

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

Subject: Safety Recall E0S (E1S) **Interim Notification**
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable
REVISED REMEDY UNDER DEVELOPMENT

The original remedy for Safety Recall A9E launched in Mid-April, 2010, included certain 2004 to 2010 Model Year Sienna 2WD vehicles equipped with a spare tire. This Safety Recall was conducted to address excessive corrosion of the spare tire carrier assembly cable. **Toyota will be notifying all owners of 2004 through certain 2010 model year Sienna (2WD) vehicles covered by Safety Recall A9E to return to the dealership to inspect the spare tire carrier cable and, if necessary, temporary relocation of the spare tire. Additionally, Toyota will also notify owners of certain 2011 model year Sienna (2WD) who were not included in Safety Recall A9E. Once Toyota produces sufficient parts, owners will receive a second notification to have the remedy performed. Model Year 1998-2003 Sienna models originally included in recall A9E have the spare tire carrier in a different location and are not included in this new action.**

The purpose of this communication is to inform you that Toyota will be mailing an interim notice to owners of vehicles covered by this Safety Recall.

Condition

On certain 2004 through 2011 model year Sienna 2WD vehicles (equipped with a spare tire) currently registered in or originally sold in cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable.

1. Interim Owner Notification

As communicated in the Preliminary Notification in May, 2014, Toyota is currently preparing the remedy for this Safety Recall. In the meantime, we are communicating the **interim** actions:

- Toyota will mail an **interim** owner notification in mid-July, 2014.
- The **interim** owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available, (3) they should visit any authorized Toyota dealer to inspect the spare tire carrier cable and, if necessary, have the spare tire temporarily relocated at **no charge***, and (4) following the interim service, a roadside assistance account will be activated for their vehicle.

****Please note that the Interim Procedure does not complete this Safety Recall. Customers will still need to return to the dealership to have the remedy completed once it becomes available.***

Toyota tries very hard to obtain current customer name and address information 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 interim owner letter to the customer who purchased the vehicle.

2. Interim Customer Handling and Interim Procedure

Dealerships are requested to assist the customer by setting up an appointment to perform the **interim procedure**. Please note the interim procedure does not satisfy the remedy requirement.

3. Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. Please perform the interim procedure, disclose to the customer that the vehicle is subject to a Safety Recall, and advise that Toyota will send them a notification when the remedy is available.

4. Timing of Safety Recall (Remedy) Notification

Once the remedy is available, Toyota will send (consistent with parts availability and dealership capacity) a second owner notification by first class mail, advising the vehicle owner to make an appointment with his/her authorized Toyota dealer to have the remedy performed at **no charge**.

5. Number and Identification of Covered Vehicles

There are approximately 419,000 Sienna (2WD) vehicles (2004 through 2011 Model Year) covered by this Safety Recall in the US.

MODEL	WMI	MY	VDS	START	FINISH
SIENNA (2WD)	5TD	2004	ZA22C	S000020	S221149
			ZA23C	S000044	S221167
		2005	ZA22C	S221182	S387524
			ZA23C	S217837	S387527
		2006	ZA22C	S381751	S587358
			ZA23C	S385236	S587362
		2007	ZK22C	S000041	S099325
			ZK23C	S000022	S099337
		2008	ZK22C	S099344	S225319
			ZK23C	S095940	S225324
		2009	ZK22C	S225328	S289041
			ZK23C	S225327	S289398
		2010	KK4CC	S289087	S343709
			YK4CC	S289091	S343704
		2011	KA3DC	S001016	S006090
			KK3DC	S001254	S103832
			XK3DC	S029041	S103682
			YK3DC	S001255	S103835
ZK3DC	S001251		S103818		

Vehicles currently registered in or originally sold in the District of Columbia and the following states, where specific cold climate conditions and high road salt use exists, are covered by this Safety Recall:

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

A separate Special Service Campaign (SSC) will be launched for the vehicles in the remaining 30 states and U.S. Territories.

Please note that only owners of the covered vehicles will receive the Interim Notification. If a dealer is contacted by an owner who has not yet received the notification, but would like the Interim Procedure performed, Dealers can **verify coverage by confirming through Dealer Daily/TIS**.

6. Interim Procedures

*The interim procedure is to be performed for all customers. Please note the interim procedure **does not** satisfy the remedy requirement and customers will need to return to have the remedy performed.*

For **Interim** procedure, please refer to the Technical Instructions found on TIS.

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

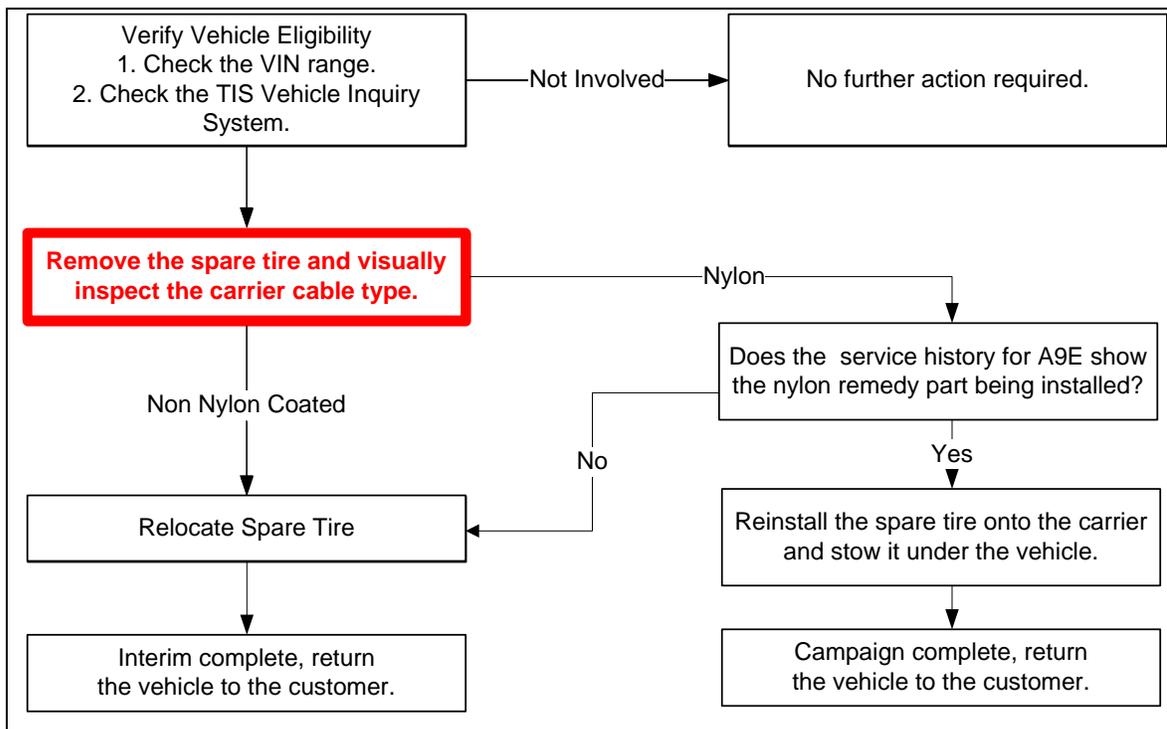
7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in this interim procedure are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this interim procedure are required to currently hold at least one of the following certification levels:

- **Toyota Certified (any classification)**
- **Toyota Expert (any classifications)**
- **Master**
- **Master Diagnostic Technicians**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform interim procedure. 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.

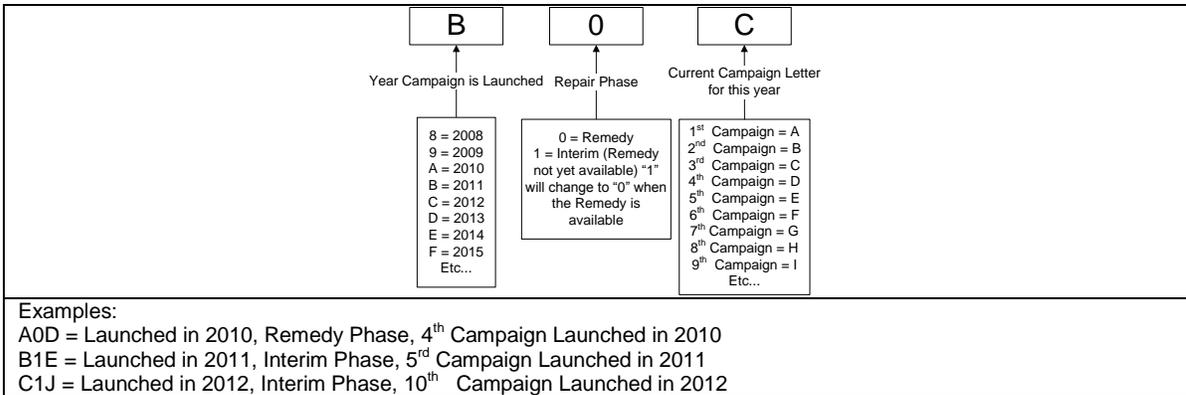
8. Interim Warranty Reimbursement Procedure



Safety Recall	Model	Op. Code	Description	Flat Rate Hour
E1S	Sienna (2WD)	AGG64C	Inspect the Spare Tire Carrier Cable	0.3 hr/vehicle
E1S	Sienna (2WD)	AGG64A	Relocate and secure the spare tire within the cargo area	0.4 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **Spare Tire Temporary Relocation:** For Op. Code AGG64A, a maximum of \$30 per vehicle may be claimed for supplies used to relocate the spare tire into the cargo area (i.e. tie down straps, tire bag, etc). Sublet type **ZZ**.

Campaign Designation Decoder



9. Customer Handling

Please consider this Safety Recall a great opportunity to assure customers that their safety remains a priority for Toyota. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions they may have. A Q&A is provided to assure a consistent message is communicated.

To allay customer concerns about the spare tire being temporarily relocated, Toyota will offer Roadside Assistance for up to 12 months to all customers who have the interim procedure performed. Please refer to the attached FAQ regarding the Roadside Assistance Program.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

10. What if a customer does not want interim procedure performed?

Although Toyota is making every effort to prepare the remedy for all vehicles covered by Safety Recall (E0S) E1S, in rare cases, customers may decline the interim procedure. In these cases, we request you work with the customer following these steps:

1. Determine why the customer has declined the Safety Recall (E0S) E1S interim procedure. Utilize the Safety Recall (E0S) E1S interim Q&A to educate the customer on the interim procedure as necessary.
2. Remind the customer (as stated in the Q&A) that the interim procedure is only a temporary solution until the remedy is available.
3. If the customer continues to decline, the following verbiage should be written in the Repair Order and signed by the customer:

To Be Signed by Customers Who Decline to Have the Safety Recall (E0S) E1S Interim Procedure Performed:

The owner of a [MODEL YEAR, MAKE, MODEL], VIN _____, which is covered by Safety Recall (E0S) E1S, has declined to have the interim procedure performed. The customer has been advised that the interim procedure is only a temporary solution until the remedy is available. The customer understands and accepts this and agrees to not hold [DEALER], Toyota Motor Sales, or any other Toyota company responsible in the event that the spare tire separates from the vehicle.

The customer also understands and accepts that it will be his or her responsibility to advise and inform any other potential driver or future owner of this vehicle that the interim procedure has not been performed as part of this recall.

Customer's Name (Printed): _____

Customer's Signature: _____

Date: _____

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

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached 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.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing. Toyota will be publishing future Safety Recall FAQs on the Toyota.com website to assist customers.

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.

TOYOTA SIENNA SPARE TIRE CARRIER ROADSIDE ASSISTANCE FREQUENTLY ASKED QUESTIONS

WHICH SIENNA VEHICLES WILL INCLUDE ROADSIDE ASSISTANCE?

All vehicles covered under Safety Recall E1S that have the Interim procedure performed are eligible. Roadside Assistance will be available until July 31, 2015.

WHAT ROADSIDE ASSISTANCE SERVICES ARE INCLUDED?

Roadside assistance services will include:

- Flat Tire Assistance: A service provider will come to vehicle location and replace the flat tire with the vehicle's inflated spare tire if available.
- Towing: If inflated spare tire is unavailable, a service provider will tow the vehicle to the closest Toyota dealer.

HOW DO CUSTOMERS CONTACT ROADSIDE ASSISTANCE?

Customers can receive service 24 hours a day, 365 days a year, from anywhere in the United States by calling 877-957-9847.

WHAT HAPPENS IF A VEHICLE REQUIRES A TOW AT NIGHT OR WEEKEND WHEN THE CLOSEST DEALER IS CLOSED?

If there is a safe and secure night drop area the vehicle will be left at the dealership. If that does not exist, the vehicle will be towed to a service provider's storage lot and then towed to the dealership when they re-open.

IF A VEHICLE NEEDS TO BE TOWED, IS THERE ANY CUSTOMER TRANSPORTATION AVAILABLE?

While agents are dispatching tow service for the vehicle, they are trained to assess what other services they can arrange to ease the inconvenience of a breakdown. Should the customer be in need of transportation, depending on number of vehicle occupants, options will include accompanying driver to dealer or arranging for a taxi or a rental vehicle. The agent will arrange any transportation choice of the customer and clearly explain that it will be at their expense with possible reimbursement consideration.

AT A CUSTOMER REQUEST, CAN THE VEHICLE BE TOWED TO A LOCATION OTHER THAN A TOYOTA DEALER?

The program is designed provide towing of the covered vehicle to a closest Toyota dealer to coordinate the tire repair/replacement as well as tire carrier replacement. Should a customer insist on towing to a location other than the closest dealer, it will be arranged at the customer's expense.

CAN A CUSTOMER ARRANGE THEIR OWN ROADSIDE ASSISTANCE AND SEEK REIMBURSEMENT?

Yes, we encourage all customers and/ or dealers on behalf of customers to arrange service by calling the program phone number, however should a customer arrange their own service they are eligible for reimbursement up to a \$100 limit. Claims for reimbursement should be sent to:

Toyota Roadside Assistance Program
P.O Box 9145
Medford, MA 02155



Safety Recall E0S (E1S) - **Interim Notice**
2004 through Certain 2011 Model Year Toyota Sienna (2WD) Vehicles
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable
REVISED REMEDY UNDER DEVELOPMENT - FAQ

Customer Frequently Asked Questions

Published Mid-July 2014

Background

The original remedy for Safety Recall A9E launched in Mid-April, 2010, included certain 2004 to 2010 Model Year Sienna 2WD vehicles equipped with a spare tire. This Safety Recall was conducted to address excessive corrosion of the spare tire carrier assembly cable. **Toyota will be re-notifying all owners of 2004 through certain 2010 model year Sienna (2WD) vehicles covered by Safety Recall A9E to return to the dealership for an improved remedy procedure. Additionally, Toyota will also notify owners of certain 2011 Model Year Sienna (2WD) vehicles not included in Safety Recall A9E that their spare tire carrier requires replacement. 1998 through 2003 Model Year Sienna (2WD) vehicles also included in recall A9E have the spare tire carrier in a different location and are not included in this new action.**

Q1: Why is Toyota conducting a supplemental recall for A9E?

A1: Toyota has received reports indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Due to the variation in the placement of the light-weight, foam water splash protector which is installed in front of the spare tire carrier or loss of the protector during normal usage, water splashed rearward with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly cable. In limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash. Based upon this information, Toyota has revised the inspection and remedy procedures. To ensure all vehicles receive the proper remedy, Toyota is requesting **all owners** of affected vehicles in Severe Cold Climate States to return to the dealership.

Q1a: What is the revised remedy procedure?

A1a: Toyota dealers will be requested to replace the entire Spare Tire Carrier with an improved one. This replacement will be performed at **NO CHARGE** to the customer.

We sincerely apologize for any inconvenience this may cause you.

Q2 What is the condition?

A2: On certain 2004 through 2011 model year Sienna 2WD vehicles (equipped with a spare tire) currently registered in or originally sold in cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable.

Q3: Which are the Severe Cold Climate States with high road salt usage?

A3: Vehicles originally sold in or currently registered in the following states and the District of Columbia are covered:

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Q3a: Why are some states contiguous to the Severe Cold Climate States not included?

A3a: Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state as a Severe Cold Climate State rather than a portion. Therefore, contiguous states not identified as a Severe Cold Climate State are not directly involved in the Safety Recall.

Q3b: Why aren't vehicles originally sold or currently registered in other states covered by the Safety Recall?

A3b: The Safety Recall covers those vehicles that are driven in cold climate regions of the United States where road salts are frequently used and where water with high concentrations of road salt can splash rearward, reaching the spare tire carrier corroding the spare tire carrier assembly cable.

Some owners of vehicles originally sold or currently registered outside of the specific areas may spend extended period of time in areas of frequent road salt usage. Those owners will receive a separate Special Service Campaign notification including details on how to obtain an inspection **if they desire**. If the owner believes his/her vehicle is exposed to these conditions, Toyota will perform the same remedy for those vehicles at **no charge**.

Q4: Are there any warnings or indicators of this condition?

A4: No, there are no specific warnings that this condition exists.

Q5: What if I experience this condition before the remedy is available?

A5: If you experience this condition, contact your local authorized Toyota dealer for diagnosis and repair.

Q6: What is Toyota going to do?

A6: **Toyota is currently working to develop a remedy for this condition.** In the interim, owners will be asked to bring their vehicle to a dealership for a temporary solution which will include the following:

- Removal of the spare tire and securing it in the luggage compartment.
- Roadside Assistance for any tire changing and towing services will be offered for one year.
- The interim notice will advise owner of this Safety Recall and that they will receive a future notice when the remedy is available.

Once the remedy parts have been produced in sufficient quantities, Toyota will send a second owner notification (consistent with parts availability and repair capacity) by first class mail advising you to make an appointment with your authorized Toyota dealer to have the spare tire carrier assembly replaced at **no charge** to you.

Owners will be notified as soon as a remedy is available.

Q6a: When does Toyota anticipate the remedy will be available?

A6a: Toyota is currently preparing the remedy for this Safety Recall. Toyota anticipates remedy parts to be available in mid-2015.

Q6b: How does Toyota obtain my mailing information?

A6b: 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.

Q6c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A6c: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q7: Why is Toyota not launching this Safety Recall in the remaining 30 states?

A7: Continued prolonged exposure to road salts may contribute to the development of excessive corrosion of the spare tire carrier cable in some vehicles.

Therefore, customers not covered by this safety recall do not need to take any action at this time. However, owners of subject vehicles in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they desire. Toyota will perform the same remedy for those vehicles at **no charge**.

Q8: Which and how many vehicles are involved in this Safety Recall?

A8: There are approximately 419,000 vehicles involved in this Safety Recall.

Model Name	Model Year	Production Period	Approx. UIO
Sienna (2WD)	2004 to Certain 2011	Early January 2003 – Early December 2010	419,000

Q8a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?

A8a: No. There are no other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.

Q9: What if I previously paid for repairs to my vehicle for this condition?

A9: Reimbursement consideration instructions will be provided in the remedy owner letter.

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, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Certain 2004 through 2010 Toyota Sienna (2WD) vehicles
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable

REVISED REMEDY UNDER DEVELOPMENT

**SAFETY RECALL NOTICE
(Interim Notice)**

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

[VIN]

Dear Toyota Customer:

This notice is being 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 **2004 through 2010** Model Year Sienna vehicles equipped with a Spare Tire.

Toyota previously initiated a Safety Recall on these vehicles (Safety Recall #A9E). We have discovered that the original remedy procedure may not have been adequate. This new Safety Recall (#E1S) supersedes A9E.

Toyota is preparing parts for this recall. We will notify you again when the remedy is available for you.

EVEN IF YOU HAVE HAD THE PREVIOUS RECALL COMPLETED, YOU WILL NEED TO RETURN YOUR VEHICLE TO A TOYOTA DEALER FOR THE NEW RECALL REPAIR WHEN IT BECOMES AVAILABLE. IF YOU DID NOT HAVE THE PREVIOUS RECALL COMPLETED, OR ARE NOT SURE, WE WILL NOTIFY YOU AGAIN WHEN YOU CAN BRING YOUR VEHICLE TO A TOYOTA DEALER TO HAVE THE RECALL REPAIR COMPLETED.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

What is the condition?

On certain 2004 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may occur on the end of the spare tire carrier cable. If the corrosion becomes severe, the spare tire stowed under the floor could separate from the spare tire carrier and become a road hazard, increasing the risk of a crash.

What will Toyota do?

Toyota is in the process of developing the remedy. In the interim, Toyota will provide the following temporary solution at **NO CHARGE** to you:

- An inspection of the Spare Tire Carrier Cable and, if necessary, removal of the spare tire and securing it in the luggage compartment.
- Roadside Assistance for any tire changing and/or towing services due to tire issues.

You will be notified as soon as a remedy is available.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to relocate the spare tire as soon as possible. The relocation of the spare tire will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Prior to taking your vehicle in for your appointment, please remove all personal belongings from the cargo area of your Sienna.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

We request that you present this notice to the dealer at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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 temporary solution. 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 Standard 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, DC 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>.

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 proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

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.

Certain 2011 Toyota Sienna (2WD) vehicles
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable

REMEDY UNDER DEVELOPMENT
SAFETY RECALL NOTICE
(Interim Notice)

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

[VIN]

Dear Toyota Customer:

This notice is being 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 **2011** Model Year Sienna vehicles equipped with a Spare Tire.

What is the condition?

On certain 2011 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may occur on the end of the spare tire carrier cable. If the corrosion becomes severe, the spare tire stowed under the floor could separate from the spare tire carrier and become a road hazard, increasing the risk of a crash.

What will Toyota do?

Toyota is in the process of developing the remedy. In the interim, Toyota will provide the following temporary solution at **NO CHARGE** to you:

- An inspection of the Spare Tire Carrier Cable and, if necessary, removal of the spare tire and securing it in the luggage compartment.
- Roadside Assistance for any tire changing and/or towing services due to tire issues.

You will be notified as soon as a remedy is available.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to relocate the spare tire as soon as possible. The relocation of the spare tire will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Prior to taking your vehicle in for your appointment, please remove all personal belongings from the cargo area of your Sienna.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

We request that you present this notice to the dealer at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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 temporary solution. 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 Standard 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, DC 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>.

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 proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

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.

INTERIM TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL E1S

ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN

**CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA,
RI, VA, VT, WI, WV and the District of Columbia**

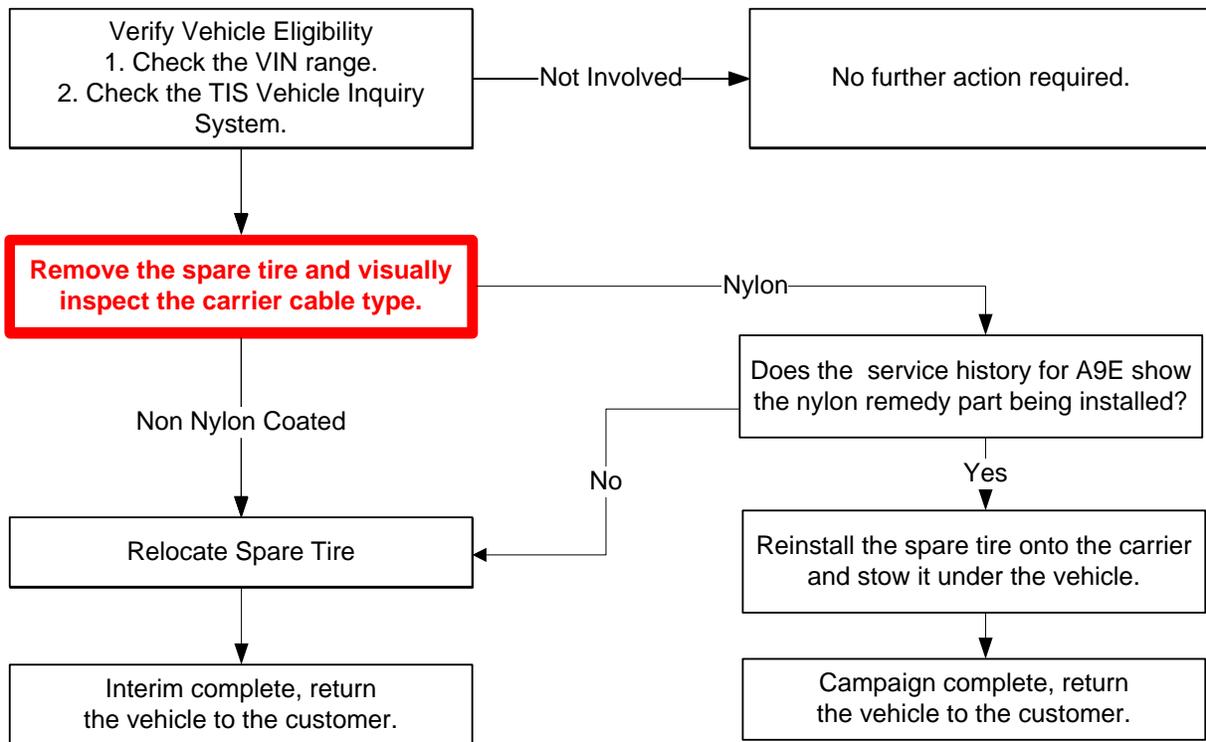
SPARE TIRE CARRIER CABLE

2004 – 2011 SIENNA 2WD

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 (any classification)**
- **Toyota Expert (any classifications)**
- **Master**
- **Master Diagnostic Technicians**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

MODEL	WMI	MY	VDS	START	FINISH
SIENNA (2WD)	5TD	2004	ZA22C	S000020	S221149
			ZA23C	S000044	S221167
		2005	ZA22C	S221182	S387524
			ZA23C	S217837	S387527
		2006	ZA22C	S381751	S587358
			ZA23C	S385236	S587362
		2007	ZK22C	S000041	S099325
			ZK23C	S000022	S099337
		2008	ZK22C	S099344	S225319
			ZK23C	S095940	S225324
		2009	ZK22C	S225328	S289041
			ZK23C	S225327	S289398
		2010	KK4CC	S289087	S343709
			YK4CC	S289091	S343704
		2011	KA3DC	S001016	S006090
			KK3DC	S001254	S103832
XK3DC	S029041		S103682		
YK3DC	S001255		S103835		
ZK3DC	S001251		S103818		

- Check the TIS Vehicle Inquiry system to confirm the VIN is involved in this Safety Recall. This will verify the vehicle is affected and 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 affected or were completed by another dealer.

III. PREPARATION

A. TOOLS, EQUIPMENT

- Wheel nut wrench
- Pentagon spare tire carrier socket (vehicle spare tire tool set)

B. TOOLS, EQUIPMENT & MATERIALS

- Ratchet Tie Down Strap
 - 1" inch wide strap
 - **Minimum Working Load Capacity: 600 lbs**
- tire bags (2 per vehicle, Approved Dealer Equipment Interior Protection Program P/N: DLC111110)

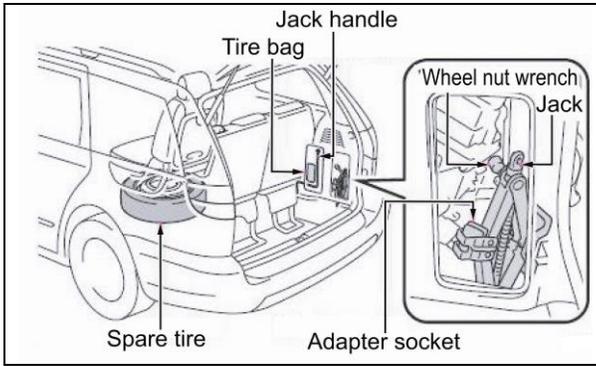
Tire bags (sold in rolls of 100) can be ordered through the Approved Dealer Equipment (ADE) Program by calling 800 368-6787 or visiting the website at: <http://toyotaade.snaon.com>

IV. BACKGROUND

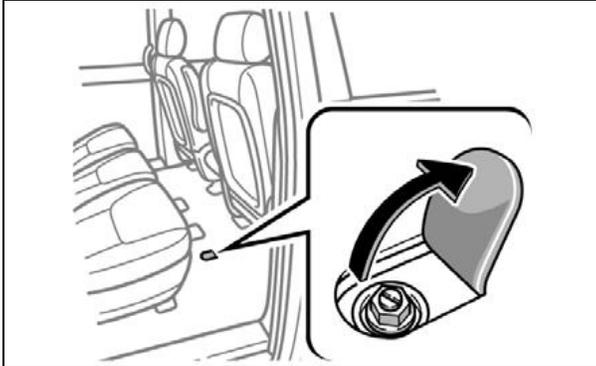
On certain 2004 through 2011 model year Sienna 2WD vehicles (equipped with a spare tire) currently registered in or originally sold in cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable.

V. WORK PROCEDURE

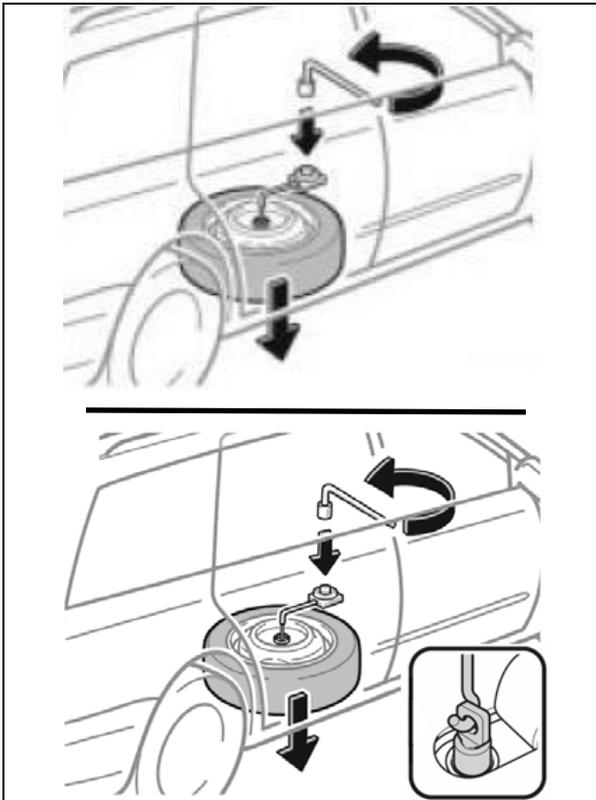
A. LOWER AND REMOVE THE SPARE TIRE



1. LOCATE THE WHEEL NUT WRENCH AND JACK HANDLE



2. ACCESS THE SPARE TIRE CARRIER



3. LOWER THE SPARE TIRE

- a) Lower the spare tire using the spare tire carrier wrench.

Note: If the carrier is equipped with a pentagon nut on the top of the carrier, lower the spare tire using the pentagon nut wrench adapter provided in the vehicles tool kit.



DO NOT use an impact or power tool to lower the spare tire, damage may occur to the carrier.

B. INSPECTION OF SPARE TIRE CARRIER CABLE



- The spare tire **MUST** be removed to perform the spare tire cable inspection.
- **DO NOT** inspect the cable type without removing the spare tire, otherwise noxudol that was previously applied on the cable could be mistaken for the nylon coating.



This vehicle was previously sprayed with Noxudol and appeared to have the nylon coating until the spare tire was removed. You **MUST REMOVE** the spare tire to inspect the cable.



- If you are unable to determine if the cable is nylon coated or was previously applied with Noxudol, automatically relocated the spare tire.
- A low percentage of spare tire carriers were replaced under Safety Recall A9E, it is anticipated that the majority of spare tires will need to be relocated.



1. CONFIRM THE SPARE TIRE CARRIER CABLE TYPE AND CONDITION

- a) Clean the spare tire cable of dirt and debris.
- b) Inspect the spare tire carrier to determine what kind of spare tire cable is on the vehicle. Use the table below to determine your next step based on the inspection.

Need to Relocate Spare Tire

- Raw Steel Cable
- Raw Steel with Corrosion
- Raw Steel with Noxudol
- Black Resin Coated with Exposed Ferrule

All of the above cable type and cable conditions must have the spare tire relocated.

Go to section V.D.1

Confirm Spare Tire Carrier Part Number Installed by the Vehicles Service History

- Nylon Coated

Go to section V. C.1

Raw Steel Cable



Raw Steel with Corrosion



Raw Steel with Noxudol



Black Resin Coated with Exposed Ferrule



- Relocation of the spare tire is required. Go to Section V.D.1 for the tire relocation process.
- If you are unsure of what type of spare tire cable your vehicle is equipped with relocate the spare tire.

Nylon Coated with Coated Ferrule

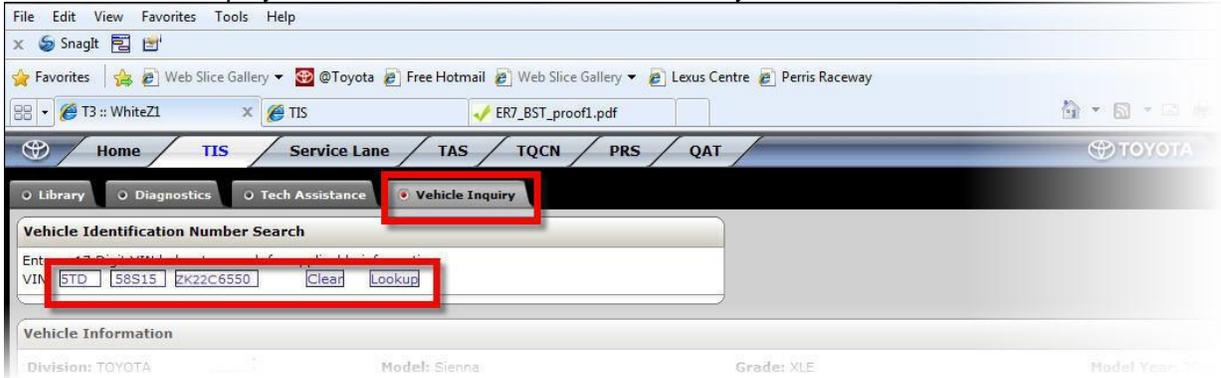


If the vehicle appears to have a nylon coated spare tire carrier cable that is in good condition, proceed to section V.C.1 to validate the spare tire carrier part number.

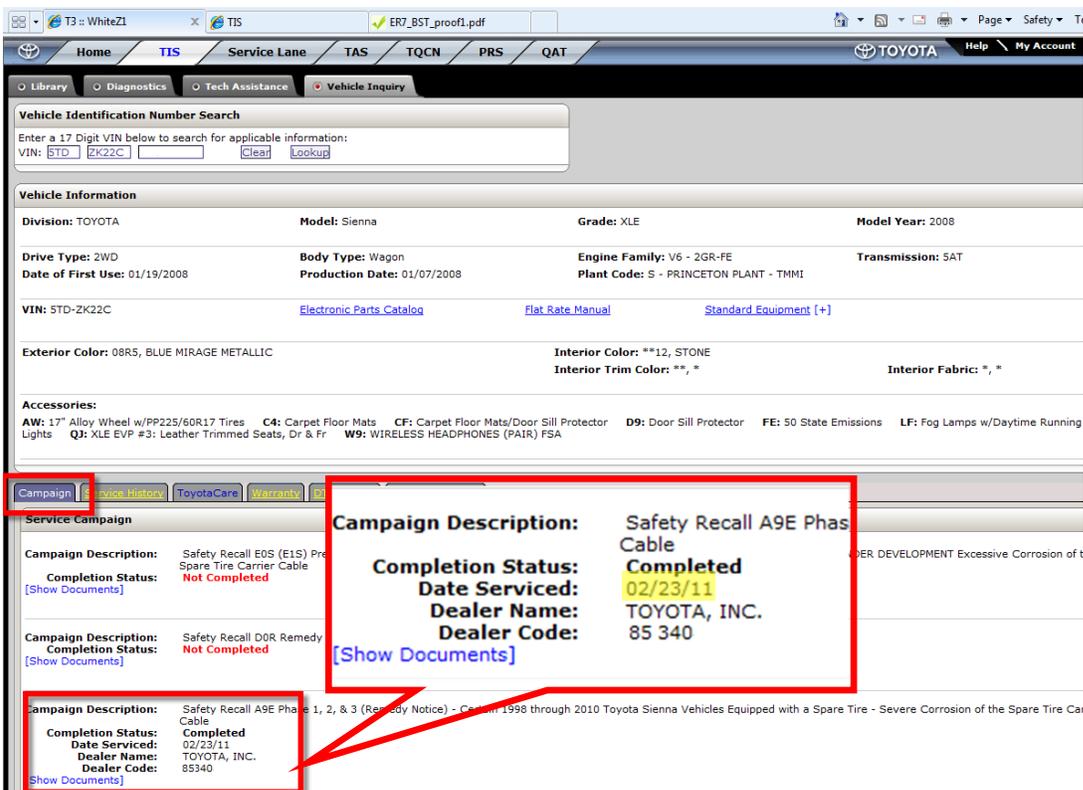
C. VERIFY SPARE TIRE CARRIER TYPE

1. RUN VIN INQUIRY ON VEHICLE

a) On TIS run a VIN inquiry to retrieve the vehicles service history.



b) Confirm the A9E/A7E completion date under the campaign tab.



- c) Click on the service history tab and locate the warranty claim under service history.
- d) Expand the claim by pressing the plus sign on the right hand side of the claim.
- e) Does the service history show part number 5190008035 or 5190008036 being installed?

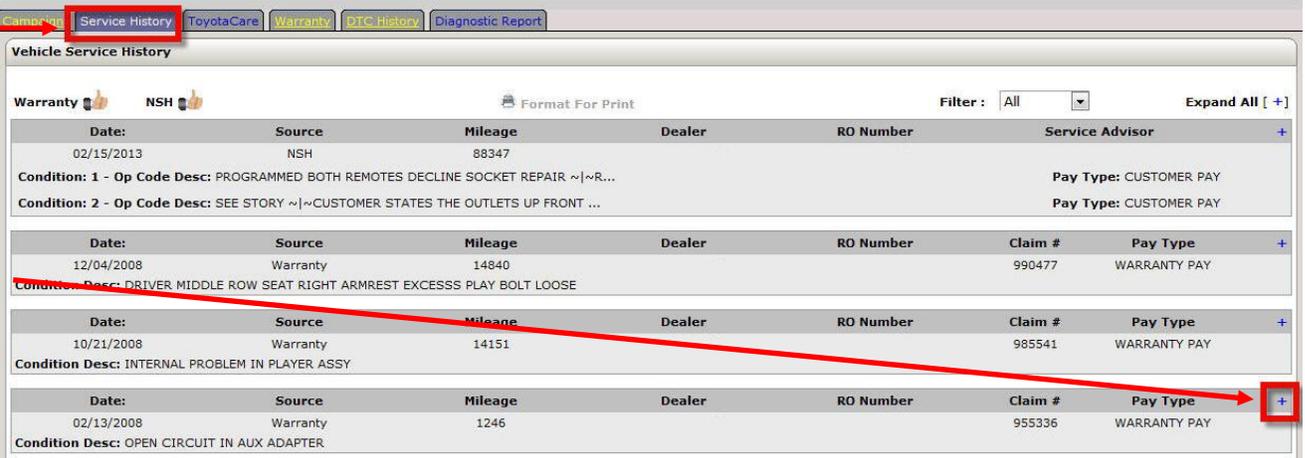
No: Relocate Spare Tire; go back to section V.C.1 for tire relocation.

Yes: Campaign Complete; Reinstall Spare Tire on Spare Tire Carrier



Part Number 5190008035 or 5190008036 must be on the claim, if it is not relocate the spare tire.



C) 

D) 

E) 

Part #: 5194228010 **Part Desc:** HANDLE, SPARE WHEEL

Part #: 5190008035 **Part Desc:** CARRIER ASSY, SPARE

Part #: 0400041145 **Part Desc:** KIT, FLOOR SEAL

D. RELOCATE THE SPARE TIRE

1. CUT THE SPARE TIRE CARRIER LIFT PLATE

- a) Cut the spare tire lift plate off of the spare tire carrier cable to ensure it cannot be used.
- b) Retract the cable back into the housing of the carrier so it will not drag on the road.



2. PLACE THE SPARE TIRE IN A TIRE BAG

- a) Check the air pressure of the spare tire and adjust if necessary.
- b) Place the tire in the tire bag to protect the vehicles interior from dirt and debris.



3. SECURE THE TIRE

- a) Place the spare tire in the cargo area with the outer face of the wheel facing the driver's side of the vehicle.

STOP **The orientation of the tire is important to ensure the strap does not touch the sharper edge of the hub.**

- b) Make two small holes in the tire bag so that the Tie strap can go through the hub of the wheel.
- c) Connect the hook of the tie strap to the left side cargo anchor.

- d) Lay the tire down on the base of the cargo area with the outer face of the wheel facing the floor.

Note: The spare tire will not fit perfectly flat in the cargo area, angle the tire so that it is slanted downward toward the rear seats. This will allow the customers to remove the tire easier in the case of a flat tire.

- e) Secure the remaining tie down hook to the right side anchor.
f) Ratchet the tie strap tight to secure the tire and wheel assembly.



Ensure not to ratchet the tie down too tight where it will be difficult for the customer to release the ratchet mechanism.



- g) Confirm that the tie down strap is in not rubbing or pinched on the flange of the wheels hub.



NG



GOOD



◀ VERIFY REPAIR QUALITY ▶

- Confirm that the inspection was performed properly
- Confirm that the spare tire carrier was disabled if required
- If spare tire relocation is required confirm that the tire is secure
- Confirm that the seats and interior carpet is clean and free of dirt and grease

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