

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
October 20, 2017	The dealer package has been updated to include a pre-owned safety recall customer contact & vehicle disclosure form.

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: October 18, 2017

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

Subject: Safety Recall H0V (H1V) – **Interim Notice**
Certain 2005 – 2007 and Certain 2009 – 2010 Model Year Sienna Vehicles
Shift Lock Solenoid Assembly

On October 18, 2017, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2005 – 2007 and certain 2009 – 2010 model year Sienna vehicles.

Condition

In the involved vehicles, grease inside the shift lever assembly could transfer to other internal components, causing them to function improperly. This could allow the shift lever to be moved out of the “Park” position without depressing the brake pedal. If this occurs when the parking brake is not engaged, it could lead to a vehicle rollaway and increase the risk of a crash.

Remedy

Toyota is currently preparing the remedy for this condition. When the remedy is available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the shift lock solenoid assembly replaced, the grease removed, and the appropriate amount of grease reapplied at **NO CHARGE**.

Covered Vehicles

There are approximately 310,500 vehicles covered by this Safety Recall. Approximately 2,000 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Sienna	Certain 2005 – 2007	Early August 2005 – Early March 2007
	Certain 2009 - 2010	Mid December 2008 – Early January 2010

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-December

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.

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Pre-Owned-Safety Recall 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 H0V/H1V" and include the VIN.

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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the remedy owner letter.

Media Contacts

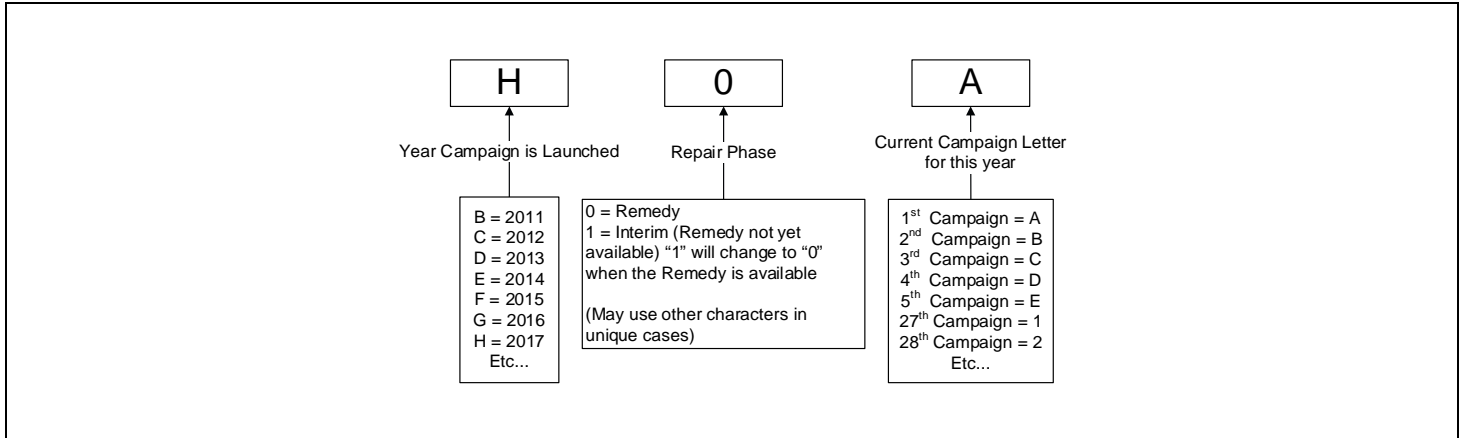
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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 H0V (H1V) – *Interim Notice*
Certain 2005 – 2007 and Certain 2009 – 2010 Model Year Sienna Vehicles
Shift Lock Solenoid Assembly

Frequently Asked Questions
Original Publication Date: October 18, 2017

Q1: *What is the condition?*

A1: In the involved vehicles, grease inside the shift lever assembly could transfer to other internal components, causing them to function improperly. This could allow the shift lever to be moved out of the “Park” position without depressing the brake pedal. If this occurs when the parking brake is not engaged, it could lead to a vehicle rollaway and increase the risk of a crash.

Q1a: *What is the shift interlock system?*

A1a: The shift interlock system contains a shift lock solenoid that is mated with a slider and stopper to prevent the shift lever from being shifted from the “P” position, unless the ignition switch is “ON” and the brake pedal is depressed.

Q1b: *What is the cause of the condition?*

A1b: This condition is due to the improper application of grease on the shift lever assembly, and the deterioration of this grease over time.

Q2: *Are there any warnings or indicators of this condition?*

A2: If you can shift your vehicle from the “P” position **without** application of the brake pedal, please contact your local authorized Toyota dealer for diagnosis and repair.

Q3: *Is there anything I can do to prevent this condition from occurring?*

A3: Yes, until the remedy is available, we recommend that you to take the following steps: (1) When parking the vehicle, always apply the parking brake. (2) After starting the engine, always step on the brake pedal before shifting from the “P” position. (3) Do not attempt to force the shift lever out of the “P” position. (4) Be careful not to damage the shift lever if you are moving between the front driver and passenger seats. (5) Do not leave children unattended in the vehicle where they could gain access to the shift lever.

Q3a: *What if I experience the condition before the remedy is available?*

A3a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **NO CHARGE** to you.

Q3b: *Can my vehicle be driven if I experience the condition?*

A3b Yes, the vehicle can still be driven with the condition present; however, if you experience this condition you should contact your local Toyota dealer for immediate diagnosis and repair.

Q4: Did Toyota have a previous recall involving a similar condition?

A4: In September 2013, we conducted a safety recall involving certain Sienna vehicles (produced from January 2003 to August 2005 and from February 2007 to December 2008) due to the insufficient performance of the shift interlock system as a result of the variation in its size and shape of certain components during production. In this recall, the defect results from an improper application of the grease to the shift lever assembly and the deterioration of this grease over time. Therefore, the cause is different.

Q4a: Why are the vehicles involved in the previous Safety Recall not involved in this Safety Recall?

A4a: Toyota has confirmed that the condition will not occur in the vehicles involved in the previous recall because the remedy in the previous Safety Recall included a clean-up of the grease in the shift lever assembly and an application of the appropriate amount of grease.

Q5: What is Toyota going to do?

A5: Toyota is currently preparing the remedy for this condition. When the remedy is available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the shift lock solenoid assembly replaced, the grease removed, and the appropriate amount of grease reapplied at **NO CHARGE**.

Q6: Which and how many vehicles are covered by this Safety Recall?

A6: There are approximately 310,500 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Sienna	Certain 2005 – 2007	Early August 2005 – Early March 2007
	Certain 2009 - 2010	Mid December 2008 – Early January 2010

Q6a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A6a: No, there are no other Lexus/Toyota/Scion vehicles covered by the specific condition of this Safety Recall.

Q7: What if I previously paid for repairs related to this Safety Recall?

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q8: How does Toyota obtain my mailing information?

A8: 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.

Q9: What if I have additional questions or concerns?

A9: 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.



Published October 20, 2017

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PRE-OWNED – SAFETY RECALL CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

Pre-Owned Vehicles **ONLY** (Not Applicable for TCUV units)

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for Safety Recall and other campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____