

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

Subject: Safety Recall – A9E  
Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire  
Severe Corrosion of Spare Tire Carrier Cable  
**Remedy Procedure – Phase 3 (Certain 2010 model year)**

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.

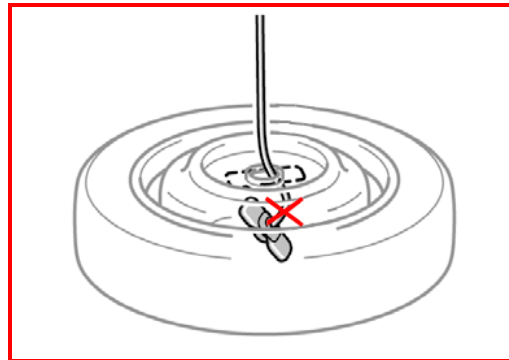
Safety Recall A9E **Phase 1, 2, and 3** covers certain model year 1998 through 2010 Sienna 2WD vehicles **currently registered in or originally sold in** the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, and the District of Columbia. If the subject vehicle 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.

**The purpose of this communication is to inform you that Toyota has completed preparations for this recall and will begin notifying owners of vehicles covered by Phase 3 in mid-January 2011.**

A separate Special Service Campaign (SSC) will be launched shortly for the 2010 model year Sienna vehicles that are not currently registered in or originally sold in the identified states, including those in the U.S. Territories.

## **Background**

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or are currently registered in specific 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.



**\*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**

## **Remedy**

Based upon the inspection Toyota will do one or more of the following:

### **Black Resin Coating or Vehicles produced after June 1, 2009 (Grease Coating)**

- If the spare tire carrier assembly cable has a black resin coating or grease coating, the dealer will replace the spare tire carrier assembly with a newly designed spare tire carrier assembly. A protector will also be installed between the spare tire carrier and the right front tire to minimize rearward water splash. Approximately 10,000 vehicles in phase 3 have a black resin coating or grease coating.

### **No Cable Coating (No Black Resin Coating / No Grease Coating)**

- 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 protector will also be installed between the spare tire carrier and the 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 protector 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 the cable, the spare tire carrier assembly will be replaced. A protector will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.

As the defect only occurs after long term exposure to these specific conditions, the Safety Recall has been launched in multiple phases consistent with vehicle age. The phases for Safety Recall A9E are:

- 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

The following vital information is provided to inform you and your staff of the owner notification phase of this campaign and your degree of involvement.

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

The owner notification (Phase 3) will commence in mid-January 2011, approximately one week after the dealer notification.

#### **2. Dealer/Owner Lists**

Phase 3 Summary Reports, containing the **number** of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

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

There are approximately 580,000 Sienna 2WD (certain 1998 through 2010 Model Year) vehicles originally sold in or currently registered in the states covered by this Safety Recall.

Phase 3 will include certain 2010 model year Sienna vehicles. The number of Sienna vehicles covered by Phase 3 is approximately 23,000.

(Number and Identification of Covered Vehicles Cont...)

MODEL	WMI	MY	VDS	START - FINISH	PHASE
Sienna 1998-2003 MY (Generation 1)	4T3	1998	GF13C	U000021 - U089580	Phase 1
			GF19C	U000018 - U089713	
			MF19C	U000055 - U070516	
			ZF13C	U000019 - U089730	
			ZF19C	U000024 - U000080	
		1999	GF13C	U053491 - U068145	
			GF19C	U068550 - U170849	
			ZF13C	U051335 - U170866	
			ZF19C	U052090 - U170857	
			GF13C	U125596 - U125596	
		2000	GF19C	U126004 - U313355	
			ZF13C	U124826 - U319644	
			ZF19C	U127616 - U319641	
			ZF13C	U250332 - U413544	
		2001	ZF19C	U253475 - U413527	
			ZF13C	U382040 - U508298	
		2002	ZF19C	U411144 - U508297	
			ZF13C	U476697 - U556505	
		2003	ZF19C	U476695 - U556508	

MODEL	WMI	MY	VDS	START - FINISH	PHASE
Sienna 2004-2010 MY (Generation 2)	5TD	2004	ZA22C	S000020 - S221159	Phase 1
			ZA23C	S000038 - S221167	
		2005	ZA22C	S153073 - S387524	
			ZA23C	S152435 - S387528	
		2006	ZA22C	S381751 - S587358	
			ZA23C	S381759 - S587362	
		2007	ZK22C	S000015 - S099335	Phase 2
			ZK23C	S000019 - S099342	
		2008	ZK22C	S099344 - S225325	
			ZK23C	S095940 - S225607	
		2009	ZK22C	S225328 - S289073	
			ZK23C	S222346 - S289398	
		2010	KK4CC	S289076 - S343710	Phase 3
YK4CC	S289078 - S343708				

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

When verifying VIN eligibility in Dealer Daily/TIS the vehicle **line off date must be referenced**. If the vehicle's line off date is after **June 1, 2009**, Spare Tire Carrier **replacement is necessary**.

The screenshot shows the Toyota TIS interface with the following details:

- Vehicle Identification Number Search:** VIN: STD KK4CC XAS306072
- Vehicle Information:**
  - Division: TOYOTA
  - Model: Sienna
  - Grade: LE
  - Model Year: 2010
  - Drive Type: 2WD
  - Body Type: Wagon
  - Engine Family: V6 - 2GR-FE
  - Transmission: 5AT
  - Date of First Use: 08/17/2009
  - Line Off Date: 07/31/2009** (highlighted in red)
  - Plant Code: S - PRINCETON PLANT - TMMI
  - VIN: 5TD-KK4CC-XAS306072
  - Standard Equipment: [Click here to display](#)
  - Exterior Color: 01D7, SILVER SHADOW PEARL
  - Interior Color: \*\*12, STONE
  - Interior Trim Color: \*\*, \*
  - Interior Fabric: \*, \*
- Accessories:**
  - AL : 16-In 6-Spoke Aluminum Alloy
  - C2 : Center Mat
  - C4 : Carpet Floor Mats
  - CF : Carpet Floor Mats/Door Sill Protector
  - D9 : Door Sill Protector
  - DK : PREFERRED OWNER'S PORTFOLIO
  - FE : 50 State Emissions
  - QF : LE EVP #2
  - RL : Windshield Wiper De-Icer

(Number and Identification of Covered Vehicles Cont...)

A UIO matrix by state is provided to inform your dealership of the number of affected vehicles in your state.

**Sienna Vehicles 2010 Model Year**

STATE	UIO
CT	427
DC	86
DE	192
IL	2,851
IN	1,780
KY	536

STATE	UIO
MA	1,288
MD	1,863
ME	152
MI	705
MN	971
NH	218

STATE	UIO
NJ	1,991
NY	3,075
OH	1,665
PA	2,003
RI	118
VA	1,980

STATE	UIO
VT	79
WI	928
WV	234

Note: To avoid confusion, the UIO provided above does not reflect the number of vehicles originally sold in these states which now reside in other states. Dealerships are requested to review their UIO report for Safety Recall A9E in these cases.

**4. Remedy Procedures**

For additional information on inspection, repair, and CRC application please refer to TIS.

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

**5. Parts Ordering**

The necessary parts can be ordered through your dealership's facing PDC. Parts have been placed on Manual Allocation and will be released daily per the criteria below.

Part Number	Facing PDC	Daily Maximum Order Quantity	
04000-40108	11	Released on case by case basis	
04000-40208	12		
04000-41145	13		
04000-40108	16	21	20 pieces per day
04000-40208	17	22	
04000-41145	18	23	

Please refer to the following table and the Technical Instructions (located on TIS) for part number information.

**2010 Sienna Vehicles**

Part Number	Part Description	Quantity
04000-41145	Floor Seal Kit	1
04000-40108	Sienna Kit # 1 (Ferrule Kit)	1 (as required)
04000-40208	Sienna Kit # 2 (Lift Plate Kit)	1 (as required)

***The parts information above is designed to be a quick reference for your convenience.***

***Additional Parts information can be found in the Appendix.***

If the vehicle was built on or after June 1, 2009, or the spare tire carrier assembly cable has a black resin coating, it is necessary to replace the spare tire carrier assembly. To help ensure a sufficient quantity of parts, the spare tire carrier assembly has been placed on Manual Allocation Control (MAC). Approximately half the vehicles involved in phase 3 will require spare tire carrier assembly replacement.

**2010 Sienna Vehicles**

Part Number	Part Description	Quantity
51900-08035	Spare Tire Carrier Assembly	1 (as required)
04000-74145	Nut Kit	1 (as required)

(Number and Identification of Covered Vehicles Cont...)

MAC parts are reviewed and released daily based on available inventory and specific dealer ordering criteria. Currently, spare tire carrier assemblies are reviewed and released daily by NAPO Special Activity team. Approval or special request from Dealer Operations is no longer required.

**IMPORTANT PARTS ORDERING REMINDER**

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

**6. Tools and Special Material**

***Noxudol 300 Information (Corrosion-Resistant Compound – CRC)***

The Noxudol 300 (corrosion-resistant compound – CRC) for application to the spare tire carrier cable can be ordered directly through Noxudol at the following contacts:

**Product:** Noxudol 300

**Internet:** <http://www.noxudolusa.com/noxudolstore/ccp0-prodshow/N300D.html> (Aerosol Can)  
<http://www.noxudolusa.com/noxudolstore/ccp0-prodshow/N300C.html> (1 Liter Bottle)

**Telephone:** 818-308-8430 (***Please use the website to place your order***)

**Application:** ***1 aerosol can or 1 liter bottle can coat approximately 50 – 75 spare tire carrier cables.***

**Maximum Order Quantity:** A maximum order quantity of one aerosol can **or** one 1-liter bottle per day for each dealer has been placed on the Noxudol 300.

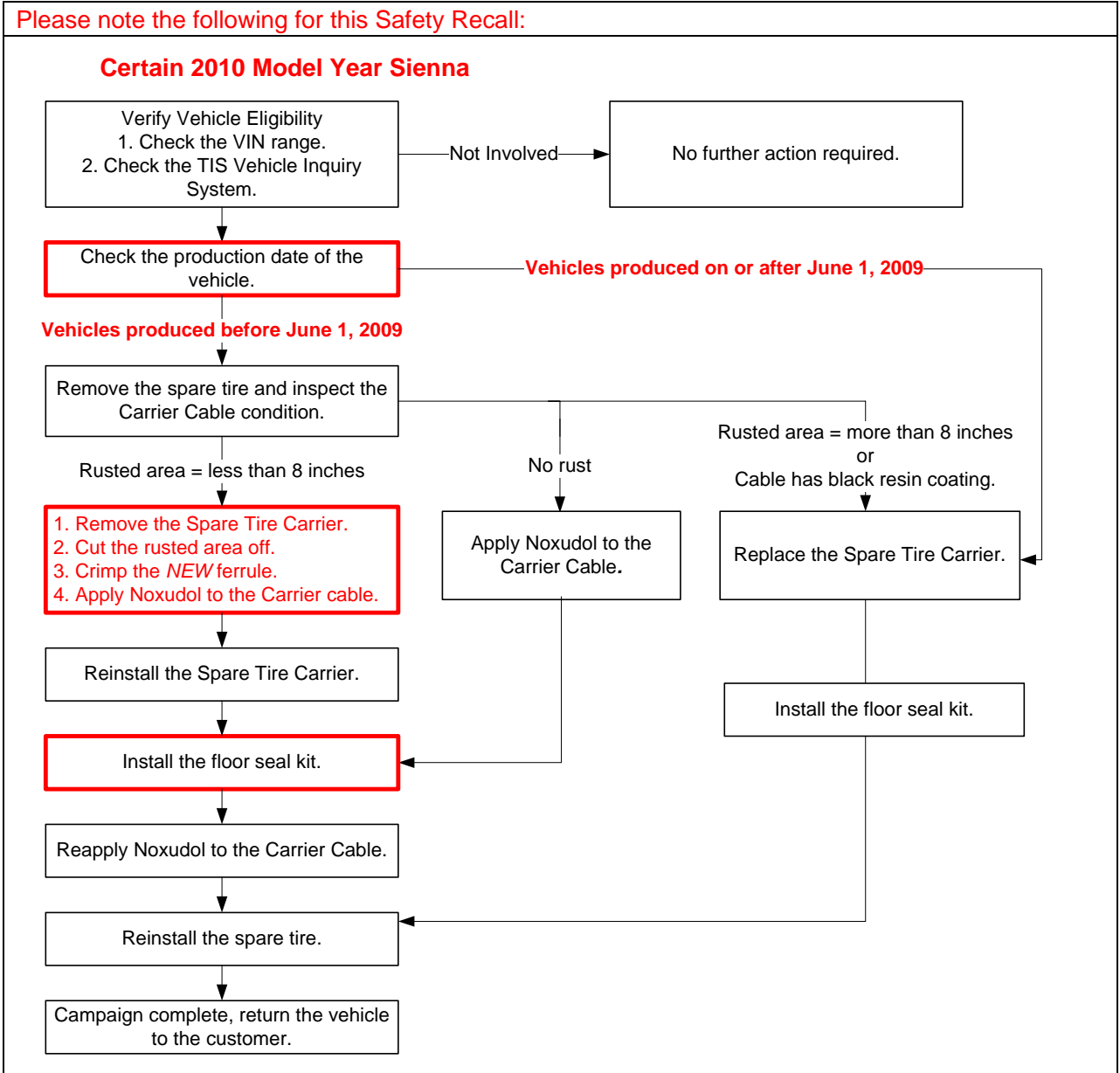
In separate shipments scheduled to arrive October 8, 2010, your dealership was sent an A9E Safety Recall tool kit. This shipment includes the required Crimp Die that will be used to attach a new ferrule to a repaired spare tire carrier cable. The kit also includes a check gauge needed to ensure the ferrule was properly crimped on the cable (refer to the TI located on TIS for proper use of this tool kit).

When received, the Safety Recall tool kit package will have a fluorescent (green, orange, yellow or pink) label like the sample seen below for easy identification.

**ATTN: Service Manager**  
Safety Recall A0E &  
Special Service  
Campaign ASE Tool

The additional required tools and equipment are listed in the technical instructions found on TIS.

**7. Warranty Processor Instructions**



**2010 Model Year Sienna Vehicles**

Safety Recall #	Op. Code	Description	Flat Rate Hour
A9E	0522J4	<ul style="list-style-type: none"> <li>Inspect the Spare Tire Carrier Cable – <b>Cable OK</b></li> <li>Apply CRC to the Spare Tire Carrier Cable</li> <li>Install floor seals</li> </ul>	0.5 hr/vehicle
	0522J5	<ul style="list-style-type: none"> <li>Inspect the Spare Tire Carrier Cable – <b>Cable NG</b></li> <li>Repair the Spare Tire Carrier Cable</li> <li>Apply CRC to the Spare Tire Carrier Cable</li> <li>Install floor seals</li> </ul>	0.8 hr/vehicle
	0522JA	<ul style="list-style-type: none"> <li>Inspect the Spare Tire Carrier Cable – <b>Black Resin or Production after June 1, 2009 (Grease Coating) - Carrier Assembly NG</b></li> <li>Replace the spare tire carrier assembly</li> <li>Install floor seals</li> </ul>	0.6 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost for the Noxudol 300® (CRC) can be claimed as a sublet type "OF" at a rate of \$2.00 per vehicle.

*(Warranty Processor Instructions Continued . . . )*

- For cases where the spare tire is missing from the vehicle, due to rust corroding the cable, use the following formula for reimbursement. Sublet type **ZZ**:

*Op Code 0522JA + Tire & Rim Cost + Mounting of Tire on Rim (max. 0.4hr) + Valve Stem, Tire Weights, etc (max. \$10) = Claim Cost*

- The interim inspection procedure, AOE, for 1998 through 2010 Sienna vehicles is now superseded by Safety Recall A9E Phase 1, 2, and 3
- All AOE procedures, including inspection and relocation of the spare tire, for vehicles covered by Safety Recall A9E Phase 1 (1998 through 2006 model year Sienna vehicles) are closed as of October 13, 2010. All AOE claims for 1998 through 2006 model year Sienna vehicles must have been submitted before November 12, 2010.
- All AOE procedures, including inspection and relocation of the spare tire, for vehicles covered by Safety Recall A9E Phase 2 (2007 through 2009 model year Sienna vehicles), are closed as of November 24, 2010. All AOE claims for 2007 through 2009 model year Sienna vehicles must have been submitted before December 23, 2010.
- All AOE procedures, including inspection and relocation of the spare tire, for vehicles covered by Safety Recall A9E Phase 3 (Certain 2010 model year Sienna vehicles), must be completed by January 31, 2011. All AOE claims for 2010 model year Sienna vehicles must be submitted no later than February 28, 2011.

## 8. **Customer Handling**

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the 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.

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

## 9. **Media Contacts**

For ***News media inquiries only***:

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

***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.

# APPENDIX

The necessary parts can be ordered through your dealership's facing PDC. Please refer to the table below and the Technical Instructions (located on TIS) for part number information.

## 1998 – 2010 Sienna Vehicles

Part Number	Part Description	Quantity
04000-40108	Sienna Kit # 1 (Ferrule Kit)	1 (as required)
<p>The kit above includes the following parts:                      51923-08010* = Plate, Spare Tire Wheel Carrier Hanger = 1                      51946-08010* = Bracket, Spare Wheel Carrier Stopper = 1                      90080-17258 = Nut, Flange = 6</p> <p><b><i>A Ferrule Kit should only be installed if the spare tire carrier cable exhibits a rust condition that is less than 8". Refer to the TI located on TIS for additional information.</i></b></p>		

\*These parts are NOT available as individual service parts.

## 1998 – 2010 Sienna Vehicles

Part Number	Part Description	Quantity
04000-40208	Sienna Kit # 2 (Lift Plate Kit)	1 (as required)
<p>The kit above includes the following parts:                      51938-08020* = Bracket, Spare Wheel Carrier Mounting (Lift Plate) = 1                      51945-08020* = Bracket, Spare Wheel Carrier Cushion ( Bushing) = 1</p> <p><b><i>A lift plates should only be replaced if there is severe rust on the lift plate, damage to the bushing, and/or no paint left on the lift plate. Refer to the TI located on TIS for additional information.</i></b></p>		

\*These parts are NOT available as individual service parts.

## 2004 – 2010 Sienna Vehicles

Part Number	Part Description	Quantity
04000-41145	Floor Seal Kit	1 (2004 – 2006 MY)
<p>The kit above includes the following parts:                      57899-45020 = Long Floor Seal (Seal, RR Floor) = 1                      58212-45011 = Short Floor Seal (Seal, CTR Floor) = 2</p> <p><b><i>A Floor Seal Kit is required for all 2004-2010 model year Sienna vehicles equipped with a spare tire.</i></b></p>		

### IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.



(Parts Ordering Continued . . . )

**In a limited number of cases**, it may be necessary to replace the spare tire carrier assembly. The following table is provided for referencing the proper spare tire carrier part number.

<b>Make</b>	<b>Part Number</b>	<b>Description</b>	<b>Qty per Vehicle</b>
1998-2003 Model Year Sienna (Gen 1)	51900-08010	Carrier Assy, Spare Tire	1 (as required)
2004-2010 Model Year Sienna (Gen 2)	51900-08035*	Carrier Assy, Spare Tire	1 (as required)
2004 Through Certain 2008 Model Year Sienna	51942-28010*	Spare Wheel Carrier Bolt Socket Handle	1 (as required)
	51939-45010*	Spare Wheel Carrier Lock Cover	1 (as required)
	74544-08120*	Tire Carrier Notice Label	1 (as required)



**Refer to TIS for spare tire carrier assembly replacement qualifications.**

- \* Second generation 2WD Sienna vehicles produced before mid-February 2008 may be equipped with a spare tire carrier assembly utilizing a hexagon (6-sided ☰) type spare tire clamp bolt. The replacement carrier will be equipped with a pentagon (5-sided ⬠) type clamp bolt. When installing a new spare tire carrier assembly that utilizes a pentagon type bolt, dealers will need to make sure the vehicle is equipped with a Spare Tire Wheel Carrier Bolt Socket, Spare Wheel Carrier Lock Cover and the Tire Carrier Notice Label on the vehicles. Please refer to T-SB-0381-08 for additional information.

**Manual Allocation Control (MAC) for Spare Tire Carrier Assemblies:**

In a limited number of cases, it may be necessary for the dealer to replace the spare tire carrier assembly. To help ensure a sufficient quantity of parts, the spare tire carrier assembly has been placed on Manual Allocation Control (MAC).

MAC parts are reviewed and released daily based on available inventory and specific dealer ordering criteria. Currently, spare tire carrier assemblies are reviewed and released daily by NAPO Special Activity team. Approval or special request from Dealer Operations is no longer required.

**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire  
Severe Corrosion of Spare Tire Carrier Cable  
SAFETY RECALL NOTICE (Remedy Now Available)**

[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 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire.

**What is the condition?**

As communicated earlier this year, on certain 1998 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 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.

**What will Toyota do?**

Toyota has prepared the remedy for this condition. Any Toyota dealer will inspect your spare tire carrier assembly. Based upon the inspection Toyota will do one of the following at **NO CHARGE** to you.

- If the spare tire carrier assembly cable has a black resin coating, the spare tire carrier assembly will be replaced with a newly designed one. A protector will also be installed between the spare tire carrier and right front tire to minimize rearward water splash. Both of these operations will be performed at **no cost** to you.
- If the spare tire carrier assembly cable does **not** have a black resin coating, Toyota will apply a Corrosion Resistant Compound (CRC) to the end of the spare tire carrier cable. If significant corrosion is found on the spare tire carrier cable, Toyota will first repair the spare tire carrier cable prior to applying the CRC. Both CRC application, and if necessary, cable repair will be performed. A protector will also be installed between the spare tire carrier and right front tire to minimize rearward water splash. All of these operations will be performed at **no cost** to you.

**What should you do?**

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

Please contact your authorized Toyota dealer and make an appointment as soon as possible. The inspection and remedy for the spare tire carrier assembly cable repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**\*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***

**If your vehicle is covered by this Safety Recall, you do not need an owner letter to have this Safety Recall completed; however to assist the dealer in confirming vehicle eligibility, 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](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 remedy.*** 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 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, WC10  
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.

SAMPLE



**Safety Recall A9E**  
**Certain 1998 through 2010 Toyota Sienna Vehicles**  
**Severe Corrosion of Spare Tire Carrier Cable – Q&A**  
**January 2010 - Phase 3 (certain 2010 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 (Launched Early October 2010)
- Phase 2: Certain 2007 through 2009 Model Year Sienna 2WD vehicles (Launched Mid-November 2010)
- 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. Owners of those vehicles will receive a separate Special Service Campaign notification including details on how to obtain an inspection, and repair if necessary, **if they desire**. If an owner believes his or her vehicle has been or will be 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 for the vehicles covered by Phase 3 of this recall?**

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

**2010 Model Year Sienna Vehicles**

**Black Resin Coating or Vehicles produced after June 1, 2009 (Grease Coating)**

- If the spare tire carrier assembly cable has a black resin coating or grease coating, the dealer will replace the spare tire carrier assembly with a newly designed spare tire carrier assembly. A protector will also be installed between the spare tire carrier and the right front tire to minimize rearward water splash. Approximately 10,000 vehicles in phase 3 have a black resin coating or grease coating.

**No Cable Coating (No Black Resin Coating / No Grease Coating)**

- 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 protector will also be installed between the spare tire carrier and the 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 protector 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 protector will also be installed between the spare tire carrier and right front tire to minimize rearward water splash.

**Q5a: Why doesn't Toyota remove the black resin sleeve or grease coating and apply the corrosion resistant compound to the exposed cable?**

A5a: When removed, the black resin sleeve and grease coating leaves a film that prevents the corrosion-resistant compound from penetrating the cable and protecting the strands. Therefore, 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 performed.

**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 by this Safety Recall. There are approximately 23,000 vehicles covered by phase 3 of this Safety Recall.

	<b>Model Year</b>	<b>Model</b>	<b>Approx UIO</b>
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 with vehicles 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 has been or 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 a Special Service Campaign for the remaining 30 warm states shortly.

**Q10: Which and how many vehicles are covered by the Special Service Campaign in the 30 Warm states?**

A10: There are approximately 733,000 MY 1998-2010 Sienna 2WD vehicles originally sold in **and** 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 application of the corrosion resistant compound to the end of the spare tire carrier cable will take approximately 1 hour. However, it may take longer based upon the inspection results, the dealer's work schedule and/or other repairs necessary to the spare tire carrier. Please see your dealership for details.

**Q14: What should customers with vehicles not covered by the Safety Recall do?**

A14: Owners of certain 1998 through 2010 model year Sienna vehicles equipped with a spare tire, 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 has been or will be 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 (1-888-270-9371) for additional assistance.