

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
5/16/2017	<ul style="list-style-type: none">• Parts Ordering Process for Technician Hands-on Training has been added.• Warranty Reimbursement Procedure for Technician Hands-on Training has been added.

The most recent update in the attached Region Letter is 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.

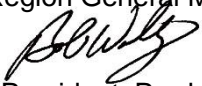
TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

November 22, 2016

To: All Toyota Region General Managers / Vice Presidents

From: Bob Waltz 
Group Vice-President, Product Quality and Service Support

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

Specific information for Region support is provided below.

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.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers at approximately 9:30am PST, November 22, 2016.

Please reference the attached Dealer Letter for additional details.

Technician Hands-on Training - Parts Ordering Process

Note: The Junction Block Kit is the only part required for Technician Hands-on Training.

1. Use the G04 parts lookup website to view the applicable parts for vehicles involved with Safety Recall G04 (Interim G14).

This website is for parts lookup only and **WILL NOT** order parts.

URL: <https://toyota-g04-parts-lookup.imagespm.info/> This URL may be provided to dealers as needed.

2. Parts **WILL NOT** be pre-deployed to dealers or region offices for use during Technician Hands-on Training.
3. The parts are placed on Manual Allocation Control (MAC). Review the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date MAC information.

Order **ALL** of the applicable parts for one repair (Junction Block Kit, LH Door Wire Harness, and RH Door Wire Harness) using **ONE** dealer order reference number. LH and RH Door Wire Harnesses may not be delivered with the Junction Block Kits due to availability.

Junction Block Kits are anticipated to be available the week of May 22nd. Although LH and RH Door Wire Harnesses should be ordered on the same dealer order reference number as the Junction Block Kit, they may not be available or delivered with the Junction Block Kit. LH and RH Door Wire Harnesses will be delivered once stock is available.

Parts will only be released to VINs existing on the Technical Compliance Department's list of pre-approved VINs for Technician Hand-on Training. Parts ordered for vehicles not involved with Technician Hands-on Training will be cancelled.

Technician Hands-on Training - Warranty Reimbursement Procedure

Warranty claim filing for vehicles completed during Technician Hands-on Training is currently unavailable. Vehicles completed during Technician Hands-on Training **MUST** remain under stop-sale until a warranty claim is filed for the repair completed on the vehicle.

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Thank you for your cooperation.