

Original Publication Date: February 22, 2018

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

Subject: Safety Recall J0J - **Remedy Notice**  
Certain 2018 Model Year Sienna Vehicles  
10-Spoke Alloy Wheels

On February 22, 2018, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2018 model year Sienna vehicles.

### **Condition**

The involved vehicles may have been equipped with certain 10 spoke alloy wheels that may not have been manufactured properly. Under certain driving conditions involving impact to the wheels, these wheels can crack in the spokes and could ultimately separate at the hub. If the wheel separates at the hub, a loss of vehicle control could occur, increasing the risk of a crash.

### **Remedy**

Any authorized Toyota dealer will inspect each of the vehicle's four wheels and, if necessary, replace the wheel with a new one at **NO CHARGE**. Only wheels found to be from a specific production location will be replaced. The spare wheel will not be inspected because it is not affected by the condition. Note: If a wheel is replaced with a new one, the original wheel's tire will be re-used as part of the repair.

### **Covered Vehicles**

There are 55 vehicles covered by this Safety Recall. None of the vehicles covered by this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Sienna	2018	Early January 2018 – Mid January 2018

### **Owner Letter Mailing Date**

The Toyota Customer Experience Center will call all vehicle owners starting late February 2018, to inform them that their vehicle is involved in this Safety Recall and to assist in scheduling an appointment at the dealer. Any owner whose vehicle has not been repaired by late April 2018, will be contacted via first class mail.

*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. 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 Vehicles in Dealership Inventory**

There are approximately 16 new vehicles in new dealer inventory as of February 21, 2018.



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. Further, 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.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60 day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being 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.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>).

**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**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached 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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form J0J" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>).

**Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

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

Toyota 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.

**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:

- Maintenance Technician
- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair 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**

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**

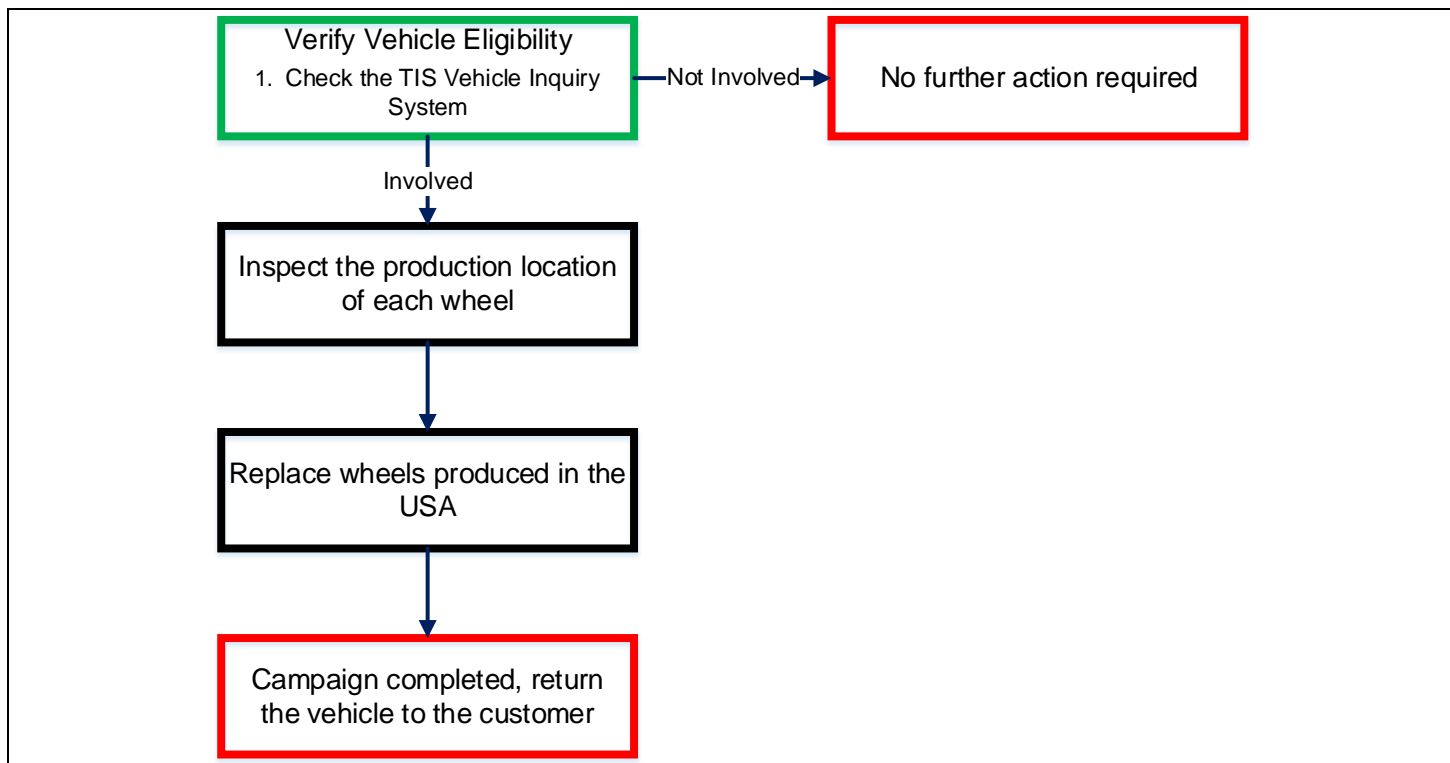
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most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

*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.*

***THESE PARTS SHOULD NOT BE INTENTIONALLY STOCKED AT THE DEALERSHIP. DO NOT ORDER THESE PARTS FOR STOCK.***

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
42611-08060	Alloy Wheel	1pc / affected wheel
Consult the Electronic Parts Catalog for the Applicable P/N	Fitting Kit, Tire Pressure Monitor Valve	1pc / affected wheel

**Warranty Reimbursement Procedure**



Opcode	Description	Flat Rate Hours
LGG18A	Inspection only, wheel replacement not needed	0.9
LGG18B	Inspection + replace 1 wheel	1.2
LGG18C	Inspection + replace 2 wheels	1.5
LGG18D	Inspection + replace 3 wheels	1.8
LGG18E	Inspection + replace 4 wheels	2.1
LGG18F	Inspection + replace 1 wheel (Wheel is equipped with run flat tire)	1.3
LGG18G	Inspection + replace 2 wheels (Wheels are equipped with run flat tires)	1.7
LGG18H	Inspection + replace 3 wheels (Wheels are equipped with run flat tires)	2.1
LGG18J	Inspection + replace 4 wheels (Wheels are equipped with run flat tires)	2.5

- Warranty claim filing will be available by 2/28/2018.
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of wheel balance weights can be claimed as sublet type “ZZ” under any of the OpCodes except LGG18A.
- If wheel replacement is necessary, a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 2 days as a sublet type “RT” under any of the OpCodes except, LGG18A.
  - Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).
  - Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Media Contacts**

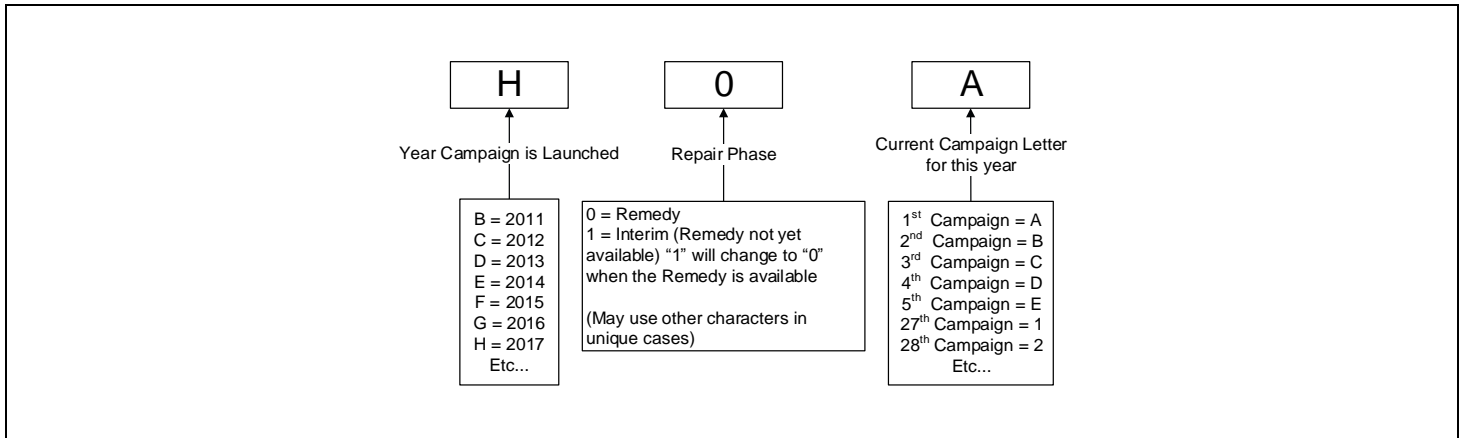
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**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:**

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 2014  
 H0A = Launched in 2017, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2017.

***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 J0J - *Remedy Notice***  
**Certain 2018 Model Year Sienna Vehicles**  
**10-Spoke Alloy Wheels**

**Frequently Asked Questions**  
**Original Publication Date: February 22, 2018**

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

A1: The involved vehicles may have been equipped with certain 10 spoke alloy wheels that may not have been manufactured properly. Under certain driving conditions involving impact to the wheels, these wheels can crack in the spokes and could ultimately separate at the hub. If the wheel separates at the hub, a loss of vehicle control could occur, increasing the risk of a crash.

**Q2: *What is Toyota going to do?***

A2: The Toyota Customer Experience Center will call all affected vehicle owners starting late February 2018, to inform them that their vehicle is involved in this Safety Recall and to assist in scheduling an appointment at the dealer. Any owner whose vehicle has not been repaired by late April 2018, will be contacted via first class mail.

Any authorized Toyota dealer will inspect each of the vehicle's four wheels and, if necessary, replace the wheel with a new one at **NO CHARGE**. Only wheels found to be from a specific production location will be replaced. The spare wheel will not be inspected because it is not affected by the condition. Note: If a wheel is replaced with a new one, the original wheel's tire will be re-used as part of the repair.

**Q3: *Which and how many vehicles are covered by this Safety Recall?***

A3: There are 55 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Sienna	2018	Early January 2018 – Mid January 2018

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

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q4: *How long will I have to wait for the repair to be done?***

A4: Including wait time and depending on the dealership's schedule, the inspection will take approximately 45 minutes. If the results of the inspection determine that wheel replacement is necessary, the time necessary will range from approximately 1.5 hours to approximately 3.0 hours depending upon how many wheels require replacement. Note: It may take up to two days for the dealer to receive repair parts before proceeding with wheel replacement. If wheel replacement is necessary, a loaner vehicle will be provided for the total time necessary for the dealer to receive repair parts and complete the repair.

**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 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.

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and 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](http://www.toyota.com/recall) or [www.safercar.gov](http://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 campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://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 _____