



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

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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)	2004 to Certain 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

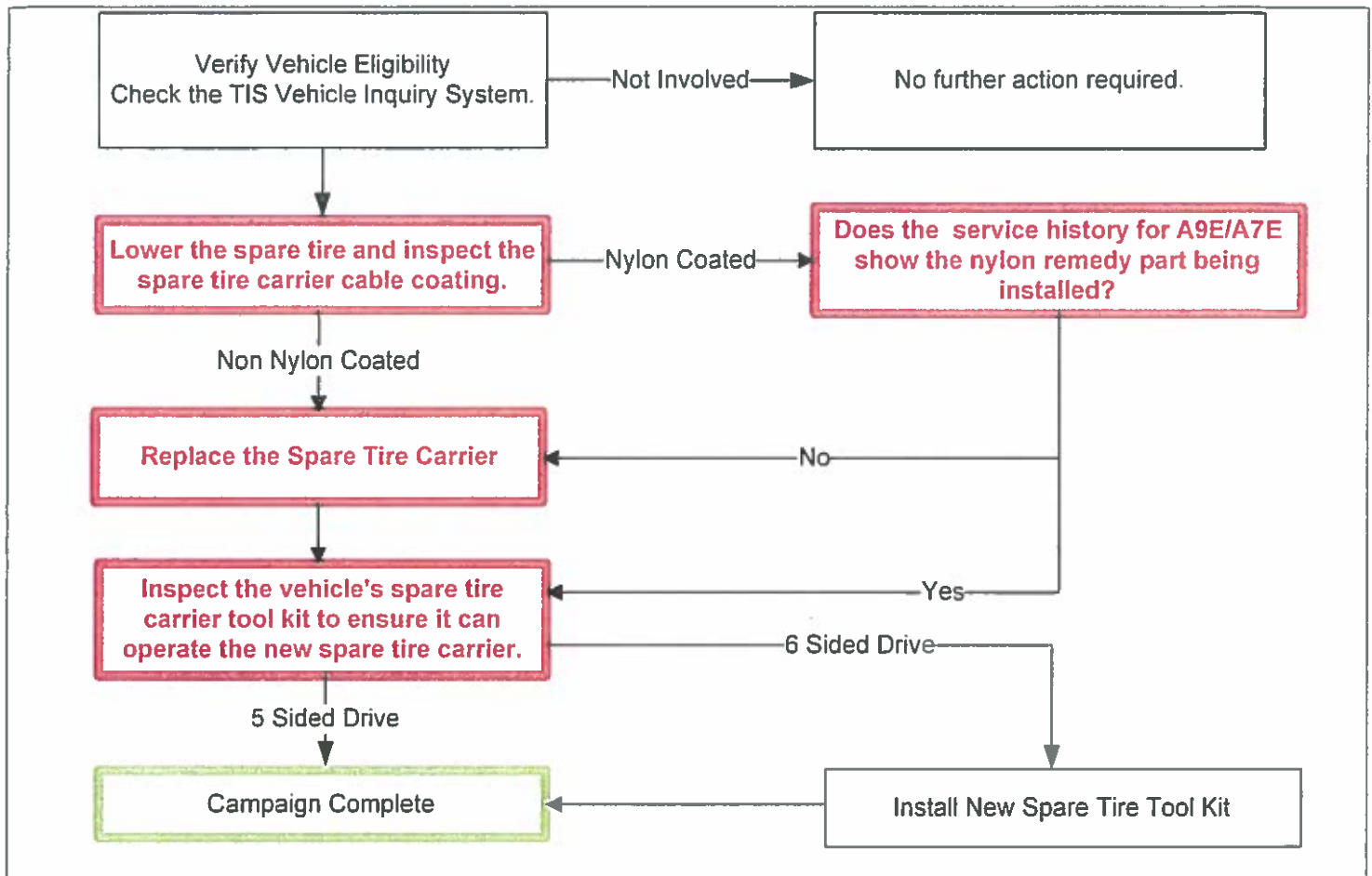
The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer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

Parts Ordering

Part Number	Description	Quantity
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 – No Replacement Needed	0.3 hr/vehicle

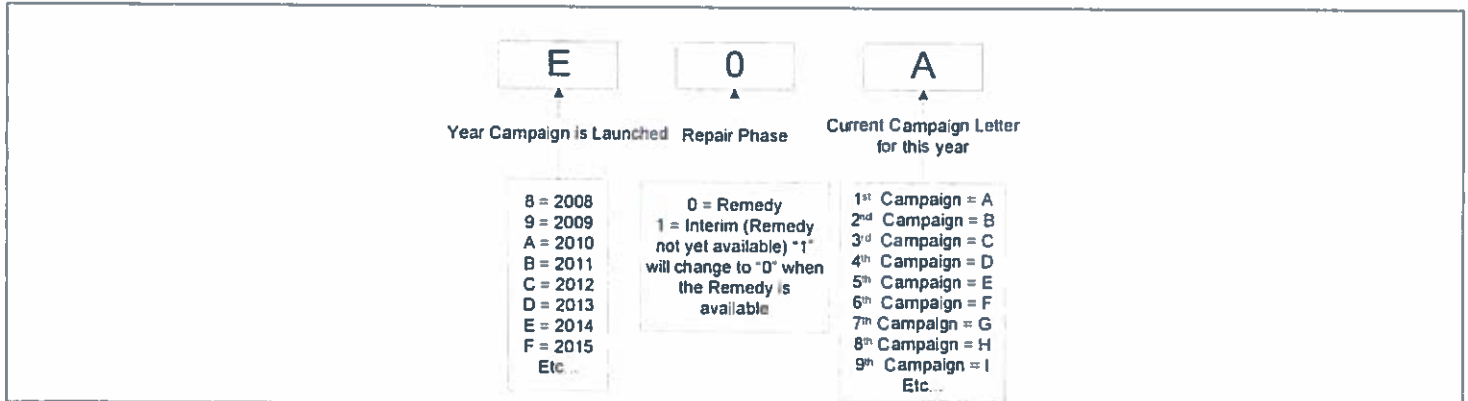
Media Contacts

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, 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 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.