

Original Publication Date: December 13, 2017

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

Subject: Safety Recall H0V – **Remedy 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 will send an owner notification by first class mail starting in mid-December, 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**

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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form H0V" 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 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.

**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:

- Certified Technician (Any specialty)
- Expert Technician (Any specialty)
- 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**

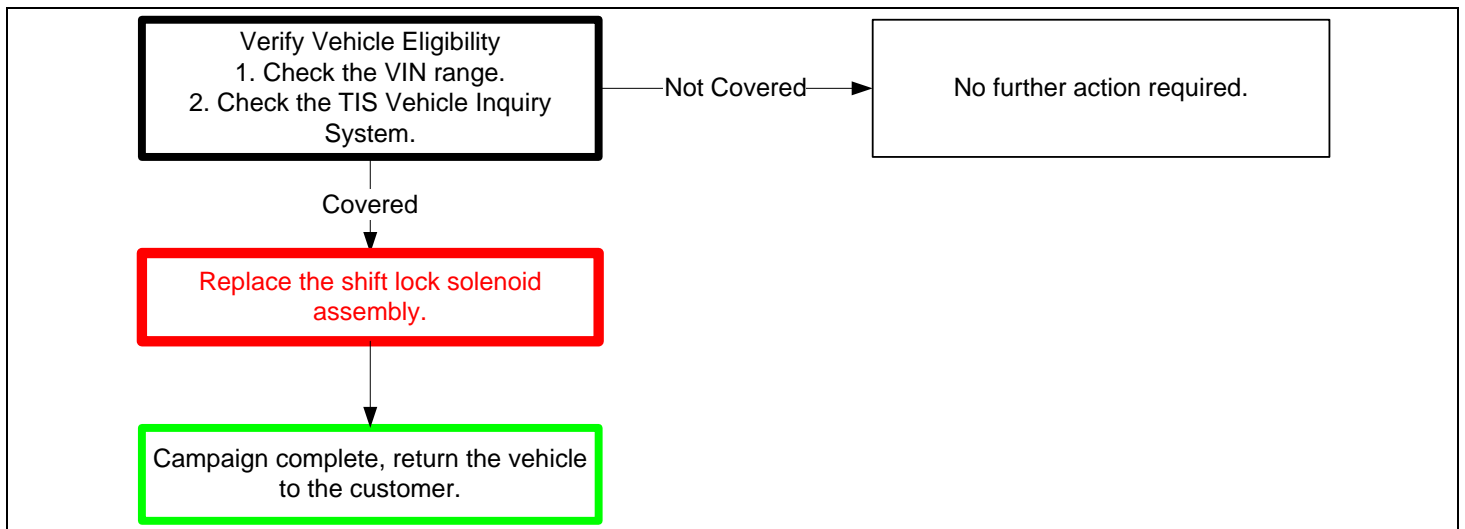
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most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

Part Number	Part Description	Quantity
04003-48145	Solenoid Assembly kit	1
The kit above includes the following parts		
	Push Nut	2
	Shift Lock Solenoid Assembly	1
Part Number	Part Description	Quantity
04003-55145	Grease Kit	1
The kit above includes the following parts		
N/A	Grease Packet	10

**The grease kit includes 10 grease packets, each vehicle only requires one packet.**

**Warranty Reimbursement Procedure**



Opcode	Description	Flat Rate Hours
GGG86A	Replace the shift lock solenoid assembly	1.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Grease Kits (P/N 04003-55145) can be claimed as sublet type "OF" under OP Code GGG86A at a rate of \$1.80 per 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.

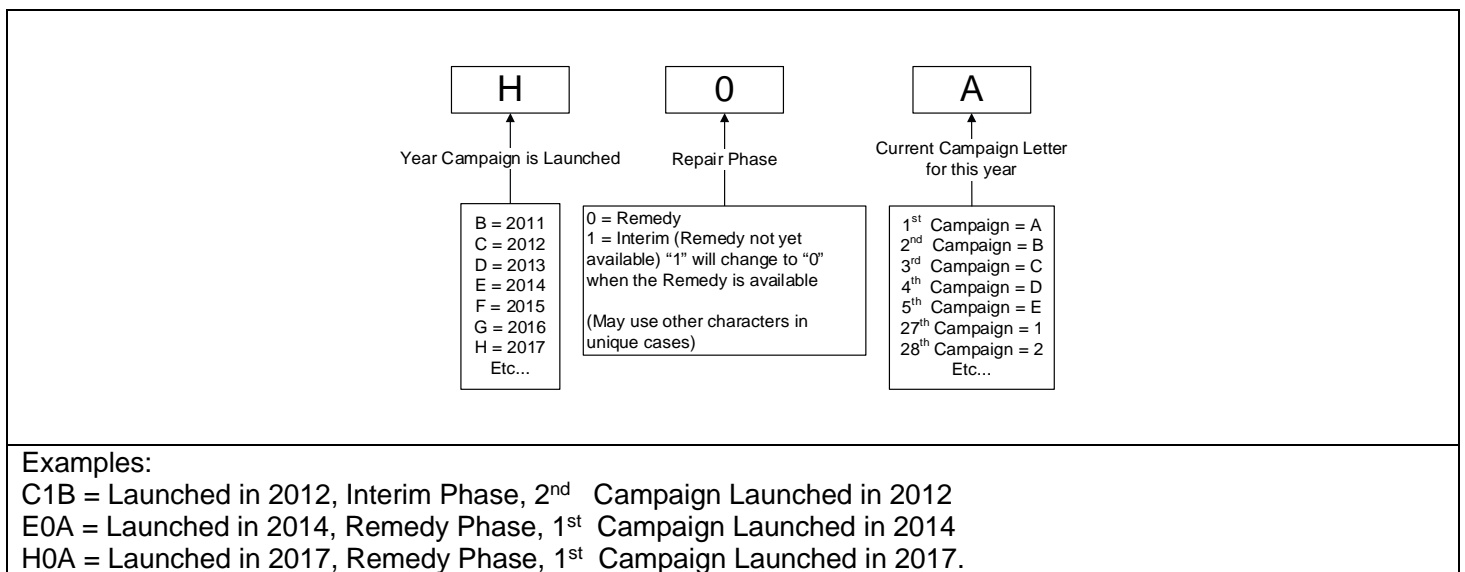
**Media Contacts**

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 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 – **Remedy Notice**

Certain 2005 – 2007 and Certain 2009 – 2010 Model Year Sienna Vehicles  
Shift Lock Solenoid Assembly

**Frequently Asked Questions**

**Original Publication Date: December 13, 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, your vehicle is experiencing this condition. All owners of vehicles covered by this recall should contact his/her 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 performed on your vehicle, 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: Can my vehicle be driven if I experience the condition?**

A3a: Yes, the vehicle can still be driven with the condition present. However, if you experience this condition, 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. All owners of vehicles covered by this recall should contact his/her local authorized Toyota dealer for 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 will send an owner notification by first class mail starting in mid-December, 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: How long will the repair take?**

A7: The repair takes approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q8: What if I previously paid for repairs related to this Safety Recall?**

A8: Reimbursement consideration instructions will be provided in the owner letter.

**Q9: How does Toyota obtain my mailing information?**

A9: 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.

**Q10: What if I have additional questions or concerns?**

A10: 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 2005 – 2007 and Certain 2009 – 2010 Model Year Sienna Vehicles  
Shift Lock Solenoid Assembly

**IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: [VIN]  
NHTSA Recall No. 17V-657

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

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 2005 – 2007 and certain 2009 – 2010 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, 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.

**What will Toyota do?**

Any authorized Toyota dealer will replace the shift lock solenoid assembly, and remove and reapply the appropriate amount of grease at **NO CHARGE**.

**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.**

Until the remedy is performed, 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.

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

**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 [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). 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.

SAMPLE





Published December 13, 2017

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

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is 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](http://www.toyota.com/recall) or [www.safercar.gov](http://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 campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://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 _____