

NHTSA Consumer Complaints as of July 21, 2014

4 10598976 2006 TOYOTA SIENNA STRUCTURE:BODY  
ATTEMPTED TO OPEN PASSENGER SIDE SLIDING DOOR TO LET CHILDREN OUT AND WOULD NOT OPEN. WAS TOLD IT IS A PROBLEM WITH THE DOOR LATCH BUT WOULD NOT BE ABLE TO FIX IT BECAUSE IT IS OUTSIDE OF THE WARRANTY. IT IS NOW STUCK IN THE CLOSED POSITION.  
DULUTH MN Failure Date: 05/21/2013

4 10587302 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 10V16000 (STRUCTURE) BUT WAS ADVISED BY THE DEALER AND MANUFACTURER THAT THE PARTS NEEDED TO COMPLETE THE REPAIR WERE NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. HIGHLAND PARK IL Failure Date: 04/28/2014

4 10573773 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR HATCH STRUTS FAILED TO SUSTAIN THE HATCH AND CAUSED THE HATCH TO HIT THE CONTACT'S HEAD. THE CONTACT STATED THAT SHE DID NOT SUFFER INJURIES TO THE HEAD. THE DOOR HATCH WAS NOT REPLACED. THE MANUFACTURER ADVISED THAT THE WARRANTED REPAIR WAS EXPIRED. THE APPROXIMATE FAILURE MILEAGE WAS 76,000 AND THE APPROXIMATE CURRENT MILEAGE WAS 89,000. LA GRANGE PARK IL Failure Date: 11/25/2013

4 10567258 2006 TOYOTA SIENNA STRUCTURE:BODY  
SINCE 2012, THE FRONT PASSENGER'S DOOR HAS MADE A LOUD POPPING, CRACKING SOUND EVERY TIME IT IS OPENED OR CLOSED. TOYOTA DEALER INFORMED ME THE DOOR WELD IS CRACKED AND THE ENTIRE DOOR MUST BE REMOVED FOR A NEW WELD AND PAINT JOB AT A BODY SHOP. DEALER ALSO SHOWED ME A TOYOTA WARRANTY COVERAGE ENHANCEMENT FOR THIS PROBLEM (THE "DOOR CHECK MOUNTING PANEL," POL07-04, ISSUED 10/22/07), WHICH EXTENDS UP TO 5 YEARS OR 100,000 MILES. I NEVER RECEIVED NOTICE OF THIS IN THE MAIL, AND IT DOES NOT APPEAR UNDER

## NHTSA Consumer Complaints as of July 21, 2014

THE TSBS ON THE NHTSA SITE. MY VAN IS NO LONGER COVERED AT 110,000 MILES. NOTE: I HAD THIS SAME PROBLEM ON MY DRIVER'S SIDE DOOR AT ONLY 32,000 MILES, WHICH WAS REPAIRED UNDER WARRANTY. THAT MEANS BOTH MY FRONT DOORS HAVE HAD FAILED WELDS. THIS CLEARLY IS A MANUFACTURING DEFECT WHICH TOYOTA SHOULD COVER, REGARDLESS OF MILEAGE. PALM CITY FL Failure Date: 12/12/2013

4 10565594 2006 TOYOTA SIENNA STRUCTURE:BODY TWO ISSUES: (1) SINCE 2012, THE FRONT PASSENGER'S DOOR HAS MADE A LOUD POPPING, CRACKING SOUND EVERY TIME IT IS OPENED OR CLOSED. TOYOTA DEALER INFORMED ME THE DOOR WELD IS CRACKED AND THE ENTIRE DOOR MUST BE REMOVED FOR A NEW WELD AND PAINT JOB AT A BODY SHOP. DEALER ALSO SHOWED ME A TOYOTA WARRANTY COVERAGE ENHANCEMENT FOR THIS PROBLEM (THE "DOOR CHECK MOUNTING PANEL," POL07-04, ISSUED 10/22/07), WHICH EXTENDS UP TO 5 YEARS OR 100,000 MILES. I NEVER RECEIVED NOTICE OF THIS IN THE MAIL, AND IT DOES NOT APPEAR UNDER THE TSBS ON THE NHTSA SITE. MY VAN IS NO LONGER COVERED AT 110,000 MILES. NOTE: I HAD THIS SAME PROBLEM ON MY DRIVER'S SIDE DOOR AT ONLY 32,000 MILES, WHICH WAS REPAIRED UNDER WARRANTY. THAT MEANS BOTH MY FRONT DOORS HAVE HAD FAILED WELDS. THIS CLEARLY IS A MANUFACTURING DEFECT WHICH TOYOTA SHOULD COVER, REGARDLESS OF MILEAGE. (2) POWER SLIDING DOOR WILL NOT OPERATE WHEN INTERIOR BUTTONS OR KEY FOB BUTTONS ARE PUSHED. IT WILL OPEN MANUALLY, BUT IT STICKS AND REQUIRES A HARD PULL. DEALER ADVISES CABLING IS MALFUNCTIONING AND THE MOTOR IN THE MAIN CONTROL BOARD IS BAD. I WAS TOLD THE WARRANTY ENHANCEMENT FOR THE REAR SLIDING DOOR ASSEMBLIES AND POWER SLIDING DOOR ASSEMBLIES WILL COVER THE CABLES AND LATCH, BUT DOES NOT COVER THE MOTOR, THE MAIN CONTROL BOARD, OR THE LOCK! THIS IS A VERY COSTLY REPAIR. THESE COMPONENTS ARE DEFECTIVE AND SHOULD BE INCLUDED IN THE WARRANTY ENHANCEMENT. \*TR PALM CITY FL Failure Date: 12/12/2013

NHTSA Consumer Complaints as of July 21, 2014

4 10565127 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
2006 TOYOTA SIENNA. CONSUMER WRITES IN REGARDS TO DRIVER  
SIDE DOOR WELD FAILURE. \*SMD THE CONSUMER STATED LAST WEEK, THE  
DRIVER SIDE DOOR DEVELOPED A POPPING NOISE THAT OCCURRED  
WHENEVER THE DOOR WAS OPENED OR CLOSED. THE VEHICLE WAS TAKEN  
TO THE DEALER, WHERE AN INSPECTION REVEALED THE SPOT WELDS HAD  
BROKEN AWAY FROM THE DOOR STRUCTURE. \*JB WALNUT  
CREEK CA Failure Date: 01/15/2014

4 10560770 2006 TOYOTA SIENNA STRUCTURE:BODY THE  
DOOR CHECK POCKET ON THE DRIVER'S SIDE DOOR BEGAN MAKING A  
POPPING SOUND. UPON FURTHER INSPECTION, IT WAS EVIDENT THAT THE  
SPOT WELDS ON THE POCKET CAME UNDONE. LOOKING INTO THE MATTER,  
IT BECAME APPARENT THAT THIS IS A KNOWN ISSUE FOR TOYOTA. THEY  
OFFERED A WARRANTY ENHANCEMENT OF 5 YEARS OR 100,000 MILES FOR  
THE ISSUE. UPON CONTACTING THE COMPANY AND DISCUSSING THE ISSUE, I  
WAS PROMPTLY TOLD THAT MY VEHICLE DOES NOT QUALIFY AND THAT THERE  
IS NOTHING TOYOTA IS WILLING TO DO FOR ME. I HAVE BEEN TOLD BY  
MULTIPLE PEOPLE AT THE NATIONAL HEADQUARTERS THAT THE DECISION  
HAS BEEN MADE AND THEY WILL NOT COMPENSATE ME FOR THIS FAILURE  
WHICH IS DUE TO THEIR FAULTY MANUFACTURING. \*TR  
COLUMBUS OH Failure Date: 01/01/2014

4 10558277 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
LESS THAN A YEAR AGO A CREAKING NOISE TURN INTO A CRACKING  
NOISE AND NOW IS WORSE LIKE A POPPING SOUND THAT FEEL LIKE THE DOOR  
IS GOING TO FALL WHEN YOU TRY TO CLOSE IT AND WHEN YOU ARE IN THE  
HIGHWAY THE DOOR VIBRATES AND IT FEELS LIKE IS GOING TO FALL FROM  
THE VEHICLE. TOYOTA SEND A NOTICE TO EXTEND THE WARRANTY 5 YRS OR  
100000 AND MY MINI VAN MOSTLY IS USED IN THE WEEKENDS SO I HAVE ONLY  
ABOUT 60000K FOR A 8 YEARS OLD CAR (LOW MILEAGE USE). OF COURSE THE  
NOISE START TO HAPPEN JUST AFTER 5 YRS BUT LESS THAN 6 YRS OR 100000  
MILES AND TOYOTA APPARENTLY DOES NOT COVER THE REPAIR. I'M

## NHTSA Consumer Complaints as of July 21, 2014

WANDERING IF THE DOOR FALL OFF FROM THE CAR IN THE HIGHWAY CAUSING A MAJOR ACCIDENT WHO IS GOING TO BE RESPONSIBLE. THIS IS VERY COMMON PROBLEM OF A WELDING JOINT AND THIS SHOULD NOT BE HAPPENING IF PROPER WORK HAVE BEEN DONE. I INVITE YOU TAKE PROMPT ACTION AND PUSH TOYOTA FOR A RECALL REGARDING THE FRONT DOOR WELDING PROBLEM. COST OF REPLACEMENT IS ABOVE 2K. I HOPE TO HEARD SOON FROM YOU. THANKS \*TR TAMPA FL Failure Date: 02/06/2013

4 10558061 2006 TOYOTA SIENNA STRUCTURE NHTSA ACTION NUMBER : EA06020 THE REPLACEMENT STRUT FOR THE REAR LIFT GATE UNDER THE RECALL NHTSA ACTION NUMBER : EA06020 ARE FAILING AGAIN. THEY WERE ALREADY REPLACE ONCE UNDER THE RECALL. IF IT'S A NORMAL WEAR ITEM THEN SHOULD BE LISTED UNDER MAINTENANCE. \*TR WALLINGFORD CT Failure Date: 01/01/2014

4 10556890 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR RIGHT SIDE POWER SLIDING DOOR WILL NOT OPEN OR CLOSE ALL THE WAY. NEED EXTREME MANUAL PRESSURE TO FORCE IT TO CLOSE. TURNING OFF POWER FOR THE SLIDING DOOR STILL DOES NOT ALLOW IT TO BE CLOSED WITHOUT NEEDING EXTREME MANUAL PRESSURE. AT THIS POINT IN TIME, WE ARE ONLY USING THE LEFT PASSENGER SLIDING DOOR TO ENTER AND EXIT THE VEHICLE. \*TR TAMPA FL Failure Date: 12/06/2013

4 10552360 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR 2006 TOYOTA SIENNA. CONSUMER WRITES IN REGARDS TO DRIVERS SIDE DOOR ISSUES. \*SMD THE CONSUMER STATED SEVERAL WEEKS AGO, THE DRIVER'S SIDE DOOR STARTED MAKING A POPPING NOISE WHEN IT WAS OPENED AND CLOSED. THE CONSUMER DID SOME RESEARCH, AND DISCOVERED THE ISSUE WAS DUE TO POOR ENGINEERING ON THE DOOR WELD, THAT COULD NOT STAND THE STRESS OF OPENING AND CLOSING. THE CONSUMER CALLED TOYOTA CUSTOMER CARE AND WAS REASSURED THEY WOULD BE ABLE HELP HIM. THEY INDICATED, THEY WERE AWARE OF THE ISSUE. AFTER SEVERAL PHONE CALLS AND DRIVING AROUND TO GET VARIOUS

NHTSA Consumer Complaints as of July 21, 2014

ESTIMATED, TOYOTA DECIDED THEY WERE NOT GOING TO ASSIST THE CONSUMER. THE PROBLEM HAS SINCE WORSENERED AND NOW REQUIRES A COMPLETE DOOR REPLACEMENT. MENOMONEE FALLS WI

Failure Date: 10/01/2013

4 10545359 2006 TOYOTA SIENNA STRUCTURE:BODY THE REAR DOOR HATCH STRUTS FAILED ON MY 2006 SIENNA LE, IT CAME CRASHING ON ME, FORTUNATELY I CAUGHT IT MIDWAY AND I WASN'T INJURED BECAUSE OF THAT. IF NOT FOR THAT, I COULD HAVE BEEN SERIOUSLY HURT. NOW THE REAR DOOR/TRUNK HATCH DOES NOT STAY OPEN, AND IF I LET GO OF IT, IT COMES CRASHING DOWN REALLY FAST. I AM WORRIED THAT THIS WILL HURT SOMEBODY, PARTICULARLY MY CHILDREN. THERE IS A SIMILAR RECALL FOR THE SAME STRUTS USED FOR POWER REAR DOOR HATCH. HOWEVER, WHEN I CONTACTED TOYOTA THEY MENTIONED THAT RECALL DOESN'T APPLY TO MY VEHICLE JUST BECAUSE MY REAR DOOR HATCH ISN'T POWERED, AND I WOULD HAVE TO PAY OUT OF MY POCKET TO FIX IT. IN MY OPINION THE RECALL SHOULD BE ON THE STRUTS ITSELF REGARDLESS OF WHETHER THE DOOR IS POWERED OR NOT AS THE STRUTS ARE THE ONES THAT FAIL AND NOT THE POWERED FUNCTION OF THE DOOR. PLEASE INVESTIGATE THIS AS NUMEROUS OTHER PEOPLE HAVE REPORTED THE SAME ISSUE. \*JS SAN JOSE CA Failure Date: 09/13/2013

4 10537438 2006 TOYOTA SIENNA STRUCTURE:BODY TOYOTA SIENNA LE 2006. SLIDING DOOR CAN NOT BE COMPLETELY CLOSED. THIS IS A MANUAL SLIDING DOOR. THE DRIVER SIDE SLIDING DOOR CAN NOT BE COMPLETELY CLOSED. THIS PROBLEM HAPPENED SEVERAL TIMES IN THE PAST YEAR OR SO. PREVIOUSLY IT WOULD CLOSE AFTER SEVERAL TRIES. BUT THIS TIME IT WOULD NOT WORK NO MATTER WHAT YOU TRY. IT SEEMS THAT ONE OF THE DOOR LOCKING PARTS DOES NOT OPERATE PROPERLY. THIS IS A SERIOUS SAFETY PROBLEM BECAUSE I HAVE TO DRIVE THE CAR WITH THE DOOR "HALF-OPEN". \*TR CHANTILLY VA

Failure Date: 08/27/2013

## NHTSA Consumer Complaints as of July 21, 2014

4 10535418 2006 TOYOTA SIENNA STRUCTURE:BODY MY  
SLIDING REAR DOORS ARE STICKING OR NOT CLOSING/OPENING AT ALL. THE  
REAR RIGHT SLIDING DOOR WHEN OPENED WITH THE DOOR HANDLE NEEDS  
TO BE TUGGED IN ORDER TO OPEN. \*TR PORT MATILDA PA

Failure Date: 11/01/2012

4 10533791 2006 TOYOTA SIENNA STRUCTURE:BODY ON  
FEBRUARY 25, 2012, THE PASSENGER SIDE POWER SLIDING DOOR ON MY 2006  
TOYOTA SIENNA WOULD NOT CLOSE UNLESS I APPLIED FORCE. FOR MONTHS  
THIS ISSUE DID NOT RESOLVE AND BECAME WORSE TO THE POINT WHERE WE  
COULD NO LONGER USE THE DOOR. THIS BECAME A SAFETY ISSUE AS MY  
THREE YOUNG CHILDREN COULD ONLY EXIT THROUGH THE DRIVER SIDE  
DOOR INTO THE STREET SIDE. THIS PUT MY CHILDREN AND ME IN DANGER OF  
BEING HIT BY PASSING MOTORISTS. FURTHERMORE, IN THE EVENT OF AN  
EMERGENCY, THIS EXIT POINT WOULD NOT BE AVAILABLE TO US. AFTER  
RECEIVING THE WARRANTY ENHANCEMENT NOTICE WE TOOK THE VEHICLE IN  
FOR REPAIR IN JULY 2012, BUT WERE INFORMED THE PART NEEDING  
REPLACEMENT, IDENTIFIED AS "R/SLIDING DOOR REAR SUPPORT LATCH AND  
CABLE ASSY" WAS NOT COVERED EVEN THOUGH THE WARRANTY  
ENHANCEMENT NOTICE CLEARLY STATED "REAR SLIDING DOOR LATCH  
ASSEMBLIES" AND "POWER SLIDING DOOR CABLE ASSEMBLY" WERE  
COVERED. I WAS TOLD THE PART NUMBERS DID NOT MATCH. IN JULY 2013, I  
OPENED A CASE WITH TOYOTA CUSTOMER SERVICE. THEY AGAIN INFORMED  
ME THE PARTS WOULD NOT BE COVERED UNDER THE ENHANCEMENT  
WARRANTY. I EXPRESSED MY COMPLETE DISAPPOINTMENT FOR THE LACK OF  
REGARD FOR MY FAMILY'S SAFETY. SHORTLY AFTER, I RECEIVED A  
SURPRISING CALL FROM THE DEALERSHIP EXPLAINING THAT THE PART IN  
QUESTION WAS ACTUALLY COVERED. THEIR ERROR WAS UPSETTING. I HAD  
TO TAKE MY VEHICLE IN TWICE TO FINALLY HAVE THE DOOR REPAIRED AND  
HAD TO PAY FOR AN ADDITIONAL PART, A HINGE THAT CAUSED THE DOOR TO  
SAG AND DRAG AGAINST THE BODY OF THE VEHICLE WHICH CONTRIBUTED TO  
THE SAFETY ISSUE AND ALSO CAUSED VISIBLE DAMAGE TO THE EXTERIOR. I'M  
THANKFUL THE DOOR IS FINALLY REPAIRED, BUT WORRY THAT THIS ISSUE

NHTSA Consumer Complaints as of July 21, 2014

HAS GREAT POTENTIAL FOR RECURRENCE. I HOPE THE NHTSA INVESTIGATES THE DOORS AS I SEE MANY OTHERS HAVE VOICED SIMILAR COMPLAINTS. ALTHOUGH THE WARRANTY ENHANCEMENT HAS BEEN TOYOTA'S SOLUTION, IT DOES NOT SEEM TO BE FIXING THE PROBLEM.

\*TR CYPRESS CA Failure Date: 02/25/2012

4 10522613 2006 TOYOTA SIENNA

STRUCTURE:BODY:HATCHBACK/LIFTGATE THE HATCHBACK OF THE TOYOTA SIENNA WAS BROKEN. IT COULD BE OPENED BUT DID NOT STAY UP. I HAD TO HOLD IT UP AND WHEN I LET GO OF IT, THE DOOR SLAMMED DOWN QUICKLY AND COULD HAVE HURT ME IF I DIDN'T MOVE. I HAD IT FIXED ON JUNE 28TH BECAUSE IT WAS UNSAFE. \*TR WYOMISSING PA Failure Date: 06/18/2013

4 10521754 2006 TOYOTA SIENNA STRUCTURE:BODY THE THIRD ROW POWER SEATS ARE DEFECTIVE. THEY WILL NOT LOCK INTO PLACE AND ARE UNUSABLE. \*TR SUSSEX WI Failure Date: 07/17/2012

4 10521752 2006 TOYOTA SIENNA STRUCTURE:BODY POWER REAR LIFTGATE STRUTS HAVE FAILED. THEY WERE ORIGINALLY REPLACED UNDER THE 2008 RECALL (THEY WEREN'T DEFECTIVE AT THE TIME); HOWEVER THEY HAVE NOW FAILED. THE DOOR CLOSES HARD ON YOU IF YOU ARE NOT READY FOR IT AND IT'S NOT EASY TO PROP IT OPEN OR KEEP IT OPEN WITHOUT POTENTIALLY INJURING YOURSELF. THERE IS NO WAY TO DISENGAGE OR OTHERWISE PROP OPEN THE DOOR MANUALLY. \*TR SUSSEX WI Failure Date: 06/22/2013

4 10521266 2006 TOYOTA SIENNA STRUCTURE:BODY BOTH SLIDING DOORS WILL NOT OPEN FROM THE INSIDE, THE CHILD SAFETY LOCK IS OFF AND STILL THEY WILL NOT OPEN. \*TR FREEHOLD NJ Failure Date: 06/07/2013

NHTSA Consumer Complaints as of July 21, 2014

4 10520336 2006 TOYOTA SIENNA STRUCTURE:BODY  
PASSENGER SIDE SLIDING DOOR FAILED TO LOCK. THE "DOOR OPEN"  
LIGHT ON THE DASHBOARD REMAINED LIT. THIS IS A POTENTIAL SAFETY ISSUE  
SINCE THE DOOR COULD OPEN WHILE DRIVING. I TOOK IT TO TOYOTA  
DEALERSHIP SERVICE DEPARTMENT WHICH IDENTIFIED FAULTY REAR LATCH  
AND GAVE ME AN ESTIMATE OF REPAIR COST OF \$526. THIS IS AN EXPENSIVE  
REPAIR COST WHICH THE CONSUMER SHOULD NOT HAVE TO PAY SINCE THE  
FAULTY LATCH MECHANISM IS NOT A RESULT OF USAGE OF THE VEHICLE,  
RATHER IT IS PROBABLY DUE TO A FAULTY DESIGN. TOYOTA SHOULD HAVE  
ISSUED A RECALL OF THIS FAULTY LATCH MECHANISM. \*TR  
CARMEL IN Failure Date: 02/01/2013

4 10511602 2006 TOYOTA SIENNA STRUCTURE:BODY THE  
DASH START CRACKING UP FOR NO APPARENT REASON AND THE CAR IS  
MOSTLY PARK INSIDE A GARAGE DAY AND NIGHT. I HAVE CALLED DEALERS  
AND NOTHING HAS BEEN DONE SO FAR AND I HAVE BEEN TOLD THAT'S A  
MANUFACTURER DEFECT AND IT SHOULD BE CORRECTED BY DEALER. THE  
TRANSMISSION SOME TIMES DOES NOT CHANGE THE GEARS AND OTHERS  
STOP TO WORK AND I COULD CAUSE A REAR END COLLISION. \*TR  
AGUADILLA PR Failure Date: 05/13/2009

4 10510366 2006 TOYOTA SIENNA STRUCTURE:BODY  
BUMPED MY HEAD SEVERELY BECAUSE RECALLED AND REPLACED  
REAR-HATCH STRUTS FAILED FOR A SECOND TIME AND WOULDN'T OPEN THE  
HATCH COMPLETELY. TOYOTA WON'T COVER IT AGAIN. REPAIR IS  
EXCESSIVELY EXPENSIVE. \*TR NORTH BERGEN NJ Failure Date:  
01/01/2012

4 10508534 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
REAR PASSENGER SIDE SLIDING DOOR FAILED TO OPEN. THE VEHICLE WAS  
TAKEN TO THE DEALER FOR DIAGNOSIS. THE TECHNICIAN STATED THAT THE  
LATCH MECHANISM WOULD HAVE TO BE REPLACED. ADDITIONALLY, THE  
DRIVER SIDE SLIDING DOOR FAILED TO LATCH. THE MANUFACTURER WAS



## NHTSA Consumer Complaints as of July 21, 2014

MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 90,000. \*TR GENEVA  
IL Failure Date: 04/17/2010

4 10505221 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE WHEN OPENING THE DRIVER'S SIDE DOOR, THE DOOR WOULD EXHIBIT AN ABNORMAL CRACKING SOUND. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR A DIAGNOSTIC TEST. THE DEALER STATED THAT THE ENTIRE DRIVER'S SIDE DOOR NEEDED TO BE REPLACED. THE CONTACT DID NOT HAVE THE DOOR REPLACED. THE FAILURE MILEAGE WAS 52,800.  
CLARKSVILLE MD Failure Date: 03/30/2013

4 10504572 2006 TOYOTA SIENNA STRUCTURE:BODY  
TOYOTA SIENNAS ARE PRONE TO DOOR POPPING WHEN OPENING AND CLOSING DUE TO BROKEN DOOR WELDS. THEY ARE CALLING IT A "WARRANTY ENHANCEMENT" RATHER THAN A "RECALL." \*TR GARDEN PLAIN  
KS Failure Date: 03/21/2013

4 10501265 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE DRIVER-SIDE REAR SLIDING DOOR WOULD NOT CLOSE BY INTERIOR CONTROLS OR REMOTE. AFTER SEVERAL ATTEMPTS I WAS ABLE TO MANUALLY FORCE THE DOOR CLOSED. HAS HAPPENED 3 TIMES SINCE, ONCE LEAVING THE LIGHTS ON AND DOOR OPEN OVERNIGHT IN THE COLD, DRAINING THE BATTERY AND LEAVING MY BELONGINGS UNPROTECTED AND ANOTHER TIME WHILE MY KIDS WERE LOADED INTO THE VEHICLE IN EXTREME WINTER CONDITIONS AND WE WERE NOT ABLE TO CLOSE THE DOOR OR DRIVE HOME. HUGE SAFETY CONCERN! I EXPECT MY CHILDREN TO BE SAFE IN MY VAN WHICH IS WHY I PURCHASED A TOYOTA AND BECAUSE I EXPECT THEM TO BE NON-ACCESSIBLE TO STRANGERS/CRIMINAL ACTS WHEN THEY CLIMB INTO OUR FAMILY VAN AND I CLOSE THE DOOR... DEALER IS SAYING THAT THE ISSUE IS WITH THE HINGE AND IS NOT COVERED BY THE SAFETY RECALL ISSUED. \*TR PITTSBURGH PA Failure Date:  
11/01/2012

NHTSA Consumer Complaints as of July 21, 2014

4 10499400 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE FRONT INTERIOR DRIVER'S SIDE DOOR WELD FRACTURED WHICH CAUSED A LOUD CLICKING NOISE WHENEVER THE DOOR WAS ACCESSED. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC WHO INFORMED THE CONTACT THAT THE FRONT DRIVER'S SIDE DOOR WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 110,000. LINCOLN SHIRE IL Failure Date: 02/06/2013

4 10498198 2006 TOYOTA SIENNA STRUCTURE:BODY  
FRONT DOOR POPS WHEN OPENING / CLOSING. DOOR WELDINGS ARE LOOSE, APPARENTLY A VERY COMMON PROBLEM WITH TOYOTA SIENNA'S. DEALER IS NO HELP, WANT TO REPLACE THE ENTIRE DOOR AT MY EXPENSE.  
\*TR MIDDLETOWN NJ Failure Date: 12/10/2012

4 10497886 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE IN THE SUMMER OF 2010, I BEGAN HAVING ISSUES WITH THE REAR HATCH OF MY SIENNA NOT STAYING OPEN. I HAD THE REAR HATCH STAYS REPLACED UNDER THE RECALL IN JULY 2010. THIS WINTER, THE REAR HATCH BEGAN TO HAVE THE SAME ISSUE. SEEMS LIKE TOYOTA DIDN'T DO A VERY GOOD JOB OF MAKING A SAFE REAR HATCH SYSTEM. \*TR HOPKINTONMA Failure Date: 02/01/2013

4 10496366 2006 TOYOTA SIENNA STRUCTURE:BODY LIFT  
GATE CLOSES AUTOMATICALLY. STRUTS SUPPORTING LIFT GATE WHERE REPLACED IN 2008 RECALL BUT FOUR YEARS AFTER, THE SAME ISSUE IS HAPPENING AGAIN BUT TOYOTA WANTS 470.00 TO REPLACE THE STRUTS. I DO NOT CONSIDER FOUR YEARS ADEQUATE FOR SUCH A FAILURE AND FEEL TOYOTA HAS A POOR DESIGN THAT HAS NOT BE FIXED. I DO NOT RECALL ANY ISSUES WITH ANY CAR IN MY FAMILY WHERE THE LIFT GATE, TRUNK OR HATCH BACK STRUTS EVERY FAILED. I HAVE SEEN NUMEROUS COMPLAINTS ON LINE ABOUT THIS IN 2012 FOR 2006 SIENNA OWNERS. RIVERSIDE  
CT Failure Date: 02/04/2013

## NHTSA Consumer Complaints as of July 21, 2014

4 10495200 2006 TOYOTA SIENNA STRUCTURE DRIVER  
DOOR CHECK MOUNTING PANEL, TOYOTA DON'T WONT TO FIX THE PROBLEM,  
AFTER THE 50000 MIL, TOYOTA KNOW THE PROBLEM FROM THE FACTORY, NO  
BODY HAS DONE, THAT IS REASON THEY ARE NOT DOING A RECALL. \*TR  
WEST MELBOURNE FL Failure Date: 01/18/2013

4 10493001 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE THE REAR LIFT GATE WILL  
NOT STAY OPEN CAUSING POTENTIAL FOR INJURY. THERE WAS A SAFETY  
RECALL IN 2008 AND THE REAR HATCH STRUTS HAD A DESIGN FLAW AND  
THEY WERE REPLACED. THIS IS A SECOND FAILURE OF THESE STRUTS. A  
SMALL CHILD CAN EASILY BE CRUSHED UNDER THE HATCH IF IT COMES DOWN  
WITHOUT WARNING. \*TR WEST HARTFORD CT Failure Date:  
01/01/2013

4 10490749 2006 TOYOTA SIENNA STRUCTURE:BODY I  
HAVE HAD PROBLEMS WITH MY 2006 TOYOTA SIENNA WITH MOST RECENTLY  
THE POWER PASSENGER SLIDING DOOR THAT IS BROKEN AND DOES NOT  
OPEN OR CLOSE. THE DEALER FT. MYERS TOYOTA SAID THE PARTS WERE ON  
NATIONAL BACK ORDER AND MAY TAKE MONTHS TO GET THE PARTS TO FIX.  
THEY DID SAY THEY WOULD COVER UNDER WARRANTY. SECONDLY, MY  
STEERING ASSEMBLY NEEDED REPLACEMENT AT 80,000 MILES BECAUSE OF  
LEAKING FLUID AND I HAD TO PAY THE LABOR TO FIX. LASTLY, ALL 4 OF THE  
TIRE RIMS ON THE CAR HAVE PEELING, BUBBLING AND CHIPPING PAINT THAT  
IS EXPOSING THE METAL RIM. IT MAY CAUSE FURTHER CORROSION TO THE  
RIMS AND CAUSE A SAFETY PROBLEM TO THE WHEELS. GERMAIN TOYOTA IN  
NAPLES, FLA WHERE I BOUGHT THE CAR WOULD NOT HELP WITH THE RIMS.  
FT. MYERS TOYOTA WHERE I GET THE CAR SERVICED TOLD ME ABOUT THE  
NATIONAL BACK ORDER PROBLEM AND ALSO CHARGED ME FOR THE  
DEFECTIVE STEERING ASSEMBLY WHICH I THOUGHT SHOULD HAVE BEEN  
COVERED UNDER THEIR LIFETIME POWER TRAIN WARRANTY. THEY SAID IT DID  
NOT. \*TR FT. MYERS FL Failure Date: 12/12/2012

NHTSA Consumer Complaints as of July 21, 2014

4 10490443 2006 TOYOTA SIENNA STRUCTURE:BODY

TOYOTA ANNOUNCED A CUSTOMER SUPPORT PROGRAM (CSP) WHICH WILL EXTEND THE WARRANTY COVERAGE REAR SLIDING DOOR LATCH ASSEMBLIES - FOR CERTAIN 2004-2010MY SIENNA VEHICLES THE WARRANTY COVERAGE FOR THE REAR SLIDING DOOR LATCH ASSEMBLIES WILL BE EXTENDED TO 9 YEARS FROM THE DATE-OF-FIRST-USE OR 120,000 MILES (WHICHEVER OCCURS FIRST). TOOK THE VAN TO EDDY'S TOYOTA, WICHITA KS ON TUES. 6TH NOV. 2012 FOR CORRECTION OF THE PROBLEM AS OUTLINED IN THE LETTER. THE SERVICE DEPARTMENT WANT TO CHARGE \$476 TO FIX THE PROBLEM. SINCE IT IS ONLY A SPORADIC PROBLEM IT WAS DECLINED. MY WIFE & I DO NOT UNDERSTAND THE REFUSAL OF EDDY'S TOYOTA TO HONOR THE WARRANTY. OUR FAMILY HAS 4 TOYOTA VEHICLES SO WE ARE VERY DISAPPOINTED IN EDDY'S TOYOTA TREATMENT. MY WIFE & I WERE WITH 2 SALESMEN, [XXX] AND LIKE US, WERE AT A LOSS TO UNDERSTAND THIS REQUESTED CHARGE. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR

HALSTEAD KS Failure Date: 06/12/2012

4 10486779 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR

STARTED GETTING THE DRIVE SIDE FRONT DOOR POP NOISE. DOOR ASSEMBLE IS NOT WELDED PROPERLY OR LOUSE OR DESIGN IS NOT CORRECT TO LAST THIS DOOR WELDING LIFE OF VEHICLE. AS I NOW FROM OTHER VEHICLES DOOR ASSEMBLE SHOULD LAST LIFE OF VEHICLE AND THERE SHOULD BE NO PROBLEM. THERE WAS RECALLED ON THIS DOOR NOISE WHEN I WAS RECEIVED THE RECALL LETTER FROM TOYOTA, I SHOWED THIS RECALL LETTER TO TOYOTA SERVICE CENTER TIME OF REGULAR SERVICE TO MANAGER AND HE MENTIONS THAT THERE IS NO NEED TO REPAIR THIS TIME. NOW TOYOTA CUSTOMER IS NOT HONORING THIS REPAIR. GIVING ME THE REASON YOU ARE OUT OF WARRANTY. THIS TYPE OF STRUCTURAL BODY PROBLEM SHOULD BE LIFE OF VEHICLE. AS CUSTOMER AND SAFETY I DO NOT FILL SAFE DRIVING THIS VEHICLE SINCE I PURCHASED THIS VEHICLE, THERE ARE SO MANY ISSUES, REPAIRS, AND RECALL. VEHICLE DETAIL MAKE

NHTSA Consumer Complaints as of July 21, 2014

AND YEAR: TOYOTA SIENNA CE 2006. \*TR LORTON VA Failure Date:  
11/26/2012

4 10486485 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
SENSORS FOR THE SLIDING DOORS MALFUNCTIONED, CAUSING THE  
PASSENGER'S SIDE SLIDING DOOR TO CLOSE WHILE A CHILD WAS STANDING  
IN THE DOOR'S PATH. THE CHILD SUSTAINED BRUISING AND A CUT ABOVE HER  
EYE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER  
WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT THAT A  
COMPLAINT WAS BEING ESCALATED TO THE LEGAL DEPARTMENT. THE  
VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS  
78,000. LA VERNE CA Failure Date: 11/24/2012

4 10485247 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND  
ATTACHMENTS FAIL OF AUTOMATIC REAR HATCH ON REPLACED RECALL  
STRUTS. HATCH WILL NOT STAY OPEN, CAUSING POSSIBLE INJURY. HATCH  
BROKE A BROOMSTICK I HAD USED TO PROP DOOR OPEN. \*TR  
VILLANOVA PA Failure Date: 11/20/2012

4 10481014 2006 TOYOTA SIENNA STRUCTURE BOTH  
POWER SLIDING DOORS HAVE BECOME INOPERABLE. IT IS A SAFETY ISSUE  
BECAUSE MY CHILDREN CANNOT OPEN THE DOORS FROM THE INSIDE OF THE  
VEHICLE. TOYOTA WILL NOT STAND BEHIND THEIR PRODUCT. \*TR  
NORTH EAST MD Failure Date: 10/29/2010

4 10475946 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
AUTOMATIC SLIDING DOOR FAILED. THE CONTACT TRIED TO OPEN THE DOOR  
FROM THE INSIDE BUT HAD COMPLICATIONS. THE VEHICLE WAS TAKEN TO THE  
DEALER FOR INSPECTION WHERE THEY STATED THAT THE MOTOR NEEDED TO  
BE REPLACED OR TO SEVER THE CABLES. THE DEALER SEVERED THE CABLES  
AND ADVISED THE CONTACT THAT THE DOOR COULD BE USED MANUALLY. THE

NHTSA Consumer Complaints as of July 21, 2014

FAILURE RECURRED AFTER THE CABLES WERE SEVERED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 94,723.

SAVOY IL Failure Date: 02/28/2012

4 10475082 2006 TOYOTA SIENNA STRUCTURE WITHIN 1 YEAR OF PURCHASING VEHICLE NEW THE WHEELS STARTED TO SHOW SIGNS CORROSION IN THE FORM OF BUBBLING OF THE FINISH. WE CONTACTED OUR LOCAL DEALER AND THEY SAID IT WAS DUE TO ROAD SALT AND ME NOT CLEANING THEM PROPERLY AND I WOULD HAVE TO PAY TO REPLACE THEM. WE TOOK THE VEHICLE BACK TO THE DEALER SHORTLY BEFORE THE WARRANTY RAN OUT AND AGAIN WERE TOLD THAT IT WAS OUR FAULT AND WE WOULD HAVE TO PAY TO DO SOMETHING ABOUT IT. WE TOOK IT TO THE DEALER ONE LAST TIME AFTER THE WARRANTY AND WERE TOLD SINCE THE WARRANTY WAS UP THEY COULD DO NOTHING FOR US. ALL 4 WHEELS ARE NOW CORRODED SEVERELY. LARGE CHUNKS OF PAINT ROUTINELY FALL OFF DURING WASHING. I'M WORRIED ABOUT SAFETY AT THIS POINT AND PLAN TO REPLACE THE RIMS AT MY OWN EXPENSE. I'VE OWNED MULTIPLE CARS WITH SIMILARLY COATED ALLOY RIMS AND HAVE NEVER HAD THIS ISSUE BEFORE. IT WASN'T DUE TO ME CLEANING THEM PROPERLY, IT'S A MANUFACTURING DEFECT. \*TR NORTHFIELD MN Failure Date: 01/01/2007

4 10473632 2006 TOYOTA SIENNA STRUCTURE:BODY THE REAR TAILGATE STRUTS SUDDENLY FAILED AND THE TAILGATE FELL AND HIT A PASSENGER IN THE REAR CUTTING THE HEAD OPEN AND RESULTING IN STITCHES TO CLOSE A CUT ON THE HEAD. \*TR CONCORD CA

Failure Date: 08/13/2012

4 10472796 2006 TOYOTA SIENNA STRUCTURE:BODY TL\* THE CONTACT OWNS 2006 TOYOTA SIENNA. THE CONTACT STATED BOTH THE DRIVER AND PASSENGER SIDE SLIDING DOOR HANDLES BROKE. AS A RESULT, BOTH DOORS WERE UNABLE TO BE OPEN. THE REMOTE KEY WOULD NOT OPEN THE DOORS ON OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED ON ANY

## NHTSA Consumer Complaints as of July 21, 2014

RECALLS. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 122,438.

DINGMANS FERRY PA Failure Date: 08/01/2012

4 10471353 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
DRIVER SIDE SLIDING DOOR WOULD NOT CLOSE. TRIED TO USE CAR  
REMOTE, INTERIOR CONTROL ... NEITHER WORKED. WAS ABLE TO MANUALLY  
CLOSE IT, BUT IT WAS DIFFICULT TO DO. DOOR IS NOT CURRENTLY  
OPERATIONAL. \*TR GAINESVILLE FL Failure Date: 07/17/2012

4 10468562 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
CPSC#1270307A. 2006 TOYOTA SIENNA. CONSUMER STATED THAT THERE  
IS A SERIOUS PROBLEM WITH THE MECHANICAL PASSENGER DOORS. STATED  
ON ONE OCCASION THE REAR PASSENGER DOOR EXPLODED WHILE HER  
CHILDREN WERE INSIDE. \*LN THE CONSUMER ALSO STATED WHITE SMOKE  
COULD BE SEEN COMING FROM THE DOOR. THE DEALER STATED THE MOTOR  
EXPLODED AND IT WAS VERY COMMON. THE CONSUMER ALSO STATED THE  
ONLY WORKING DOOR IS ALSO EXHIBITING PROBLEMS. THE CONSUMER  
STATED AS HER DAUGHTER WAS ENTERING THE VEHICLE, THE DOOR  
SUDDENLY SLAMMED SHUT VERY QUICKLY, JUST MISSING HER BY SECONDS.  
\*JB STATEN ISLAND NY Failure Date: 07/15/2012

4 10468470 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THE  
FRONT INTERIOR DRIVER'S SIDE DOOR WELD FRACTURED WHICH CAUSED A  
LOUD CLICKING NOISE WHENEVER ACCESSING THE DOOR. THE VEHICLE WAS  
TAKEN TO AN AUTHORIZED DEALER WHO INFORMED THE FRONT DRIVER'S  
SIDE DOOR WOULD NEED TO BE REPLACED. THE TECHNICIAN STATED THE  
MALFUNCTION WAS RELATED TO MANUFACTURERS DESIGN DEFECT. THE  
VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED  
OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 78,000.  
VIENNA VA Failure Date: 05/01/2012

4 10467765 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE

## NHTSA Consumer Complaints as of July 21, 2014

LIFT GATE WOULD NOT REMAIN OPEN. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR INSPECTION WHERE THEY STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 08V244000 (STRUCTURE:BODY:HATCHBACK/LIFTGATE). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 80,000. CAPE ELIZABETH ME Failure Date: 06/13/2012

4 10466677 2006 TOYOTA SIENNA STRUCTURE:BODY  
WHILE OPENING FRONT, LEFT, DRIVERS DOOR NOTICED LOUD POPPING NOISE AND THE DOOR DID NOT OPEN SMOOTHLY. UPON CLOSER INSPECTION FOUND THAT THE BOTTOM WELD OF THE DOOR CHECK HAD SEPARATED, DUE TO POOR QUALITY WELD. PLEASE REFER TO TOYOTA TECHNICAL SERVICE BULLETIN NV003-07. BROUGHT THIS PROBLEM TO TOYOTA SERVICE DEPARTMENT ATTENTION AND THEY INFORMED ME THEY WOULD NOT FIX AND THERE WAS NOTHING ELSE THEY COULD DO. \*TR RIO  
RANCHO NM Failure Date: 06/15/2012

4 10465495 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE POWER DOOR GOT STUCK IN THE OPEN POSITION THUS LOCKING THE TRANSMISSION AND MAKING IT IMPOSSIBLE TO MOVE THE VEHICLE. LUCKILY THIS HAPPENED WHEN PARKED IN A RESIDENTIAL NEIGHBORHOOD AND NOT ALONG AN INTERSTATE OR BUSY CITY ROAD. \*TR  
CHAMPAIGNIL Failure Date: 05/26/2012

4 10464729 2006 TOYOTA SIENNA STRUCTURE:BODY  
PASSENGER SLIDING DOOR WOULD NOT OPEN TO LET PASSENGERS ESCAPE FROM THE VEHICLE. -- SEVERAL TIME IN LAST 4 YEARS. \*TR  
MINOT ND Failure Date: 08/01/2008

4 10464001 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE REAR HATCH RUBBER DOOR HANDLE MELTED DUE TO HEAT DURING THE SUMMER. DURING COLD WEATHER, THE REAR HATCH CANNOT BE OPENED DUE TO THE MELTING DOOR HANDLE. I HAVE TAKEN THE VEHICLE TO THE DEALER WHERE THE DEALER ADVISED THAT THE DOOR HANDLE



## NHTSA Consumer Complaints as of July 21, 2014

NEEDED TO BE REPLACED AT A PRETTY HIGH COST. THE VEHICLE WAS NOT REPAIRED. I HAVE READ NUMEROUS COMPLAINTS ONLINE REGARDING THE MELTING DOOR HANDLE. \*JS CARY NC Failure Date: 07/02/2012

4 10463013 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE POWER/AUTOMATIC SLIDING LEFT SIDE DOOR STOPPED WORKING.  
IT NOW MUST BE OPERATED MANUALLY. \*TR LAYTON UT  
Failure Date: 10/11/2011

4 10460787 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE STRUTS FAILED. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN ID NUMBER: (STRUCTURE: BODY: HATCHBACK/LIFT GATE) ON SEPTEMBER 17, 2008. THE CONTACT SPOKE WITH THE MANUFACTURER AND WAS TOLD THAT THE REPAIR WOULD NOT BE COVERED AGAIN. THE CONTACT WANTED TO STATE THAT THE RECALL REPAIR FAILED WITHIN THREE YEARS. THE FAILURE MILEAGE WAS UNAVAILABLE. MODESTO CA Failure Date: 06/02/2012

4 10460369 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS  
ON MULTIPLE OCCASIONS OUR LIFT GATE AFTER BEING OPENED MANUALLY SLOWLY STARTED TO COME DOWN 12 INCHES THEN STOP. ON TWO SEPARATE OCCASIONS IT FELL DOWN, ONCE ON MY HUSBANDS BACK AND ONCE ON MINE, WHILE WE WERE CHANGING OUR SONS DIAPERS. AFTER THIS SOMEONE WAS ALWAYS THERE TO HOLD IT MAKING SURE THIS DIDNT HAPPEN AGAIN. ONCE THE WEATHER TURNED COLD IT HAD FAILED COMPLETELY WITH VISIBLE OIL/GREASE SHOWING ON SHOCKS. WE WERE TOLD "SORRY" BY THE DEALERSHIP, THEY SAID IT WAS ONLY AUTOMATIC LIFT GATES. WE HAVE BEEN TOLD MULTIPLE TIMES THE SAME SHOCKS WERE USED ON BOTH MODELS JUST ONE OPENED BY HAND AND ANOTHER BY MOTOR BUT THE SAME SHOCKS HELD IT OPEN AND THESE ARE THE SAME ONES THAT HAVE FAILED. WE CANT UNDERSTAND WHY TOYOTA HASNT ISSUED A TOTAL RECALL SINCE SO MANY PEOPLE HAVE HAD PROBLEMS AND INJURIES. WE FEEL VERY FORTUNATE THAT WE WERE ABLE TO THROW AN ARM UP TO HELP

## NHTSA Consumer Complaints as of July 21, 2014

BREAK THE FALL OF IT ON OUR BACKS, SO THERE WERE ONLY BRUISES.

\*TR            FAYETTEVILLE    NC    Failure Date: 01/08/2011

4      10457037    2006 TOYOTA    SIENNA    STRUCTURE:BODY:DOOR  
PASSENGER DOOR THE ELECTRONICS JUST STOPPED WORKING. I'VE BEEN TOLD I CAN USE THIS MANUAL RIGHT NOW BUT EVENTUALLY WILL SEIZE UP BY THE DEALERSHIP. VERY COSTLY PART. RESEARCHING ON LINE THERE ARE MANY OWNERS OF THIS VAN WITH THE SAME ISSUE. NO VOLUNTARY RECALL ON THIS PART. I FIND THIS A SAFETY HAZARD AS YOU DO NOT KNOW WHEN THE DOOR MAY CEASE TO OPEN. IN THE EVENT OF AN ACCIDENT ON OPPOSITE SIDE OF VAN AND DOOR WILL NOT OPEN AND THE PASSENGER SIDE NO LONGER WORKS, PEOPLE IN THE BACK OF THE VAN WILL BE TRAPPED. NOT SURE WHY TOYOTA HAS NOT HAD A RECALL ON THIS PART. \*JS  
LINCOLN PARK    NJ    Failure Date: 03/01/2012

4      10453513    2006 TOYOTA    SIENNA    STRUCTURE:BODY:DOOR  
WE PURCHASED THE VAN USED IN 2009 WITH 12000 MILES ON IT AND MADE OUR PURCHASE DECISION BASED ON THE REPUTATION FOR QUALITY AND SAFETY THAT TOYOTA HAD AT THE TIME. IN JULY 2009 THE SRS WARNING LIGHT BEGAN TO ILLUMINATE. ACCORDING TO THE DEALER THE AIR BAG WIRING HARNESS AND SYSTEM WAS KNOWN TO HAVE ISSUES. LUCKILY THE DEALER CONVINCED TOYOTA USA TO COVER THE REPAIR. IN NOVEMBER 2011 THE LIGHT AGAIN CAME ON AND DID ITS BLINKING THING. CURRENTLY WE HAVE A LITTLE OVER 48000 MILES ON THE VAN AND THE DEALER SAID THAT BECAUSE WE ARE PAST WARRANTY THAT IT WON'T BE COVERED. A PRIVATE MECHANIC TESTED THE SYSTEM AND DETERMINED THE AIRBAGS ARE NOT FUNCTIONING AND THAT TOYOTA HAS PUBLISHED A BULLETIN ACKNOWLEDGING THE ISSUE BUT REFUSES TO REPAIR THIS SAFETY CONCERN. WHEN THE LIGHT IS BLINKING OR ON, THE AIRBAGS WILL NOT DEPLOY, PUTTING EVERYONE INSIDE AT RISK. A VAN WITH 48000 MILES SHOULD NOT HAVE TO HAVE THE AIRBAGS REPLACED TWICE. LOOKING AT ONLINE FORUMS THERE SEEMS TO BE HUNDREDS IF NOT THOUSANDS OF OTHER SIENNA OWNERS EXPERIENCING THE SAME PROBLEMS AND YET

## NHTSA Consumer Complaints as of July 21, 2014

TOYOTA STILL REFUSES TO RECALL THE PRODUCT OR OFFER A REASONABLE REPAIR. I AM AFRAID THAT IT WILL TAKE A TRAFFIC COLLISION RESULTING IN A DEATH OR MULTIPLE DEATHS TO PUSH TOYOTA TO FIX THIS SYSTEMIC PROBLEM. A SECOND CONCERN WHICH SEEMS TO BE PROBLEMATIC WITH OUR VAN AS WELL AS OTHERS IS THE WELDS WITHIN THE DRIVER DOOR BREAKING. THE VEHICLE HAS NOT BEEN IN AN ACCIDENT NOR ANY OTHER MAJOR INCIDENT TO CAUSE THEM TO BREAK. ACCORDING TO THE PRIVATE MECHANIC, IT IS A MANUFACTURING ISSUE AND THAT THE WELD SHOULD BE ONE OF THE STRONGEST PARTS OF THE VEHICLE AND SHOULDN'T BREAK.

\*JS BOTHELL WA Failure Date: 07/01/2010

4 10452922 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
WHEN WE TRIED TO CLOSE THE REAR PASSENGER SIDE POWER SLIDING REAR DOOR THIS AFTERNOON, IN THE SUPERMARKET PARKING LOT (WE HAD OUR 2 YOUNG CHILDREN WITH US), IT BEGAN TO CLOSE, THEN OPENED, AND THEN WE COULDN'T CLOSE THE DOOR, EITHER BY USING THE AUTOMATIC/POWER OPTIONS OR BY CLOSING THE DOOR MANUALLY. AFTER 15 MINUTES OR SO, WE FINALLY DID MANAGE TO GET IT CLOSED BY ROCKING THE DOOR BACK-AND-FORTH, BUT WE CANNOT -- AND WILL NOT -- USE THE DOOR AT ALL NOW, AS WE ARE AFRAID THAT WE WON'T BE ABLE TO CLOSE IT AGAIN. PRIOR TO TODAY, WE HAD NO PROBLEMS WITH THE DOOR, AND WE TAKE VERY GOOD CARE OF OUR CAR. WE BOUGHT THE MINIVAN FOR THE SPECIFIC PURPOSE OF TRANSPORTING US AND OUR YOUNG CHILDREN. NOW WE ARE VERY CONCERNED ABOUT THE SAFETY OF DRIVING THE CAR, ESPECIALLY WITH OUR KIDS IN IT. AFTER READING THE MANY OTHER ALMOST EXACT PROBLEMS/COMPLAINTS, WE'RE HOPING THAT TOYOTA ISSUES A RECALL -- HAVING A DOOR THAT DOESN'T OPEN OR CLOSE, IS A CLEAR AND SERIOUS SAFETY ISSUE, AND IT SEEMS TO BE AN EXTREMELY COMMON PROBLEM. \*TR EAST HAMPSTEAD NH Failure Date: 03/25/2012

4 10452069 2006 TOYOTA SIENNA STRUCTURE:BODY WE  
WERE STOPPED WHEN WE TRIED TO OPEN THE PASSENGER SLIDING ELECTRICAL DOOR. IT OPENED ABOUT 8 INCHES AND THEN IT WOULD NOT

## NHTSA Consumer Complaints as of July 21, 2014

OPEN OR CLOSE. NO MATTER HOW HARD WE TRIED WE COULD NOT GET THE DOOR TO OPEN OR CLOSE. EVEN THE MANUAL OVERRIDE WOULD NOT WORK. WE WERE OUT OF TOWN AND MY HUSBAND HAD TO SIT BY THE DOOR AS WE DROVE HOME 40 MILES. THE TOYOTA SERVICE WAS NOT OPEN AND WE HAD NO WAY TO GET OUR FAMILY OF 7 HOME OR ANYWHERE. IT WAS A VERY DANGEROUS SITUATION. \*TR           TAHOKA   TX   Failure Date: 03/17/2012

4    10451560   2006 TOYOTA    SIENNA

STRUCTURE:BODY:HATCHBACK/LIFTGATE THE REAR HATCH ON MY 2006 TOYOTA SIENNA FAILS TO STAY UP. THE HATCH DIDN'T STAY OPEN AND I WAS HIT ON THE HEAD AND ALMOST STUCK WITH THE HATCH ONTOP OF ME. I TOOK THE MINIVAN IN TO GET IT FIXED BUT WAS TOLD THAT I WOULD HAVE TO PAY FOR IT SEEING AS THE RECALL DID NOT COVER MY MANUAL HATCH. I FAIL TO UNDERSTAND HOW IF THERE WAS A RECALL IT WOULD ONLY BE FOR AN AUTOMATIC HATCH .... IF THE STRUTS FAIL FOR AUTOMATIC HATCHES, THEN WOULDN'T THEY FAIL FOR MANUAL HATCHES??? I'M VERY UPSET THAT THE NTSB WOULDN'T HAVE MADE TOYOTA INCLUDE ALL MODELS NOT JUST AUTOMATIC HATCHES. \*TR           BAY VILLAGE    OH   Failure Date: 03/01/2012

4    10449913   2006 TOYOTA    SIENNA    STRUCTURE:BODY:DOOR

WHILE PARKED I WENT TO OPEN MY PASSENGER SIDE AUTOMATIC BACK DOOR, AND IT WOULDN'T OPEN MORE THAN ABOUT 18". THIS HAPPENED WHILE A 4 HOUR DRIVE FROM HOME. WE LEFT THE CAR LIKE THIS FOR A COUPLE MONTHS. THEN IN ABOUT FEBRUARY THE DOOR STOPPED CLOSING FULLY. I CALLED TOYOTA AND THE LOCAL DEALER, AND THEY WON'T PAY FOR IT. \$1100 ESTIMATE FOR A SAFETY HAZARD. \*TR           GILMANTON IRON WORKS   NH   Failure Date: 11/10/2011

4    10449263   2006 TOYOTA    SIENNA    STRUCTURE:BODY:DOOR

IN OCTOBER OF 2011 THE PASSENGER SIDE POWER SLIDING DOOR CLOSED ITSELF WEDGING ME BETWEEN IT AND THE FRAME OF THE VAN. THE DOOR DIDN'T STOP AND TRY TO OPEN BACK UP, IT JUST STOPPED. AFTER THIS THE DOOR WOULDN'T OPEN OR CLOSE ON ITS OWN. IT HAD TO BE "MUSCLED"

## NHTSA Consumer Complaints as of July 21, 2014

IN TO EITHER THE FULLY OPEN OR CLOSED POSITION. I HAD TO DO THIS MYSELF AS MY WIFE WAS NOT STRONG ENOUGH TO MUSCLE IT OPEN OR CLOSE. AFTER THIS INCIDENT I CONTACTED MY LOCAL TOYOTA DEALER AND WAS TOLD THE REPAIRS COULD BE IN EXCESS OF \$1500, WE JUST STOPPED USING THAT DOOR. ON FEBRUARY 24 2012 I WAS INFORMED BY MY WIFE WHO WAS WITH ONE OF OUR CHILDREN THAT SHE WAS STRANDED IN A PARKING LOT BECAUSE THE DRIVERS SIDE DOOR, THE GOOD DOOR, WAS STUCK HALFWAY OPEN AND WOULDN'T OPEN OR CLOSE. I CONTACTED MY TOYOTA DEALER TO SEE WHAT COULD BE DONE SO THAT MY WIFE COULD GET HOME BUT EVERYTHING THEY TOLD ME DIDN'T WORK. THERE IS NO OVERRIDE BUTTON OR FOR THE ELECTRIC MOTOR TO COMPLETELY DISENGAGE OR FREEWHEEL. THERE IS A BUTTON TO DISENGAGE THE ELECTRIC MOTOR SO THAT THE DOOR CAN BE CLOSED BUT IT DIDN'T HELP. I HAD TO MEET HER WHERE SHE WAS AND CLOSE THE DOOR WHICH TOOK 15 MIN OR SO TO DO. MY DAUGHTER WAS STILL OUT OF THE VEHICLE WHEN THE DOOR DECIDED TO CLOSE AND WEDGE ITSELF. LUCKILY SHE WASN'T ENTERING THE VAN AS IT WAS OPENING. I HEARD ABOUT THIS SITE UPON RESEARCHING THE PROBLEM AND FOUND THERE IS A FACEBOOK PAGE FOR THIS WITH HUNDREDS OF PEOPLE WITH THE SAME ISSUE. \*TR ORLAND PARK

IL Failure Date: 10/01/2011

4 10449061 2006 TOYOTA SIENNA STRUCTURE:BODY  
SIENNA 200-2006 HAS THREE MAJOR PROBLEMS: 1) THE DOOR CHECK MOUNT CRACKS (SO AS FOR THE WELDED PARTS INSIDE THE DOOR TO CRACK FROM EACH OTHER BY ITSELF). 2) FROM TIME TO TIME THE AIRBAG LIGHT KEEP BLINKING, AND UPON INVESTIGATION, THERE IS A PROBLEM WITH THE AIRBAG SOCKET THAT CAN DISCONNECT ANYTIME UPON CHANGING THE POSITION OF THE DRIVER SEAT. 3) THE PAINT OF THE BODY FADES FAST (AS FOR A 6 YEARS OLD GARAGE KEPT CAR THE PAINT TO FADE, IS SOMETHING UNIQUE). \*TR CHANTILLY VA Failure Date: 02/22/2012

4 10448872 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
AUTOMATIC POWER SLIDING DOOR ON THE PASSENGER SIDE

## NHTSA Consumer Complaints as of July 21, 2014

RECENTLY STOPPED WORKING CORRECTLY. THE DOOR MOTOR TRIES TO OPEN THE DOOR BUT OFTEN STOPS AFTER ONLY MOVING AN INCH OR SO. ONCE YOU GET IT TO OPEN (EITHER MANUALLY OR WITH THE POWER OPEN OPTION WHEN IT RANDOMLY WORKS) DOOR WILL NOT CLOSE WHEN BUTTONS ARE PUSHED. THE DOOR AGAIN WILL MOVE 2 INCHES MAXIMUM AND THEN STOP. IF YOU ARE ABLE TO MANUALLY CLOSE THE DOOR (WHICH IS VERY HARD TO DO) IT DOES NOT ALWAYS LATCH COMPLETELY CLOSED. THIS IS A MAJOR SAFETY ISSUE. IF I CAN NOT OPEN THE DOOR AT SCHOOL TO DROP OFF MY CHILD, WHAT IS GOING TO HAPPEN IN AN EMERGENCY WHEN I NEED TO GET MY CHILD OUT? I HAVE FOUND HUNDREDS OF SIMILAR COMPLAINTS ON MULTIPLE WEB FORUMS, TOYOTA NEEDS TO REPLACE THE DEFECTIVE PART THAT THEY QUOTED ME ALMOST \$900 TO FIX. \*TR BRANDON  
FL Failure Date: 02/01/2012

4 10447697 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE SLIDING DOOR ON MY MINI-VAN ONLY OPENS HALF-WAY AND THEN CLOSES WITHOUT WARNING. I'M GRATEFUL MY 5 YEAR OLD DIDN'T CLIMB IN WHILE OPENING BECAUSE SHE WOULD HAVE BEEN HURT VERY BADLY WITH IT CLOSING ON HER. I WAS LEANING IN TO GET MY PURSE AND IT NEARLY HIT MY HEAD BUT I WAS ABLE TO GET OUT IN TIME. I'VE HEARD THIS IS CURRENTLY HAPPENING WITH A LOT OF SIENNA'S AFTER ABOUT 4 YEARS, SO I WANTED TO MAKE SURE I GOT A COMPLAINT IN SO TOYOTA CAN SEE IT'S NOT JUST A ONE-OFF. VERY DANGEROUS!! \*TR HERRIMAN UT Failure Date:  
02/11/2012

4 10447490 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE AUTOMATIC DOOR STOPPED FUNCTIONING. WE ARE TRYING TO CLOSE AND OPEN IT MANUALLY BUT IT STILL FUNCTIONS AUTOMATICALLY JUST AT THE END OF THE CLOSURE. WE FEAR THAT ONE DAY IT WILL JUST REFUSE TO CLOSE, OR MAY SPRING OPEN WHILE WE ARE DRIVING AND HAVE CHILDREN IN THE BACK SEATS. THIS SHOULD BE COVERED BUT TOYOTA SAYS IT IS NOT. IT IS A HAZARD!! \*TR PROVO UT Failure Date:  
12/16/2010

NHTSA Consumer Complaints as of July 21, 2014

4 10447448 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE AUTOMATIC REAR PASSENGER DOOR BEGAN TO GRIND WHILE  
OPENING. AS WE WENT TO CLOSE THE DOOR WITH THE AUTOMATIC FEATURE  
IT STOPPED WORKING. THE DOOR WAS JAMMED SLIGHTLY OPEN. WE COULD  
NOT OPEN OR CLOSE THE DOOR EVEN WHEN PUTTING IT INTO MANUAL MODE.  
UPON INSPECTION MY HUSBAND SAW THAT THE CABLE THAT IS BELOW THE  
REAR WINDOW WAS SHEARED. HE WAS ABLE TO CUT THIS CABLE AND FREE  
THE DOOR FROM BEING JAMMED. IT WAS A VERY LONG PAINFUL PROCESS AS  
WE WERE AWAY FROM HOME AND ONLY HAD ACCESS TO A VERY SMALL DULL  
KNIFE. THIS IS A MAJOR SAFETY ISSUE. WE HAVE A MINIVAN BECAUSE WE  
HAVE SEVERAL SMALL CHILDREN. SMALL CHILDREN OFTEN DART IN FRONT  
OF AUTOMATIC DOORS WITHOUT REALIZING THEY ARE CLOSING. IF THIS  
DOOR HAD GOTTEN JAMMED WITH ONE OF OUR SMALL CHILDREN CAUGHT IN  
IT THEY WOULD HAVE BEEN IN GREAT DANGER POSSIBLY LOOSING A LIMB OR  
HEAVEN FORBID THEIR HEAD WERE CAUGHT BECAUSE THEY TRIPPED  
GETTING OUT OF THE VAN. I IMPLORE YOU TO MANDATE A RECALL ON THIS  
VAN IMMEDIATELY FOR THE SAFETY OF ALL THE HUNDREDS OF THO  
USANDS OF SMALL CHILDREN THAT ENTER AND EXIT THESE VANS  
EVERY SINGLE DAY! \*TR SAN DIEGO CA Failure Date: 01/27/2012

4 10447266 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
MY EIGHT YEAR OLD DAUGHTER GOT HER FOUR FINGERS ON THE  
RIGHT HAND CRUSHED BY THE SLIDING PASSENGER AUTOMATIC DOOR WHEN  
IT WAS CLOSING. THE DOOR DID NOT OPEN LIKE IT SHOULD. SHE DOES NOT  
FEEL THE TIP OF HER FINGERS. HELP! \*TR SAN JOSE CA  
Failure Date: 01/24/2012

4 10447162 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT WAS STANDING  
UNDER THE REAR LIFT GATE WHEN IT ABRUPTLY CLOSED INDEPENDENTLY  
AND STRUCK THE CONTACT ON THE HEAD. THE CONTACT WAS NOT INJURED.  
THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING.  
THE VEHICLE WAS PREVIOUSLY INCLUDED AND REPAIRED UNDER NHTSA

## NHTSA Consumer Complaints as of July 21, 2014

CAMPAIGN ID NUMBER: 08V244000 (STRUCTURE: BODY: HATCHBACK/  
LIFTGATE). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND  
ADVISED THAT BECAUSE THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER  
THE RECALL, THEY COULD PROVIDE NO ASSISTANCE. THE VEHICLE WAS NOT  
REPAIRED FOR THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS  
89,000.                    WARENERS PA    Failure Date: 10/01/2011

4    10447141    2006 TOYOTA    SIENNA    STRUCTURE    THE  
PASSENGER SIDE POWER SLIDING DOOR IS NOT OPERATING CORRECTLY. IT  
WILL NOT OPEN OR CLOSE PROPERLY AND WILL NOT CLOSE COMPLETELY  
WHEN USED MANUALLY. \*TR            COLORADO SPRINGS    CO    Failure Date:  
09/01/2011

4    10447126    2006 TOYOTA    SIENNA    STRUCTURE:BODY    TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT  
BOTH REAR SLIDING DOORS FAILED TO CLOSE SECURELY. THE VEHICLE WAS  
TAKEN TO AN AUTHORIZED DEALER WHERE THEY REPLACED BOTH DOOR  
LATCHES. THREE YEARS AFTER THE REPAIR WAS PERFORMED, THE FAILURE  
RECURRED. THE VEHICLE WAS CURRENTLY BEING REPAIRED BY AN  
INDEPENDENT MECHANIC. THE MANUFACTURER WAS NOTIFIED OF THE  
PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. THE VIN WAS  
NOT AVAILABLE.                    ITHACA    NY    Failure Date: 08/05/2009

4    10447007    2006 TOYOTA    SIENNA    STRUCTURE:BODY:DOOR  
THE AUTOMATIC DOOR ON OUR SIENNA VAN JUST STARTED FAILING. IT  
IS NO LONGER AUTOMATED AND NOW IS ALMOST IMPOSSIBLE TO OPEN OR  
CLOSE COMPLETELY. \*TR            MINNEAPOLIS    MN    Failure Date:  
02/01/2012

4    10446740    2006 TOYOTA    SIENNA    STRUCTURE:BODY:DOOR  
POWER SLIDING DOOR WAS JAMMED IN THE OPEN POSITION. BECAUSE  
IT HAPPENED ON SUNDAY WE NEEDED TO DRIVE HOME WITH THIS DOOR  
FULLY OPENED. THIS SITUATION WOULD HAVE BEEN EVEN WORST IF OUR



NHTSA Consumer Complaints as of July 21, 2014

CHILDREN WERE WITH US. \*TR CAMDENTON MO Failure Date:  
02/05/2012

4 10446257 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
SPOT WELDS BROKE LOOSE ON FRONT DOOR CAUSING POPPING WHEN  
DOOR IS OPENED. \*KB WAUSAU WI Failure Date: 11/09/2011

4 10445804 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
PASSENGER SIDE AUTOMATIC DOOR FAILURE. THE DOOR WAS STUCK  
HALF OPEN AND COULD NOT BE CLOSED WHILE AWAY FROM HOME. SAFETY  
ISSUE OF TRAVELING WITH CHILDREN AND COULD NOT TRANSPORT THEM IN  
THE CAR. \*TT KEENE NH Failure Date: 06/17/2011

4 10444294 2006 TOYOTA SIENNA STRUCTURE:BODY I'M  
OWNERS TOYOTA SIENNA 2006 UNTIL NOW I HAVE A PROBLEM RIGHT SIDE  
SLIDING DOOR IT DO NOT WORK THE DOOR CAN'T OPEN OR CLOSE SO I  
WOULD LIKE TO KNOW DO WE HAVE TO RECALL SERVICES OR NOT [XXX]  
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT  
(FOIA), 5 U.S.C. 552(B)(6). \*TR MANASSAS VA Failure Date: 01/17/2012

4 10443363 2006 TOYOTA SIENNA STRUCTURE:BODY TL\*  
THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT  
BOTH THE FRONT DRIVER SIDE DOOR AND THE DRIVER SIDE SLIDING DOORS  
WERE FAULTY. THE SLIDING DOOR WAS UNABLE TO BE FULLY CLOSED AND  
WHEN THE CONTACT ATTEMPTED TO REOPEN THE DOOR, IT REMAINED  
STUCK. THE DEALER ADVISED THE CONTACT THAT THE DOOR LATCH WAS  
INOPERABLE AND NEEDED TO BE REPLACED. THE MANUFACTURER DID NOT  
OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NO LONGER UNDER  
WARRANTY. NO REPAIRS WERE PERFORMED. THE CURRENT AND THE  
FAILURE MILEAGES WERE 47,000. THE VIN WAS UNAVAILABLE. FT  
LAUDERDALE FL Failure Date: 12/27/2011

4 10442129 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
POWER SLIDING DOOR WAS STUCK HALFWAY OPEN, AND WOULD NOT

NHTSA Consumer Complaints as of July 21, 2014

OPEN MORE NOR CLOSE. LOOKING INSIDE THE DOOR MACHINERY I COULD SEE THE METAL CABLE WAS FRAYED AND MATERIAL WAS STUCK IN THE WORKS, PREVENTING THE DOOR FROM MOVING IN EITHER DIRECTION. I WAS ABLE TO FORCE THE DOOR CLOSED BECAUSE WE NEEDED TO TRANSPORT CHILDREN HOME. BUT NOW THE DOOR CANNOT OPEN, AND IS UNSAFE. FROM SEARCHING ONLINE, NOW I SEE THAT THIS IS A PROBLEM THAT THOUSANDS OF SIENNA CUSTOMERS HAVE ENCOUNTERED. \*TR

AVONDALE ESTATES GA Failure Date: 01/01/2012

4 10441024 2006 TOYOTA SIENNA STRUCTURE:BODY MY TOYOTA SIENNA 2006 STARTED TO HAVE NOISE WHEN OPENING AND CLOSING THE DRIVER SIDE FRONT DOOR. IT APPEARS THE WELD DOOR FRAME IS BROKEN. THE NOISY SOUND BECOMES LOUDER AND LOUDER AFTER TWO MONTHS THE ISSUE STARTED INITIALLY. I AM AFRAID THIS WILL BE A SAFETY PROBLEM WHEN MY KIDS ARE NEAR THE DOOR DURING CLOSING OR OPENING THE DOOR. \*TR SAN DIEGO CA Failure Date: 10/18/2011

4 10439665 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR I BOUGHT A 2006 TOYOTA SIENNA LE AWD FOR MY SPECIAL NEEDS DAUGHTER .THE SLIDING DOOR SNAPPED A CABLE AND WOULDN'T OPEN.,SO I HAD TO CRAWL IN FROM OTHER SIDE TO GET HER OUT,THAT WAS NOT A EASY TASK B/C SHE IS IMMOBILE AND COULD NOT HELP ME WITH GETTING HER OUT OF SPECIAL CARSEAT AND BRACE..I THINK THIS SHOULD BE TOYOTA'S JOB TO REPLACE OR AT LEAST HELP WITH REPLACING,IF NOT I WILL NEVER PURCHASE OR RECOMMEND THIS VAN TO ANYONE..I HAD HER SPECIAL SEAT ON THAT SIDE JUST FOR THAT REASON AND I WILL FILE A CLAIM WITH THIS.. \*TR HAPPY KY Failure Date: 12/10/2011

4 10439352 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE PASSENGER POWERED SLIDING DOOR SEIZED FOR A MOMENT, OPENED, THEN CLOSED THEN OPENED, THEN CLOSED 3/4 OF THE WAY. IT WAS THEN STUCK IN THAT POSITION. \*TR CHESTER SPRINGS PA Failure Date: 12/07/2011

NHTSA Consumer Complaints as of July 21, 2014

4 10439245 2006 TOYOTA SIENNA STRUCTURE DASH BOARD HAS MULTIPLE CRACKS DUE TO DEFECTIVE MATERIAL. I AM CONCERNED THAT THIS MIGHT AFFECT HOW THE AIRBAGS DEPLOY IN AN ACCIDENT AS THE CRACKS ARE ALSO OVER THE PASSENGER AIRBAG AREA. I HAVE SEEN MANY TOYOTA SIENNAS WITH THE SAME PROBLEM. \*TR  
AVENTURA FL Failure Date: 01/18/2010

4 10437416 2006 TOYOTA SIENNA STRUCTURE CRACKED DASHBOARD THAT MAY INTERFERE WITH AIR BAG DEPLOYMENT. DASH IS CRACKED RIGHT ABOVE GLOVE COMPARTMENT AND AIRBAG, IS NOT FROM SUN DAMAGE. WHAT COULD CAUSE THESE CRACKS? MANUFACTURE FLAW!  
\*TR HARVEY LA Failure Date: 11/06/2008

4 10436348 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR SLIDING SIDE DOOR DOES NOT LATCH. I HAVE SEE THOUSANDS OF COMPLAINTS AND STILL NO RECALL. \$2500 DOLLARS TO REPAIR. \*TR  
EAST HANOVER NJ Failure Date: 11/14/2011

4 10433894 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR POWER SLIDING DOOR STOPPED WORKING, PASSENGER SIDE. I WENT OUT TO LOAD THE KIDS IN THE VAN, AND THE POWER DOOR OPENED ABOUT HALF WAY, THEN SHUT BY ITSELF. I THEN TRIED TO OPEN THE DOOR AGAIN, BUT IT WOULD ONLY OPEN A TINY BIT AND WOULD NOT SHUT. I DID NOT USE THE DOOR ANY FURTHER UNTIL I TOOK IT BACK TO THE DEALER TO HAVE IT LOOKED AT. THE FINAL VERDICT, 1400 DOLLARS TO FIX THE DOOR. I BOUGHT THE VAN 2 WEEKS PRIOR TO THIS HAPPENING, AND IT ONLY HAD 61,000 MILES ON IT. THE DEALERSHIP REFUSED TO HELP OUT IN ANY WAY, EXCEPT THAT THEY DID CUT THE CABLE AND NOW WE CAN USE IT AS A MANUAL DOOR. 5 YEAR OLD VAN WITH 61,000 MILES, AND THE AUTOMATIC DOOR FAILED. I WISH I WOULD HAVE DONE A LITTLE MORE RESEARCH, AS THIS SEEMS TO BE A VERY COMMON PROBLEM THAT NO ONE AT TOYOTA WANTS TO ADDRESS. \*TR  
ALBANY OR Failure Date: 10/31/2011

NHTSA Consumer Complaints as of July 21, 2014

4 10433627 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
AUTO SLIDING DOOR WILL NOT CLOSE TIGHTLY- LOOKS CLOSED THEN  
WHEN YOU PUT IT IN DRIVE OR REVERSE, THE DOOR BEEPS AND OPENS.  
TAKES MULTIPLE TIMES OF PUSHING DOOR BUTTON TO GET IT TO SHUT TIGHT.  
SOMETIMES YOU HAVE TO GET OUT AND TRY AND PUSH IT TO LOCK. IT IS  
VERY DIFFICULT AND NOW I DON'T USE IT BECAUSE I'M AFRAID IT WON'T  
CLOSE AND A PASSENGER WOULD BE IN DANGER. \*TR ARLINGTON  
VT Failure Date: 10/04/2011

4 10433552 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE POWER SLIDING DOOR ON MY 2006 TOYOTA SIENNA VAN FAILS TO  
OPEN EITHER MANUALLY OR BY THE POWER CONTROLS. THE TOYOTA  
DEALER REFUSED TO FIX IT SINCE IT WAS PAST THE WARRANTY PERIOD. I  
BELIEVE THIS TO BE A SAFETY CONCERN SINCE THE DOOR CANNOT BE  
OPENED, EVEN MANUALLY. THE TOYOTA DEALER WANTS BETWEEN \$1,000  
AND \$2,000 TO FIX IT WITH NO GUARANTEES THAT IT WON'T HAPPEN AGAIN.  
\*TR BALDWINVILLE NY Failure Date: 07/13/2009

4 10432711 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE BACK PASSENGER SIDE DOOR OF MY TOYOTA SIENNA DOES NOT  
WORK PROPERLY. WHEN THE BUTTON IS PUSHED TO CLOSE OR OPEN THE  
DOOR, NOTHING HAPPENS. IT WILL OPEN AND CLOSE WHEN THE HANDLE IS  
LIFTED AND THE DOOR IS GUIDED A LITTLE ON THE TRACK. I HAVE LOOKED  
ONLINE AND IT SEEMS TO BE A VERY COMMON ISSUE WITH TOYOTA SIENNAS.  
THIS DISAPPOINTS ME AS IT IS A VERY EXPENSIVE REPAIR! I THINK A RECALL  
IS IN ORDER. \*TT GRAND FORKS ND Failure Date: 06/01/2011

4 10432522 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
WE RECENTLY PURCHASED THIS VEHICLE AND ARE VERY  
DISAPPOINTED IN THE QUALITY OF THE POWER DOORS. AFTER OWNING IT  
FOR ABOUT 2 MONTHS THE DOOR JUST BROKE. THE COST TO FIX IT IS  
\$1800.00 PLUS TAX. WE HAVE DISCOVERED THAT THIS SEEMS TO BE AN ISSUE  
FOR MANY OTHER TOYOTA OWNERS. IT SEEMS THAT IT IS WAS POORLY  
DESIGNED AND IT WOULD BE MORE THAN NICE IF TOYOTA WOULD DO A

## NHTSA Consumer Complaints as of July 21, 2014

RECALL FOR THIS SITUATION. IT IS A VERY EXPENSIVE ISSUE TO FIX AND TAKES AWAY ONE OF THE NICEST FEATURES OF THE VEHICLE TO NOT HAVE THE POWER DOOR WORK. MY HOPE IS THAT WITH ALL THE COMPLAINTS OUT THERE WE CAN GET TOYOTA TO OWN UP TO THIS MISTAKE AND REIMBURSE US FOR HAVING TO FIX THIS INEVITABLE PROBLEM. THANKS FOR YOUR HELP IN THIS MATTER. \*TR LINCOLN NE Failure Date: 10/17/2011

4 10432351 2006 TOYOTA SIENNA STRUCTURE:BODY THE CABLE SUPPORTING THE AUTOMATIC RIGHT SIDE PASSENGER DOOR ON MY 2006 TOYOTA SIENNA SNAPPED WHILE TRYING TO OPEN DOOR USING THE AUTOMATIC BUTTON OVER THE DRIVER SEATING AREA, NEARLY STRIKING MY CHILD AS HE WAITED TO GET IN FROM THE OUTSIDE, AT THIS TIME, THE DOOR IS PERMANENTLY SHUT AND CANNOT BE OPENED AUTOMATICALLY OR MANUALLY. THIS CAN BE A SERIOUS ISSUE IF SOMEONE SITTING IN THE RIGHT SIDE OF THE AUTOMOBILE NEEDS TO EXIT QUICKLY FOR AN EMERGENCY. THE COST TO FIX THIS SERIOUS ISSUE IS BEYOND WHAT I CAN AFFORD. \*TR STATEN ISLAND NY Failure Date: 08/15/2011

4 10432289 2006 TOYOTA SIENNA STRUCTURE:BODY THE POWER DOOR FAILS AND WILL NOT CLOSE AUTOMATICALLY. IT SEEMS TO GET LODGED AND SUBSEQUENTLY STUCK OPEN. THE POWER MOTOR TRIES TO MOVE IT BUT FAILS AND STAYS OPEN. YOU HAVE TO LIFT AND ASSIST TO GET THE AUTOMATIC FEATURE TO ENGAGE. \*TR DUVALL WA Failure Date: 06/01/2011

4 10430828 2006 TOYOTA SIENNA STRUCTURE:BODY THE AUTOMATIC SLIDING DOOR HAS NEVER WORKED PROPERLY AFTER MULTIPLE VISITS TO MULTIPLE DEALERS. NOW IT HAS FAILED ENTIRELY AND THE DEALER CHARGED \$100 SIMPLY TO CLOSE THE DOOR, WHICH IS CURRENTLY COMPLETELY INOPERABLE, INCLUDING MANUALLY. \*TR SIOUX FALLS SD Failure Date: 10/19/2011

## NHTSA Consumer Complaints as of July 21, 2014

4 10429176 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
SLIDING DOOR MOTOR FAILURE. DOOR FAILED TO CLOSE. HAD TO DRIVE  
WITH SIDE DOOR OPEN! \*TR SEATTLE WA Failure Date: 10/07/2011

4 10429151 2006 TOYOTA SIENNA STRUCTURE:BODY THE  
PASSENGER SIDE DOOR (AUTOMATIC) DOES NOT CLOSE. IT WILL ATTEMPT TO  
CLOSE ITSELF BUT WILL STOP JUST BEFORE CLOSING. THE DOOR WILL  
PAUSE FOR 1-2 SECONDS AND THEN RE-OPEN AND STAY IN THE OPEN  
POSITION. MULTIPLE ATTEMPTS HAVE THE SAME EFFECT. DISCONNECTING  
THE BATTERY DOES NOT RESOLVE THE PROBLEM. \*TR  
WILSONVILLE OR Failure Date: 10/01/2011

4 10429081 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
MY POWER SLIDING DOOR IS STUCK CLOSED. THIS HAPPENED AFTER IT  
OPENED PROPERLY USING THE POWER BUTTON, BUT WHEN I CLOSED IT, IT  
STOPPED HALFWAY. AFTER SEVERAL ATTEMPTS USING THE POWER BUTTONS  
TO CLOSE IT, AS WELL AS TURNING OFF THE POWER DOOR FEATURE, IT STILL  
WOULDN'T CLOSE. SINCE I WAS OUT WITH MY 2 CHILDREN, I FORCED IT  
CLOSED WITH THE HELP OF SOMEONE ELSE. NOW IT WON'T OPEN, MANUALLY  
OR POWERED, AND I AM AFRAID OF DOING MORE DAMAGE TO THE VEHICLE  
BY TRYING TO FORCE IT OPEN. \*TR OAKMONT PA Failure Date:  
07/21/2011

4 10428880 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
DRIVER SIDE SIDE PASSENGER DOOR FAILED TO CLOSE. NO REASON  
EVIDENT. \*TR PRESCTT AZ Failure Date: 10/05/2011

4 10428870 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE TOYOTA SIENNA 2006 AUTOMATED SLIDING SIDE DOOR BEGAN TO  
STICK AND CLOSE MORE SLOWLY ABOUT A MONTH BEFORE IT BECAME  
PERMANENTLY STUCK. ONCE IT BECAME STUCK, THE DOOR WOULD NOT  
CLOSE, REQUIRING ME TO DRIVE WITH A HALF-OPEN DOOR TO THE  
DEALERSHIP OR HAVE THE CAR TOWED. WHEN I TOOK IT TO THE TOYOTA  
DEALERSHIP THEY INFORMED ME I COULD PAY \$1600 TO REPLACE THE DOOR

## NHTSA Consumer Complaints as of July 21, 2014

MOTOR AND FIX THE CABLE. TOYOTA DID NOT INFORM ME THAT WE COULD CUT THE CABLE AS A WAY TO MAKE THE DOOR AT LEAST FUNCTION. I REQUESTED THEY CUT THE CABLE, PERMANENTLY CONVERTING THE SLIDING SIDE DOOR TO A MANUALLY OPERATED SLIDING DOOR. THERE SHOULD BE A RECALL ON THIS DOOR MALFUNCTION, WHICH PLACES CHILDREN SITTING IN THE BACK AREA OF THE SIENNA AT RISK WHEN THE SLIDING DOOR UNEXPECTEDLY FAILS. \*TR SUDBURY MA Failure Date: 09/30/2011

4 10428274 2006 TOYOTA SIENNA STRUCTURE:BODY THE POWER SLIDING DOOR ON THE PASSENGER SIDE WILL NOT OPEN (ELECTRONICALLY OR MANUALLY), AND THERE IS A BROKEN STEEL CABLE EXTENDING FROM THE BACK OF THAT DOOR TOWARD THE BACK OF THE REAR PASSENGER WINDOW. THE DEALER CAN'T EVEN OPEN IT. THIS A HUGE SAFETY ISSUE FOR US, AND WE MAY BE FORCED TO PAY >\$3,000 JUST TO BE ABLE TO OPEN OUR DOOR. SUPPOSE THERE WAS AN ACCIDENT AND THE CAR WAS ON THE OTHER SIDE...WE'D HAVE A VERY TOUGH TIME GETTING THE KIDS OUT. THIS SHOULD BE RECALLED. \*TR CARLISLE MA Failure Date: 09/30/2011

4 10428056 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE PASSENGER SIDE SLIDING DOOR WILL NOT OPEN, EITHER USING MANUAL OR POWER ASSIST. IT WORKED GREAT UNTIL ONE DAY, IT JUST STOPPED. THE POWER ASSIST MAKES A NOISE, AND THE DOOR "TRIES" TO OPEN, BUT THE DOOR IS STUCK CLOSED. THIS IS A HUGE SAFETY ISSUE BECAUSE THE CHILDREN CANNOT EXIT ON THE SIDE OF THE SIDEWALK (THE RIGHT SIDE), AND MUST INSTEAD EXIT ON THE LEFT NEXT TO THE PASSING TRAFFIC. \*TR WEST HARTFORD CT Failure Date: 03/04/2011

4 10427847 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE POWERED SLIDING DOOR WAS STUCK HALFWAY OPEN. I SHUT THE POWER TO THE DOOR OFF USING THE BUTTON BY THE STEERING WHEEL AND TRIED TO CLOSED THE DOOR, RESULTING IN A SMALL PIECE OF METAL SNAPPING OFF AND JUST MISSING MY EYE. THERE IS CABLE THAT THE DOOR SLIDES ON THAT IS DAMAGED AND FRAYED. THIS IS PREVENTING THE DOOR

## NHTSA Consumer Complaints as of July 21, 2014

FROM OPENING AND CLOSING PROPERLY, EVEN MANUALLY. THE DEALER WANTS \$1200 TO REPAIR THE DOOR, OR \$150 TO REMOVE THE POWER AND USE THE DOOR MANUALLY. \*TT MARBLEHEAD MA Failure Date: 09/01/2011

4 10427645 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE MOTOR ON THE SLIDING POWER DOOR FAILED. I CALLED TOYOTA AND WAS TOLD I WOULD HAVE TO PAY TO REPAIR IT. I HAVE AN EXTENDED WARRANTY ON MY CAR BUT IT IS NOT A COVERED COMPONENT. \*TT  
HANSON MA Failure Date: 08/31/2011

4 10427056 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
UPON RETURNING HOME FROM PICKING UP MY CHILD AT SCHOOL, I WAS UNABLE TO CLOSE THE LEFT SLIDING DOOR TO THE VAN. I TRIED WITH ALL OF THE BUTTONS (VAN, DOOR FRAME, REMOTE - I EVEN DISABLED THE AUTOMATIC DOOR AND TRIED MANUALLY), BUT NOTHING WORKED. IT WOULD CLOSE ABOUT 2/3 OF THE WAY AND THAT WAS IT. I CONTACTED TOYOTA USA AND AT FIRST, THE MAN WITH WHOM I SPOKE INFERRED THAT THIS WAS NOT A PROBLEM HE HAD HEARD ABOUT. AFTER SOME TIME, HE ADMITTED THAT THIS HAS BEEN AN ISSUE IN THE PAST. AT MY LOCAL DEALERSHIP, THE TECHNICIAN STATED THAT THE PLASTIC PIECE THAT GOES ON THE CABLE IS KNOWN TO BREAK, WHICH IS WHAT HAPPENED TO MY VAN. THESE PLASTIC PIECES FELL INTO THE MOTOR, WHICH MADE IT MALFUNCTION. IN ORDER FOR THE AUTOMATIC DOOR TO SHUT AGAIN, I WOULD HAVE TO REPLACE THE ENTIRE MOTOR AND CABLE ACCORDING TO THE TECHNICIAN. THE ESTIMATE GIVEN WAS APPROX. \$2300. THIS IS NOT AN UNKNOWN PROBLEM TO TOYOTA; THE DESIGN TEAM RECOGNIZED THIS ISSUE AND MADE IMPROVEMENTS TO LATER MODELS YET THERE HAS NOT BEEN A RE CALL ISSUED. HAD I BEEN OUT WITH ONE OR BOTH OF MY CHILDREN, WE WOULD HAVE BEEN STRANDED, UNABLE TO CLOSE THE DOOR - AUTOMATICALLY OR MANUALLY. THE DOOR WOULD NOT SHUT. I WOULD LIKE TO SEE THIS ISSUE INVESTIGATED AND FOR TOYOTA TO TAKE OWNERSHIP OF THE PROBLEM. \*TR PALM BEACH GARDENS FL Failure Date: 09/23/2011



NHTSA Consumer Complaints as of July 21, 2014

4 10426547 2006 TOYOTA SIENNA

STRUCTURE:BODY:HATCHBACK/LIFTGATE THE REAR GATE STRUTS / SUSPENSION HAVE COMPLETELY FAILED. THE STRUTS WILL NOT HOLD OPEN THE REAR GATE AT ALL. MY WIFE AND CHILDREN HAVE GREAT DIFFICULTY (IN MANY INSTANCES IT IS IMPOSSIBLE AND / OR DANGEROUS) HOLDING OPEN THE GATE WITH ONE HAND OR HEAD AND TRYING TO LOAD OR UNLOAD SIMULTANEOUSLY. IT APPEARS THAT THERE WAS A PARTIAL RECALL FOR SIENNAS WITH THE POWER LIFTGATE, BUT WE DO NOT HAVE A POWER LIFTGATE. \*TR WAYNESBURG PA Failure Date: 07/20/2011

4 10425969 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR

BOTH OF MY MANUAL SLIDING DOORS ON THIS VEHICLE WILL NOT OPEN FROM EITHER THE INSIDE OR OUTSIDE. I WENT TO TOYOTA OF ON 9/10/11 WITH THE PASSENGER SIDE NOT OPENING-THIS HAS BEEN AN ONGOING PROBLEM FOR YEARS. THEY DENIED BEING ABLE TO FIX IT ON A GOODWILL POLICY DESPITE THE CHRONIC PROBLEMS. BY THE TIME I RETURNED HOME FROM THE DEALERSHIP, THE DRIVER'S SIDE SLIDING DOOR NO LONGER OPENS. NOW I HAVE TO TRANSPORT 6 CHILDREN IN MY VAN AND BOTH SLIDING DOORS WON'T OPEN. THEY HAVE TO ENTER/EXIT FROM THE FRONT SEAT/ REAR HATCH-MAJOR SAFETY ISSUE. THE DEALERSHIP WANTS \$650 PER DOOR TO FIX THE PROBLEM-\$ I DON'T HAVE. I AM FURIOUS AND FRUSTRATED-WILL NEVER BUY TOYOTA AGAIN-WE DIDN'T OPT FOR THE ELECTRIC DOOR SO THAT WE WOULD AVOID DOOR PROBLEMS-NOW WHAT? \*TT

BEACON NY Failure Date: 09/10/2011

4 10425339 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR

2006 TOYOTA SIENNA SLIDING DOOR FAILURE. \*TR

LAFAYETTE LA Failure Date: 09/13/2011

4 10422648 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR

TL\* THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THE PASSENGER SIDE AUTOMATIC SLIDING DOOR JAMMED IN AN OPEN POSITION AND WOULD NOT CLOSE. THE DOOR EVENTUALLY CLOSED AFTER CONSTANT FORCE WAS APPLIED. THE VEHICLE WAS TAKEN TO AN

## NHTSA Consumer Complaints as of July 21, 2014

AUTHORIZED DEALER WHO STATED THE DOOR WOULD REQUIRE SEVERAL REPLACEMENT PARTS WHICH INCLUDED THE SLIDING DOOR BRACKET, MOTOR, HINGE ASSEMBLY, AND DOOR WEATHER STRIP. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 81,469. UPDATED 11/03/2011 \*LN ENTERPRISE AL Failure Date: 08/29/2011

4 10422270 2006 TOYOTA SIENNA STRUCTURE:BODY  
SLIDING DOOR WON'T CLOSE ON TOYOTA SIENNA MINIVAN. THE DEALER CLAIMS THAT THIS IS NOT COVERED UNDER THE PLATINUM EXTENDED WARRANTY, BUT ALSO STATES THAT IF IT IS NOT FIXED, "THE DOOR WILL EVENTUALLY FALL OFF." \*TT SOQUEL CA Failure Date: 08/26/2011

4 10420982 2006 TOYOTA SIENNA STRUCTURE OUR 2006 TOYOTA SIENNA VAN HAS ONE OF THE AUTOMATIC SIDE DOORS THAT OPENS BACK UP ON ITS OWN BECAUSE IT DOES NOT CLOSE PROPERLY. THIS HAS BEEN A PROBLEM SINCE THE CAR WAS FAIRLY NEW WITH A LITTLE OVER 36,000 MILES. TOYOTA DOES NOT CONSIDER A DOOR THAT OPENS ON ITS OWN A SAFETY ISSUE, THEREFORE THEY WOULD NOT FIX THE PROBLEM WITHOUT CHARGE. I CONSIDER THIS DANGEROUS BECAUSE A DOOR THAT CONTINUES TO OPEN ON ITS OWN IS CLEARLY NOT SAFE. \*TR SANTA MARIA CA Failure Date: 01/01/2009

4 10419400 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
MY DRIVERS SIDE POWER SLIDING PASSENGER DOOR CABLE JAMMED WITHOUT WARNING WHILE OUT WITH MY FAMILY. I HAD 2 SMALL CHILDREN IN THE BACK SEAT. I WAS UNABLE TO CLOSE THE DOOR, EVEN AFTER TURNING OFF THE POWER SWITCH TRYING TO USE IT "MANUALLY". HAD TO CALL A FRIEND TO TAKE US HOME, AS I COULD NOT DRIVE THE VEHICLE WITH THE DOOR OPEN. MY HUSBAND WAS ABLE TO PULL ON THE DOOR HARD ENOUGH TO SNAP THE STRIPPED CABLE, AND THE DOOR WILL NOW FUNCTION MANUALLY. UPON INSPECTION, IT APPEARS THAT THE PROTECTIVE COATING ON THE CABLE WORE OFF, EXPOSING THE BARE WIRE WHICH STARTED TO UNCOIL...THUS CAUSING THE DOOR TO JAM. I HAVE BEEN TOLD THE REPAIR

## NHTSA Consumer Complaints as of July 21, 2014

WILL COST ME \$1800.00. THIS IS UNACCEPTABLE, AND I AM INSISTING ON A  
RECALL FOR THE POWER DOOR CABLES. \*TR NORTH OXFORD  
MA Failure Date: 08/14/2011

4 10418465 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
2006 TOYOTA SIENNA AUTOMATIC SLIDING DOOR ON PASSENGER SIDE  
WILL NOT OPEN AND CLOSE WHEN USING REMOTE, OR CONSOLE BUTTONS.  
THIS STARTING OCCURRING AUGUST 1, 2011. \*TR APEX NC  
Failure Date: 08/01/2011

4 10418411 2006 TOYOTA SIENNA STRUCTURE DRIVERS  
SIDE POWER DOOR WOULD NOT CLOSE ALL THE WAY. HAD TO CUT CABLE TO  
SHUT DOOR. \*TR COLUMBIA SC Failure Date: 08/10/2011

4 10415853 2006 TOYOTA SIENNA STRUCTURE:BODY  
AUTOMATIC SLIDING DOOR DOES NOT FULLY LATCH CLOSED AND  
OFTEN POPS OPEN. DOOR DOES NOT OPERATE WITH ANY BUTTONS, ONLY A  
MANUAL PULL PART WAY. DOOR DOES NOT ALWAYS LATCH OPEN AND  
STARTS TO CLOSE ON CHILD WHEN THEY ARE HALF WAY IN. SANDY  
HOOKCT Failure Date: 06/15/2011

4 10413767 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE DOOR STOP WELD BROKE AFTER WARRANTY EXPIRED. THIS IS A  
COMMON TOYOTA PROBLEM AND NEEDS A RECALL. THE REPAIR IS VERY  
EXPENSIVE AND TOYOTA REFUSES TO CONTACT CUSTOMERS ABOUT THIS  
ISSUE. \*KB NEW YORK NY Failure Date: 02/01/2010

4 10412438 2006 TOYOTA SIENNA  
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS DOOR MAKES A  
POPPING SOUND WHEN OPENED. RESULTING IN THE DOOR TO OPEN  
FURTHER THEN NORMAL WHEN AJAR. NOW THE DOOR IS AT THE POINT  
WHERE IT WON'T OPEN ALL THE WAY AND THE WINDOW WILL NOT ROLL DOWN  
COMPLETELY. I READ SOME POSTS ONLINE AND APPARENTLY THE ISSUE HAS  
BEEN ACKNOWLEDGED BY TOYOTA BUT THEY HAVE NOT YET RECALLED THE

NHTSA Consumer Complaints as of July 21, 2014

CAR FOR THIS PROBLEM. \*TT CINNAMINSON NJ Failure Date:  
04/01/2011

4 10407261 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE 2006 TOYOTA SIENNA PASSENGER POWER SLIDING DOOR DOES  
NOT HAVE A MANUAL OVERRIDE. WHEN THE POWER SIDING DOOR  
MECHANISM FAILS THE PASSENGER(S) IS (ARE) TRAPPED IN THE VEHICLE OR  
ARE FORCED TO EXIT INTO TRAFFIC OR CLIMB TO THE FRONT TO EXIT THE  
VEHICLE. ALTHOUGH THIS INCIDENT DID NOT RESULT IN AN ACCIDENT OR  
INJURE, IT DOES CREATE A SAFETY ISSUE, ESPECIALLY IF CHILDREN ARE IN  
THE VEHICLE. \*TR RANSOMVILLE NY Failure Date: 05/19/2011

4 10402420 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
2006 TOYOTA SIENNA WITH 70,000 MILES ON IT PASSENGER REAR  
SLIDING DOOR MOTOR JUST QUIT WORKING. COST OF REPAIR IS  
APPROXIMATELY \$2000. TOYOTA REFERRED MY WIFE TO EXTENDED  
WARRANTY DEPARTMENT FOR A \$2600 EXTENDED WARRANTY. REAR DOOR IS  
NOT USABLE AND WILL NOT OPEN UNLESS WE PAY THE \$ 2000. \*TR  
BETHESDA MD Failure Date: 05/22/2011

4 10399635 2006 TOYOTA SIENNA STRUCTURE:BODY  
TL\*THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED  
THE VEHICLE WAS PARKED AND WHEN THE REAR LIFTGATE EXTERIOR DOOR  
HANDLE WAS ENGAGED THE AUTOMATIC DOOR ABRUPTLY CLOSED ON THE  
HAND OF A PASSENGER, CAUSING MINOR INJURIES. THE VEHICLE WAS TAKEN  
TO AN AUTHORIZED DEALER WHERE THE AUTOMATIC DOOR WAS  
REPROGRAMMED. THE MANUFACTURER WAS NOT MADE AWARE OF THE  
FAILURE. THE FAILURE WAS APPROXIMATELY 98,000. ALTO MI  
Failure Date: 05/03/2011

4 10398159 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE TOYOTA  
SIENNA 2006 REAR BACK DOOR LIFT STRUTS FAILED SUDDENLY. I WAS  
VISITING LAKE TAHOE AND WHEN I WAS TAKING THE LUGAGGE OFF,

## NHTSA Consumer Complaints as of July 21, 2014

SUDDENLY THE DOOR CAME DOWN, LUCKILY MYSELF AND KIDS WERE AWAY OTHERWISE IT MIGHT HAVE FALLEN ON EITHER ME OR MY KIDS, I REPORTED THIS TO TOYOTA DEALER AFTER MY TRIP AND THEY SAY IT IS NORMAL WEAR AND TEAR AND WILL COST ME 450 BUGS TO REPLACE THE STRUTS. MY WORRY IS IT SHOULD NOT FALL SUDDENLY, FIX IT BY RECALL IF SOME KIDS COME BETWEEN THE DOOR THEN IT MIGHT BE VERY DANGEROUS. I FEEL THE TOO COLD WEATHER IS THE CULPRIT. \*TR SUNNYVALECA Failure Date: 04/15/2011

4 10392919 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE PASSENGER SIDE SLIDING DOOR ON MY 2006 TOYOTA SIENNA WILL NOT OPEN, EITHER MANUALLY OR ANY OTHER WAY. \*TR FORT DAVISTX Failure Date: 03/25/2011

4 10384293 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
DOOR VERY HARD TO OPEN AND CLOSE. PLASTIC SHEETING COMES OFF THE CABLE MAKING IT NON FUNCTIONAL. BAD DESIGN IF YOU ASK ME. \$1800 TO REPLACE THE MOTOR WHICH IS OUTRAGEOUS. \$1100 FOR THE MOTOR, WHICH AGAIN SHOULD NOT COST AS MUCH. HIGHWAY ROBBERY. I CAN UNDERSTAND IF IT COUPLE HUNDRED FOR THE MOTOR. THIS NEEDS TO GO ON A RECALL. TOO MANY SIENNA OWNERS HAVE SIMILAR PROBLEM. JUST GOOGLE AND YOU WILL FIND ALL THE FORUMS. MY FIRST AND LAST TOYOTA..... \*TR WALLINGFORD CT Failure Date: 02/01/2011

4 10383466 2006 TOYOTA SIENNA STRUCTURE:BODY  
DRIVER SIDE DOOR POPPING NOISE. TOYOTA KNOWS IT HAS A PROBLEM WITH SPOT WELDS AND EXTENDED THE WARRANTY TO 5 YEARS OR 100,000 MILES. MY PROBLEM STARTED TWO MONTHS LATE SO THEY WILL DO NOTHING ABOUT IT. \*TR WARNER ROBINS GA Failure Date: 02/21/2011

4 10378249 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
OUR AUTOMATIC SLIDING DOOR IS NOT WORKING AT 55,000 MILES. THE TOYOTA COMPANY REFUSES TO PAY TO FIX THE SLIDING DOOR. I AM SURPRISE WITH TOYOTA'S REPUTATION THAT THE AUTOMATIC SLIDING DOOR

## NHTSA Consumer Complaints as of July 21, 2014

HAS STOP WORKING. I AM VERY CONCERNED ABOUT THE AUTOMATIC DOOR NOT WORKING. RIGHT NOW THE DOOR IS ON MANUAL. IT IS VERY DIFFICULT TO OPEN AND CLOSE FOR MY FAMILY. MY SPOUSE AND MY HANDS HURT WHEN WE PULL TO OPEN AND CLOSE THE SLIDING DOOR. OUR THREE KIDS ARE UNABLE TO OPEN AND CLOSE THE DOOR ON THEIR OWN. I AM VERY CONCERNED BECAUSE GOD FOR BID IF WE WERE TO GET INTO AN ACCIDENT MY KIDS MAY NOT BE ABLE TO GET OUT. \*TR INDIANAPOLIS

IN Failure Date: 08/22/2010

4 10376348 2006 TOYOTA SIENNA STRUCTURE:BODY 2006  
TOYOTA SIENNA LE: ON 10/14/10 OUR PASSENGER-SIDE POWER DOOR STOPPED FUNCTIONING. WHEN TRYING TO CLOSE THE POWER DOOR, IT MADE AN UNUSUAL SOUND, JAMMED AT THE HALF-WAY POINT & RETURNED TO OPEN POSITION. WITH CONSIDERABLE FORCE, THE DOOR WAS CLOSED MANUALLY IN ORDER TO MAKE THE 30 MILE DRIVE TO OUR TOYOTA DEALER. WITH A 4-YR-OLD IN THE BACK SEAT. IT WAS A VERY UNSETTLING SITUATION NOT KNOWING WHAT THE PROBLEM WAS OR IF THE DOOR WAS PROPERLY CLOSED. WE LEARNED THAT THE DOOR MOTOR WAS ?NOT FUNCTIONING PROPERLY & THAT THE BACK HINGE WAS BENT? (FOR NO KNOWN REASON) & BOTH NEED REPLACEMENT FOR \$1,600. WE WERE ADVISED NOT TO USE THE DOOR.WE ARE DISCOURAGED THAT THIS HAPPENED ESPECIALLY SINCE WE SPECIFICALLY DISCUSSED POWER FAILURE OF THE POWER SLIDING DOOR WITH OUR TOYOTA SALES PERSON AT PURCHASE. WHEN WE ASKED WHAT WOULD HAPPEN IF THE POWER SLIDING FEATURE BROKE/MALFUNCTIONED ON THE AUTOMATIC DOOR, OUR SALES ASSOCIATE TOLD US THAT IT COULD SIMPLY BE SWITCHED TO MANUAL AND WOULD STILL BE FUNCTIONABLE. BASED ON THIS, WE PURCHASED THE POWER DOOR FEATURE. THIS IS NOT THE CASE AT ALL. AFTER SOME RESEARCH & REVIEW OF THIS ISSUE, IT IS APPARENT THAT THIS IS A COMMON, LONG-TERM PROBLEM THAT MANY CONSUMERS ARE EXPERIENCING. BY THE NUMBER OF TECHNICAL SERVICE BULLETINS ISSUED TO ADDRESS THIS DEFECT, IT IS CLEAR THAT TOYOTA IS AWARE OF THE SITUATION TOO. WHEN WE DISCUSSED THE ISSUE WITH OUR TOYOTA DEALER, THEY OFFERED TO PAY \$500. WE HAVE NOT HAD THE REPAIR

NHTSA Consumer Complaints as of July 21, 2014

DONE AS WE FEEL THIS SHOULD NOT HAVE FAILED IN SUCH A SHORT PERIOD OF TIME (JUST OVER 4 YEARS AFTER PURCHASE), UNDER A SITUATION OF NORMAL OPERATION AND AT NO FAULT OF OUR OWN. THE REPAIR FOR THIS DEFECT SHOULD BE AT THE EXPENSE OF TOYOTA NOT A LOYAL TOYOTA CUSTOMER. WE ARE CONCERNED THAT IN THE UNFORTUNATE EVENT OF AN ACCIDENT AND IT BECOMES NECESSARY TO USE THAT DOOR FOR EMERGENCY EVACUATION, OUR YOUNG CHILDREN MAY BECOME TRAPPED DUE TO THE INOPERABLE/DEFECTIVE CONFIGURATION OF THE DOOR-IT IS A BIG SAFETY CONCERN. \*TR WILMINGTON OH Failure Date: 10/14/2010

4 10375476 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
TL\* THE CONTACT OWNS 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE SLIDING DOORS ON BOTH SIDES OF THE VEHICLE HAD FAILED. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THE ACTUATOR MOTOR HAD A SHORTAGE AND WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED AND STATED THAT THE VEHICLE WAS OUT OF WARRANTY AND WOULD OFFER NO FURTHER ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 83,814. GARNET VALLEY PA Failure Date: 08/10/2010

4 10375282 2006 TOYOTA SIENNA STRUCTURE TOYOTA  
DEALER FAILED TO REMEDY THE DEFECT WITHIN REASONABLE TIME .  
RECALL TYPE-SAFETY RECALL,SEVERE CORROSION OF SPARE TIRE CARRIER  
CABLE. MODEL-SIENNA-MODEL YEAR-2006,MFG-TOYOTA. \*TR  
SUNRISE FL Failure Date: 11/29/2010

4 10372501 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
2006 TOYOTA SIENNA MINIVAN. BOTH SIDE SLIDING DOORS FAIL TO  
CLOSE PROPERLY. UNABLE TO MANUALLY CLOSE. DOOR WILL SLIDE OPEN.  
REPAIRED DRIVER SIDE SLIDING DOOR IN 2008. NOW IN JULY 2010,  
PASSENGER SIDE SLIDING DOOR DID NOT CLOSE BUT HAD BEEN REPAIRED  
BUT NOW AGAIN IN DECEMBER 2010 DOOR CONTINUES TO NOT CLOSE  
PROPERLY. \*TR LEWISTON NY Failure Date: 07/02/2010

NHTSA Consumer Complaints as of July 21, 2014

4 10371892 2006 TOYOTA SIENNA STRUCTURE WHILE STARTING FORWARD AFTER LOADING GRANDSON IN DRIVER SIDE SECOND ROW OF SEATS DRIVERS SIDE SLIDING DOOR OPENED HALF WAY(DOORS ARE ELECTRICALLY OPERATED). I STOPPED AND ATTEMPTED TO CLOSE DOOR AUTOMATICALLY. DOOR WOULD NOT CLOSE BUT REMAINED HALF OPEN. TRIED MANUAL OPERATION TO NO AVAIL. CALLED TOW TRUCK. TOW TRUCK OPERATOR EXAMINED DOOR AND SAID THAT THE CABLE THAT OPERATES DOOR WAS JAMMED AND THE ONLY WAY TO CLOSE DOOR WAS TO CUT CABLE. AFTER CUTTING CABLE DOOR CLOSED MANUALLY. DROVE HOME. IF DOOR HAD OPENED AT SPEED ON HIGHWAY IT WOULD HAVE CAUSED GREAT DANGER AS MY GRANDSON WAS SITTING NEXT TO DOOR. CALLED CUSTOMER SERVICE AT TOYOTA TO COMPLAIN. WAS GIVEN NO EXPLANATION. \*TR  
LAPORTE IN Failure Date: 10/06/2010

4 10371878 2006 TOYOTA SIENNA STRUCTURE:BODY OUR 2006 TOYOTA SIENNA HAD ONE OF THE AUTOMATIC SLIDING DOOR CABLES SNAP AT APPROXIMATELY 60,000 MILES. WE CONTACTED TOYOTA, HOWEVER AT THIS TIME IT IS NOT A CONCERN OF THEIRS. WITH THE CABLE BROKEN IT MAKES THE DOOR EXTREMELY HEAVY AS LONG AS YOU HAVE THE AUTO-SLIDE ON. I FEEL IT IS WAY TO DANGEROUS FOR MY 2 OR 5 YR OLD TO USE THE DOOR! WE PURCHASED THIS VEHICLE FOR \$35,000+ WITH THE SLIDING DOORS BEING ONE OF ITS HIGHEST SELLING POINTS IN OUR EYES. WE ARE HIGHLY DISAPPOINTED IN TOYOTA'S REPAIR COST OF OVER \$1,500, BUT MOST OF ALL THEIR LACK OF CONCERN FOR SAFETY AS MOST MINIVAN OWNERS HAVE SMALL CHILDREN! \*TR  
CLOVIS NM Failure Date: 03/01/2010

4 10370813 2006 TOYOTA SIENNA STRUCTURE THE GAS IN THE LIFT GATE SUPPORT OF THE BACK DOOR ESCAPED 3 YEARS AFTER I BOUGHT IT. \*TR  
LOS ANGELES CA Failure Date: 04/13/2008

4 10370453 2006 TOYOTA SIENNA STRUCTURE:BODY HAVE 2006 TOYOTA SIENNA WITH DRIVER'S SIDE POWER SLIDING DOOR NOT CLOSING INTERMITTENTLY. TOOK TO TOYOTA DEALER FOR REPAIR WAS TOLD DOOR HINGE AND BUSHING FAILED AND NEEDS REPLACEMENT. HAVE



NHTSA Consumer Complaints as of July 21, 2014

EXTENDED WARRANTY BUT HINGE NOT COVERED. APPARENTLY THIS IS A FAIRLY COMMON PROBLEM WITH TOYOTA SIENNA. \*TR IRVINE CA Failure Date: 12/12/2010

4 10367968 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR I HAVE 2006 TOYOTA SIENNA LE VAN AND THE SIDE POWER SLIDING DOOR HAS STOPPED WORKING. THE DOOR IS FROZEN IN OPEN POSITION AND WILL NOT CLOSE. THE MOTOR WILL MOVE IT A LITTLE BEFORE FREEZING. THIS IS A GARAGED VEHICLE THAT HAS NO ICE. \*TR WEST SOMERSET KY Failure Date: 11/27/2010

4 10367754 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR MY 2006 TOYOTA SIENNA HAS SENSORS ON THE SLIDING DOOR TO ENSURE IT DOESN'T CLOSE AND INJURE PEOPLE. MY KIDS USUALLY STEP OUT AND OPERATE THE SLIDING DOORS BY THEMSELVES. BUT TWO DAYS AGO AFTER I PARKED THE CAR IN THE DRIVEWAY, MY FOUR YEAR OLD DAUGHTER'S FINGERS GOT STUCK IN THE DOOR WHILE SHE WAS CLOSING IT. THE SENSORS DID NOT WORK. HER FINGERS WERE STUCK IN THERE FOR ATLEAST 20 SECONDS UNTIL I OPENED IT. THE INJURIES WERE MINOR AND SHE IS DOING OK NOW, BUT I'M NOW CONCERNED ABOUT THE SAFETY OF MY FAMILY ESPECIALLY WHILE OPERATING THE DOORS. \*TR FOLSOM CA Failure Date: 11/22/2010

4 10363027 2006 TOYOTA SIENNA STRUCTURE:BODY 2006 TOYOTA SIENNA PASSENGER POWER SLIDING DOOR WILL NOT WORK. DRIVERS SIDE MANUAL SLIDING DOOR WORKS INTERMITTENTLY. \*TR LAKEWOOD CO Failure Date: 07/10/2009

4 10361131 2006 TOYOTA SIENNA STRUCTURE:BODY I HAVE A 2006 TOYOTA SIENNA WITH 47,000 MILES. MY PASSENGER SIDE SLIDING DOOR HAS A WORN CENTER HINGE TO WHERE THE PAINT IS NOW DAMAGED ON THE QUARTER PANEL WHERE IT SCRAPES. THERE WAS A SERVICE BULLETIN ON THIS SAME PROBLEM. THERE IS NO WAY A DOOR HINGE SHOULD WEAR OUT THAT QUICKLY. THERE A MANY COMPLAINTS OF THE SAME

NHTSA Consumer Complaints as of July 21, 2014

PROBLEM ALL OVER THE WEB. WE NEED TOYOTA TO STEP UP AND FIX THIS PROBLEM. \*TR INCLINE VILLAGE NV Failure Date: 10/01/2010

4 10359472 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
TL\*THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE AT A COMPLETE STOP, THE DRIVER SIDE REAR SLIDING DOOR SUDDENLY OPENED AND WAS UNABLE TO BE CLOSED. THE CONTACT CALLED A TOW TRUCK COMPANY AND THE DRIVER DISCONNECTED THE DOOR WIRES SO THAT THE DOOR COULD BE CLOSED. THE VEHICLE HAD NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 32,000. LAPORT IN Failure Date: 10/06/2010

4 10359463 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
TL\*THE CONTACT OWNS A 2006 TOYOTA SIENNA. WHILE DRIVING 25 MPH, THE LEFT FRONT PASSENGER DOOR MOTOR SEIZED, THE CABLE SNAPPED AND THE DOOR FLEW OPEN. THE DOOR WOULD NOT CLOSE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE MOTOR AND CABLE WERE REPLACED AT THE CONTACT'S EXPENSE. THE CONTACT CALLED THE MANUFACTURER WHO STATED THAT THERE WERE NO RECALLS. THE FAILURE MILEAGE WAS APPROXIMATELY 42,000. OAKLAND CA Failure Date: 09/20/2010

4 10358993 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS  
THE REAR HATCH ON MY 2006 TOYOTA SIENNA XLE HAD THE STRUTS REPLACED UNDER RECALL. NOW, THE POWER HATCH WILL OCCASIONALLY FAIL TO CLOSE. I HAVE STARTED DRIVING THE VAN ON ONE OR TWO OCCASIONS WITHOUT REALIZING THAT THE REAR HATCH WAS STILL OPEN BECAUSE IT HAD FAILED TO CLOSE. LUCKILY, NOTHING FELL OUT OF THE BACK OF THE VAN, BUT I THINK IT IS A REAL DANGER. I BROUGHT IT UP WITH TOYOTA, AND THEY TOLD ME IT WOULD COST \$1500 TO FIX. THE PROBLEM DID NOT START UNTIL THE RECALLED LIFT SUPPORTS WERE PUT IN SO I DON'T THINK I SHOULD BE RESPONSIBLE FOR THESE INCOMPATIBLE PARTS. I DID AN ONLINE SEARCH OF THIS PROBLEM, AND IT IS CLEAR THAT

NHTSA Consumer Complaints as of July 21, 2014

THIS IS A VERY COMMON PROBLEM FOR THOSE OF US WHO HAVE HAD OUR LIFT SUPPORTS CHANGED OUT. \*TR NAPLES FL Failure Date: 10/04/2010

4 10358205 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
MY 2006 TOYOTA SIENNA RIGHT REAR POWER SLIDING DOOR WOULD NOT CLOSE. IT ROLLED ALMOST SHUT, THEN OPENED AGAIN. THE CABLE THAT PULLS THE DOOR SHUT WAS LOOSE ALONG THE TRACK AND I NOTICED IT SEEMED TO BE FRAYED. I HAD MY 3 CHILDREN IN THE CAR AND IT WAS RAINING. I HAD TO FORCEFULLY PULL THE DOOR CLOSED AND STILL COULD NOT GET IT CLOSED BECAUSE THE CABLE WAS KEEPING IT FROM CLOSING. I WAS FORCED TO GET PLIERS AND CUT THE CABLE SO I COULD KEEP MY CHILDREN SAFE AND DRIVE BACK HOME WITH THE DOOR CLOSED. THE CAR HAS JUST OVER 60,000 MILES ON IT. NOW I HAVE REMOVED THE CABLE AND USE THE DOOR AS A MANUAL DOOR BECAUSE THE COST TO REPLACE IT IS TOO HIGH. THIS IS UNACCEPTABLE. \*TR STANLEY NC Failure Date: 09/27/2010

4 10357998 2006 TOYOTA SIENNA STRUCTURE POWER  
SLIDING DOOR ON PASSENGER SIDE DOES NOT ALWAYS LATCH. IT APPEARS THAT THE MOTOR IS TOO WEAK TO MAKE THE DOOR LATCH FULLY. THIS DOES NOT HAPPEN ALL THE TIME, AND IT SEEMS TO BE RANDOM. HAVE NOTICED THAT THE DOOR SEEMS TO MOVE MORE SLOWLY WHEN IT HAS THE LATCHING PROBLEM. \*TR SYRACUSE NY Failure Date: 09/18/2010

4 10357325 2006 TOYOTA SIENNA STRUCTURE TOYOTA  
SIENNA 2006 RIMS R DEFECTIVE PAINT BUBBLING N CHIPPING OFF TOYOTA HAS CHECKED N SAID THESE RIMS R DEFECTIVE BUT WOULD NOT REPLACE BECAUSE ITS NOT IN WARRANTY. \*TR MANALAPAN NJ  
Failure Date: 01/01/2010

4 10355452 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE BACK HATCH ON TOYOTA SIENNA XLE (2006) WILL NOT CLOSE AUTOMATICALLY (VIA BUTTONS OR FOB) IN

## NHTSA Consumer Complaints as of July 21, 2014

WARM WEATHER (I.E. OVER APPROX. 83 DEGREES). MUST BE CLOSED MANUALLY. ONLY HAPPENS WHEN VEHICLE HAS BEEN SITTING IN SUN. HAVE HEARD SAME COMPLAINT FROM NUMEROUS OTHER OWNERS OF SAME MAKE AND MODEL AND LATER MODELS. STARTED OCCURRING SHORTLY AFTER NEW STRUTS WERE INSTALLED TO ADDRESS RECALL FOR HATCHBACK UNEXPECTEDLY FALLING DOWN WITHOUT WARNING. SEVERAL ENGINEERS HAVE SUGGESTED THE NEW STRUTS ARE TOO STRONG FOR EXISTING HATCHBACK MOTOR (STRONGER STRUT MECHANISM USED TO PREVENT HATCHBACK FROM FALLING). RECOMMEND NEW MOTOR TO MATCH STRENGTH OF RECALL REPLACEMENT STRUTS. \*TR RANCHO SANTA MARGARITA CA Failure Date: 07/14/2010

4 10355137 2006 TOYOTA SIENNA STRUCTURE 2006  
TOYOTA SIENNA SEEMS TO HAVE AN ISSUE WITH DRIVER SIDE FRONT DOOR STARTING TO DETERIORATE RESULTING IN A POPPING SOUND COMING OUT AROUND THE HINGE IN THE MIDDLE WHILE OPENING AND CLOSING THE DOOR. THIS SEEMS TO BE A COMMON ISSUE AND TOYOTA SEEMS TO THINK THIS IS DUE TO CORROSION OR CRACK IN THE FRAME THAT HOLDS THE DOOR. OUR CONCERN IS THAT IF THE POPPING SOUND CAN START OCCURRING DUE TO NORMAL WEAR AND TEAR USE, THIS COULD RESULT IN BIGGER PROBLEM OVER TIME LIKE EXCESSIVE CORROSION OR CRACK COULD HINDER THE DOOR UNUSABLE. THE REMEDY THAT WE HAVE RESEARCHED ONLINE SEEMS TO BE REPLACING A DOOR AND MAKING A HOLE ON THE INSIDE EDGE OF THE DOOR TO ALLOW THE HINGE TO SLIDE IN AND OUT MORE FREELY. THIS NEEDS TO BE INVESTIGATED AND ADDRESSED APPROPRIATELY. TOYOTA HAS A TSB OUT FOR THIS BUT NO RECALL. THIS SHOULD BE A RECALL AS UNUSABLE DRIVER SIDE DOOR COULD BE A MAJOR SAFETY ISSUE. \*TR  
ABINGDON MD Failure Date: 08/20/2006

4 10355023 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE I HAVE A 2006 TOYOTA SIENNA XLE. IN THE LAST YEAR, WHEN MY CAR HAS BEEN OUT IN THE SUN, THE REAR HATCH WILL NOT CLOSE USING THE POWER BUTTONS ON THE KEY FOB OR ON

## NHTSA Consumer Complaints as of July 21, 2014

THE FRONT CONSOLE. THE HATCH WILL CLOSE ABOUT 10 DEGREES AND THEN GO BACK UP. MY NEIGHBOR HAS A 2007 TOYOTA SIENNA AND HERS DOES THE EXACT SAME THING. I BROUGHT MY VAN TO THE TOYOTA DEALERSHIP WHEN THE REAR HATCH RECALL HAPPENED, BUT THAT REPLACEMENT DID NOT DO ANYTHING FOR MY CAR. I TOOK IT BACK RECENTLY AND HAD NEW SENSORS PUT IT, BUT AGAIN, NO IMPROVEMENT. \*TR RANCHO SANTA MARGARITA CA Failure Date: 08/16/2010

4 10352721 2006 TOYOTA SIENNA STRUCTURE -REAR PASSENGER DOOR OF 2006 TOYOTA SIENNA (MODEL CE) HARD TO OPEN AND CLOSE. -THIS DEFECT IS CAUSING DIFFICULTY FOR KIDS TO ENTER AND EXIT. \*TR BEACONSFIELD, MONTREAL 00 Failure Date: 02/01/2010

4 10350483 2006 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS THE REAR LIFT GATE GAS SUPPORT STRUTS, THAT HAVE BEEN PREVIOUSLY RECALLED FOR REAR POWER LIFT GATES, ARE FAILING NOW ON NON-POWERED REAR LIFT GATES ON TOYOTA SIENNAS. THE REAR LIFT GATE ON THE TOYOTA SIENNA STARTED TO FAIL TO STAY IN THE UP/OPEN POSITION ABOUT 3 MONTHS AGO. NOW THE GAS SUPPORT STRUTS HAVE COMPLETELY FAILED AND THE REAR LIFT GATE WILL NOT STAY OPEN LEADING TO POTENTIAL INJURY TO ANYONE UNDERNEATH THE LIFT GATE ON THE TOYOTA SIENNA. THE FAILURE OCCURS NOW ALL OF THE TIME AND THE GATE ON THE TOYOTA SIENNA WILL NOT STAY OPEN. THE SAME LIFT GATE SUPPORT WAS ALREADY RECALLED FOR VEHICLES THAT HAVE POWER LIFT GATES, BUT IT IS NOW HAPPENING ON MANUAL LIFT GATES. THE SIENNA WAS TAKEN TO A LOCAL TOYOTA DEALER WHO REFUSED TO REPAIR THE SUPPORT STRUT. TOYOTA PREVIOUSLY CONDUCTED A SPECIAL SERVICE CAMPAIGN (RECALL) 80C FOR POWERED REAR LIFT GATES IN 2008. THE PART NUMBER FOR THE PREVIOUS RECALL IS THE SAME PART FAILURE WITH NON-POWERED REAR LIFT GATES. \*TR SCRANTON PA Failure Date: 07/30/2010

4 10347040 2006 TOYOTA SIENNA STRUCTURE:BODY I PURCHASED A NEW 2006 TOYOTA SIENNA AND MY CAR JUST REACHED

NHTSA Consumer Complaints as of July 21, 2014

66,000KM WHEN THE DRIVERS SIDE DOOR STARTED TO MALFUNCTION. IT DOESN'T CLICK SHUT ALL THE TIME. SOMETIMES IT WOULD TAKE UP TO 20 MINUTES OPENING AND CLOSING THE DOOR TO CLICK SHUT. ON 2 OCCASIONS, THE DOOR SWUNG OPEN ITSELF WHILE I WAS DRIVING WITH MY 2 SMALL CHILDREN. LUCKILY I GRABBED ONE OF MY CHILD'S BACKPACKS AS IT WAS HEADING FOR THE ROAD - IT COULD HAVE BEEN ONE OF MY CHILDREN THAT WAS THROWN OUT OF MY CAR. \*TR AURORA 00 Failure Date: 08/03/2010

4 10342026 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE LIFTGATE STRUTS HAVE SUDDNELY FAILED. \*TR TALLAHASSEE FL Failure Date: 07/06/2010

4 10336857 2006 TOYOTA SIENNA STRUCTURE:BODY  
TOYOTA IS AWARE OF A MANUFACTURING DEFECT IN ITS DOORS WHERE BAD WELDING WAS PERFORMED AT TIME OF MANUFACTURING. THIS EFFECTS MOST '04 - '08 MODELS. TOYOTA REFUSES TO ISSUE A RECALL AND ATTEMPTS TO MAKE CUSTOMERS PAY FOR THE REPAIR. COST CAN RUN UP TO \$2,000.00. \*TR GRAND RAPIDS MI Failure Date: 03/23/2007

4 10334425 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE 2006 TOYOTA SIENNA REAR HATCHBACK SHOCK FAILURE CAUSING REAR DOOR TO SLAM DOWN SO HARD IT SHATTERED THE GLASS. TOYOTA SAID THE SHOCKS ARE DEFECTIVE AND WILL BE REPLACED FOR 6 YEARS UNLIMITED MILES. THIS IS A MAJOR HAZARD AS THE DOOR IS VERY HEAVY! ALL UNITS SHOULD BE REPLACED BEFORE PEOPLE ARE HURT OR KILLED. TOYOTA #[XXX] THEY REFUSE TO PAY FOR THE DAMAGED WINDOW BUT WILL REPLACE THE SHOCKS. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR CAZADERO CA Failure Date: 06/01/2010

4 10334029 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE 2006 SIENNA MANUAL REAR HATCH LIFT\STRUTS ARE NO LONGER WORKING. HAVE TO MANUALLY HOLD

## NHTSA Consumer Complaints as of July 21, 2014

THE DOOR UP, WHICH IS VERY HEAVY. WAS TOLD IT WOULD COST \$270 FOR ONE SIDE. \*TR SAN DIEGO CA Failure Date: 05/15/2010

4 10332632 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
I OWN A 2006 TOYOTA SIENNA VAN AND THE PASSENGER SIDE SLIDING DOOR IS NOT WORKING CORRECTLY. THE SLIDING AUTOMATIC DOOR DOES NOT CLOSE COMPLETELY ON A CONSISTENT BASIS. IT REQUIRES ASSISTANCE TO CLOSE AND WHEN SHUT, IT DOESN'T SEEM TO BE FULLY/SAFELY LATCHED. WE CAN HEAR MORE ROAD NOISE NOW THAT BEFORE. WE CONTRACTED THE LOCAL TOYOTA DEALERSHIP WHERE WE PURCHASED THE VAN AND THEY KNEW RIGHT AWAY THAT THE DOOR MOTOR WAS STARTING TO FAIL AND WE WERE TOLD IT COULD NOT BE FIXED WITHOUT REPLACEMENT. WE WERE QUOTED \$1800 TO REPAIR WITHOUT ANYONE EVEN WANTING TO LOOK AT THE PROBLEM. THEY INDICATED THAT THIS IS A PRETTY COMMON PROBLEM WITH THESE VANS. AFTER REVIEWING SOME WEB POSTINGS ON THIS PROBLEM, I AM IN THE SAME BOAT AS A LARGE AMOUNT OF CONSUMERS THAT HAVE PURCHASED THIS MAKE/MODEL/YEAR OF VAN. SAFETY IS OF UTMOST CONCERN TO ENSURE MY CHILDREN ARE SAFELY RIDING IN THE PASSENGER AREA OF MY VAN. I AM CONCERNED THAT THIS DOOR CLOSING PROBLEM COULD LEAD TO AN ACCIDENT. TOYOTA IS REFUSING TO PAY FOR THE NECESSARY REPAIRS AND I FEEL THAT THEY SHOULD STAND BEHIND THEIR PRODUCT BETTER. \*TR LINCOLN NE Failure Date: 05/21/2010

4 10331404 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE TL\*THE CONTACT OWNS A 2006 TOYOTA SIENNA. WHEN THE CONTACT OPENED THE HATCHBACK, IT CLOSED WITH FORCE ON HER BACK. SHE WAS NOT INJURED. SHE ALSO ALLOWED THE HATCHBACK TO CLOSE WHEN THE COMPLAINT WAS FILED IN ORDER TO DEMONSTRATE THE SOUND OF IT CLOSING. SHE NOTIFIED TOYOTA REGARDING A PREVIOUS RECALL FOR THE HYDRAULIC LIFT AND WAS INFORMED THAT WAS NOT RELATED TO HER YEAR, MAKE AND MODEL VEHICLE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE CURRENT AND

NHTSA Consumer Complaints as of July 21, 2014

FAILURE MILEAGES WERE 55,793. ELLON NC Failure Date:  
05/16/2010

4 10327293 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
SIDE SLIDING DOOR CABLE/MOTOR BROKE. THERE IS NO WAY TO  
MANUALLY CLOSE DOOR WHEN THIS HAPPENS. I HAD TO DRIVE A  
CONSIDERABLE DISTANCE WITH 3 LITTLE KIDS IN THE CAR AND THE SIDE  
DOOR OPEN. TOYOTA HAS TO REPLACE THE CABLE AND MOTOR ASSEMBLY  
AND WILL CHARGE \$1800 TO DO THAT. \*TR LONGMONT CO Failure Date:  
04/24/2010

4 10327235 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
WE HAVE A 2006 TOYOTA SIENNA THAT WE HAVE HAD FOR 3 YEARS.  
YESTERDAY THE PASSENGER SIDE AUTOMATIC DOOR JAMMED. I HAD TO  
MANUALLY CLOSE IT AS FAR AS I COULD. I HAD TO DRIVE AROUND WITH IT  
PARTIALLY OPEN. WHEN I GOT HOME I GOT DOWN UNDER IT AND NOTICED  
THAT A PIECE OF PLASTIC CASING THAT SURROUNDS THE CABLE (THAT SHUTS  
THE DOOR) WAS CRACKED OPEN, IT HAD SPLIT OFF OF THE CABLE AND WAS  
WRAPPING ALL AROUND THE WHEELS THAT SLIDE IN THE CHANNEL THAT  
SHUTS THE DOOR. THERE WAS ALSO A LARGER PIECE OF PLASTIC THAT HAD  
BROKEN OFF SOMEWHERE UP INSIDE THE DOOR. NOW THE AUTOMATIC  
DOOR WON'T WORK AT ALL, NOR WILL IT OPEN OR SHUT MANUALLY WITHOUT  
A LOT OF FORCE. I CALLED THE DEALERSHIP AND FOUND OUT THAT THERE  
WAS NOT A RECALL ON THIS WHICH IS SURPRISING US BECAUSE OF ALL OF  
THE COMPLAINTS ONLINE ABOUT THIS PROBLEM. THE DEALER INFORMED ME  
THAT IT WOULD COST \$1200-1500 TO FIX THE PROBLEM BECAUSE THE CABLE  
IS COMBINED WITH THE MOTOR. OBVIOUSLY THE DESIGN IS INFERIOR AND  
THEY HAVE USED CHEAP PLASTIC PARTS IN THE MANUFACTURING. I ALSO  
THINK TOYOTA IS PRICE GOUGING BECAUSE THEIR DESIGN IS COMBINED INTO  
A "ONE UNIT" PRICE TO FIX THIS PROBLEM. NOW WE ARE GOING TO BE  
FORCED TO CUT THE CABLE THAT RUNS THE AUTOMATIC DOOR, JUST TO BE  
ABLE TO OPERATE THE DOOR MANUALLY. WHO CAN AFFORD TO PUT OUT  
THAT KIND OF MONEY FOR A DOOR MOTOR? MY VEHICLE ONLY HAS 68,000



NHTSA Consumer Complaints as of July 21, 2014

MILES ON IT. PLEASE HELP US. HELP THE LITTLE GUY. TOYOTA HAS ALREADY GIVEN OUT EXTENDED WARRANTY/RECALLS ON THIS VEHICLE FOR THE TWO FRONT DOORS - POPPING. AND THE REAR HATCH STRUTS. I THINK THIS PROBLEM SHOULD BE ADDED TO THIS LIST. TOYOTA NEEDS TO BE HELD RESPONSIBLE FOR THIS POOR WORKMANSHIP. THANK YOU FOR YOUR CONSIDERATION. \*TR CLINTON UT Failure Date: 04/22/2010

4 10326868 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
TL\*THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE SLIDING DOOR WOULD NOT CLOSE SO SHE HAD TO GET IN THE BACK OF THE VEHICLE, FORCE IT CLOSED AND LOCK IT FROM THE INSIDE TO KEEP IT CLOSED. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHO SUGGESTED THAT THE DOOR BE REMOVED AND THE MOTOR BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED AT THE TIME OF THE COMPLAINT. THE FAILURE MILEAGE WAS APPROXIMATELY 60,000. THE CURRENT MILEAGE WAS APPROXIMATELY 60,500. SOMERVILLE MA Failure Date: 04/14/2010

4 10319884 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
POWER SLIDING DOOR WILL OPEN BUT NOT CLOSE AUTOMATICALLY.  
\*TR LUNENBURG MA Failure Date: 03/08/2010

4 10319878 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
06 TOYOTA SIENNA LE PASSENGER SIDE AUTOMATIC DOOR DOES NOT WORK. I CANNOT OPEN IT MANUALLY OR AUTOMATICALLY. IT APPEARS THE MOTOR DIED. WE CANNOT USE THE DOOR AT ALL BECAUSE IT DOESN'T EVEN OPEN 1/2 WAY MANUALLY. MY CONCERN IS WITH THE KIDS GETTING OUT THE CAR ON THE STREET VERSUS THE SIDEWALK. \*TR NORCO CA Failure Date: 03/01/2010

4 10317971 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
TL\*THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE DRIVER STATED THAT WHILE DRIVING 10 MPH IN AN ATTEMPT TO INCREASE SPEED, THE VEHICLE BEGAN TO HESITATE AND SURGE. THE DEALER STATED THAT THERE

## NHTSA Consumer Complaints as of July 21, 2014

WAS NOTHING THEY COULD DO TO ASSIST HIM SINCE THE FAILURE WAS ELECTRICAL WHICH WAS ALSO A NORMAL FUNCTION OF THE VEHICLE. THE FAILURE MILEAGE WAS 10 AND THE CURRENT MILEAGE WAS 75,000. THE CONSUMER STATED WHEN SLOWING DOWN BETWEEN 5- 10 MPH AND THEN SPEEDING BACK UP AGAIN, THE VAN WOULD HESITATE AND THEN SURGE FORWARD TO THE POINT OF JERKING THE CONSUMERS NECK. THE VEHICLE WOULD SLOW DOWN ONCE THE ACCELERATOR WAS RELEASED. ALSO, THE DRIVERS SIDE DOOR WAS EXHIBITING A POPPING/SCRAPPING NOISE WHEN IT WAS BEING OPENED OR CLOSED. THE CONSUMER TOOK THE VEHICLE TO THE DEALER AND WAS INFORMED THERE WAS A RECALL REGARDING THE THINNESS OF METAL WHICH ALLOWED THE CRACKING OF THE METAL WHERE THE DOOR STOP WAS ATTACHED TO THE DOOR. UPDATED 04/21/10

LORANGER LA Failure Date: 10/24/2005

4 10313346 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR

I HAVE A 2006 SIENNA AND HAVE A FEW COMPLAINTS. AS I HAVE LEARNED FROM READING SOME OTHER COMPLAINTS I KNOW I AM NOT THE ONLY ONE WHO HAS EXPERIENCED A HESITATION UPON ACCELERATION WITH THE CAR FROM DAY 1 (JANUARY 2006 WHEN THE CAR WAS PURCHASED). I HAVE BEEN TOLD BY THE TOYOTA DEALER NOTHING IS WRONG. RECENTLY, ON A VERY COLD DAY I NOTICED THE STEERING WHEEL WAS EXTREMELY STIFF AND HARD TO MOVE- ALMOST LIKE NOT HAVING POWERING STEERING. THE MOST IMPORTANT REASON WHY I AM FILING THIS IS BECAUSE I TOO HAVE STARTED TO HAVE A PROBLEM WITH THE RIGHT SIDE PASSENGER SLIDING DOOR. IT STARTED TO MALFUNCTION IN JANUARY OF THIS YEAR (2010)- ONE MONTH AGO. FIRST THE DOOR WOULDN'T OPEN. IT WOULD POP TO RELEASE BUT NOT REALLY OPEN . YOU COULD NOT MOVE THE DOOR TO FULLY OPEN IT OR THEN CLOSE IT. AFTER A WHILE YOU COULD THEN MANUALLY OPEN THE DOOR. THIS HAPPENED SEVERAL TIMES BUT WOULD SPORADICALLY WORK. TOYOTA REPLACED THE MOTOR- WE HAVE PLATINUM WARRANTY. THEN A FEW WEEKS LATER IT STARTED TO MALFUNCTION AGAIN . I TOOK IT BACK AND THEY ADJUSTED THE DOOR. ALMOST IMMEDIATELY STARTED TO MALFUNCTION AGAIN AND IS WORSE THAN BEFORE-INOPERABLE MOST OF

## NHTSA Consumer Complaints as of July 21, 2014

THE TIME. I'VE BEEN TOLD THAT THE WHOLE DOOR IS OUT OF ALIGNMENT AND THE BODY SHOP HAS TO ADJUST THE DOOR I DON'T KNOW HOW THIS COULD HAPPEN AND TOYOTA DOESN'T SEEM TO HAVE AN ANSWER. DOOR IS STILL NOT FIXED- I HAVE TO BRING IT BACK, BUT ANOTHER PERSON I THINK IS ON THE RIGHT TRACK WITH THE HINGE FAILING AND THAT IS PROBABLY WHY THE DOOR IS NOT ALIGNED. ASIDE FROM THE INCONVENIENCE A DOOR FAILURE IS A SERIOUS SAFETY ISSUE THAT NEEDS TO BE ADDRESSED ASAP!

\*TR PORT WASHINGTON NY Failure Date: 01/07/2010

4 10311287 2006 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS DESCRIPTION OF PROBLEM: 2006 TOYOTA SIENNA SLIDING DOOR ON DRIVER'S SIDE WON'T CLOSE. EVENTS LEADING UP TO PROBLEM: DROVE VEHICLE ABOUT 25 MILES FROM HOME, OPENED SLIDING DOOR FOR CHILD TO EXIT VEHICLE, DOOR WOULD NOT CLOSE AFTER THAT. FRONT LATCH CAN BE SECURED WITH GREAT FORCE, HOWEVER THE REAR LATCH WILL NOT ENGAGE. DOOR REMAINS OPEN AND IS A VERY SERIOUS SAFETY RISK AS THE FRONT LATCH SECURITY/RELIABILITY IS INSUFFICIENT. SLIDING DOOR COULD OPEN WITHOUT WARNING WHILE DRIVING 70 MPH. LIGHTS IN VAN STAY ON, PRESENTING ANOTHER RISK AT NIGHT BECAUSE VISION IS INHIBITED GREATLY BY INTERIOR LIGHTING. HAD TO DRIVE HOME WITHOUT DOOR FULLY CLOSED AT NIGHT. THIS LACK OF VISIBILITY NEARLY RESULTED IN SEVERAL ACCIDENTS. PROBLEM STEMS FROM THE MECHANISM THAT GRABS THE METAL LOOP THAT IS CONNECTED TO THE REAR DOOR FRAME. THE C SHAPED LATCH IS COVERED WITH A PLASTIC COATING WHICH WHEN WORN OR DAMAGED ALLOWS MOISTURE IN AND THE METAL CLAMP SWELLS UP AND BINDS THE LATCH. NO AMOUNT OF LUBRICATION WILL HELP. TOYOTA MADE A BIG MISTAKE BY PLASTIC COATING A METAL THAT WOULD RUST AND SWELL UP THE OUTER COATING FROM THE INSIDE MAKING THE LATCH NOT FUNCTION PROPERLY. THIS IS A SERIOUS DESIGN DEFECT. THERE MAY BE OTHER DESIGN FLAWS CONTRIBUTING TO THE MALFUNCTION OF THIS CRITICAL MECHANISM. \*TR FRISCO TX Failure Date: 02/16/2010

NHTSA Consumer Complaints as of July 21, 2014

4 10310037 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR

HELLO, THIS IS MY SECOND COMPLAINT ABOUT A 2006 SIENNA THAT I PURCHASED. THERE SEEMS TO BE A PROBLEM WITH THE AIR BAG LIGHT GOING ON AND OFF. WHEN THIS HAPPENED EARLIER, I IMMEDIATELY TOOK IT TO THE DEALER TO GET IT FIXED. NOW, IT HAS COME ON AGAIN AND JUST RECENTLY IT TURNED OFF. I DON'T KNOW IF THIS IS NORMAL, BUT I WOULD LIKE TO KNOW WHAT ELSE CAN I DO SO THAT MY FAMILY WILL BE SECURED IN CASE OF AN ACCIDENT. ALSO, THE AUTOMATIC SLIDE DOOR ON THE RIGHT THAT CAME EQUIPPED WITH IT IS NOT WORKING PROPERLY. THIS HAPPENED ABOUT A 6-7 MONTHS AGO. THIS DOOR USED TO MAKE A BEEP NOISE TO LET US KNOW THE DOOR WAS NOT SHUT, AND NOW WHEN WE CLOSE IT, IT ACTS LIKE IT IS GOING TO CLOSE BUT IT OPENS. IN OTHER WORDS, IT DOES NOT SHUT UNLESS YOU FORCE IT TO SHUT WHICH IS DANGEROUS TO MY YOUNGEST CHILD. \*TR AZUSA CA Failure Date: 06/01/2009

4 10305638 2006 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS 2006 TOYOTA SIENNA TWO POTENTIAL SAFETY FAILURES: (1) THE DRIVERS SIDE SLIDING DOOR WHEN OPENING WILL SLIDE INTO THE GAS FUEL DOOR WHILE ANOTHER PERSON IS FUELING THE VEHICLE. THERE IS NO STOP THAT PREVENTS THE DOOR FROM STRIKING THE GAS DOOR WHEN A PERSON IS EXITING THE VEHICLE. WHEN THIS HAPPENED, THE FUELING NOZZLE WAS JARRED LOOSE AND FUEL WAS SPLASHED ON THE VEHICLE. ALSO, THE FUEL MESSAGE STAYED ON FOLLOWING THIS EVENT ON THE DASHBOARD. (2) DRIVER'S SIDE AND PASSENGER'S SIDE FRONT DOOR POWER LOCKS BOTH FAILED(DRIVER'S SIDE AT 37,000MILES & THE PASSENGER'S SIDE AT 58,000 MILES.) THIS MAY OR MAY NOT BECOME A SAFETY FAILURE; HOWEVER, IF THE DOORS ARE NOT LOCKED MANUALLY, THE LACK OF LOCKED DOORS COULD PROVE TO BE DANGEROUS WHEN THE CAR IS MOVING. \*TR GRAND ISLAND NY Failure Date: 03/26/2007

4 10303791 2006 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE TL\*THE CONTACT OWNS A 2006 TOYOTA SIENNA. THE CONTACT STATED THAT THE GAS

## NHTSA Consumer Complaints as of July 21, 2014

STRUTS WERE LOSING POWER AND THE REAR LIFTGATE WOULD NOT ONLY LIFT 1/4 TO THE ITS HIGHEST POSITION. RECALL 08V244000 WAS RELATED TO THE FAILURE IN SEPTEMBER 2008 AND IT WAS REPAIRED ACCORDING TO THE DEALER; HOWEVER, SHE NOTICED THE FAILURE IN OCTOBER 2009. A SECOND DEALER CONFIRMED THAT THE RECALL REMEDY WAS PERFORMED IN 2008, SHE HAD TO REPAIR THE VEHICLE AT HER EXPENSE. THE MANUFACTURER OFFERED NO ASSISTANCE. THE VEHICLE HAD NOT BEEN REPAIRED TO-DATE. THE CURRENT MILEAGE WAS 89,903. THE FAILURE MILEAGE WAS APPROXIMATELY 78,000. CHARLESTON WV Failure Date: 10/20/2009

4 10301963 2006 TOYOTA SIENNA STRUCTURE 2006  
TOYOTA SIENNA POWER SLIDING DOOR JAMMED (PARTIALLY OPEN). WAS UNABLE TO MOVE DOOR EITHER DIRECTION. POWER DOOR DISABLE SWITCH DID NOT RELEASE DOOR. HAD TO DRIVE CAR WITH DOOR PARTIALLY OPEN. FORTUNATELY THIS WAS IN A PARKING LOT AND NOT DURING AN EMERGENCY.  
\*TR ROSEVILLE CA Failure Date: 01/22/2010

4 10301738 2006 TOYOTA SIENNA STRUCTURE:BODY WE  
HAVE A 2006 TOYOTA SIENNA WITH DUAL AUTOMATIC SLIDING DOORS. ABOUT 6 MONTHS AGO, THE PASSENGER SIDE DOOR WOULD SCRAP, AND NEEDED TO BE CLOSED MANUALLY. WE TOOK IT INTO THE DEALER, AS IT WAS SCRATCHING THE PAINT, IT COST US ALMOST \$800 TO REPLACE THE HINGE. THIS WEEK THE OTHERSIDE IS STARTING TO DO THE SAME THING. I HAVE CHECKED OTHER SOURCES AND HAVE FOUND THAT THIS IS A SYSTEMIC PROBLEM WITH THESE MODELS AND THAT IT CLEARLY PRESENTS A DANGER TO PASSENGERS INCLUDING CHILDREN WHO ARE OFTEN PASSENGERS IN MINIVANS. THE PROBLEM ITSELF APPEARS TO BE CAUSED BY POOR DESIGN. TOYOTA HAS HAD OTHER RECALL PROBLEMS WITH IT'S DOOR DESIGNS AND THIS APPEARS TO BE ANOTHER ONE. \*TR MODESTO CA Failure Date: 01/10/2010

4 10299847 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE MOTORIZED SLIDING DOOR ON THE SIENNA 2006 STOPPING

## NHTSA Consumer Complaints as of July 21, 2014

WORKING AT 51,000 MILES. \*TR EDISON NJ Failure Date:  
01/02/2010

4 10299776 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
TL\*THE CONTACT OWNS A 2006 TOYOTA SIENNA WHICH WAS  
PURCHASED IN AUGUST 2006. SHE STATED THAT THE DRIVER'S SIDE SLIDING  
DOOR WOULD MALFUNCTIONED UNEXPECTEDLY. THE DEALER STATED THAT  
THEY DID NOT HAVE AN EXPLANATION FOR THE FAILURE OR WHAT CAUSED IT  
TO OCCUR. THE ESTIMATED REPAIR COST WAS OVER \$1200 AT THE OWNER'S  
EXPENSE. THERE WERE NO RECALLS. THE CONTACT WAS CONCERNED WITH  
THE SAFETY OF HER SMALL CHILDREN IN THE REAR OF THE VEHICLE SINCE  
THE DOOR COULD POTENTIALLY OPEN ON ITS OWN. NO REPAIRS WERE MADE  
TO DATE. THE CURRENT AND FAILURE MILEAGES WERE UNDER 51,167.  
BACKAVILLE CA Failure Date: 01/14/2010

4 10299696 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
JUST DISCOVERED TODAY ( 01-13-10 ) ON MY 2006 TOYOTA SIENNA LE  
THE AUTOMATIC SLIDING DOOR AT THE PASSENGER REAR STOPPED  
WORKING. IT WOULD NOT RESPOND TO THE FOB AND THE BUTTONS INSIDE  
THE VEHICLE. NOT SURE EXACTLY WHAT THE CAUSE IS BUT, ACCORDING TO  
OTHER REPORTS ONLINE, THIS SEEMS TO BE AN INHERENT PROBLEM WITH  
THIS VEHICLE. I AM TAKING THIS OPPORTUNITY TO REGISTER MY COMPLAINT  
WITH THIS PRODUCT. \*TR AUSTIN TX Failure Date: 01/13/2010

4 10298724 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
A SIDE POWER SLIDING DOOR ON OUR TOYOTA SIENNA STARTED  
OCCASIONALLY MALFUNCTIONING A WHILE AGO, INITIALLY SIMPLY MAKING  
STRANGE NOISES WHILE OPENING AND CLOSING. THREE MONTHS AFTER THE  
EXPIRATION OF OUR WARRANTY, THE PROBLEM STARTED GETTING WORSE,  
WITH THE DOOR REQUIRING PHYSICAL ASSISTANCE TO COMPLETE OPENING  
OR CLOSING. FINALLY, THE DOOR SIMPLY GOT STUCK SHUT. WE, OR THE  
DEALERSHIP, ARE UNABLE TO OPEN THE DOOR AT ALL. FIRST, THIS IS  
HAMPERING THE REPAIRING OF THE DOOR, AS THE DEALERSHIP CLAIMS  
THEY HAVE TO RIP THE DOOR OUT TO FIX THE PROBLEM, THEREFORE

## NHTSA Consumer Complaints as of July 21, 2014

REQUIRING THE PURCHASE OF A NEW DOOR IN ADDITION TO ALL THE OTHER REPAIR AND INSTALLATION COSTS. THIS IS PROHIBITIVELY EXPENSIVE TO US AT THE MOMENT, AND OUR CHILDREN AND WE THUS HAVE TO RIDE IN A MINIVAN WHERE A DOOR CANØT BE OPENED, AND WHERE THE DOOR SENSOR BEEPS FROM TIME TO TIME, AS IF THE DOOR WAS IMPROPERLY SHUT. SECOND, WE FEEL THIS IS A SERIOUS SAFETY HAZARD. THE INABILITY TO OPEN THIS DOOR MIGHT IMPEDE OR PREVENT THE TIMELY EVACUATION OF OUR FAM ILY IN CASE OF AN EMERGENCY (ACCIDENT OR OTHERS). IN ADDITION, THE BEEPING SUGGESTS THE DOOR IS IMPROPERLY SHUT AND WE FEAR IT MAY STRANGELY OPEN ONE DAY AS WEØRE DRIVING, JUST AS IT STRANGELY GOT JAMMED. THIS WOULD POSE A SERIOUS SAFETY HAZARD TO THE PASSENGERS. \*TR LONGMONT CO Failure Date: 06/15/2009

4 10297918 2006 TOYOTA SIENNA STRUCTURE:BODY LEFT SIDE POWER SLIDING DOOR STUCK IN 3/4 OPEN POSITION, DURING FOUL WEATHER. UNABLE TO CLOSE MANUALLY. NOTICED SLACK CABLE ON FRONT SIDE OF CENTER HINGE AND STRIPPED CABLE FROM REAR OF HINGE. ALSO, METAL PIECES HAVE FALLEN OUT OF HINGE TRACK FROM UPPER DOOR RAIL (BELOW WINDOW). UNABLE TO DRIVE SAFELY (OBVIOUS), WITH DOOR OPEN. NOW VEHICLE EXTREMELY WET INSIDE. COVERED VAN WITH PLASTIC. CHECKED INTERNET FOR OTHER OCCURRENCES BESIDES THOSE LISTED IN THE COMPLAINT LOG THIS WEBSITE. TOO NUMEROUS TO COUNT SINCE 2004. WHY CAN'T THIS BE FIXED. VEHICLE STILL IN EXTENDED WARRANTY PERIOD BUT THIS IS NOT COVERED? \*TR ROCKPORT ME Failure Date: 01/03/2010

4 10297087 2006 TOYOTA SIENNA STRUCTURE THE PASSENGER SIDE ELECTRIC SLIDING DOOR HAS FAILED. THE DOOR KEPT GOING OPEN AND SHUT ONE EVENING AND THEN STAYED SHUT AND HAS BEEN INOPERABLE SINCE. THE DOOR WILL NOT OPEN MANUALLY NOW AND HAS CREATED A SAFETY HAZARD. TOYOTA HAS REFUSED TO FIX THE PROBLEM AND SAYS THAT IT CAN ONLY REPLACE THE MOTOR WHICH WILL COST OVER \$2000. THE FAILURE IS THAT THE DOOR WILL NOT OPEN AT ALL. IT

NHTSA Consumer Complaints as of July 21, 2014

IS A SAFETY HAZARD FOR THE PASSENGERS. THE DOOR HAS A MANUAL MODE, AND SHOULD THEREFORE BE ABLE TO OPERATE MANUALLY WITHOUT THE MOTOR. THE DEALERSHIP WOULD DO NOTHING TO HELP BESIDES CHARGE OVER \$2000 FOR WHAT WILL SURELY BE A TEMPORARY REPAIR.

\*TR            CHERRYVALE        KS        Failure Date: 09/10/2009

4        10296559        2006 TOYOTA        SIENNA        STRUCTURE:BODY

RIGHT-SIDE POWER SLIDING DOOR IS BEGINNING TO FAIL. THERE ARE THREE HINGES THAT SUPPORT THE DOOR. TWO ARE LOCATED AT THE FRONT OF THE DOOR (ONE AT THE TOP AND ONE AT THE BOTTOM). THE THIRD HINGE IS LOCATED AT THE REAR OF THE DOOR (IN THE CENTER). IT IS THE CENTER HINGE WHICH IS FAILING. THE HINGE IS SAGGING, AND SCRAPING THE REAR BODY PANEL (UNDER THE REAR QUARTER WINDOW). GIVEN THE FAILURE OF THE HINGE, PROPER CLEARANCES ARE NOT MAINTAINED, AND THE DOOR SCRAPES THE FRONT EDGE OF THAT BODY PANEL. IT ALSO CATCHES ON THE DOOR FRAME (BODY FRAME) WHEN OPENING AND CLOSING. THIS IS A WELL-DOCUMENTED PROBLEM WITH THESE VANS AND TOYOTA REFUSES TO ACKNOWLEDGE ANY FAULT. EVENTUALLY THIS DOOR WILL CEASE TO FUNCTION. OTHERS HAVE HAD IT FAIL IN THE OPEN POSITION, WHILE OTHERS HAVE HAD IT FAIL IN THE CLOSED POSITION. THERE HAVE BEEN RECORDED INCIDENTS OF THIS FAILURE CAUSING STRAIN ON THE CABLE THAT CONTROLS THE FUNCTION OF THIS DOOR (LEADING TO IT FRAYING/ SNAPPING). OTHER OWNERS HAVE EXPERIENCED THE REAR QUARTER WINDOW SHATTERING AND EVEN HAVING THE DOOR FALL OFF. LIGHT INTERNET RESEARCH (USING THE TERM "SIENNA SLIDING DOOR" OR "SIENNA SLIDING DOOR FAILURE" WILL HELP TO REVEAL THE GRAVITY OF THIS PROBLEM AND THE EXTENT TO WHICH THE CONSUMERS ARE FEELING IT. AVERAGE COST FOR REPAIR IS IN EXCESS OF \$1500.00. PLEASE FORCE A RECALL. MAKE TOYOTA OWN UP TO THIS ISSUE AND ITS RESOLUTION. \*TR

GILBERT        AZ        Failure Date: 11/10/2009

4        10296070        2006 TOYOTA        SIENNA        STRUCTURE:BODY:DOOR

I HAVE A 2006 TOYOTA SIENNA WITH AN AUTOMATIC SLIDING DOOR. THE



NHTSA Consumer Complaints as of July 21, 2014

CAR IS 6 MONTHS OUT OF WARRANTY. RECENTLY, I DROVE MY CHILDREN SOMEWHERE AND THE DOOR WOULD NOT CLOSE AND BECAME COMPLETELY INOPERABLE. I TOOK THE CAR TO A LOCAL DEALER AND TOYOTA MOTOR CORP WOULD NO TAKE RESPONSIBILITY TO HAVE IT FIXED. I CHECKED OTHER SOURCES AND HAVE FOUND THAT THIS IS A SYSTEMIC PROBLEM WITH THESE MODELS AND THAT IT CLEARLY PRESENTS A DANGER TO PASSENGERS INCLUDING CHILDREN WHO ARE OFTEN PASSENGERS IN MINIVANS. THE PROBLEM ITSELF APPEARS TO BE CAUSED BY POOR DESIGN. TOYOTA HAS HAD OTHER RECALL PROBLEMS WITH IT'S DOOR DESIGNS AND THIS APPEARS TO BE ANOTHER ONE. \*TR SANTA MONICA CA Failure Date: 12/15/2009

4 10295716 2006 TOYOTA SIENNA STRUCTURE:BODY FOUND BELOW ON THE WEB AND WE HAVE THE SAME ISSUE. WE PURCHASE THE EXTENDED WARRANTY SO THEY WILL REPLACE THE MOTOR-CABLE ASSEMBLY BUT NOT THE CENTRAL HINGE. THEY SAID THAT WE HAVE TO PAY FOR IT AT \$300.00+.

\*\*\*\*\* 2006 SIENNA SLIDE DOORS IS THE CENTER HINGE WEARS OUT AND THAT'S WHEN THE CABLES BREAK. THERE IS A TSB (EL004-04) THAT ADDRESSES THIS. WE REPLACE THE HINGE/MOTOR-CABLE ASSY/AND A BRACKET.

\*\*\*\*\* NOW JUST WAITING FOR THE OTHER DOOR TO BREAK. WE FOUND NUMEROUS ISSUES WITH COLD WEATHER. WE JUST HAD SNOW AND A COLD SPELL IN ROCKLIN, CA (SACRAMENTO,CA)THIS PAST WEEK WHICH WE RARELY GET SNOW. THE FOLKS AT TOYOTA SAID THIS A KNOW PROBLEM BUT THERE IS NOTHING THEY CAN DO. THE HINGE IS PART OF THE VAN WHICH HOLDS THE SLIDING DOOR IN PLACE AND IF IT FAILS THE SLIDING DOOR HAS A GOOD CHANCE OF COMPLETELY OFF WHILE DRIVING. THIS COULD CAUSE SOMEONE GETTING KILLE D. I GUESS WE HAVE TO WAIT UNTIL THAT HAPPENS, BEFORE ANYTHING IS DONE. WE PURCHASED A 2006 TOYOTA SIENNA SEPT 2006 AND PURCHASED WITH EXTENDED WARRANTY. \*TR ROCKLIN CA Failure Date: 12/12/2009

NHTSA Consumer Complaints as of July 21, 2014

4 10295587 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
REAR PASSENGER SLIDING DOOR WILL NOT LOCK..REMAINS UNLOCKED  
AND AJAR IN BOTH MANUAL AND POWER SETTING. DOOR HAS LARGE  
SCRATCH ON SIDE. DOOR WORKED FINE FOR THREE MONTHS AFTER  
SCRATCH THEN STOPPED WORKING. TOOK VAN TO ADVANTAGE TOYOTA IN  
LYNNBROOK NY WHO BLAMED LOCK PROBLEM ON DOOR SCRATCH AND WILL  
NOT FIX UNDER EXTENDED WARRANTY. \*TR FLORAL PARK  
NY Failure Date: 09/01/2009

4 10295086 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
MY 2006 TOYOTA SIENNA, OF WHICH I AM THE ORIGINAL OWNER, HAS A  
PASSENGER SIDE REAR SLIDING DOOR. WITHOUT WARNING THE DOOR  
REFUSED TO CLOSE. THE CABLE HAD POPPED OUT AND THE DOOR WILL NOT  
CLOSE. WE CANNOT DRIVE THE CAR BECAUSE IT IS A SAFETY HAZARD TO  
DRIVE WITH AN OPEN DOOR. WE HAVE TO HAVE THE CAR TOWED TO A REPAIR  
PLACE AND THEN PAY FOR WHATEVER THE REPAIR WOULD BE. WE CANNOT  
AFFORD TO DO THIS. APPARENTLY THIS IS A COMMON PROBLEM WHICH THE  
DEALER SHOULD COVER AS IT IS A SAFETY HAZARD. \*TR OAK  
PARK CA Failure Date: 12/08/2009

4 10295019 2006 TOYOTA SIENNA STRUCTURE 2006  
TOYOTA SIENNA XLE; DOOR BEGAN OPENING WHEN IN AN UNLOCKED  
POSITION. THEN UNABLE TO CLOSE DOOR AND THEREFORE UNABLE TO  
OPERATE VEHICLE IN SAFE MANNER. CONTACTED DEALER; AFTER  
INSPECTING VEHICLE TOLD CABLE FRAYING/FAILURE SIDE DOOR STUCK IN  
OPEN POSITION. DEALER STATES UNABLE TO RECTIFY PROBLEM BY  
OVERRIDING CABLE SYSTEM TO ALLOW DOOR TO BE OPERATED MANUALLY;  
FORCED TO REPLACE ENTIRE MECHANICAL DOOR OPERATION SYSTEM  
BECAUSE OF CABLE FAILURE RESULTING IN COST OF APPROXIMATELY \$2000  
TO DEALER. \*TR MIAMI FL Failure Date: 12/05/2009

4 10294659 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
I HAVE A 2006 TOYOTA SIENNA MINIVAN. THE LATCH ON THE DRIVER'S  
SIDE PASSENGER SLIDING DOOR FAILED TO KEEP THE DOOR SECURED WHEN

NHTSA Consumer Complaints as of July 21, 2014

DRIVING DOWN THE ROAD. THE DOOR WOULD BECOME UNLATCHED AND OPEN SLIGHTLY IN TRANSIT. I TOOK THE CAR TO THE DEALER AND THEY INFORMED ME THAT THE LATCH WOULD HAVE TO BE REPLACED. I TALKED TO THE SERVICE MANAGER WHO TOLD ME THAT THERE WAS NOTHING HE COULD DO ABOUT IT NOR WAS IT COVERED BY ANY RECALL OR WARRANTY. I TRIED TO HAVE THE REGIONAL PARTS MANAGER CALL ME, HOWEVER, HE WOULD NOT RETURN MY CALL. THIS A MAJOR SAFETY ISSUE FOR TOYOTA, BUT THEY DID NOT WANT TO HEAR ABOUT IT NOR DO ANYTHING ABOUT IT. WHAT REALLY BOTHERS ME IS THAT THIS DOOR GETS USED WHEN THE GRANDCHILDREN ARE TRAVELING WITH US. I FIND IT VERY UPSETTING THAT THIS DOOR UNLATCHES BY ITSELF WITHOUT ANY PRIOR WARNING. \*TR

ROCHESTER NY Failure Date: 10/17/2009

4 10294574 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
POWER SLIDER DOOR FAILED ON 2006 SIENNA VAN. WILL NOT CLOSE.

\*TR MELBOURNE FL Failure Date: 12/03/2009

4 10286231 2006 TOYOTA SIENNA STRUCTURE:BODY  
TOYOTA SIENNA ROLLOVER ACCIDENT AT LOW SPEED (35 MPH)  
RESULTING IN ROOF AND DRIVER SIDE STRUCTURAL FAILURE AND FATAL  
CRUSHING INJURY TO DRIVER. \*TR ALTA LOMA CA Failure Date:

08/16/2009

4 10283000 2006 TOYOTA SIENNA STRUCTURE:BODY OUR  
SLIDING DOOR STOPPED WORKING ABOUT A YEAR AGO. THIS MORNING,  
DESPITE THE ELECTRIC DOORS BEING TURNED OFF, WHILE MY HUSBAND WAS  
DRIVING WITH ALL 4 OF OUR BABIES THE DOOR OPENED AND GOT STUCK. MY  
HUSBAND CAN'T OPEN OR CLOSE THE DOOR. \*TR COEUR

D'ALENE ID Failure Date: 09/06/2009

4 10281141 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE REAR POWER SLIDING DOOR ON MY 2006 TOYOTA SIENNA WAGON  
SHUT ON MY CHILD'S THUMB EVEN THOUGH IT SUPPOSEDLY HAS A

## NHTSA Consumer Complaints as of July 21, 2014

MECHANISM TO PREVENT IT FROM TRAPPING BODY PARTS. \*TR EGG  
HARBOR TOWNSHIP NJ Failure Date: 08/19/2009

4 10280488 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
AUTOMATIC SLIDE DOORS AND BACK DOOR WON'T OPEN IN AUTO.  
\*TR AUSTIN TX Failure Date: 08/14/2009

4 10280293 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE MANUAL SLIDING DOOR ON MY 2006 TOYOTA SIENNA STICKS  
BECAUSE OF A LATCH PROBLEM. IT CAN CAUSE THE DOOR TO EITHER NOT  
SHUT, OR NOT OPEN. THIS IS A SERIOUS CONCERN, I COULDN'T IMAGINE NOT  
BEING ABLE TO GET MY CHILD OUT OF A BURNING CAR. TOYOTA REALLY  
NEEDS TO FIX THIS, THERE ARE HUNDREDS OF SIENNA OWNERS WITH THE  
SAME ISSUE. IT SOUNDS LIKE THIS COULD LEAD TO A NEGLIGENCE LAWSUIT.  
[HTTP://TOWNHALL-TALK.EDMUNDS.COM/DIRECT/VIEW/.F0EB3FD/289](http://TOWNHALL-TALK.EDMUNDS.COM/DIRECT/VIEW/.F0EB3FD/289). \*TR  
SOUTH ELGIN IL Failure Date: 05/26/2009

4 10278154 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
I OWN A TOYOTA SIENNA 06. THE AUTOMATIC SLIDING DOOR WILL NOT  
SHUT. THEY TELL ME IT WILL BE OVER 1200.00 DOLLARS TO FIX IT. IF I WANT  
IT CONVERTED TO A MANUAL DOOR THEN IT WILL COST 600.00 DOLLARS OR  
MORE. WHY DID I PAY FOR AUTOMATIC DOORS IF THEY ARE GOING TO BREAK  
IN LESS THEN 4 YEARS? PLEASE MAKE THEM RECALL THE DOOR MOTOR AND  
MAKE THEM FIX THIS PROBLEM. \*TR AMERICAN FORK UT Failure Date:  
02/27/2009

4 10276481 2006 TOYOTA SIENNA STRUCTURE:BODY 2006  
TOYOTA SIENNA - EXCESSIVE PAINT CHIPPING AND RUST. VEHICLE HAS BEEN  
TAKEN TO TWO TOYOTA DEALERSHIPS FOR EXCESSIVE RUST CAUSED BY  
PAINT CHIPPING. BOTH DEALERS CLAIM THAT STONES ON ROADWAY ARE THE  
CAUSE. RUSTING BEGAN TO APPEAR IN THE REAR QUARTER PANEL AREA;  
DIRECTLY BEHIND BOTH PASSENGER DOORS. TOYOTA PLACED TWO CLEAR  
PLASTIC STRIPS IN BOTH THESE AREAS (FACTORY INSTALLED). THE CLEAR  
PLASTIC STRIPS HAVE DONE NOTHING TO PREVENT TO CHIPPING AND RUST.

NHTSA Consumer Complaints as of July 21, 2014

IN FACT THE RUST HAS APPEARED UNDER THE CLEAR PLASTIC STRIPS. PAINT HAS ALSO BEGUN ON THE RIGHT PASSENGER SLIDING DOOR. TOYOTA CORPORATION WAS CONTACTED CONCERNING THIS PROBLEM. TOYOTA'S ANSWER WAS THAT IS WAS NOT THEIR PROBLEM. THE RUSTING IS NOW 1/4 OF THE WAY UP THE FRAME OF THE VAN ON BOTH SIDES. EVERY CHIP IN THE PAINT RUSTS, REGARDLESS OF SIZE. THIS VEHICLE WAS BOUGHT NEW. THE WHEELS WERE REPLACED IN 2008 BY TOYOTA, AS A RESULT IN A DEFECT IN THE METAL WHICH CAUSED THE PAINT ON THE WHEELS TO BUBBLE AND CHIP AWAY. \*TR           MERCERSBURG   PA    Failure Date: 05/01/2008

4    10276461   2006 TOYOTA    SIENNA    STRUCTURE:BODY  
DRIVERS SIDE DOOR POPS WHEN OPENING AND THE DOOR STOP/  
STRUT DEVICE HAS LOOSENED WHERE IT IS WELDED TO THE DOOR  
ALLOWING THE DOOR TO MOVE MORE FREELY. I HAVE NOT YET SOUGHT TO  
REPAIR THE PROBLEM BUT HAVE READ WHERE THIS HAS BEEN A PROBLEM  
FOR OTHER OWNERS. TSB 07017. I PLAN TO TAKE IT TO THE DEALERSHIP THIS  
COMING WEEK TO SEE WHAT THEY CAN DO. \*TR            SPRING HILL  
TN    Failure Date: 07/12/2009

4    10272421   2006 TOYOTA    SIENNA    STRUCTURE    THE  
POWER SLIDING DOOR ON PASSENGER CAR SIDE IS INOPERABLE AFTER  
FOUR REPAIR ATTEMPTS WITHIN A FIVE MONTH PERIOD. THIS IS A SAFETY  
ISSUE BECAUSE THE PASSENGER SIDE SLIDING DOOR CANNOT BE USED IN  
CASE OF A SUDDEN NEED TO ESCAPE THE VEHICLE. \*TR            CHINO  
HILLS CA    Failure Date: 12/26/2008

4    10267526   2006 TOYOTA    SIENNA    STRUCTURE    DRIVERS  
SIDE SLIDING DOOR WOULD NOT SHUT WORKED TO SHUT NOW HASN'T OPEN  
SINCE 34 MONTH AFTER PURCHASED. I WENT TO THE TOYOTA DEALERSHIP  
TO 'DID YOU PURCHASE IT HERE? WHEN I TOLD THEM NO, SHE SENT ME  
AROUND TO SERVICE WHERE I WAITED UNTIL I LEFT WITHOUT EVEN MY NAME  
GIVEN. I WENT BACK WHEN MY VAN WAS 38 MONTHS PAST PURCHASE... TO  
HAVE MY TAIL GATE UNDER RECALL AND ASKED WHEN TOYOTA WILL RECALL

## NHTSA Consumer Complaints as of July 21, 2014

THESE VANS WITH SLIDING DOOR ISSUES. \*TR LOXAHATCHEE  
GROVES FL Failure Date: 08/07/2008

4 10265989 2006 TOYOTA SIENNA STRUCTURE:BODY  
SINCE PURCHASING OUR 2006 TOYOTA SIENNA XLE WE HAVE  
EXPERIENCED PROBLEMS WITH THE POWER SLIDING DOORS - A GRINDING  
AND/OR RATTLING SOUND AS WELL AS JERKY OPERATION (AS OPPOSED TO  
OPENING AND CLOSING SMOOTHLY). THE DEALERSHIP GREASED THE CABLES  
AND TRACK WHICH SEEMED TO ELIMINATE THE SOUNDS. LAST WEEK THE  
DOOR STOPPED OPENING ALL THE WAY - IT WOULD OPEN ABOUT A QUARTER  
OF THE WAY AND THEN AUTOMATICALLY CLOSE ON ITS OWN. THIS PROBLEM  
OCCURRED WHETHER THE DOOR WAS OPERATED WITH THE KEY FOB  
REMOTE OR THE INTERIOR BUTTON. I CHECKED THE TRACK AND THERE  
WERE NO OBSTRUCTIONS. WE TOOK THE CAR TO THE DEALERSHIP WHERE  
IT WAS PURCHASED AND ALTHOUGH THEY COULD REPLICATE THE PROBLEM  
ONLY ONCE (NATURALLY) THEY REPLACED THE POWER DOOR MOTOR AND  
CLUTCH ASSEMBLY UNDER WARRANTY (WE ARE WITHIN THE WARRANTY  
PERIOD). IMPORTANT TO NOTE IS THAT THE REASON THEY REPLACED THE  
MOTOR AND CLUTCH ASSEMBLY IS BECAUSE WE HAD BROUGHT THE VEHICLE  
IN COMPLAINING OF THE DOOR OPERATING POORLY IN THE PAST. HAD WE  
NOT HAD PROBLEMS PREVIOUSLY AND BROUGHT THEM TO THE  
ATTENTION OF THE DEALERSHIP I SUSPECT THEY WOULD HAVE CLAIMED  
THERE WERE NO PROBLEMS WITH THE OPERATION OF THE DOOR.  
THEREFORE, I STRONGLY RECOMMEND THAT ANYONE HAVING ISSUES WITH  
THEIR POWER SLIDING DOORS REPORT THEIR PROBLEMS TO THE  
DEALERSHIP AND DOCUMENT THEIR PROBLEMS/COMPLAINTS WITH THE  
DEALERSHIP. \*TR SILVER SPRING MD Failure Date: 04/15/2009

4 10260675 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
SLIDING DOOR STOPPED WORKING CANNOT OPEN. \*TR  
LOXAHATCHEE GROVESFL Failure Date: 08/08/2008

4 10250239 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
I ALWAYS USE THE KEYFOB TO OPEN THE PASSENGER SIDE POWER

## NHTSA Consumer Complaints as of July 21, 2014

SLIDING DOOR. FIRST THING THIS MORNING ON MY WAY TO DROP MY SON OFF AT DAYCARE, THE SLIDING DOOR OPENED JUST FINE BUT WAS A LITTLE SLUGGISH IN CLOSING. I HAD TO MAKE A STOP AT CVS TO BUY SOME COLD MEDICATION AND THE SLIDING DOOR JAMMED THE NEXT TIME I TRIED IT. NO AMOUNT OF PUSHING THE KEYFOB OR IN-VEHICLE BUTTONS WOULD CAUSE THE DOOR TO OPEN/ CLOSE FULLY. THE DOOR WAS PERMANENTLY JAMMED WITH AN OPENING ABOUT 4-5 INCHES WIDE. FORTUNATELY, THE CVS IS VERY CLOSE TO THE DAYCARE AND I ASKED FOR HELP MOVING HIS STUFF WHILE I CARRIED HIM IN. I COULD NOT RISK DRIVING AROUND WITH THE DOOR OPEN NO MATTER WHAT THE DISTANCE BECAUSE OF THE SAFETY ISSUES. I PROMPTLY DROPPED THE CAR OFF AT THE DEALERSHIP. THE 2 MILE DRIVE TO THE DEALERSHIP WITH THE DOOR AJAR AND THE ALARM BEEPING THE WHOLE TIME COULDN'T HAVE FELT LONGER. I'VE YET TO HEAR BACK FROM THEM, BUT I DID SOME ONLINE RESEARCH AND IT SOUNDS LIKE THE SLIDING DOOR MOTOR HAS FAILED. I AM VERY CONCERNED BY THE FREQUENCY THAT THIS PROBLEM OCCURS. I AM SHOCKED THAT THERE HAS BEEN NO RECALL DUE TO THE INHERENT DANGER THIS DEFECT COULD POSE FOR PASSENGERS.

\*TR GERMANTOWN MD Failure Date: 12/01/2008

4 10249610 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE LIFTGATE  
SHOCKS FAILURE. \*TR HOUSTON TX Failure Date: 09/08/2008

4 10242127 2006 TOYOTA SIENNA STRUCTURE:FRAME AND  
MEMBERS OUR 2006 TOYOTA SIENNA'S RIGHT POWER SLIDING PASSENGER  
DOOR SUDDENLY FAILED. THERE WAS NO PRIOR WARNING. MILEAGE WAS  
47,385. WE WERE OUTSIDE OF THE WARRANTY PERIOD. THE MOTOR SIMPLY  
GAVE OUT. THE DOOR HAD TO BE REPLACED SO THAT THE VAN COULD BE  
DRIVABLE. WE TOOK IT TO NALLEY AUTOMOTIVE , 11130 ALPHARETTA HWY,  
ROSWELL, GA 30076. THE DEALER REPLACED THE RIGHT SIDE POWER SLIDING  
DOOR CONTROL MOTOR. COST OF REPAIR WAS \$1914.39. \*TR  
ALPHARETTA GA Failure Date: 07/25/2008

NHTSA Consumer Complaints as of July 21, 2014

4 10240944 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
RIGHT SIDE SLIDING DOOR CABLE SNAPPED SO THAT AUTOMATIC DOOR  
NO LONGER SLIDES. MOTOR CONTINUES TO FUNCTION BUT CABLE LOOKS  
RUSTED. CAR HAS 45,000 MILES BUT IS UNDER THREE YEARS OLD. \*TR  
SILVER SPRING MD Failure Date: 09/01/2008

4 10229492 2006 TOYOTA SIENNA STRUCTURE THE  
DRIVER SIDE DOOR HINGE ON OUR 2006 TOYOTA SIENNA XLE MINIVAN TORE  
APART ALLOWING THE DOOR TO FREELY SWING OPEN/SHUT WITHOUT ANY  
RESTRICTION. A SLOPE OR WIND GUST COULD SLAM THE DOOR ON ANY OF  
THE OCCUPANTS. HISTORY: - DOOR WAS PREVIOUSLY REPAIRED BY  
TOYOTA FOR THE SAME DEFECT BACK IN 2007. - DEFECT IS WIDESPREAD  
AND TOYOTA ISSUED A WARRANTY ENHANCEMENT (RECALL) TO OVER 600,000  
EFFECTED SIENNAS. - PREVIOUS REPAIR APPEAR INADEQUATE AND CAN  
REOCCUR - REPORTED THE SECOND INCIDENT TO TOYOTA MOTOR CORP AND  
DEALER. \*TR LYNBROOK NY Failure Date: 05/30/2008

4 10225989 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND  
ATTACHMENTS BOTH GAS STRUTS THAT SUPPORT REAR LIFT GATE  
(MANUAL) ON BACK OF MINIVAN FAILED AND THE LIFT GATE IS NO LONGER  
SUPPORTED BY STRUTS. GATE IS VERY HEAVY, AND IS DIFFICULT TO OPEN.  
AND IT DOES NOT STAY OPEN, MAKING ACCESS TO THE TRUCK IMPOSSIBLE  
WITHOUT SECOND PERSON THEIR TO HOLD UP THE HEAVY GATE. \*TR  
IRVINE CA Failure Date: 04/21/2008

4 10213742 2006 TOYOTA SIENNA STRUCTURE: FRAME AND  
MEMBERS:UNDERBODY SHIELDS TL\*THE CONTACT OWNS A 2006 TOYOTA  
SIENNA. WHILE STANDING AT THE REAR OF THE VEHICLE, THE CONTACT  
NOTICED THAT THE FRAME LEANED TO THE LEFT. SHE STATED THAT THE  
VEHICLE WAS NOT LEVEL AND POSED A HUGE SAFETY HAZARD. THE DEALER  
INFORMED THE CONTACT THAT THE VEHICLE DID NOT HAVE TO BE LEVEL AND  
POINTED OUT THE SHOCKS. THE PURCHASE DATE AND POWERTRAIN WERE



## NHTSA Consumer Complaints as of July 21, 2014

UNKNOWN. THE CURRENT MILEAGE WAS 2,200 AND FAILURE MILEAGE WAS 70.  
FOUNTAIN HILLS AZ Failure Date: 01/11/2006

4 10209766 2006 TOYOTA SIENNA  
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS BRAND NEW  
BOUGHT TOYOTA SIENNA 06 WITH 31K MILES THE DOORS STARTED MAKING  
NOISE. I READ UP ON THIS ON SOME WEBSITES AND IT APPEARS THAT THERE  
IS POOR WELDING / BAD DEIGNS ON TOYOTA SIENNA DOORS. \*TR  
REDMOND WA Failure Date: 11/23/2007

4 10188404 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE POWER REAR DOOR ON 2006  
TOYOTA SIENNA XLE WILL NOT STAY OPEN. DOOR AUTOMATICALLY CLOSES  
AND DOES NOT AUTO-REVERSE EASILY WITH OBSTRUCTION. \*JB EDEN  
PRAIRIE MN Failure Date: 04/18/2007

4 10187551 2006 TOYOTA SIENNA  
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS WAS OUT  
SHOPPING, WENT TO OPEN THE REAR DOOR WHEN I REALIZED THE STRUTS  
WERE NOT LIFTING THE DOOR. I INSPECTED THE STRUTS ,AND REALIZED  
THEY HAD EXPLODED AND WERE LEAKING. NO FAILURES OF THE REAR DOOR  
PREVIOUSLY; DOOR WAS WORKING PROPERLY THE DAY BEFORE THIS  
INCIDENT. HAVE AN APPOINTMENT WITH TOYOTA DEALERSHIP TO CORRECT  
THE PROBLEM. CANNOT USE THE BACK PORTION OF THE MINIVAN TO STORE  
ITEMS SINCE DOOR WAS NOT FUNCTIONAL. I AM GLAD THE DOOR DID NOT  
FAIL WHEN IT WAS OPENED AND SOMEONE WAS UNDERNEATH, ESPECIALLY  
ONE OF OUR KIDS. I HAVE READ ON THE INTERNET THAT THIS HAS HAPPENED  
WITH OTHER TOYOTA SIENNAS.\*AK STEPHENS CITY VA Failure Date:  
04/10/2007

4 10185048 2006 TOYOTA SIENNA  
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS TL\* THE  
CONTACT OWNS A 2006 TOYOTA SIENNA MINIVAN. WHILE TRYING TO GET INTO  
THE VEHICLE THE DRIVER'S SIDE DOOR SQUEAKED. THE CONTACT

## NHTSA Consumer Complaints as of July 21, 2014

ATTEMPTED TO OIL THE DOORS AND THEY CONTINUED TO SQUEAK. THE FAILURE MILEAGE WAS 24000. THE DEALER STATED THAT THE VEHICLE NEEDED A NEW DOOR DUE THE SEPARATION IN THE DOOR WELDING. THE DEALER INFORMED THE CONTACT THAT IT WOULD TAKE ONE WEEK TO INSTALL THE DOOR. ALSO, THE CONTACT WAS UPSET THAT AFTER PAINTING THE DOOR IT WILL NOT MATCH. THE CURRENT MILEAGE WAS 25,000.\*AK  
UPDATE 4/9 \*TR BOYNTON BEACH FL Failure Date: 03/03/2007

4 10182137 2006 TOYOTA SIENNA  
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE 2006  
TOYOTA SIENNA PURCHASED MAY 2006. 3-4 MONTHS AGO, THE BACK LIFT STARTED MALFUNCTIONING. AUTOMATICALLY OPENS BUT CLOSES WITHOUT PROVOCATION SOMETIMES HITTING PERSON LOADING THE TRUNK. LAUREL TOYOTA MD REPAIR DID NOT FIND PROBLEM WITH THE LIFT, BUT PROBLEM PERSISTS AND HAPPENED TODAY 2/9/2007. \*NM BOWIE MD  
Failure Date: 02/09/2007

4 10150351 2006 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
DT\*: THE CONTACT STATED THE REAR DOORS OF THE VEHICLE DO NOT CLOSE PROPERLY. TO CLOSE THE DOORS IT REQUIRED EXCESSIVE FORCE, AND THEY LEAK WHEN IT RAINS. THE VEHICLE WAS TAKEN TO THE SERVICE DEALER FOR INSPECTION. AFTER EIGHT DAYS, THE DEALER WAS STILL UNABLE TO CORRECT THE PROBLEM. UPDATED 03/17/06. \*JB  
LANSING IL Failure Date: 12/06/2005