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Product Quality and Service Support, Quality Compliance
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To: All Toyota Dealers
From: Toyota Customer Services

Voluntary Safety Recall Remedy Notice
Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire
Phase 1 (1998 – 2006 Model Year)
*******URGENT*******

As previously announced in April 2010, 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 1998 through 2010 model year Toyota Sienna 2WD vehicles equipped with a spare tire.

Safety Recall A9E Phase 1 covers certain 1998 through 2006 Sienna 2WD vehicles currently registered in or originally sold in the states of 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. If the subject vehicle is operated in these cold climate regions of the United States where road salts are frequently used, water splashed backwards with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly cable. Subsequent phases will include the remaining Sienna vehicles covered by this Safety Recall (2007 – 2010 model year).

The purpose of this communication is to inform you and your dealers that Toyota has completed preparations and will begin notifying Phase 1 owners in early October 2010.

A separate Special Service Campaign (SSC) will be launched shortly for the 1998-2006 model year Sienna vehicles that are not currently registered in or originally sold in the identified states, including those in the U.S. Territories.

- A Dealer Letter containing additional information has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

Customer and Media Contacts

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-877-270-9371.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



Safety Recall A9E

Certain 1998 through 2010 Toyota Sienna Vehicles

Severe Corrosion of Spare Tire Carrier Cable – Q&A

September 2010 - Phase 1 (1998 through 2006 model year)

Safety Recall A9E covers certain 1998 through 2010 Sienna 2WD vehicles **currently registered in or originally sold in** the states of 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. If the subject vehicle is operated in these cold climate regions of the United States where road salts are frequently used, water splashed backwards with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly cable.

As the defect only occurs after long term exposure to these specific conditions, the Safety Recall will be launched in multiple phases consistent with vehicle age. The Phases for Safety Recall A9E will be grouped as follows:

- Phase 1: Certain 1998 through 2006 Model Year Sienna 2WD vehicles
- Phase 2: Certain 2007 through 2009 Model Year Sienna 2WD vehicles
- Phase 3: Certain 2010 Model Year Sienna 2WD vehicles

Each phase of owner notification will be preceded by a dealer notification. The dealer notification will be sent approximately one week prior to the start of each phase.

Q1: What is the condition?

A1: On certain 1998 through 2010 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. 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.

Q2: Which are the Severe Cold Climate States with high road salt usage?

A2: 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

Q2a: Why are some states contiguous to the Severe Cold Climate States not included?

A2a: 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.

Q2b: Why aren't vehicles originally sold or currently registered in other states covered by the Safety Recall?

A2b: The Safety Recall covers those vehicles that are driven in cold climate regions of the United States where road salts are frequently used, where water with high concentrations of road salt can splash backwards and reach the spare tire carrier and corrode 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. For those owners, they will receive a separate Special Service Campaign notification including details on how to obtain an inspection **if they desire**. If the owner believes their vehicle is exposed to these conditions, Toyota will perform the same inspection and repair for those vehicles at **no charge**.

Q3: Are there any warnings this condition exists?

A3: No, there are no specific warnings that this condition exists.

Q4: What is the cause of this condition?

A4: The corrosion resistance of the spare tire carrier cable is insufficient when vehicles are operated in areas where a large amount of road salt is applied.

Q5: What is Toyota going to do?

A5: Based upon the dealer's inspection, Toyota will do one of the following **at no charge** to the vehicle's owner:

1998 through 2003 Model Year Sienna Vehicles

- If there is no rust present on the spare tire carrier cable (cable) the dealer will apply a corrosion resistant compound to the cable.
- If rust **is** present on **less than 8 inches from the end** of the cable; that portion of the cable will be cut, a new ferrule will be crimped-on and a corrosion resistant compound will be applied.
- If rust is present on **more than 8 inches from the end** of cable, the spare tire carrier assembly will be replaced and a corrosion resistant compound will be applied to the new cable.

2004 through 2006 Model Year Sienna Vehicles

- If there is no rust present on the spare tire carrier cable (cable) the dealer will apply a corrosion resistant compound to the cable. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.
- If rust **is** present on **less than 8 inches from the end** of the cable; that portion of the cable will be cut, a new ferrule will be crimped-on and a corrosion resistant compound will be applied. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.
- If rust is present on **more than 8 inches from the end** of cable, the spare tire carrier assembly will be replaced. A seal will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.

Q5a: If a dealer replaces the spare tire carrier assembly on certain 1998 through 2003 model year Sienna vehicles, why will the dealer need to apply corrosion resistant compound to the new cable?

A5a: The dealer will apply the corrosion resistant compound to the new cable to further enhance the corrosion resistant performance. Additionally, to simplify the administration of this campaign and avoid confusion of the repair method for 1998 through 2003 model year Sienna vehicles, Toyota has elected to apply the corrosion resistant compound to all vehicles covered by this recall.

Q5b: If a 2004 through 2006 model year Sienna vehicle is equipped with a spare tire carrier that has a black resin sleeve installed, why is Toyota replacing it with another spare tire carrier also equipped with a black resin sleeve?

A5b: If a vehicle has had the spare tire carrier assembly replaced previously, a black resin sleeve may be installed on the cable. Although this early black resin sleeve may provide some corrosion protection, Toyota will replace the spare tire carrier with a newly designed unit to further enhance the corrosion resistant performance.

Q5c: Why doesn't Toyota remove the black resin sleeve and apply the corrosion resistant compound to the exposed cable?

A5c: When removed, the black resin sleeve leaves a film that prevents the corrosion resistant compound from penetrating the cable and protecting the strands. In these cases, Toyota will replace the spare tire carrier assembly with a recently produced one.

Q6: What should customers do?

A6: Owner's of Sienna vehicles covered by this phase, whose vehicles are currently registered in or were originally sold in the Severe Cold Climate States or the District of Columbia, are requested to bring the vehicle to a Toyota dealership as soon as possible to have this Safety Recall remedy conducted.

Q6a: What steps can consumers take to mitigate any risk prior to completion of the recall?

A6a: Customers may eliminate any risks of spare tire separation from the carrier by removing it from the carrier assembly and relocating it. If storing the spare tire in the luggage area, it must be properly secured to the vehicle.

Q7: Which and how many vehicles are involved?

A7: There are approximately 580,000 vehicles covered.

	Model Year	Model	Approx UIO
USA	1998 - 2003	Sienna 2WD	220,000
USA	2004 - 2010	Sienna 2WD	360,000

Q8: Why is Toyota not launching this Safety Recall in the remaining 30 states?

A8: Continued prolonged exposure to high concentrations of road salts and other cold climate environmental factors contribute to this condition.

Therefore, customers not covered by this safety recall do not need to take any action at this time. However, these owners in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they believe their vehicle will be operated in one of the Severe Cold Climate States or in similar conditions. Toyota will perform the same inspection and repair for those vehicles at **no charge** to the customer.

Q9: When will Toyota launch the Special Service Campaign for the 30 Warm States.

A9: Toyota will launch Special Service Campaign for the remaining 30 warm states shortly.

Q10: Which and how many vehicles are involved in the Special Service Campaign for the remaining 30 Warm states?

A10: There are approximately 733,000 vehicles originally sold in or currently registered in the warm weather states.

	Model Year	Model	Approx UIO
USA	1998 - 2003	Sienna 2WD	272,000
USA	2004 - 2010	Sienna 2WD	461,000

Q11: Are there any other Toyota or Lexus vehicles involved?

A11: No other Toyota or Lexus vehicles are involved.

Q12: What is the production period of the Sienna vehicles covered by this Safety Recall?

A12: The vehicles covered by the safety recall were produced from August 1997 to January 2010.

Q13: How long will the repair take?

A13: The inspection and repair of the spare tire carrier will take approximately 1 hour. However it may take longer based upon the inspection results and the dealer's work schedule.

Q14: What should customers in states not covered by the Safety Recall do?

A14: Owners of certain 1998 through 2010 model year Sienna vehicles, not covered by the Safety Recall, will receive a separate Special Service Campaign notification including details on how to obtain an inspection **if they desire**. If an owner believes their vehicle is exposed to these conditions, Toyota will perform the same inspection and repair at **no charge**.

Q15: What if a customer has previously paid to replace the vehicle's spare tire carrier for this specific condition?

A15: Reimbursement consideration instructions will be provided in the owner letter for those customers that have previously paid to replace the spare tire carrier cable for this specific condition.

Q16: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A16: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair.

Owners may also contact the Toyota Customer Experience Center (1-800-331-4331) for additional assistance.