

Published: June 14, 2016

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

Subject: Special Service Campaign (SSC) G0G – **Remedy Notice**
Certain 2015 – 2016 Model Year Sienna Vehicles
Oxygen Sensor Replacement

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2015 - 2016 Model Year Sienna Vehicles.

Condition

The subject vehicles are equipped with an Oxygen Sensor which could experience wire degradation inside the Oxygen Sensor wiring harness caused by vehicle vibration during normal operation. If this occurs, the vehicle will illuminate the check engine light.

Remedy

Authorized Toyota dealerships are requested to replace the Oxygen Sensor at **no charge** to the vehicle's owner.

Covered Vehicles

There are approximately 24,100 certain 2015 – 2016 Model Year Sienna vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Sienna	Certain 2015 –2016	Early January, 2015 through Late December, 2015

Owner Letter Mailing Date

Toyota will begin to notify owners in Late May, 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.

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Toyota requests that dealers conduct this Special Service Campaign remedy on any new or 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:

- **Certified any specialty**
- **Expert any specialty**
- **Master**
- **Master Diagnostic Technician**

Always check which technicians can perform the 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 Process - Non SET and GST Parts Ordering Process

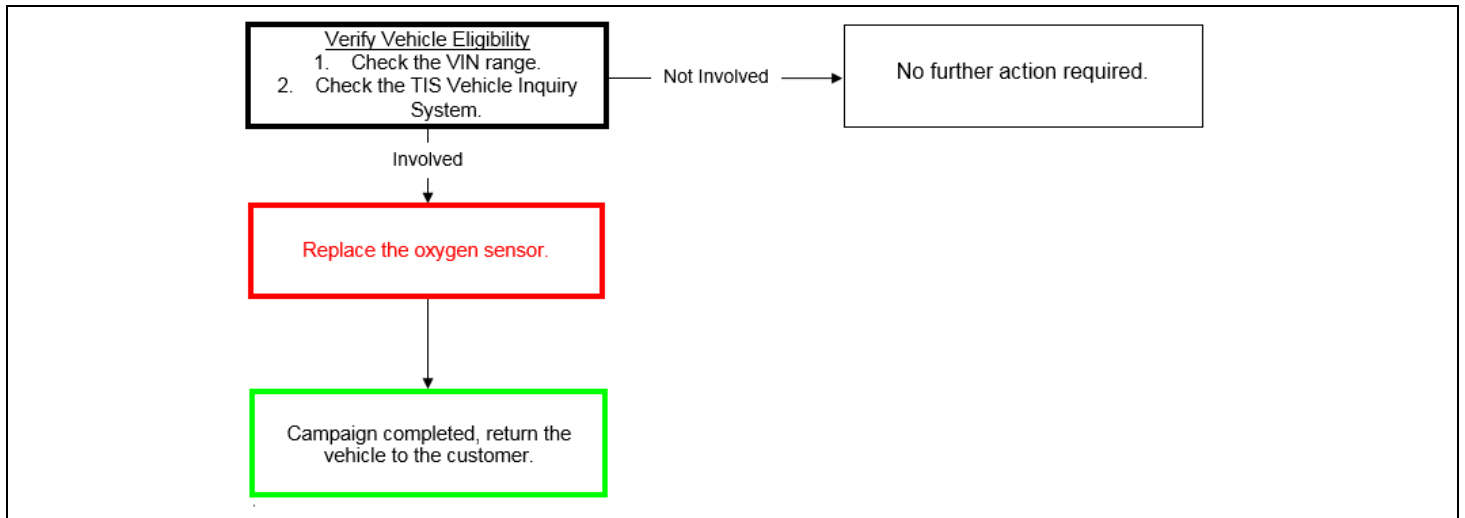
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
89465-08140	SENSOR, OXYGEN	1

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG42A	Replace Oxygen Sensor	0.7 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

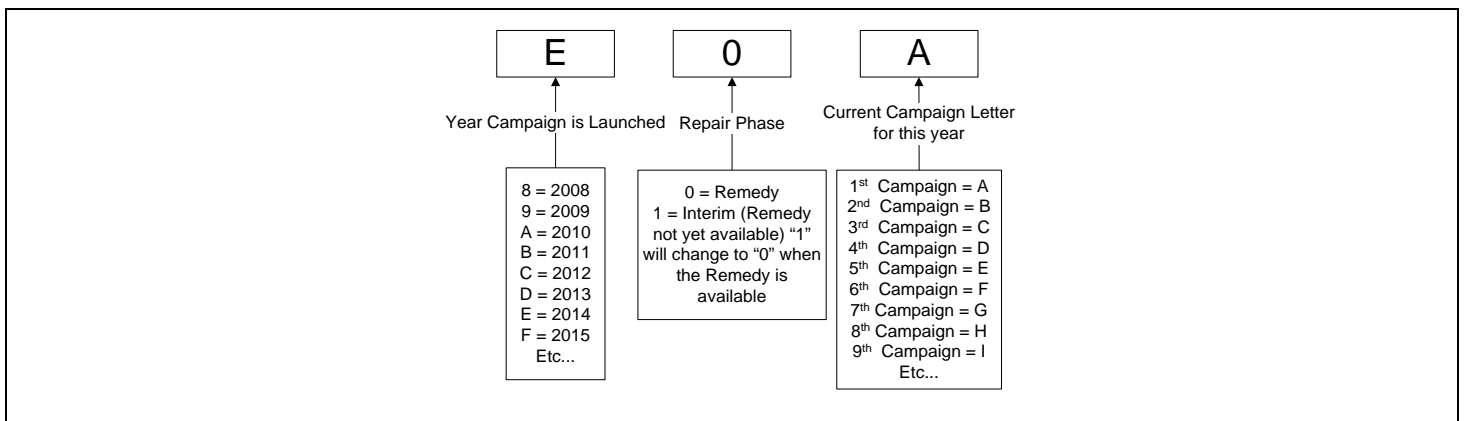
Vehicles Emission Recall Proof of Correction Form (California only)

As this Special Service Campaign includes an emission related part, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. **It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by July 31, 2016. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.



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

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 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 the Special Service Campaign. 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).

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 – G0G
Certain 2015-2016 Model Year Sienna Vehicles
Oxygen Sensor Replacement**

**Frequently Asked Questions
Published: June 14, 2016**

Q1: *What is the condition?*

The subject vehicles are equipped with an Oxygen Sensor which could experience wire degradation inside the Oxygen Sensor wiring harness caused by vehicle vibration during normal operation. If this occurs, the vehicle will illuminate the check engine light.

Q1a: *What is the Oxygen Sensor?*

A1a: The Oxygen Sensor is part of the engine control feedback system. It is utilized to monitor the concentration of oxygen in the exhaust gases.

Q1b: *Are there any Diagnostic Trouble Codes (DTCs) present if this condition occurs?*

A1b: Yes, if this condition occurs, DTC P0037, P0136, P0137, P0138, P0139 may be set. Please note these DTCs may be set for reasons not related to this condition.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification starting in late June, 2016 by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the Oxygen Sensor replaced at **NO CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Special Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this NO CHARGE Special Service Campaign the California Air Research Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

A Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q3: *Which and how many vehicles are covered by this Special Service Campaign?*

A3: There are approximately 24,100 Sienna (Certain 2015-2016 MY) vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Sienna	Certain 2015-2016	Mid-January, 2015 through Late December, 2015

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q4: *How long will the repair take?*

A4: The repair takes approximately 1 hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *How does Toyota obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

**Certain 2015-2016 Model Year Sienna Vehicles
Oxygen Sensor Replacement
Special Service Campaign**

[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?

The subject vehicles are equipped with an Oxygen Sensor which could experience wire degradation inside the Oxygen Sensor wiring harness caused by vehicle vibration during normal operation. If this occurs, the vehicle will illuminate the check engine light.

What will Toyota do?

Any authorized Toyota dealer will replace the Oxygen Sensor at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to have the Oxygen sensor replacement performed. The remedy will take approximately 1 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 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. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you live in California and don't have this Special Service Campaign performed?

The state of California requires the completion of Special Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Special Service Campaign the California Air Research Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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.