

TOYOTA

◀ IMPORTANT UPDATE ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated. Refer to the details below.

| DATE | TOPIC |
|-------------------|---|
| December 19, 2016 | <ul style="list-style-type: none">• The Toyota Rent-A-Car (TRAC) & Service Loaners section has been updated.• A sample of the owner notification letter has been included. |
| February 16, 2017 | <ul style="list-style-type: none">• A Loaner Vehicle Reimbursement section has been added. |

*The most recent updates in the attached Dealer Letter will be **highlighted with a red box.***

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TOYOTA

November 22, 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: Safety Recall G04 (Interim G14) – **Interim Notice**
Certain 2011 – 2016 Model Year Sienna Vehicles
Power Sliding Door

On November 22, 2016, Toyota filed a Defect Information Report with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2011 – 2016 model year Sienna vehicles.

Condition

In the involved vehicles, there is a possibility that, under certain limited conditions, if the sliding door opening operation is impeded, the sliding door motor circuit could be overloaded, opening the fuse for the motor. If this occurs when the door latch is in an unlatched position, the door could open while driving, increasing the risk of injury to a vehicle occupant.

Covered Vehicles

There are approximately 744,400 2011 – 2016 model year Sienna vehicles covered by this Safety Recall. Approximately 1,700 vehicles involved in this Safety Recall were distributed to Puerto Rico.

| Model Name | Model Years | Production Period |
|------------|-------------|--------------------------------------|
| Sienna | 2011 - 2016 | Early January 2010 – Mid-August 2016 |

Owner Letter Mailing Date

Toyota will begin to notify owners in December 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 Safety Recall 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.

New Vehicles in Dealership Inventory

There are approximately 1,230 vehicles in new dealer inventory as of November 21, 2016.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

| Part Number | Description | Quantity |
|--------------|----------------------------|-------------|
| 00411-140003 | Inspection Mirror Hang Tag | 25 Per Pack |

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Pre-Owned-Safety Recall Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form G04/G14" and include the VIN.

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 designated, sold, or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota typically requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied. In this case, until the remedy becomes available, TRAC and Service Loaner vehicles that are covered by this Safety Recall may remain in service if the power sliding doors have been disabled using the Job Aid (LH and RH Power Sliding Door Fuse Removal Process), available on TIS.

The Job Aid (LH and RH Power Sliding Door Fuse Removal Process) **SHOULD NOT** be performed on customer vehicles and **DOES NOT** complete this Safety Recall. Once the remedy becomes available, TRAC and Service Loaner vehicles **MUST** have the remedy performed.

Loaner Vehicle Reimbursement Procedure

Toyota recommends that owners of vehicles affected by G04 (Interim G14) turn the main switch off to disable the power sliding door system as described in both the FAQ and the sample owner notification letter. If this recommendation is not feasible for the customer's personal or business needs, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day for a maximum of 4 days. Per day expenses exceeding \$35, or loaners exceeding 4 days requires DSPM authorization. For additional information, reference the Toyota Transportation Assistance Program (TTAP) guidelines.

| Op. Code | Description | DSPM Authorization |
|----------|-----------------------------|--------------------|
| CGG93A | Vehicle Rental 1-30 Days | Required |
| CGG93B | Vehicle Rental 31-60 Days | |
| CGG93C | Vehicle Rental 61-90 Days | |
| CGG93D | Vehicle Rental 91-120 Days | |
| CGG93E | Vehicle Rental 121-160 Days | |
| CGG93F | Vehicle Rental 161-180 Days | |

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Media Contacts

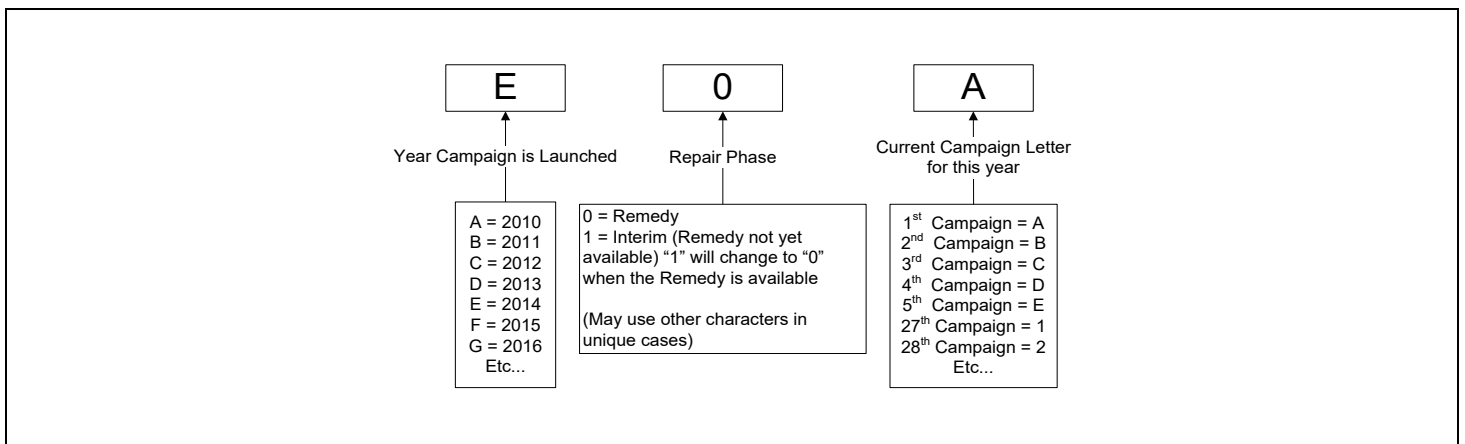
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



Examples:

- A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
- C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
- E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

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.



Safety Recall G04 (Interim G14) – *Interim Notice*
Certain 2011 – 2016 Model Year Sienna Vehicles
Power Sliding Door

Frequently Asked Questions
Published November 22, 2016

◀ IMPORTANT UPDATE ▶

| DATE | TOPIC |
|-------------------|--|
| December 19, 2016 | <ul style="list-style-type: none"> • Q1a and A1a have been added. • Q4 and A4 have been added. • A5 has been updated. |

The most recent updates will be highlighted with a red box.

Q1: What is the condition?

A1: In the involved vehicles, there is a possibility that, under certain limited conditions, if the sliding door opening operation is impeded, the sliding door motor circuit could be overloaded, opening the fuse for the motor. If this occurs when the door latch is in an unlatched position, the door could open while driving, increasing the risk of injury to a vehicle occupant.

Q1a: Under what circumstances may the sliding door opening operation become impeded?

A1a: In the majority of cases, this condition has occurred in cold climate areas when the sliding door becomes frozen with ice, impeding the door opening operation.

Q2: What is Toyota going to do?


A2: Toyota is currently preparing the remedy for this condition. Until then, Toyota will send an interim owner notification informing the customer of the condition and that they will be notified again when the remedy becomes available.

Q3: Are there any warnings prior to the occurrence of this condition?

A3: If the condition occurs, the following symptoms may be present:

A warning buzzer will sound for a few seconds if the fuse opens during door operation and may sound again if further door operation is attempted. Also, if the latch on the power sliding door remains in the open position as a result of this condition, the power sliding door may not stay completely closed.

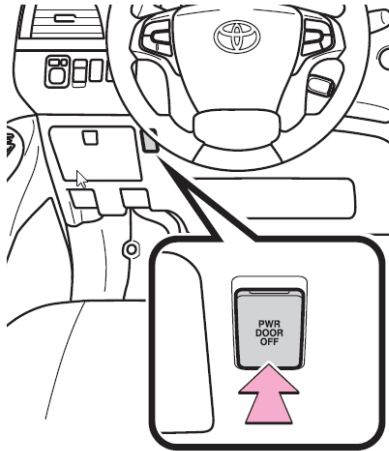
If the door begins to open while the vehicle is moving, a warning light, shown below, will illuminate on the instrument cluster and a warning buzzer will sound.

| Warning Light | Warning light/Details/Actions |
|---|--|
|  | <p>Open door warning light (warning buzzer) Indicates that one or more of the doors or the back door is not fully closed</p> |

Q4: Can I do something to avoid the occurrence of the condition?

A4: Yes. To avoid the occurrence of the condition, Toyota suggests that you disable the power sliding door system as described below.

Step 1 Turn the main switch off to disable the power sliding door system.



1 Off*

The sliding doors can only be opened and closed manually. **Ensure that the switch remains in this position.**

2 On

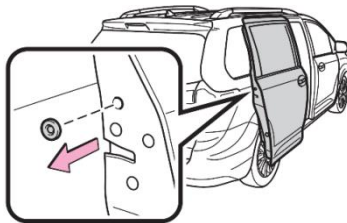
The power sliding door system is enabled. An orange mark on the switch should be visible when the switch is on.

*: The power function of the power back door will be disabled while the switch is in this position. The power back door can still be used manually.

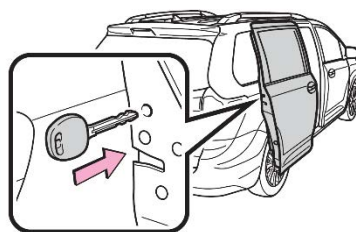
Q5: If I experience the condition, can I do something to manually close the power sliding door?

A5: Yes. Push the mechanical lever in the power sliding door as described below and close the door manually. This process is also described in the owner's manual, included with the vehicle, in the following section: *Opening, closing, and locking the doors.*

Step 1 Remove the plug from the rear edge of the sliding door.



Step 2 Insert a key in the hole and push the mechanical cancel lever.



Step 3 Close the door manually.

Q6: Which and how many vehicles are covered by this Safety Recall.

A6: There are approximately 744,400 2011 – 2016 model year Sienna vehicles covered by this Safety Recall.

| Model Name | Model Years | Production Period |
|------------|-------------|--------------------------------------|
| Sienna | 2011 - 2016 | Early January 2010 – Mid-August 2016 |

Q6a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A6a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q7: What if I previously paid for repairs related to this Safety Recall?

A7: Reimbursement consideration instructions will be provided in the owner letter.

Q8: How does Toyota obtain my mailing information?

A8: 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.

Q9: What if I have additional questions or concerns?

A9: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Certain 2011 – 2016 Model Year Sienna Vehicles
Power Sliding Door
IMPORTANT SAFETY RECALL (Interim Notice)

This notice applies to your vehicle: [VIN]
NHTSA Recall No. 16V-858

INTERIM NOTICE

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

Dear Toyota Customer:

This notice is 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 - 2016 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?

In the involved vehicles, there is a possibility that if the sliding door opening operation is impeded, the sliding door motor circuit could be overloaded, opening the fuse for the motor. If this occurs when the door latch is in an unlatched position, the door could open while driving, increasing the risk of injury to a vehicle occupant.

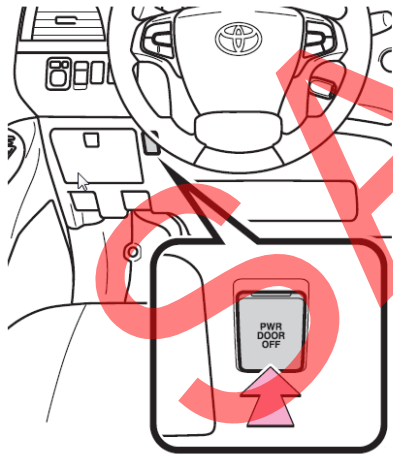
What should you do?

We appreciate your patience while we prepare the remedy.

You will receive a second owner notification when the remedy is available

To avoid the occurrence of this condition, we suggest that you disable the power sliding door system as described below.

Step 1 Turn the main switch off to disable the power sliding door system.



1 Off*

The sliding doors can only be opened and closed manually. ***Ensure that the switch remains in this position.***

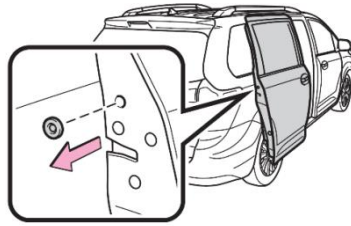
2 On

The power sliding door system is enabled. An orange mark on the switch should be visible when the switch is on.

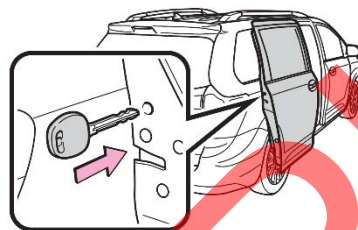
*: The power function of the power back door will be disabled while the switch is in this position. The power back door can still be used manually.

If you experience the condition described above, we suggest that you push the mechanical lever in the power sliding door as described below and close the door manually. After that, bring the vehicle to your local authorized Toyota dealer for diagnosis.

Step 1 | Remove the plug from the rear edge of the sliding door.



Step 2 | Insert a key in the hole and push the mechanical lever.



Step 3 | Close the door manually.

Note: A warning buzzer may sound during manual door operation. Additionally, a warning buzzer may sound if an attempt is made to use the power function of the power sliding door.

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, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 <http://www.safercar.gov>.

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

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 Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

SAMPLE



Published November 22, 2016

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

PRE-OWNED – SAFETY RECALL CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

Pre-Owned Vehicles **ONLY** (Not Applicable for TCUV units)

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

| | | | |
|------------------|-------|----------------|-------|
| Customer Name | _____ | Customer Email | _____ |
| Customer Address | _____ | Home Phone # | _____ |
| | _____ | Mobile Phone # | _____ |
| | _____ | Date | _____ |

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for Safety Recall and other campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

| | | | |
|---------------------|-------|------------------------|-------|
| Dealer Name/Address | _____ | Dealer Code | _____ |
| | _____ | Dealer Phone Number | _____ |
| | _____ | Dealer Staff Name | _____ |
| | _____ | Dealer Staff Signature | _____ |