

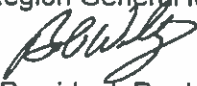


PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Published March 9, 2016

To: All Toyota Region General Managers / Vice Presidents

From: Bob Waltz 
Group Vice-President, Product Quality and Service Support

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

Specific information for Region support is provided below.

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.**

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on March 9, 2016.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.