

**CSC-10056062-9781**

**Certain 2011 - 2014 Model Year Toyota Sienna  
Vehicles**

**Pre-Collision System Driving Support ECU  
LIMITED SERVICE CAMPAIGN**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

**What is the condition?**

The Pre-Collision System (PCS) uses a radar sensor to detect vehicles or other obstacles on or near the road ahead and determines whether a collision is imminent based on various factors. It then automatically engages other systems, such as the brakes and seat belts, to help lessen impact and injury to occupants as well as vehicle damage. FCC regulations require the radar sensor to be temporarily inactive while the vehicle is stopped. Due to a program error in the Driving Support ECU, if the radar sensor is inactive for 10 seconds or more, the PCS may not re-activate Pre-Collision Braking.

*(Please see the FAQ included with this owner letter for additional details)*

**What is included in the Limited Service Campaign?**

Any authorized Toyota dealership will replace the Driving Support ECU at **NO CHARGE** to you.

***This Limited Service Campaign will be available until June 30, 2017, and will only be available at an authorized Toyota Dealer.***

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

**How do you take advantage of this Limited Service Campaign?**

Please contact an authorized Toyota dealer and make an appointment to have this remedy performed before **June 30, 2017**.

Replacement of the Driving Support ECU will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

*If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.*

**What if you have other questions?**

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you would like to update your vehicle ownership or contact information, please go to [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.

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, USA, INC.

SAMPLE



**Limited Service Campaign (LSC) – EON  
Certain 2011–2014 Model Year Sienna Vehicles  
Pre-Collision System (PCS) Driving Support ECU – FAQ**

**Frequently Asked Questions**

Published Early June 2014

**Q1: What is the condition?**

A1: The Pre-Collision System (PCS) uses a radar sensor to determine the possibility of a frontal collision. FCC regulations require the radar sensor to be temporarily inactive while the vehicle is stopped. Due to a program error in the Driving Support ECU, if the radar sensor is inactive for 10 seconds or more, the PCS may not re-activate Pre-Collision Braking on certain 2011-2014 Model Year Sienna vehicles equipped with PCS.

**Q1a: How does the Pre-Collision System work?**

A1a: The PCS uses a radar sensor to detect vehicles or other obstacles on or near the road ahead and determines whether a collision is imminent based on various factors. It then automatically engages other systems, such as the brakes and seat belts, to help lessen impact and injury to occupants as well as vehicle damage.

*(Please refer to the vehicle's Owner's Manual for more information about the Pre-Collision System)*

**Q1b: What is purpose of Pre-Collision Braking?**

A1b: Pre-Collision Braking helps reduce the vehicle's speed when the PCS determines a collision is unavoidable.

Note: This system by itself is not capable of automatically avoiding a collision or bringing the vehicle to a stop safely. Therefore, it is absolutely necessary for the driver to remain vigilant and determine whether or not there is a possibility of collision in any given situation.

**Q1c: Can the Pre-Collision Braking be manually turned ON or OFF?**

A1c: Yes. Vehicles equipped with Pre-Collision System can manually turn the Pre-Collision Braking ON or OFF using the "PRE-CRASH" button. The "PCS" warning light flashes when Pre-Collision Braking is disabled.

*(Please refer to the vehicle's Owner's Manual for more information about the Pre-Collision Braking)*

**Q2: What is the cause of this condition?**

A2: A program error in the Driving Support ECU used by the PCS.

**Q3: What is Toyota going to do?**

A3: Owners of vehicles covered by this Limited Service Campaign will receive an owner notification letter by first class mail starting in early June 2014. Any authorized Toyota dealership will replace the Driving Support ECU at **NO CHARGE** to you.

**Q3a: How does Toyota obtain my mailing information?**

A3a: 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.

**Q3b: Do I need my owner letter to have the remedy performed?**

A3b: No, you do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

**Q4: Are there any symptoms that this condition exists?**

A4: No. For this condition, the Master Warning Light and/or PCS Warning Light will **NOT** illuminate.

**Q5: Which and how many vehicles are covered by this Limited Service Campaign?**

A5: There are approximately 3,800 Toyota Sienna vehicles equipped with Pre-Collision System covered by this Limited Service Campaign in the USA.

Model	Model Year	Production Range	Appx. UIO
Sienna	2011 – 2014	Early January 2010 through mid-March 2014	3,800

**Q5a: Are there any other vehicles covered by this Limited Service Campaign?**

A5a: No. This specific condition only affects certain 2011-2014 Model Year Sienna vehicles equipped with Pre-Collision System.

**Q6: How long will the repair take?**

A6: Replacement of the Driving Support ECU will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: When will this Limited Service Campaign expire?**

A7: This Limited Service Campaign will be available until **June 30, 2017**.

**Q8: What if an owner has additional questions?**

A8: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.