

TMS-NTC-14059  
April 17, 2014

Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recall 13V-429 Owner Notification Letter (Remedy)

To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 13V-429 on the following Toyota vehicles:

- Certain 2004 through 2005 Model Year Sienna Vehicles
- Certain 2007 through 2009 Model Year Sienna Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-1870.

Sincerely,



Wayne Hutchinson  
Quality Compliance Administrator

Attachments:

- Toyota 13V-429 (DOR) Owner Notification Letter (Remedy)



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed  
at **NO CHARGE** to you.

**Certain 2004 to 2005 and Certain 2007 to 2009 Model Year Sienna Vehicles**  
**Shift Lock Solenoid Assembly**  
**IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: VIN ABCDEFGH987654321

Dear Toyota Owner:

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 to 2005 and certain 2007 to 2009 model year Sienna vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the Condition?**

The subject vehicles are equipped with a shift lever assembly which contains a shift interlock system. One of the components of the interlock system is a shift lock solenoid to prevent the shift lever from moving out of the "P" position unless the ignition is "ON" and the brake pedal is depressed. Due to manufacturing issues, there is a possibility that the solenoid could be damaged and the shift lever could be moved out of the "P" position without depressing the brake pedal. This could result in vehicle roll away, which could cause a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace the shift lock solenoid assembly at **no charge** to you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

The repair will take approximately 1-1/2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, we recommend you take the following steps to help minimize the occurrence of this condition:

- (1) When parking the vehicle, always apply the parking brake.
- (2) After starting the engine, always step on the brake pedal before shifting from the "P" position.
- (3) Do not attempt to force the shift lever out of the "P" position.
- (4) Be careful not to damage the shift lever if you are moving between the front driver and passenger seats or let unattended children play in the vehicle.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [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.

**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 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific 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, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](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 repairs to your vehicle for this specific condition, please mail all required paperwork to the following address for reimbursement consideration and allow 6–8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

*Please refer to the attached Reimbursement Checklist for required document and submission details.*

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.



## Safety Recall Reimbursement Checklist

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
      1. Why was the vehicle brought into the repair facility?
      2. What was the repair facility's diagnosis?
      3. What did the repair facility do to correct the concern?
- Proof-of-Payment
  - Only the Following Items are Valid Proof-of-Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.