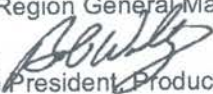


TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX  
Number: TC14-014  
Date: 06/04/2014  
 Action  
 Retain  
 Information

To: All Toyota Region General Managers/Vice Presidents  
From: Bob Waltz,   
Group Vice President, Product Quality and Service Support  
Subject: Limited Service Campaign (LSC) E0N  
Certain 2011 – 2014 Model Year Sienna Vehicles  
Pre-Collision System (PCS) Driving Support ECU

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2011 – 2014 Model Year Sienna vehicles. This LSC will cover approximately 3,800 vehicles.

**Background**

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 reactivate Pre-Collision Braking on certain 2011-2014 Model Year Sienna vehicles equipped with PCS.

**Limited Service Campaign (LSC) Remedy**

Authorized Toyota dealerships are requested to replace the Driving Support ECU at NO CHARGE to the vehicle's owner.

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

**1. Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in early June, 2014.

**2. Owner Notification Mailing Date**

The owner notification will commence in early June, 2014, approximately one week after the Dealer Letter.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

**3. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction Toyota requests that dealers conduct this LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

**4. Number and Identification of Covered Vehicles**

There are approximately 3,800 Sienna vehicles covered under this LSC.

**5. Parts Ordering Process (Dealer Ordering Solutions)**

Orders can be placed through the dealership's facing PDC. The Driving Support ECU Kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria. Each dealer has received specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders.

Additional Part Ordering information can be found in the dealer communication.

**6. Region/District Summary Reports**

We have enclosed the following LSC E0N Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this LSC.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this LSC.

The attached Dealer Notification Letter contains additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

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

Subject: Limited Service Campaign (LSC) E0N  
Certain 2011 – 2014 Model Year Toyota Sienna Vehicles  
Pre-Collision System (PCS) Driving Support ECU

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2011 – 2014 Model Year Sienna vehicles. This LSC will cover approximately 3,800 vehicles.

### **Background**

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 on certain 2011-2014 Model Year Sienna vehicles equipped with PCS.

### **Limited Service Campaign (LSC) Remedy**

Authorized Toyota dealerships are requested to replace the Driving Support ECU at NO CHARGE to the vehicle's owner.

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

#### **1. Owner Notification Mailing Date**

The owner notification will commence in early June, 2014, approximately 1 week after the dealer notification.

*Toyota tries hard 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 LSC 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.

#### **2. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction Toyota requests that dealers conduct the LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

#### **3. Number and Identification of Covered Vehicles**

There are approximately 3,800 (2011 – 2014 MY) Sienna vehicles covered by this LSC.

WMI	MY	VDS	START	FINISH
5TD	2011	YK3DC	S001321	S176123
	2012		S174186	S279630
	2013		S279142	S405366
	2014		S403277	S470788

(Covered Vehicles Continued . . .)

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS. **Not all vehicles in the VIN range are covered** by this LSC.

**4. Dealer Summary Reports**

Summary Reports, containing the following will be enclosed in the dealer packet:

- The number of covered vehicles in your dealership's primary marketing area. (Please verify eligibility by confirming through TIS prior to performing repairs.)
- A suggested initial parts ordering quantity.

**5. Parts Ordering**

**Dealer Ordering Solutions:**

Orders can be placed through the dealership's facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria

**All covered vehicles will require the replacement of the Driving Support Computer.**

Part Number	Part Description	Quantity
04004-03145	Computer Kit, Driving Support	1

Each dealership will receive specific dealer ordering criteria in an email from TMS Special Activities group based on Repair Order Volume \* PDC Affected UIO. Dealers ordering criteria will also be available through the Customer Support Leader at their facing PDC. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

<div style="text-align: center;"> <h1 style="color: red; margin: 0;">TOYOTA</h1> <h2 style="margin: 0;">Parts Allocation Report</h2> <p style="font-size: small; margin: 5px 0;">99999 SAMPLE TOYOTA of NOWHERE</p> <p style="font-size: x-small; margin: 0;">The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.</p> <p style="font-size: x-small; margin: 0;">Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p style="font-size: x-small; margin: 0;">If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #cccccc;"> <th style="font-size: x-small;">Part Number</th> <th style="font-size: x-small;">Total Allocation Quantity</th> <th style="font-size: x-small;">Allocation Quantity</th> <th style="font-size: x-small;">Allocation Frequency</th> <th style="font-size: x-small;">Total Allocation Shipped</th> <th style="font-size: x-small;">Total Allocation Remaining</th> <th style="font-size: x-small;">Effective Date</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> </div>	Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date																						<p style="text-align: center; color: red; font-weight: bold; margin: 0;">IMPORTANT PARTS ORDERING UPDATE</p> <p style="font-size: small; margin: 5px 0;"><i>All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) 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 additional details.</i></p>
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date																							

**6. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair must also meet at least one of the certification levels listed below:

- **Toyota Certified in Electrical**

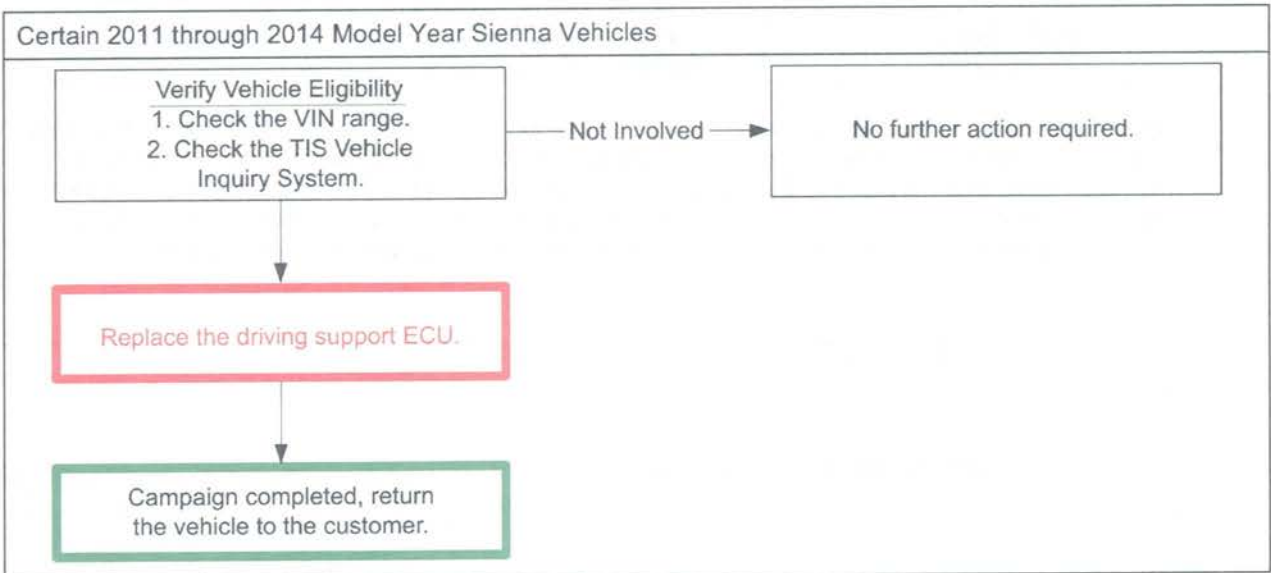
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this LSC repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**7. Remedy Procedures**

Please refer to TIS for Technical Instructions.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

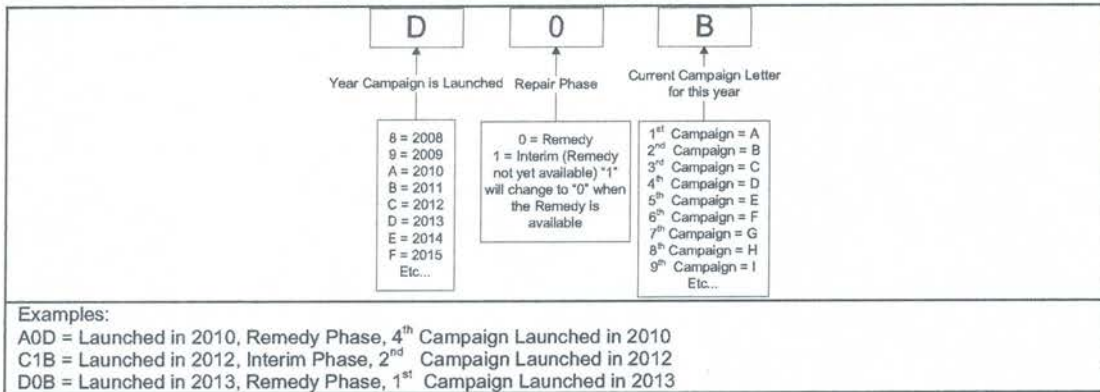
**8. Warranty Reimbursement Procedure**



LSC	Op. Code	Description	Flat Rate
E0N	AGG38A	Replace Driving Support ECU	0.5 hr/veh

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

**9. Campaign Designation Decoder**



**10. 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.

**11. 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**12. Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or LSC remedy. 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).

*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 Limited Service Campaign.*

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

# 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?**

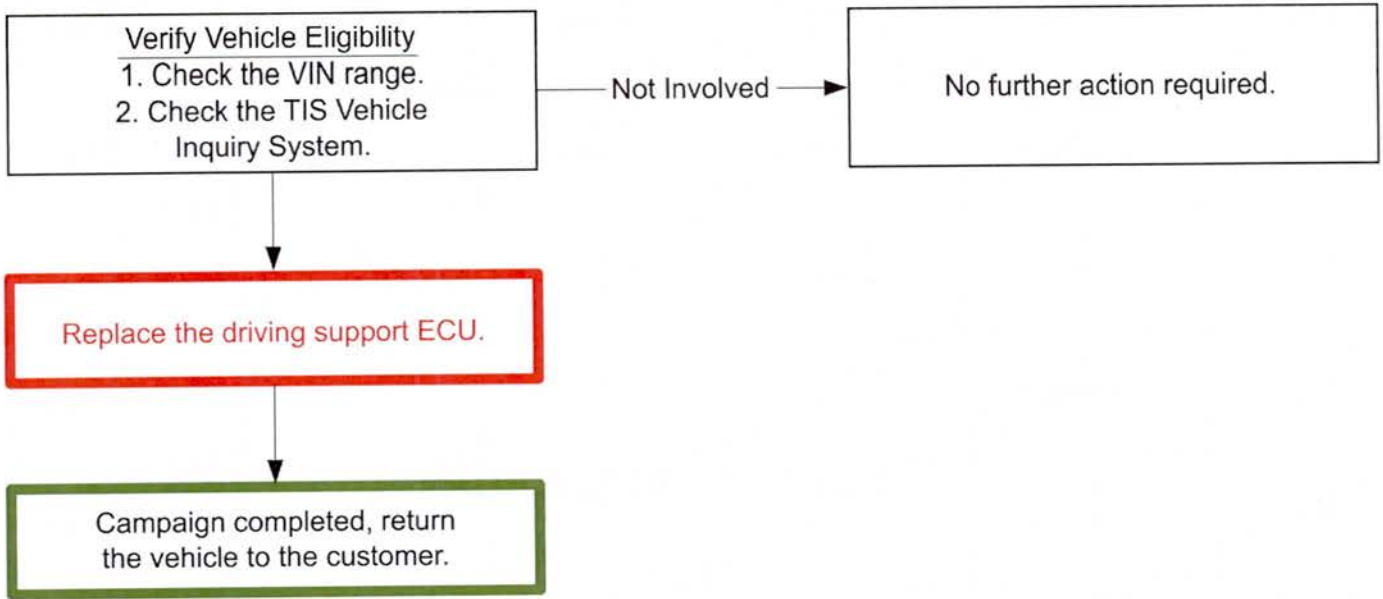
A8: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**LIMITED SERVICE CAMPAIGN E0N**  
**DRIVING SUPPORT ECU**  
**CERTAIN**  
**2011 - 2014 MODEL YEAR SIENNA**

All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- Toyota Certified (Electrical)
- Toyota Expert (Electrical)
- Master
- Master Diagnostic Technicians

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF COVERED VEHICLES

### A. COVERED VIN RANGE

WMI	Year	VDS Range	
		VDS	Range
5TD	2011	YK3DC	BS001321 - BS176123
	2012		CS174186 - CS279630
	2013		DS279142 - DS405366
	2014		ES403277 - ES470788

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not covered or were completed by another dealer.

## III. PREPARATION

### A. PARTS

Part Number	Part Description	Quantity
04004-03145	Driving Support ECU	1

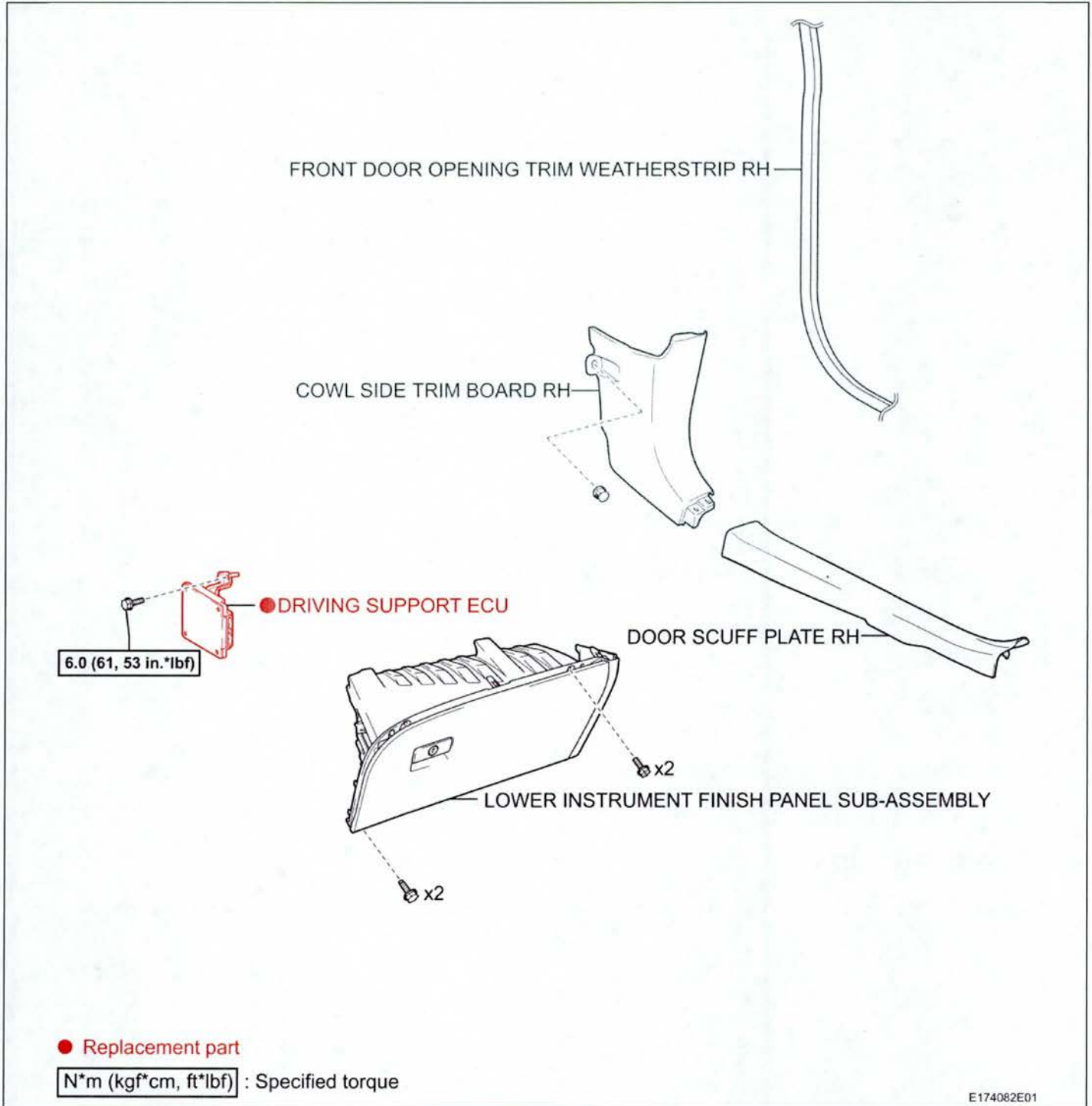
### B. TOOLS, SUPPLIES & EQUIPMENT

- Standard Hand Tools
- Torque wrench

#### IV. BACKGROUND

The Pre-Collision System (PCS) uses a radar sensor to determine the possibility of a frontal collision. 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 activate Pre-Collision Braking on certain 2011-2014 Model Year Sienna vehicles equipped with PCS.

#### V. COMPONENTS



## VI. WORK PROCEDURE

1. RECORD AUDIO, CLIMATE CONTROL, AND SEAT SETTINGS
2. DISCONNECT THE NEGATIVE BATTERY CABLE
3. REMOVE THE DRIVING SUPPORT ECU


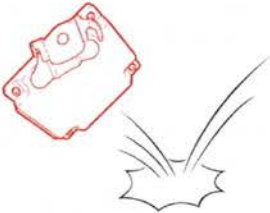
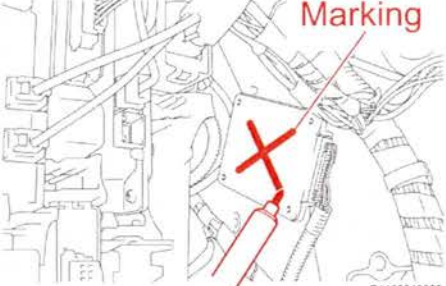
Refer to the Technical Information System (TIS), applicable model year Sienna Repair Manual:

[2011 MY](#)

[2012 MY](#)

[2013MY](#)

[2014 MY](#)

 <ul style="list-style-type: none"><li>• <b>DO NOT</b> install the driving support ECU if it has been dropped, damaged or impacted in any way.</li><li>• Before removing the driving support ECU, clearly mark it as NG to make sure it is not reused by mistake.</li></ul>	
<p><b>DO NOT drop</b></p>  <p>R1402040001</p>	<p><b>Marking</b></p>  <p>R1402040002</p>

### 4. INSTALL THE NEW DRIVE SUPPORT ECU

Refer to the Technical Information System (TIS), applicable model year Sienna Repair Manual:

[2011 MY](#)

[2012 MY](#)

[2013MY](#)

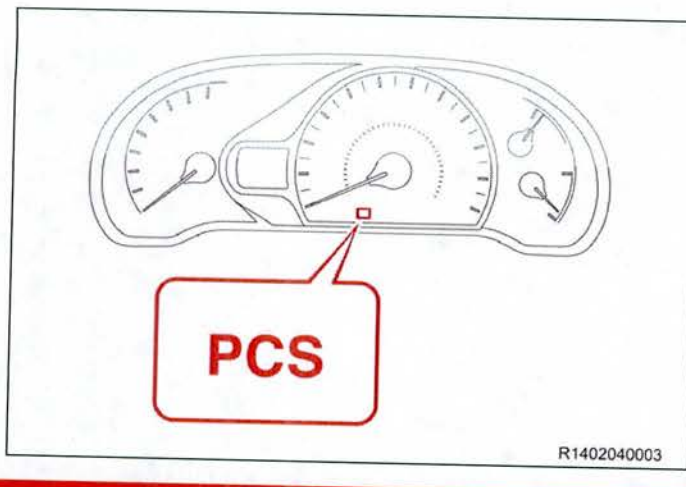
[2014 MY](#)

### 5. RECONNECT THE CABLE TO NEGATIVE BATTERY TERMINAL

Torque: 48in. lbf (5.4N·m)

### 6. PERFORM SYSTEM INITIALIZATION

- a) Reinitialize any of the following systems as needed (i.e. audio, power seat, power window, moon roof, etc)



**7. INSPECT PCS WARNING INDICATOR LIGHT**

- a) If after replacement of the Drive Support ECU, the PCS indicator is illuminated, refer to TIS using the applicable repair manual.

R1402040003

**◀ VERIFY REPAIR QUALITY ▶**

**– If you have any questions regarding this recall, please contact your regional representative**

**VII. APPENDIX**

**A. CAMPAIGN DESIGNATION DECODER**

