

Published March 9, 2016

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

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

Subject: **Special Service Campaign ESS – *Remedy Notice***  
**Certain 2004 - 2011 Model Year Toyota Sienna (2WD) Vehicles Equipped with a Spare Tire Originally Sold In and/or Currently Registered Outside of the 20 Specific Cold Climate States Excessive Corrosion of the Spare Tire Carrier Cable**

## Condition

Toyota has received reports indicating that some vehicles may experience spare tire carrier or carrier cable corrosion even after being inspected and/or repaired as part of a previous Special Service Campaign. During normal usage, water splashing rearward can reach the spare tire carrier due to variation in the placement of the foam splash guard or loss of the splash guard. If the splashed water contains high concentrations of road salt, corrosion of the spare tire carrier and carrier cable may result. In limited instances, the spare tire may become separated from the spare tire carrier and create a road hazard that could cause a vehicle crash. Toyota has revised the inspection and remedy procedures for this Special Service Campaign. **All owners of affected vehicles in Warm Climate States are now eligible for an inspection of the spare tire carrier assembly and cable.**

## Remedy

Toyota dealers will be requested to inspect and, if necessary, replace the entire Spare Tire Carrier with an improved one. This replacement will be performed at **NO CHARGE** to the customer.

## Covered Vehicles

There are approximately 494,000 vehicles involved in this Special Service Campaign.

Model Name	Model Year	Production Period
Sienna (2WD)	Certain 2004 to 2011	Early January 2003 – Early December 2010

## Owner Letter Mailing Date

Toyota will begin to notify owners in early March, 2016. A sample of the owner notification letter has been included for your reference.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

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

## Used Vehicles in Dealership Inventory (In-Stock Vehicles)

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

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Special Service Campaign has been completed on that vehicle.

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Toyota Certified (any classification)
- Toyota Expert (any classification)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**Remedy Procedures**

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**Repair Quality Confirmation**

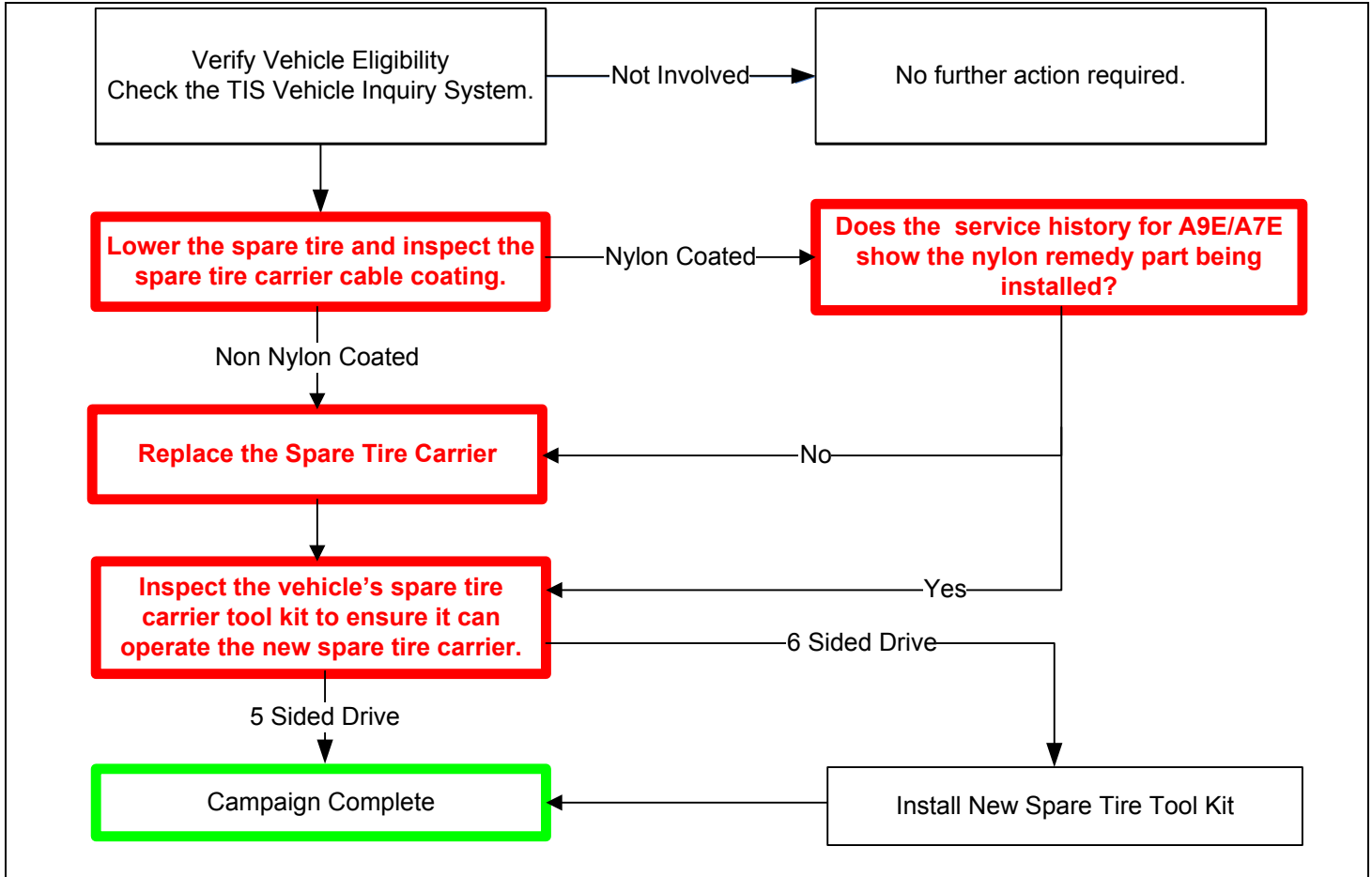
The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**Parts Ordering**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
04005-31108	CARRIER, SPARE WHEEL	1
04005-30108	CARRIER KIT, SPARE WHEEL	1
04004-66108	SPARE WHEEL CARRIER KIT	1*

**\*NOTE: P/N 04004-66108 is not required for all vehicles. Please refer to the Technical Instructions to determine vehicle applicability.**

**Warranty Reimbursement Procedure**



Opcode	Description	Flat Rate Hours
AGG65B	Remove the spare tire from the cargo area (if necessary), replace the spare tire carrier and re-install the spare tire.	0.5 hr/vehicle
AGG65C	Inspect the spare tire carrier – Passed – <b>No Replacement Needed</b>	0.3 hr/vehicle

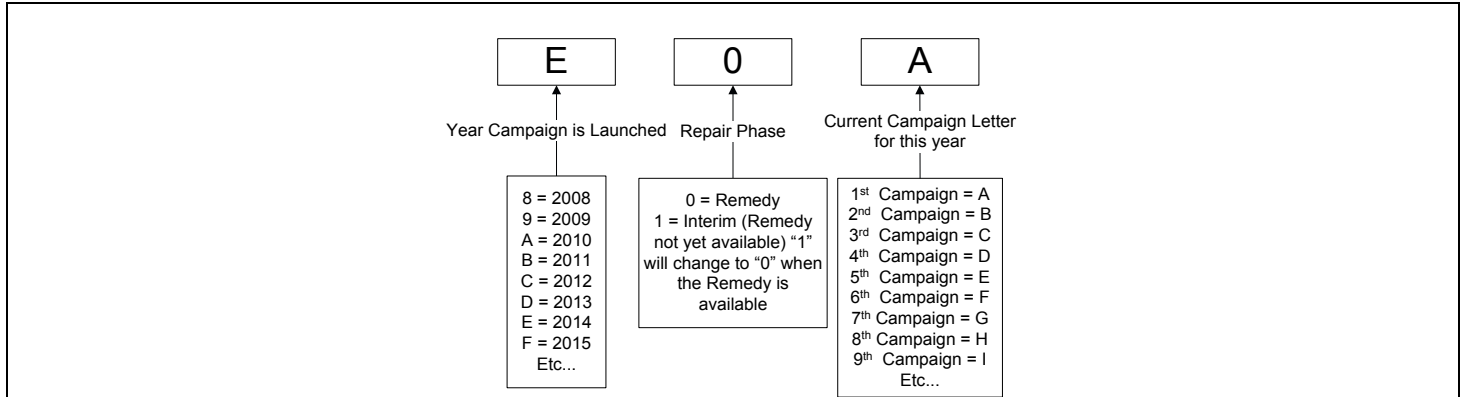
**Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Toyota Corporate Communications or 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.)

**Customer Contacts**

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 that they may have. A Q&A is provided to assure a consistent message is communicated.

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

**Campaign Designation Decoder****Examples:**

A0D = Launched in 2010, Remedy Phase, 4<sup>th</sup> Campaign Launched in 2010

C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2013

***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 Special Service Campaign.***

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



**Special Service Campaign ESS – *Remedy Notice***  
**Certain 2004 - 2011 Model Year Toyota Sienna (2WD) Vehicles Equipped with a Spare Tire**  
**Originally Sold In and/or Currently Registered Outside of the 20 Specific Cold Climate States**  
**Excessive Corrosion of the Spare Tire Carrier Cable**

**Frequently Asked Questions**  
**Published March 9, 2016**

**Background**

**As part of our continual efforts to help ensure customer satisfaction, Toyota will notify owners of certain 2004 to 2010 Model Year Sienna (2WD) vehicles, originally included in Special Service Campaign A7E, and owners of certain 2011 Model Year Sienna (2WD) vehicles not included in Special Service campaign A7E, that their spare tire carrier may require replacement. These notifications apply and vehicles must be inspected even if they have already had Special Service Campaign A7E completed. Toyota has completed the updated inspection and remedy preparations and will begin mailing the remedy owner letter for Special Service Campaign ESS.**

**Q1: *What is the condition?***

Toyota has received reports indicating that some vehicles may experience spare tire carrier or carrier cable corrosion even after being inspected and/or repaired as part of a previous Special Service Campaign. During normal usage, water splashing rearward can reach the spare tire carrier due to variation in the placement of the foam splash guard or loss of the splash guard. If the splashed water contains high concentrations of road salt, corrosion of the spare tire carrier and carrier cable may result. In limited instances, the spare tire may become separated from the spare tire carrier and create a road hazard that could cause a vehicle crash. Toyota has revised the inspection and remedy procedures for this Special Service Campaign. **All owners of affected vehicles in Warm Climate States are now eligible for an inspection of the spare tire carrier assembly and cable.**

**Q1a: *What is the revised remedy procedure?***

A1a: Toyota dealers will be requested to inspect and, if necessary, 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 Special Service Campaign A7E?***

A2: In Early-November 2010, Toyota launched the remedy for a separate Special Service Campaign A7E. This Special Service Campaign was conducted to address excessive corrosion of the spare tire carrier assembly cable for 1998 to 2010 Model Year Sienna (2WD) vehicles located outside of the 20 specific cold climate states with high road salt usage. Although continued prolonged exposure to high concentrations of road salts and other cold climate environmental factors contribute to this condition, customers outside of the Severe Cold Climate States may obtain the inspection and repair at **no charge** if they so desire.

**Q3: *Why are the 1998-2003 vehicles not included in Special Service Campaign ESS?***

A3: The 1998 through 2003 Model Year Sienna (2WD) vehicles included in Special Service Campaign A7E have the spare tire carrier in a different location and do not require inspection under this new action.

**Q4: What is Toyota going to do?**

A4: If you believe your vehicle will be and/or may have been operated in Cold Climate States, where road salts are frequently used for an extended period of time, any authorized Toyota Dealer will inspect and, if necessary, replace the entire Spare Tire Carrier with an improved one.

Vehicles originally sold-in and currently registered in the following states, as well as American Samoa, Guam, Puerto Rico, and Saipan will receive this offer:

**AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY**

**Q5: Is there a campaign that covers vehicles in the Cold Climate States?**

A5: Yes, vehicles originally sold or currently registered in the cold climates states are covered under Safety Recalls A9E and E0S.

**Q5a: Which are the Severe Cold Climate States with high road salt usage?**

A5a: Vehicles originally sold in or currently registered in the following states and the District of Columbia are described as cold climate states:

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

**Q6: Why are some states contiguous to the Severe Cold Climate States not included in Safety Recalls A9E and E0S?**

A6: 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 these campaigns and avoid confusion, Toyota 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 covered under Special Service Campaigns A7E or ESS.

**Q7: Why aren't vehicles originally sold or currently registered outside of the 20 specific cold climate states covered by the Safety Recall?**

A7: Safety Recalls A9E and E0S cover those vehicles that are regularly operated 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.

To help ensure customer satisfaction, Toyota will provide an inspection as part of this Special Service Campaign, as some vehicles originally sold and/or currently registered outside of the 20 cold climate states may spend extended time in areas of frequent road salt usage. If an owner believes his/her vehicle is exposed to these conditions, Toyota will inspect and, if necessary, perform the recall remedy for those vehicles at **no charge**.

**Q8: How long will the repair take?**

A8: The inspection will take approximately 30 minutes; in the event that the replacement of the spare tire carrier is needed, the repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9: What should customers do?**

A9: Owners of Sienna vehicles covered by this Special Service Campaign, who believe their vehicle will be and/or has been operated in areas where high road salt is frequently used, may bring their vehicle to the dealer to have the spare tire carrier inspected and, if necessary, replaced.

**Q10: When will owners be notified?**

A10: In early March, 2016, Toyota will begin mailing owner notification letters by first class mail to owners of vehicles covered by this Special Service Campaign.

**Q10a: How does Toyota obtain my mailing information?**

A10a: 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.

**Q11: Which and how many vehicles are covered by this Special Service Campaign?**

A11: There are approximately 494,000 vehicles involved in this Special Service Campaign.

<b>Model Name</b>	<b>Model Year</b>	<b>Production Period</b>
Sienna (2WD)	Certain 2004 to 2011	Early January 2003 – Early December 2010

**Q11a: Are there any other Toyota, Lexus or Scion vehicles covered by this Special Service Campaign in the U.S.?**

A11a: No, there are no other models covered by this campaign.

**Q12: Do I need my owner letter to have the remedy performed?**

A12: You do not need an owner letter to have this Special Service Campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

**Q13: What if a customer has previously paid to replace the vehicle's spare tire carrier for this specific condition?**

A13: Reimbursement consideration instructions are provided in the remedy owner letter.

**Q14: What should an owner do if they experience the condition?**

A14: If an owner has any immediate concerns, they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair.

**Q15: What if I have additional questions or concerns?**

A15: 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 through 4:00 pm Pacific Time.

**2004 – 2011 Model Year Toyota Sienna (2WD) Vehicles Equipped with a Spare Tire  
Originally Sold In and/or Currently Registered Outside of the 20 Specific Cold Climate States  
Excessive Corrosion of the Spare Tire Carrier Cable  
Special Service Campaign - (Remedy Notice)**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes your vehicle.

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

**What is the condition?**

Toyota has received reports indicating that some vehicles may experience spare tire carrier or carrier cable corrosion even after being inspected and/or repaired as part of a previous Special Service Campaign. During normal usage, water splashing rearward can reach the spare tire carrier due to variation in the placement of the foam splash guard or loss of the splash guard. If the splashed water contains high concentrations of road salt, corrosion of the spare tire carrier and carrier cable may result. In limited instances, the spare tire may become separated from the spare tire carrier and create a road hazard that could cause a vehicle crash. Toyota has revised the inspection and remedy procedures for this Special Service Campaign. **All owners of affected vehicles in Warm Climate States are now eligible for an inspection of the spare tire carrier assembly and cable.**

**What will Toyota do?**

Any authorized Toyota dealer will inspect and, if necessary, replace the entire Spare Tire Carrier with an improved one. This replacement will be performed at **NO CHARGE** to you.

**What should you do?**

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

If you believe your vehicle will be and/or has been operated in areas where high road salt is frequently used, bring your vehicle to the dealer to have the spare tire carrier inspected and, if necessary, replaced at **NO CHARGE** before you are inconvenienced by this condition.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Manual Warranty Information booklet. For additional information, please refer to the booklet.

Please contact your authorized Toyota dealer to make an appointment to have the spare tire carrier inspected and, if necessary, replaced. The inspection will take approximately 30 minutes and in the event that the replacement of the spare tire carrier is needed, the repair will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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 ownership information 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



**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- 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 to 4:00 pm Pacific Time.

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.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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