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

SAFETY RECALL GOP/GOR/H0A *(Remedy Notice)*

****Parts Status UPDATE****

Certain 2010 – 2016 Model Year 4Runner
Certain 2011 – 2014 Model Year Sienna

Some dealers may be experiencing delays in receiving part numbers 04007-58135 and 62217-06010 used in the remedy of 4Runner and Sienna vehicles involved in the Takata recalls. Toyota is working diligently to increase supply for 4Runner and Sienna and distribute them to each PDC or Private Distributor according to demand from customers. We will keep you updated regularly as the supply of parts changes.

In the meantime, Toyota makes the following recommendations for customer handling:

1. Please apologize to our customers on behalf of Toyota and assure them that we are working diligently to increase supply of parts to minimize inconvenience to them.
2. Please order parts for customers who request the remedy and keep track of those customers, so they can be called back when the parts arrive. For dealers outside of GST/SET, the CPOR system has been in use since early March for 4Runner parts and allows you to track customer orders by VIN and Order Reference Number.
3. This issue only affects 4Runner and Sienna at this time. Parts supplies are healthy for other models. Please educate your staff on the overall parts supply situation, and please continue to make appointments and remedy vehicles for the other models involved in the Takata recalls.
4. If a customer is uncomfortable driving his/her vehicle until it can be remedied, loaner vehicle reimbursement is available. Please refer to the dealer letter on TIS for more details.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.