspections should be corrected before proceeding with this Recall. Any repair that is not detailed in these Technical Instructions will not be paid by this Safety Recall.

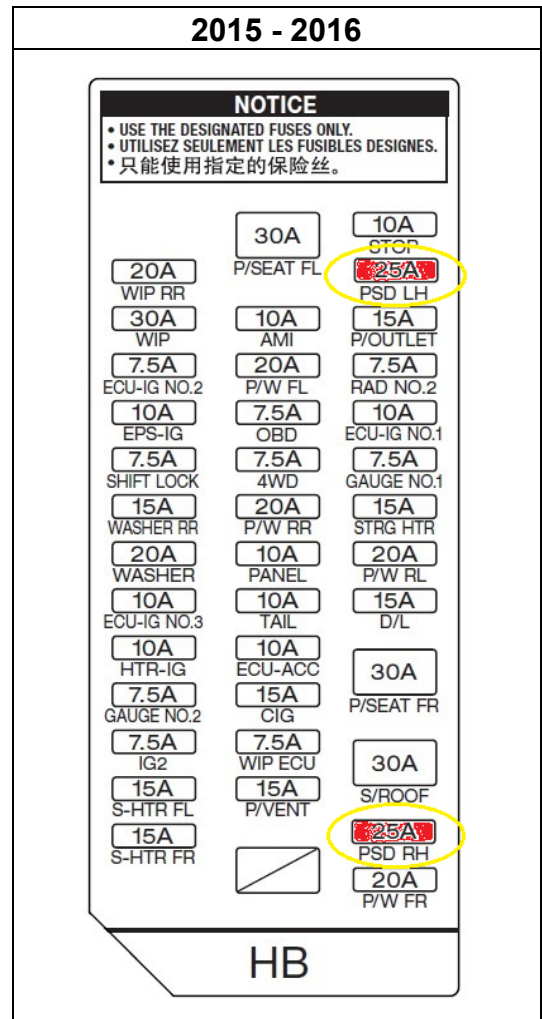
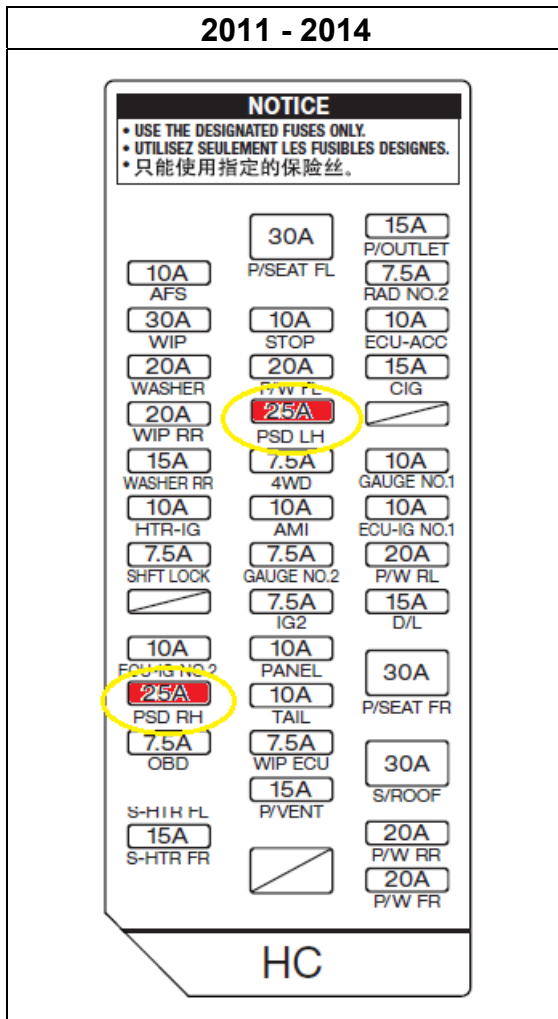


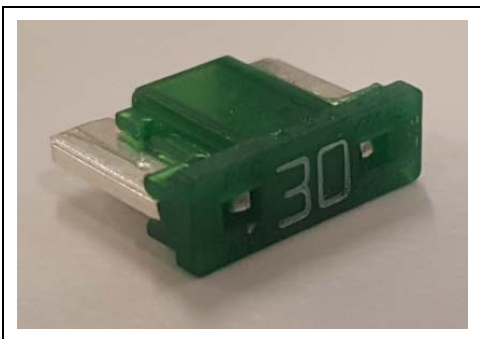
3. REMOVE 25A FUSES

a. Remove the fuse box cover from the driver's side Junction Block.

b. Remove the following fuses from the Junction Block:

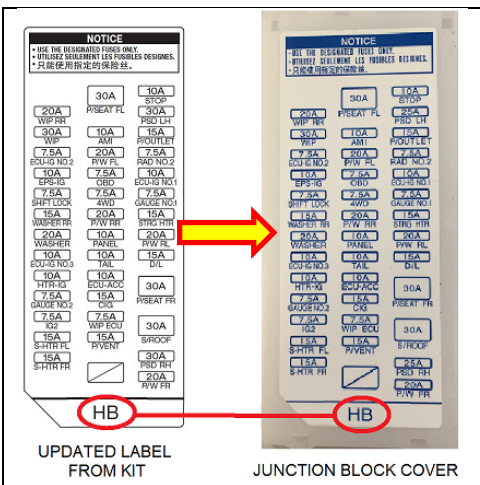
- PSD LH (25A)
- PSD RH (25A)





4. INSTALL 30A FUSES

- a. Install the **NEW** 30A mini fuses in the same locations as the 25A fuses just removed in Step #3b:
 - PSD LH (30A)
 - PSD RH (30A)



5. UPDATE JUNCTION BLOCK COVER LABELS

- a. Apply the **NEW** Junction Block fuse cover label (from the parts kit) on top of the original label. The updated label will now indicate that the PSD LH & PSD RH fuses are rated at 30A.

Note:

- Verify that the characters at the bottom of both labels match
- There is no need to remove the original label
- The 2011-2014 models will use kit 00411170007
- The 2015-2016 models will use kit 00411170008
- These labels are ordered from the Material Distribution Center; not through the parts system.

- b. Apply the yellow warning label (from the parts kit) to the inside of the Junction Block fuse cover.



6. INITIALIZATION OF POWER SLIDING DOOR

- a. Slide the PSD from the open position to the closed position. The door may have significant resistance when moving to the closed position. Once closed, open the door to verify the correct operation of the Power Sliding Door feature.

Owners Manual fuse chart

Fuse	Ampere	Circuit
16 PSD LH	25 A	Power sliding door (left-side)
17 4WD	7.5 A	Active Torque Control 4WD
18 AM1	10 A	Starting system
19 GAUGE NO.2	7.5 A	Gauges and meters, multi information display

30A
Label

Owners Manual fuse chart

32 ECU-IG NO.2	10 A	Pre-collision system, pre-collision seat belt, dynamic radar cruise control, electric power steering, rain-sensing windshield wipers, driving position memory system, power sliding door, power third seat, power back door, multiplex communication system
33 PSD RH	25 A	Power sliding door (right-side)
34 OBD	7.5 A	On-board diagnosis system
35 S-HTR FL	15 A	Seat heater (left-side)
36 S-HTR FR	15 A	Seat heater (right-side)

30A
Label

Example of '30A' label application

7. 2011-2014 ONLY: UPDATE OWNERS MANUAL FUSE INFORMATION

a. Apply the '30A' label (from the parts kit) over the top of the '25A' fuse rating for the following fuses in the Owner's Manual:

- PSD LH
- PSD RH

Use the following chart to help locate the proper page in the Owner's Manual for label application:

	2011	2012	2013	2014
PSD LH	657	706	722	721
PSD RH	658	707	723	722

Notes:

- There is no Owner's Manual update required for 2015-2016 models.
- The Owner's Manual update labels (qty. 2) are included in the same package as the Junction Block label (2011-2014 only).
- There are multiple printed versions of the 2011 Owner Manual. The actual page numbers for the 2011 fuses may be different than those listed above, but only off by a page or two. Please adapt to the variations of these manuals and locate the proper page for the label application.

◀ VERIFY REPAIR QUALITY ▶

- Verify the operation of the power sliding doors
- Verify that the correct lables were applied to the Junction Block cover
- Verify the Owners Manual received the correct lable updates (2011-2014 only)

If you have any questions regarding this update, please contact your regional representative.

10. APPENDIX

A. PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

B. CAMPAIGN DESIGNATION DECORDER

