13 10609268 2004 TOYOTA SIENNA STRUCTURE:BODY THE PASSENGER SIDE SLIDING DOOR OF MY TOYOTA 2004 SIENNA LE SUDDENLY COULD NOT CLOSE SUDDENLY. THE POWER CLOSING TRIES AND THEN REVERSES TO OPEN. I FOLLOWED THE MENU INSTRUCTION TO TURN OFF THE POWER DOOR AND TRIED TO CLOSE IT MANUALLY BUT FAILED. IT WON'T MOVE AT ALL. I SPREAD SOME LUBRICANT AND WAS ABLE TO MAKE IT CLOSE ABOUT 1/5. SO I CALLED THE DEALER AND WAS TOLD THERE WAS NO RECALL. I THEN CALLED TOYOTA DIRECTLY AND WAS TOLD THAT THERE WAS AN "ENHANCED WARRANTY" FOR 9 YEARS/120K MILES. BUT MINE IS EXPIRED SINCE IT WAS BOUGHT 11/2003 EVEN THOUGH IT HAS ONLY 58400 MILES ON IT. I HAD IT FIXED NOW BY A TOYOTA DEALER FOR ABOUT $1352. I SEARCHED ON LINE AND FOUND A LOT OF PEOPLE HAVE THE SAME PROBLEM. SOME COULD NOT OPEN THE DOORS. BUT THE CAUSE IS THE SAME. IT IS NOT JUST LIMITED TO 2004 MODEL. IT CERTAINLY A SAFETY ISSUE AND TOYOTA SHOULD RECALL AND FIX AT ITS COST.

FAIRFAX VA Failure Date: 06/23/2014

13 10606157 2004 TOYOTA SIENNA STRUCTURE:BODY ON MY 2004 SIENNA LE THE DRIVER SIDE DOOR CHECK HAS BROKEN AND AS A RESULT THE POWER WINDOW WILL ONLY GO DOWN APPROXIMATELY HALFWAY. I HAVE SINCE LEARNED THAT THIS WAS DUE TO A KNOW DEFECT BY TOYOTA THAT THEY COVERED FOR 5 YEARS. THIS DEFECT IS RELATED TO THE STRUCTURAL INTEGRITY OF THE VEHICLE AS IT HAS TO DO WITH WELDING FAILURES IN THE DOOR HINGE SYSTEM ITSELF. THIS SHOULD BE A VEHICLE LIFETIME RECALL.

NEWTON MA Failure Date: 04/09/2014

13 10606154 2004 TOYOTA SIENNA STRUCTURE:BODY I HAVE A 2004 TOYOTA SIENNA LE PURCHASED USED WITH A POWER SLIDING REAR PASSENGER DOOR. IN MARCH OF THIS YEAR, 2014, THE DOOR STARTING MAKING A GRINDING NOISE WHEN OPENING AND CLOSING THE DOOR AND NEEDED ASSISTANCE WHEN CLOSING. WITHIN TWO DAYS THE DOOR FAILED AN WOULD NOT OPEN OR CLOSE EITHER ELECTRONICALLY OR MANUALLY. WE WERE INFORMED THIS WAS A MOTOR FAILURE AND WOULD COST $1,800 TO $2,000 TO REPAIR. THE THREE MECHANICS WE ASKED ALL
WERE AWARE OF PROBLEM BEING THE DOOR MOTOR AND/OR BROKEN DOOR CABLE. NOT HAVING USE OF THE PASSENGER DOOR WAS A MAJOR PROBLEM AND A REAL CONCERN IN CASE OF AN ACCIDENT. AFTER DOING SOME RESEARCH IT BECAME CLEAR THAT THIS IS A DESIGN FLAW WITH THE CAR THAT TOYOTA ULTIMATELY ISSUED AN EXTENDED WARRANTY OF 9 YEARS OR 120,000 MILES. FORTUNATELY, I HAVE BEEN ABLE TO REMOVED THE CABLE AND DISASSEMBLE ENOUGH OF THE MOTOR SO THAT THE DOOR WORKS MANUALLY. GIVEN THE CRITICAL NEED FOR A FAMILY PASSENGER VEHICLE TO HAVE A WORKING PASSENGER SIDE REAR DOOR THIS WARRANTY SHOULD HAVE BEEN FOR THE LIFE OF THE VEHICLE. AT THE VERY LEAST THEY SHOULD HAVE OFFERED THE OPPORTUNITY TO MAKE THE DOOR A MANUALLY OPERATING DOOR AFTER THE 9 YEARS, 120,000 MILE WARRANTY EXTENSION.

NEWTON   MA   Failure Date: 03/03/2014

13 10598926 2004 TOYOTA SIENNA STRUCTURE:BODY THE DRIVER SIDE POWER SLIDING DOOR CABLE SNAPPPED, NEARLY HITTING A CHILD. UPON INSPECTION, IT WAS NOTICED THAT THE PLASTIC COVERING OVER THE WIRE HAD DISINTEGRATED AND THE BARE CABLE WAS EXPOSED.

NORTHWOOD   OH   Failure Date: 09/13/2013

13 10598863 2004 TOYOTA SIENNA STRUCTURE:BODY THE FRONT DOORS ON SIENNAS HAVE A WELL KNOWN PROBLEM OF WELDS FAILING IN THE DOOR OPENING MECHANISM. TOYOTA RECOGNIZED THIS AND EXTENDED THE WARRANTY ON THE DOOR HARDWARE FOR 5 YEARS 100K MILES. I HAD BOTH MY FRONT DOORS FIXED UNDER THIS EXTENDED WARRANTY. IT WAS KNOWN AT THE TIME (NOT TO ME) THAT THIS WAS ANOTHER TEMPORARY FIX AS THIS IS A DESIGN FLAW THAT TOYOTA KNEW ABOUT BUT DID NOT TRY TO ADDRESS WITH A PERMANENT SOLUTION OR AN OVERALL PRODUCT RECALL. AND, THEY APPARENTLY HAVE GOTTEN AWAY WITH THAT DUE TO THE NUMBER OF OWNERS THAT HAVE NOT GOTTEN THEIR DOORS FIXED. THE PROBLEM IS THAT WHILE THERE IS JUST A "POPPING" SOUND DUE TO THE FAILURE OF THE WELDS RIGHT NOW, IT MAY LEAD TO A SITUATION WHERE THE DOORS WILL EITHER NOT OPEN OR OPEN WITHOUT
ANY CONTROL AS THEY’D BE HELD BY THE HINGES ONLY. EITHER SITUATION PRESENTS THE OWNERS WITH INHERENT DANGERS- ONE FROM NOT BEING ABLE TO EXIT THE VEHICLE IN AN EMERGENCY AND THE OTHER WHERE A DOOR COULD OPEN SUDDENLY AND INJURE ANYONE NEAR THE VEHICLE WHEN BEING OPENED. I DID REGISTER MY COMPLAINT WITH THE DEALER AND TOYOTA WHO BOTH TOLD ME THAT ANY INSPECTION OR REPAIR WAS SOLELY THE RESPONSIBILITY OF ME (THE ORIGINAL) OWNER OF THE VEHICLE.

MY TOYOTA CASE NUMBER IS 1406161930. INVER GROVE HEIGHTS MN

Failure Date: 06/10/2014

13 10596141 2004 TOYOTA SIENNA STRUCTURE TOYOTA VERBALIZES THERE WAS A SUBSTANCE LEFT OUT OF THE DASHBOARD MIXTURE DURING PRODUCTION OF THE VEHICLE. IT, ACCORDING TO THEM, IS AN ISSUE WITH TWO MODELS AND TWO YEARS OF THOSE MODELS. THE DASHBOARD BEGIN TO CRACK ABOUT 28,000 MILES. THE VAN ONLY HAS 38,000 NOW. IT HAS CRACKED FROM SIDE TO SIDE ACROSS THE TOP, DOWN THE FRONT AND AROUND THE SIDES (LIKE AN EGG SHELL). THE RIGHT SIDE AIR BAG IS HOUSED IN THE DASH. PIECES OF THE RIGHT DASH ARE ACTUALLY GOING TO FALL OUT NOW. TOYOTA, AGAIN, ADMITS THE PROBLEM, BUT REFUSES TO HELP. I LAST SPOKE TO THEM ON 5.2.2014 (ROY G.). I HAVE BEEN SPEAKING TO THEM ABOUT THIS SAFETY ISSUE SINCE 2008, EVEN WITH THE REGIONAL MANAGER, AS THE LOCAL TOYOTA ASKED THEM TO REPLACE IT. TOYOTA DECLINED. THIS IS AN ISSUE THAT CAN CAUSE THE AIRBAG TO DEPLOY WITHOUT AN ACCIDENT OR WRONGFULLY SO IN AN ACCIDENT. THE ENTIRE DASH WILL BLOW OUT, THE PHYSICAL DAMAGE TO A PERSON UNKNOWN. I NEED HELP WITH THIS ISSUE. THIS IS A 60,000 SIENNA THAT HAS HANDICAP LIFT IN IT. THIS IS A HUGE SAFETY CONCERN FOR ME.

LONGWOOD FL Failure Date: 01/01/2008

13 10593582 2004 TOYOTA SIENNA STRUCTURE:BODY THE DRIVER SIDE DOOR STOP STARTED MAKING A NOISE WHEN WE OPEN AND CLOSE THE DOOR. THE WINDOW STOPPED OPENING COMPLETELY. TOYOTA HAS EXTENDED THE WARRANTY TO 6 YEARS OR 100K MILES FOR THIS
DEFECT. THEY WON'T REPAIR MY VEHICLE BECAUSE IT IS BEYOND THE EXTENTION. THE COST IS OVER $2,000. NOW THE DOOR STOP HAS BROKEN OFF COMPLETELY AND DOOR SWINGS WIDE. THIS CREATES A DANGEROUS SITUATION EVERY TIME WE USE THE CAR. MY UNDERSTANDING IS THAT THE WELDS WERE DEFECTED AND TOYOTA DIDN'T WANT TO SPEND 2K PER VEHICLE TO REPAIR ALL THE DEFECTED CARS. CAR DOORS ARE A MAJOR COMPONENT OF ANY VEHICLE AND SHOULDN'T FAIL.

BLAUVELT NY Failure Date: 05/30/2012

13 10588354 2004 TOYOTA SIENNA STRUCTURE:BODY DUE TO A FAILURE IN THE MOONROOF SYSTEM IN THE VEHICLE (RUBBER SEAL AND TWO DRAINS ON EITHER SIDE), RAIN WATER SEEPED INTO THE AIR BAG SYSTEM RESULTING IN MOLD-BUILD UP AND SERIOUS DAMANGE TO THE VEHICLE AND POSSIBLE MALFUNCTION OF THE AIR BAGS AND BREATHING OF DANGEROUS MOLD/FUNGI. ALL THE PASSENGERS IN THE VEHICLE GOT NAUSEOUS IN 1-HOUR JOURNEY AND THE FUTURE CONSEQUENCE OF SUCH FUNGI BUILD UP AND POTENTIAL FAILURE OF THE AIR-BAG COULD BE LIFE THREATENING. FREMONT CA Failure Date: 03/28/2014


APPROXIMATE FAILURE MILEAGE WAS 114,855.
COUPEVILLE   WA   Failure Date: 04/07/2014

13  10582768  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR

2004 TOYOTA SIENNA. CONSUMER WRITES IN REGARDS TO DOOR WELD
RECALL PROBLEMS. *SMD* THE CONSUMER STATED FOR MORE THAN 3
YEARS, HE HAS BEEN HEARING A POPPING NOISE COMING FROM THE DRIVER
SIDE DOOR. TOYOTA WAS AWARE OF THE PROBLEM AND INITIATED A
WARRANTY ENHANCEMENT PROGRAM FOR THE DEFECTIVE DOOR WELD FOR
THE 2004-2006 SIENNA’S, BUT ONLY IF THEY WERE 5 YEARS/100K MILES. THE
CONSUMER STATED THE PROBLEM STARTED WITH HIS VEHICLE IN 2010, WHEN
THE VEHICLE WAS ALREADY 6 YEARS OLD. TOYOTA ISSUED A TECHNICAL
BULLETIN, BUT REFUSED TO ISSUE A RECALL. RE-WELDING THE FAILURE
POIN'TS WAS NOT RECOMMENDED AS THEY WERE PRONE TO FAIL AGAIN.
*JB   SAN JOSE   CA   Failure Date: 04/01/2014

13  10579406  2004  TOYOTA  SIENNA  STRUCTURE:BODY

THE FRONT OF THE DOOR LATCHED JUST FINE. THE BACK OF THE DOOR STOPPED
LATCHING ABOUT A WEEK AGO LEAVING THE DOOR OPEN LIGHT ON ALL THE
TIME. I POKED AROUND A BIT AND DISCOVERED THE REAR LATCH ON THE
DRIVER’S SIDE SLIDING DOOR WAS LOOSE INSIDE THE DOOR. SINCE I HAD TO
TAKE THE VAN TO THE DEALER FOR A RECALL REPAIR ANYWAY I ASKED THEM
TO TAKE A LOOK AT THE DOOR. THE DEALER INFORMED ME THAT THE LATCH
WAS BROKEN OFF INSIDE THE DOOR AND THERE WAS NOTHING THEY COULD
DO ABOUT IT. THEY TOLD ME THAT THEY WOULD NOT CHARGE THE $60
DIAGNOSIS FEE AND TOLD ME TO TAKE THE VAN TO A BODY SHOP FOR
REPAIR. WHILE I WAS THERE THE TECH TOLD ME THAT THERE ARE 3 BOLTS
THAT HOLD THE LATCH TO THE DOOR. IN MY CASE 2 OF THE 3 HAD BROKEN
THROUGH THE METAL ON THE DOOR! THIS IS A RESULT OF THE WAY THE
DOOR IS MANUFACTURED. HOW IS IT NOT A SAFETY RECALL WHEN THE DOOR
LATCH CAN BREAK THROUGH THE DOOR LEAVING THE DOOR UNLATCHED?
THIS HAPPENED FROM NORMAL WHERE AND TEAR NOT AN ACCIDENT, DEFFER
MAINTENANCE, OR ANYTHING ELSE.  SAN DIEGO  CA  Failure Date:  04/02/2014

13  10573418  2004 TOYOTA SIENNA  STRUCTURE:BODY
WHILE I WAS CLIMBING TO THE BACK OF THE CAR, (THE CAR BEING PARKED, EVER-SO-SLIGHTLY INCLINED TO THE BACK), THE LEFT BACK SIDE-DOOR SHUT CLOSE AND TRAPPED MY RIGHT HAND (WHICH I WAS USING FOR SUPPORT TO CLIMB UP), FOR ABOUT TWO MINUTES. I COULDN'T GET IT TO OPEN..! UNDER EXCRUTIATING PAIN, I TRIED UNSUCCESSFULLY TO OPEN THE DOOR. NOTHING WORKED. THE RETRACTABLE CABLE HAD POPPED OUT TWO YEARS BEFORE, SO THE BEEPER DIDN'T RESPOND ADEQUATELY. AFTER MANY ATTEMPTS I WAS FINALLY ABLE TO GET IT TO OPEN. I BELIEVE I HAD ALREADY FILED A COMPLAINT TO THE NHTSA ABOUT THE THE POWER-SLIDING DOOR. THE MECHANICAL FAILURE ON MY CAR'S POWER SLIDING-DOOR IS THE SAME AS DESCRIBED BY MANY DISGRUNTED SIENNA OWNERS, ON VARIOUS WEBSITES. NEITHER TOYOTA USA, NOR TOYOTA PUERTO RICO, HAS ASSUMED RESPONSIBILITY. THEY'VE ACTED NEGLIGENTLY. AS I MUST'VE DESCRIBED IN MY PREVIOUS COMPLAINT, THEY'VE OBVIOUSLY ACKNOWLEDGED A FACTORY MALFUNCTION --INASMUCH AS THEY HAVE CONDUCTED A RECALL CAMPAIGN--. HOWEVER, THE CAMPAIGN WASN'T CARRIED OUT RESPONSIBLY. DESPITE THEIR HAVING MY TELEPHONE NUMBER, EMAIL ADDRESS AND PHYSICAL ADDRESS, THEY FAILED TO CONTACT ME. I FOUND OUT BY A THIRD PARTY (AN AUTO-BODY SHOP). WHEN I CONFRONTED THE DEALERSHIP, THEY SAID THE CAMPAIGN HAD EXPIRED. THIS SITUATION IS SHAMEFUL.  SAN JUAN  PR  Failure Date:  02/12/2014

13  10566847  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
REAR SLIDING DOOR ISSUE - THE TRUNK KEEPS FALLING ON THE HEAD WHEN PUTTING SHOPPING BAGS. POWER SLIDING DOOR ASSEMBLY - THE SLIDING DOOR KEEPS CLOSING AND INJURING WHEN PUTTING THE SEAT BELTS FOR MY BABY IN THE CAR SEAT. THESE ARE SAFETY ISSUES AND CAUSING INJURY.  *TR  CHESTER SPRINGS  PA  Failure Date:  02/03/2014
13 10563735 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
POWER SLIDING DOOR IS JAMMED. RECEIVED CUSTOMER SUPPORT LETTER FROM TOYOTA LAST YEAR (2013) THAT STATED THEY KNEW THERE WAS A PROBLEM BUT ONLY AN EXTENSION OF WARRANTY FOR 9 YEARS PAST DATE OF SERVICE FOR VEHICLE AND/OR 120,000 MILES (WHICH WE ARE PAST). OVER $1100 JUST ON PARTS TO FIX ONE DOOR! TODAY THE OTHER DOOR WOULD NOT OPEN, SO I HAD 2 DOORS JAMMED AND HAD TO CLIMB INTO BACK SEAT AREA CLIMBING OVER CENTER CONSOLE TO GET TWO YOUNG CHILDREN OUT OF THEIR CAR SEATS AND OUT OF THE CAR BACK OVER CENTER CONSOLE AND OUT FRONT PASSENGER DOOR. WHEN I WENT TO DRIVE THE VEHICLE THE ALARM SYSTEM STARTED TO SOUND CONSTANTLY EVEN THOUGH DOOR WAS SHUT ALL THE WAY. THIS CREATED AN UNNECESSARY DISTRACTION TO DRIVING NOT TO MENTION THE OBVIOUS SAFETY CONCERNS OF BACK DOORS THAT WILL NOT OPEN. *TR
PITTSBURGH PA Failure Date: 02/03/2014

13 10563514 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THIS IS A RECURRING INCIDENT. ON COLD DAYS, THE SLIDING DOORS WILL FREEZE SHUT. THIS IS A COMMON PROBLEM FROM MY UNDERSTANDING, AND SOME FOLKS ON WEB FORUMS HAVE RECOMMENDED FILING A COMPLAINT TO HOPEFULLY GET TOYOTA TO ISSUE A RECALL AND RESOLVE THE ISSUE. THE FREEZING DOOR PROBLEM IS EXACERBATED BY THE ELECTRICAL DOOR LOCK MECHANISM AND OPEN/CLOSE SENSOR ON THE SLIDER. IN MANY CASES, THE FAILED ATTEMPT TO OPEN THE FROZEN DOOR IS ENOUGH TO TRIGGER THE DOOR "OPEN" SENSOR AND CAUSE THE INTERIOR LIGHTS TO COME ON. *TR CHICAGO IL Failure Date: 12/11/2012

13 10563298 2004 TOYOTA SIENNA STRUCTURE
THE DRIVER SIDE DOOR STARTED MAKING A POPPING NOISE WHENEVER OPENING AND CLOSING. IT CREAKS AS IF IT IS A 50 YEAR OLD CAR ALL OF A SUDDEN. NOW WHEN OPENING THE DOOR IT SWINGS OPEN WITHOUT CONTROL. I DID SOME RESEARCH AND FOUND OUT THAT THIS IS A COMMON ISSUE WITH THE TOYOTA SIENNA 2004 AND I EVEN FOUND A LETTER IN MY VEHICLE (THAT I HAD
FORGOT RECEIVING) INFORMING ME THAT THIS WAS AN ISSUE WITH THIS VAN AND THAT TOYOTA WOULD FIX IT IF WE HAD A PROBLEM. IT SAID IF WE DID NOT HAVE THE PROBLEM TO FILE IT IN OUR OWNERS MANUAL WHICH I DID. NOW WE HAVE THE PROBLEM BUT TOYOTA REFUSES TO FIX IT SINCE IT IS NOW OUTSIDE THE WARRANTY WINDOW. THIS IS CORRUPT TO ACKNOWLEDGE AN ISSUE BUT NOT FIX IT IMMEDIATELY AND NOW WHEN THE PROBLEM ARISES DECLARE THAT IT IS TOO LATE. *TR

BERNARDSVILLE NJ  Failure Date: 01/24/2014

13 10561672 2004 TOYOTA SIENNA STRUCTURE: BODY TL*


PORTLAND OR  Failure Date: 09/22/2008

SOME WAY TO REDRESS THIS PROBLEM, OR DO I HAVE TO WAIT FOR THE DOOR TO ACTUALLY INJURE SOMEONE AND GET A LAWYER?  *TR

BOULDER  CO  Failure Date:  12/24/2013

13  10559357  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR SIDE SLIDING DOORS BECOME FROZEN MAKING IT IMPOSSIBLE TO GET OPEN TRAPPING GUEST IN THE REAR OF THE VEHICLE THIS IS A MAJOR SAFETY ISSUE AND SHOULD BE TAKEN CARE OF.  *TR

GREENSBURG  IN  Failure Date:  01/12/2012


OAK PARK  MI  Failure Date:  01/03/2013

13  10558295  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR PASSENGER SIDE VEHICLE DASH BEGAN CRACKING DURING SUMMER OF 2013. ORIGINAL APPEARANCE WAS THAT OF A CUT OR SCRATCH ALONG THE SURFACE OF THE DASH. CRACK HAS BEEN GROWING WIDER AND LONGER SINCE THEN. VEHICLE HAS BEEN GARAGED SINCE PURCHASE (9/2003) AND CUSTOM FIT SHADE USED WHEN PARKED OUTSIDE. CONCERNED THAT DASHBOARD MAY FRACTURE INTO SMALLER PROJECTILE PIECES IF THE PASSENGER AIRBAG WAS TO BE DEPLOYED.  *TR

SINKING SPRING  PA  Failure Date:  06/03/2013

13  10556246  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR DURING BELOW-FREEZING TEMPERATURES AND ACCUMULATING
PRECIPITATION, SLIDING DOORS CAN FREEZE SHUT TO THE POINT OF NOT OPENING. I RECENTLY HAD TO KICK THE SIDE DOORS FROM THE INSIDE IN ORDER TO GET THEM OPENED. *TR PROVIDENCE RI Failure Date: 12/16/2013

13 10555033 2004 TOYOTA SIENNA STRUCTURE:BODY TL*

13 10553475 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER'S SIDE DOOR FAILED TO CLOSE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE MECHANIC STATED THAT THE ENTIRE DOOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 80,000. DULUTH GA Failure Date: 11/23/2012

13 10552110 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THERE WAS A POPPING SOUND EVERY TIME THE DRIVER'S SIDE DOOR WAS OPENED OR CLOSED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE DOOR HINGE NEEDED TO BE REPLACED DUE TO A FRACTURED WELL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 140,000. UPDATED 12/30/13*CN STROUDSBURG PA Failure Date: 10/21/2013
13 10551890 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
The contact owns a 2004 TOYOTA SIENNA. The contact stated that the driver's side door check failed due to defective welding. The vehicle was not taken to the dealer for inspection. The vehicle was not repaired. The manufacturer advised the warranty enhancement door check had expired. The approximate failure mileage was 84,000 and the current mileage was failure 105,000.

AUBURN AL Failure Date: 01/01/2011

13 10551447 2004 TOYOTA SIENNA STRUCTURE:BODY
Passenger side sliding door cable snapped and will not open. Passengers can be trapped in the van and not able to get out. This is a known problem with TOYOTA SIENNA minivans with electric doors. In addition, the motor is often known to fail. The the cable has a black sheathing that is inadequate and wears causing it to jam in the pulley and break or exposing it to later corrosion and then it will break as well. TOYOTA has known of this problem for years and does not issue a recall. You only need to check the TOYOTA forum to confirm the problem with many owners reports. Repairs run $1,200 to $2,000 at the TOYOTA dealer. *TR IOWA CITY IA Failure Date: 11/01/2013

13 10550804 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
Passenger sliding door will not open. Even when power is turned off, the door will not open manually which is a safety hazard as my kids can not exit the car from that door if there is an accident. I recently received a CSP letter from TOYOTA about this exact door problem but the letter states the extended warranty is good for 9 years or 120K miles which ever comes first. Unfortunately, I received the letter just after I had the car for 9 years. If I had received the letter and known about the door issue before the 9 years, I would have taken my car in to be fixed. Quote
FOR FIXING DOOR IS OVER $1,100.  *TR  

LOS ALTOS  CA  Failure Date:  11/02/2013

13 10550601 2004 TOYOTA SIENNA STRUCTURE:BODY  2004 TOYOTA SIENNA VAN DRIVER SIDE SLIDING DOOR CABLE FRAYED THEN BROKE AND DOOR JAMMED SHUT.  *TR  

DAVIS  CA  Failure Date:  11/14/2012

13 10549966 2004 TOYOTA SIENNA STRUCTURE:BODY  TL*  
THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE ENTIRE DASHBOARD BECAME FRACTURED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED THE DEALER FOR INSPECTION. THE DEALER ADVISED THAT THE DASHBOARD MATERIAL WAS DEFECTIVE NEEDED TO BE REPLACED. THE DASHBOARD WAS NOT REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 80,000.  ISABELLA  PR  Failure Date:  01/01/2010

13 10548173 2004 TOYOTA SIENNA STRUCTURE  DASHBOARD HAS MULTIPLE HAIRLINE CRACKS. A LOT OF 2004 TOYOTA SIENNA HAVE THE SAME ISSUES WHEN I MADE AN ONLINE RESEARCH ABOUT THE PROBLEM.  *TR  

SUGAR LAND  TX  Failure Date:  06/04/2012

13 10547869 2004 TOYOTA SIENNA STRUCTURE:BODY  RECENTLY STARTED HEARING A POPPING NOISE WHEN OPENING DRIVERS SIDE DOOR. MY HUSBAND, A MECHANIC, INSPECTED DOOR AND NOTED THE WELDING AROUND THE DOOR CHECK ON THE DRIVERS SIDE DOOR IS CRACKED 3/4 WAY AROUND AND NEEDS TO BE REPAIRED. CALLED THE DEALERSHIP WHERE WE PURCHASED THE VAN TO GET MORE INFO AND WAS TOLD THAT THEY HAVE SEEN LOTS OF TOYOTA SIENNA VANS WITH THIS PROBLEM. THEY STATED THERE WAS A SPECIAL SERVICE BULLETIN IN 2007 BUT IT WAS NOW EXPIRED AND THERE WASN'T ANYTHING THEY COULD DO. WAS ADVISED TO CONTACT TOYOTA CUSTOMER SERVICE IN TORRANCE CALIFORNIA. WAS ADVISED TO GET IT FIXED AS THE DOOR CHECK COULD BREAK LOOSE DAMAGING MY VAN, OTHER VEHICLES AND POSSIBLE INJURING
SOMEONE CALLED TOYOTA CUSTOMER SERVICE AND WAS TOLD THERE WAS A SERVICE BULLETIN REGARDING THE FAULTY WELDING ON THE DRIVERS DOOR CHECK, BUT THAT WAS EXPIRED. I STATED I NEVER RECEIVED SUCH A BULLETIN OR I WOULD HAVE BEEN MADE AWARE OF THIS PROBLEM AND WOULD HAVE TENDED TO IT. WAS TOLD THEY WERE NOT RESPONSIBLE IF I GOT THE BULLETIN OR NOT. I ASKED WHAT I HAD DONE WRONG IN THE CARE AND KEEPING OF THE VEHICLE. THEY ANSWERED NOTHING. I ASKED WHAT I SHOULD HAVE DONE DIFFERENT REGARDING THE VAN'S DRIVERS SIDE DOOR AND HE ANSWERED ...NOTHING. I TOOK VAN TO BODY SHOP AND THEY CAN WELD IT FOR $650, BUT IT WILL JUST CRACK OUT AGAIN. NEW DOOR WILL BE $2000+. I DON'T SEE HOW THE CONSUMER SHOULD EAT THE COST OF TOYOTA'S FAULTY WELDING/MANUFACTURING, WHEN THERE ARE THOUSANDS OF VEHICLES HAVING THIS SAME EXACT PROBLEM. 

COUPEVILLE WA Failure Date: 10/01/2013

13 10547337 2004 TOYOTA SIENNA STRUCTURE:BODY
AFTER PRESSING THE BUTTON TO OPEN THE POWER SLIDING DOORS, THE CABLE SNAPPED AND WHIPPED. 

PRINCETON MN Failure Date: 07/23/2013

13 10547041 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE THE REAR LIFT GATE IS NOT STAYING IN PLACE WHEN LIFTED, IT FALLS ABOUT 10 INCHES AND THEN THE AUTOMATIC DOOR CLOSE ENGAGES. IF YOU TURN OFF THE AUTOMATIC DOOR, THEN IT SLAMS SHUT. THE STRUTS WERE ALREADY REPLACED ONCE UNDER THE FIRST RECALL. 

LAKE DALLAS TX Failure Date: 10/03/2013

13 10546945 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR WHILE OPENING THE AUTOMATIC, PASSENGER SIDE, REAR SLIDING DOOR, THE CABLE FRAYED AND BECAME STUCK, CAUSING THE DOOR TO STOP MID WAY OPEN. THE DOOR WAS STUCK AND WOULDN'T OPEN OR CLOSE. WE WERE FINALLY ABLE TO GET IT CLOSED, WITH MUCH FORCE, SO THAT WE COULD CONTINUE DRIVING HOME (WE WERE OUT OF TOWN AT THE
TIME). WE WERE TOLD BY TOYOTA THAT IT WOULD COST $3000 TO REPAIR THE PROBLEM, AS THE ENTIRE SYSTEM, NOT JUST THE CABLE, WOULD NEED TO BE REPLACED. I ASKED IF THEY COULD JUST MAKE IT SO THAT I COULD OPEN THE DOOR MANUALLY. HAVING A DOOR THAT WON'T OPEN IS A SAFETY HAZARD. THEY SAID NO. I TOOK THE VAN TO A REPAIR SHOP, WHERE THE OWNER CUT THE CABLE AND TOOK IT OUT. THIS ALLOWED THE DOOR TO BE OPENED AND CLOSED MANUALLY. HOW DID HE MANAGE TO DO SOMETHING THAT I WAS TOLD BY TOYOTA WASN'T POSSIBLE? HE DIDN'T CHARGE ME FOR THIS SIMPLE FIX. I HAVE LETTERS THAT I WROTE TO TOYOTA DETAILING WHAT HAPPENED. WE WERE OFFERED A FREE OIL CHANGE FOR OUR TROUBLE, WHICH I DECLINED AS I WILL NOT VISIT A DEALER AGAIN BY CHOICE, AND TOLD WE WOULD HAVE TO REPAIR THE ISSUE OURSELVES. A TOYOTA REP RECENTLY, 2012, TOLD ME THAT THERE ARE MANY COMPLAINTS WITH THIS SAME ISSUE, BUT A RECALL STATUS HAS NOT YET BEEN REACHED OR SET. VERY DISAPPOINTED THAT TOYOTA ALLOWS THIS TO CONTINUE TO HAPPEN. WHAT COULD OWNERS POSSIBLY DO TO MAKE A CABLE SNAP OR BREAK? IT'S OBVIOUS THIS IS A FAULTY DESIGN AND SHOULD BE REPAIRED. *TR

GRAY TN Failure Date: 07/18/2008

13 10546062 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR WENT OUTSIDE TO TRY TO OPEN MY DRIVER SIDE ELECTRICAL SLIDING DOOR AND THE CABLE SNAPEDDD. I CAN NO LONGER OPEN MY DOOR AND I HAVE A BABY THAT THE CAR SEAT IS ON THE WORKING SIDE AND NOW MY OTHER KIDS HAVE TO TRY TO JUMP OVER THE BABY OR GO OUT THE FRONT DOORS TO GET OUT OF THE CAR. *TR SOUTHTINGTON CT

Failure Date: 09/16/2013


EASTON MA

Failure Date: 06/26/2013

13 10536998 2004 TOYOTA SIENNA STRUCTURE:BODY DRIVER'S SIDE SLIDING DOOR CABLE BROKE. THE HINGE CAME OFF THE TRACK DROPPING THE DOOR AND SCRATCHING THE BODY PANEL. DOOR WILL NO LONGER CLOSE. *TR CAPE ELIZABETH ME Failure Date: 08/23/2013

13 10535213 2004 TOYOTA SIENNA STRUCTURE:BODY THE CABLE FOR THE POWER DOOR ON MY 2004 TOYOTA SIENNA HAS BROKEN AND I RECENTLY LEARNED THAT TOYOTA WAS AWARE OF THE PROBLEM WITH THIS PART AND WAS OFFERING A CUSTOMER SUPPORT PROGRAM TO REPLACE THE DEFECTIVE POWER DOOR MECHANISM. UNFORTUNATELY WE DID NOT RECEIVE THE NOTICE OF THE PROGRAM FROM TOYOTA AND WHEN I CALLED TO GET INFORMATION, I WAS TOLD THAT EVEN THOUGH MY CAR ONLY HAS 79,360 MILES, I DO NOT QUALIFY FOR THE PROGRAM BECAUSE MY CAR IS 10 YEARS OLD. SPECIFICALLY, MY HUSBAND WAS TOLD BY THE CUSTOMER SERVICE SUPERVISOR THAT "TOYOTA DOESN'T MAKE EXCEPTIONS". I'M VERY CONCERNED THAT TOYOTA HAS YET TO ISSUE A SAFETY RECALL ON THIS PART AS THE DOOR IS JAMMED AND NO LONGER USABLE, PUTTING PASSENGERS IN THE BACK SEAT AT RISK BY NOT HAVING A SAFE WAY TO EXIT THE VEHICLE ON THE PASSENGER SIDE. TOYOTA IS AWARE OF THIS SAFETY ISSUE AND THEY ARE NEGLIGENCE BY NOT ISSUING A REPLACEMENT, REGARDLESS OF THE AGE OF THE CAR, ESPECIALLY ON WITH SUCH LITTLE MILEAGE. ALTHOUGH I HAVE YET TO RECEIVE A COPY OF THE SECRET SERVICE BULLETIN, DESPITE REQUESTING ONE FROM THE CUSTOMER SERVICE REP, I UNDERSTAND THAT THE EXTENSION WAS ISSUED 12 MONTHS OR LESS FROM THE DATE THE 2004 WOULD GO OUT OF THE EXTENDED WARRANTY. *TR ST. LOUIS MO Failure Date: 01/20/2013
OUR POWER SLIDING PASSENGER DOOR HAS HAD ISSUES OVER THE YEARS WHERE IT WOULDN'T FUNCTION PROPERLY, AND WE HAD IT REPAIRED AT TOYOTA. MOST RECENTLY, THE DOOR WOULDN'T OPEN AUTOMATICALLY, WE WOULD HAVE TO PUSH IT HARD TO MAKE IT OPEN OR CLOSE. THEN, THE DOOR JUST WOULDN'T CLOSE, AND WE HAD TO DRIVE HOME WITH IT PARTLY OPEN. WE BROUGHT IT INTO THE TOYOTA DEALERSHIP AND THEY TOLD US THE MOTOR NEEDS TO BE REPLACED, AT A COST OF OVER $2,000! WE CAN'T AFFORD THIS, SO WE TOLD THEM WE CAN'T FIX IT, BUT ASKED IF WE COULD MANUALLY OPEN IT. THEY CUT THE CABLE SO WE COULD MANUALLY OPEN IT, BUT THEY TOLD US NOT TO USE IT TOO MUCH OR IT MAY HAVE FURTHER ISSUES. NOW, IT APPEARS WE CANNOT USE THIS DOOR, WHICH MEANS MY CHILDREN NEED TO ENTER THE OPPOSITE DOOR, ENTERING FROM THE STREET. THIS IS A PROBLEM FOR US, BUT WE ARE STUCK BECAUSE WE CAN'T AFFORD THE HUGE REPAIR BILL. *TR

ROCKLIN CA Failure Date: 08/01/2013

POWER SLIDING DOOR CABLE SNAPPED AND CHILDREN IN BACK SEAT CANNOT RIDE SAFELY, AS DOOR WILL NOT OPERATE PROPERLY. SPOKE TO TOYOTA, OPENED A CLAIM, WAS TOLD THE WARRANTY ENHANCEMENT NOTICE WAS ISSUED, BUT ALTHOUGH I WASN'T OVER MY MILEAGE, I WAS OVER THE DATE OF 1ST USE OF VEHICLE. THEY EXTENDED THE WARRANTY FOR THIS FAULTY PART FOR 9 YEARS, 120,000 MILES. MY VEHICLE SAT FOR 8 MONTHS AS WELL WHEN OUR OTHER TOYOTA, THE TUNDRA HAD ITS FRAME REPLACED...BUT EVEN THOUGH THEY STILL WILL NOT HELP. THEY OFFERED TO GIVE ME A GOOD DEAL ON ANOTHER TOYOTA...SERIOUSLY! I JUST LEASED A VENZA 3 MONTHS AGO. I DO NOT WANT ANOTHER VEHICLE, I WANT MINE FIXED SO MY PASSENGERS CAN SIT IN THE BACK SEAT SAFELY WITHOUT WORRY THE DOOR WON'T OPEN OR CLOSE ON THEM! *TR

WESTFIELD MA Failure Date: 06/24/2013
NHTSA Consumer Complaints as of July 21, 2014

13 10532922 2004 TOYOTA SIENNA STRUCTURE:BODY DOOR HINGE ON DRIVERS SIDE BROKE AWAY FROM WELD AND MAKES A LOUD NOISE. PER MY MECHANIC THE WELDED POCKETS WITHIN THE DOOR HAVE MANY CRACKS IN THE SHEET METAL AND THE VAN NEEDS TO GO TO BODY SHOP. *TR WOODBURY HEIGHTS NJ Failure Date: 12/20/2012

13 10532008 2004 TOYOTA SIENNA STRUCTURE:BODY TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE DOOR HINGE FRACTURED FROM THE WELD. THE CONTACT TOOK THE VEHICLE TO A DEALER FOR DIAGNOSTIC TESTING AND WAS ADVISED THAT THE DOOR HINGE NEEDED TO BE REPLACED. THE CONTACT DID NOT HAVE THE DOOR HINGE REPLACED. THE FAILURE MILEAGE WAS 130,000. THE VIN WAS NOT AVAILABLE. INDIANAPOLIS IN Failure Date: 07/05/2013

13 10525032 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE DRIVER SIDE PASSENGER IS JAMMED AND WON'T OPEN OR CLOSE EVEN IN THE MANUAL MODE. I HAD TO DRIVE HOME WITH THE DOOR OPEN SLIGHTLY BECAUSE I COULDN'T GET THE DOOR SHUT. AFTER READING MANY FORUMS ONLINE IT SEEMS THAT THIS IS A PROBLEM WITH TOYOTAS AND IT IS A DEFECT WITH MANUFACTURING. *TR COLUMBIA MD Failure Date: 07/15/2013

13 10523024 2004 TOYOTA SIENNA STRUCTURE:BODY PASSENGER SIDE REAR AUTOMATIC DOOR FAILS TO SENSE A PERSON STANDING IN THE FRAME, ENTERING OR EXITING, AND CLOSES ON THEM. PASSENGER SIDE REAR AUTOMATIC DOOR CLOSES AUTOMATICALLY WHEN ON A DOWNHILL SLOPE, CLOSING ON PASSENGER IF THEY ARE STANDING IN THE FRAME. PASSENGER SIDE REAR AUTOMATIC DOOR IS FAILING TO CLOSE AND POPS BACK OPEN, REQUIRING A FORCE CLOSE BY HAND. DRIVER SIDE REAR MANUAL DOOR FAILED TO CLOSE AND LATCH. DEALER INDICATED IT WAS DUE TO FAULTY WELDS. THE ENTIRE DOOR WAS REQUIRED TO BE REPLACED. *TR SAN JOSE CA Failure Date: 12/15/2005
13 10522866 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
PASSENGER SIDE POWER SLIDING DOOR CABLE BROKE MAKING THE
DOOR INOPERABLE. THE VAN CANNOT BE EXITED ON THE PASSENGER SIDE.
REPAIR INVOLVES MOTOR AND CABLE REPLACEMENT COSTING $1720.
TOYOTA EXTENDED THE WARRANTY TO 9 YEARS FROM PURCHASE AND
120,000 MILES THEREBY ACKNOWLEDGING THEIR ISSUE TO A FAULTY PART.
THEY WOULDN'T REPLACE IT UNTIL IT FAILED. THE CAR WAS GARAGED ITS
ENTIRE 9 YEARS AND THEREFORE IT TOOK 127,550 MILES TO FAIL. EVEN
THOUGH I AM WITHIN THE 9 YEARS OF PURCHASE BY 4 WEEKS, TOYOTA
WON'T HONOR THE WARRANTY EXTENSION DUE TO BEING BEYOND 120,000
MILES. I WILL HAVE TO PAY THIS HIGH COST TO REPLACE A DOOR MOTOR OUT
OF MY OWN POCKET. I WILL NEVER BUY A TOYOTA AGAIN. THIS CABLE SHOULD
NEVER FAIL AND IS A FAULTY PRODUCT WHICH THEY HAVE ACKNOWLEDGED.
*TR   SACO ME   Failure Date: 07/01/2013

13 10521566 2004 TOYOTA SIENNA STRUCTURE ACTUALLY
HAPPENED LONG BEFORE 11/12 BUT FILING IT ALL TOGETHER - THIS MAY OR
MAY NOT AFFECT THE AIRBAGS ON MY CAR. MY CAR HAS NEVER BEEN IN AN
ACCIDENT WHERE THE AIRBAGS DEPLOYED, BUT THE ENTIRE DASHBOARD IS
RIDDLED WITH CRACKS. THIS IS A COMMON PROBLEM IN THIS MAKE & MODEL
& TOYOTA HAS NOT ADDRESSED IT. HAVE NO IDEA HOW I COULD DO A REPAIR.
*TR   MURRELLS INLET SC   Failure Date: 11/01/2012

13 10521275 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE LEFT DOOR OF THE TOYOTA SIENNA VAN STOPPED CLOSING
PROPERLY A FEW YEARS AFTER WE BOUGHT IT. IT WILL NOT CLOSE ALL THE
WAY AND WEARS DOWN THE BATTERY OF THE VAN. THE DOOR OPENS
UNEXPECTEDLY FROM TIME TO TIME WHILE WE ARE DRIVING. *TR
HIGH POINT NC   Failure Date: 05/07/2013

13 10520878 2004 TOYOTA SIENNA STRUCTURE THE PAINT
ON THE OEM 17" ALUMINUM RIMS FOR MY TOYOTA SIENNA STARTED BUBBLING
AND PEELING. IF LEFT UNCHECKED, I WILL HAVE TO HAVE THE WHEELS
EITHER REPLACED OR STRIPPED AND REPAINTED TO KEEP THE METAL FROM
CORRODING AND THE RIMS FROM FAILING. THE BUBBLING HAPPENS ON THE INSIDE OF THE RIMS AS WELL, MAKING A GOOD SEAL WITH THE TIRE DIFFICULT AND CAUSING SLOW AIR LEAKS. THUS FAR TOYOTA REFUSES TO RECOGNIZE THE PROBLEM. *TR SPOKANE WA Failure Date: 06/30/2008

13 10520488 2004 TOYOTA SIENNA STRUCTURE:BODY SIENNA IS EXPERIENCING THE BROKEN WELDS ON THE DRIVERS SIDE DOOR CHECK POCKET. THE POCKET ALTHOUGH REPAIRED ONCE HAS NOW FRACTURED / CRACKED. *TR STOW OH Failure Date: 06/12/2012


13 10515756 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
SLIDING SIDE DOOR AUTOMATIC OPENER CABLE BROKE, DISABLING THE
OPENER. DO NOT USE THAT DOOR ANYMORE BECAUSE IT CAN STICK IN THE
OPEN POSITION NOW. THIS IS COVERED BY A CUSTOMER SUPPORT PROGRAM
(CSP) THAT IS GOOD FOR 9 YEARS OR 125,000 MILES, BUT MY CAR IS PAST
THAT. SINCE THIS IS A KNOWN PROBLEM, AND SINCE IT CAN BE EXPECTED TO
OCCUR, BUT OCCUR LATER THAN THE WARRANTY FOR DOORS THAT AREN'T
USED THAT OFTEN, I FEEL TOYOTA SHOULD FIX THIS PAST THEIR EXTENDED
WARRANTY. *TR HONOLULU HI Failure Date: 12/03/2012

13 10515114 2004 TOYOTA SIENNA STRUCTURE:BODY
PASSENGER SIDE BACK SLIDING DOOR (AUTOMATIC) CORD BROKE. THE
WIRE THAT IS LIKE THE PULLEY FOR THE DOOR FRAYED AND BROKE, MAKING
THE DOOR INOPERABLE. THE MOTOR STILL WORKS FIN THOUGH. MY
CONCERN IS OF MY CHILDREN’S SAFETY. THE DOOR WILL NOT LATCH
SECURELY NOW, AND/OR OPEN COMPLETELY. WE HAVE SHUT THE AUTO
DOOR OFF, BUT IT MAKES NO DIFFERENCE. THE DOOR GETS STUCK IN OPEN
POSITION AND IS A SAFETY ISSUE. WE HAVE SET THE CHILD LOCK AS WELL.
WE WILL NOT BE USING THAT DOOR AT ALL, IN CASE IT TRAPS ONE OF THE
ARMS/LEGS OF OUR PASSENGERS. TOYOTA IS REQUESTING THOUSANDS OF
DOLLARS TO FIX IT... *TR WESTFIELD MA Failure Date: 05/25/2013

13 10515086 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE OUR LOCAL TOYOTA DEALER
REPLACED THE LIFT GATE STRUTS DUE TO A RECALL EVEN THOUGH THE
ORIGINAL STRUTS WERE FINE. AFTER THE REPLACEMENT, THE NEW STRUTS
DO NOT WORK PROPERLY DURING WARM WEATHER. THE LIFT GATE WILL
PARTIALLY GO DOWN AND THEN THE LIFT GATE JERKS BACK UP AND DOES
NOT CLOSE. THE DEALER WAS CONTACTED ABOUT THIS PROBLEM AND THE
CAR WAS TAKEN BACK IN. DEALER SAID THEY "DIDN'T KNOW WHAT TO DO"
AND WOULD CONTACT TOYOTA AND CALL US BACK. THEY NEVER DID.
*TR COLORADO SPRINGS CO Failure Date: 07/24/2012
13 10514897  2004 TOYOTA SIENNA STRUCTURE:BODY LOUD POPPING NOISE IN DRIVER'S DOOR. TOYOTA DEALER QUICKLY KNEW THE "DOOR CHECK" NEEDED TO BE REPLACED JUST BASED ON MY DESCRIPTION. COST ME $700 TO FIX, AND THAT WAS BECAUSE I HAD A 15% OFF COUPON. *TR WARREN RI Failure Date: 05/01/2013


13 10512603  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE REAR SLIDING DOOR CABLE FRAYED AND SNAPPED. WHEN I OPENED DOOR IT JAMMED AND WOULD NOT CLOSE. I HAD TO DRIVE WITH DOOR HALF WAY OPEN TO GET WHERE I COULD GET IT FIXED. *TR KAPOLEI HI Failure Date: 03/18/2013

13 10512570  2004 TOYOTA SIENNA STRUCTURE:BODY TOYOTA SIENNA FRACTURED DEFECTIVE LEFT FRONT DOOR CHECK POCKET POPPING NOISE DUE TO WELD FAILURES. HERE IS THE VIDEO FROM THE WEB IT SHOW MANY SIENNA OWNERS HAVE: HTTP://WWW.YOUTUBE.COM/ WATCH?V=5EOLQNPSIMU&NR=1&FEATURE=ENDSCREEN. *TR HOUSTON TX Failure Date: 04/10/2013

13 10512378  2004 TOYOTA SIENNA STRUCTURE:BODY THE FIRST INCIDENT IS THAT THE PASSENGER SIDE SLIDING DOOR STARTED TO RUB THE PAINT OFF THE BODY, SO WE DISABLED IT SINCE THE DEALER SAID
IT WAS OUT OF WARRANTY AND WOULD COST US $1800. A COUPLE YEARS LATER THE DRIVER SIDE SLIDING DOOR SEIZED AND WOULDN'T CLOSE. I HAD TO DRIVE TO WHERE MY WIFE AND KIDS WERE STRANDED AND CUT THE DOOR'S CABLES, SO SHE COULD DRIVE HOME. A COUPLE YEARS AFTER THAT I RECEIVE AN EXTENDED WARRANTY LETTER FROM TOYOTA FOR THEIR SLIDING DOORS, HOWEVER, SINCE THERE IS A 120,000 MILE STIPULATION AND OURS HAD MORE MILES THAN THAT THEY SAID SORRY WE ARE OUT OF LUCK. TOYOTA EXTENDED THE WARRANTY BECAUSE THEY KNEW THERE WAS A PROBLEM WITH THEIR SLIDING DOORS, BUT SET STIPULATIONS, LIKE MILEAGES, SO MANY PEOPLE COULD NOT TAKE ADVANTAGE!!! I ALSO HAD A PROBLEM WITH THE DRIVER'S DOOR HINGE WELD BREAKING, THE DEALER ONCE AGAIN TOLD ME THERE WAS NO RECALL AND IT WOULD COST ME A FEW HUNDRED DOLLARS TO WELD IT BACK TOGETHER. AFTER LOOKING AT THE HINGE'S WELD I COULD TELL IT WAS AN ASSEMBLY MISSTAKE. SINCE I KNOW HOW TO WELD I REMOVED THE DOOR MYSELF AND RE-WELDED THE HINGE. SEVERAL MONTHS AFTER FIXING IT MYSELF I FOUND OUT THERE WAS A RECALL. *TR VICTOR NY Failure Date: 05/30/2007

13 10511917 2004 TOYOTA SIENNA STRUCTURE:BODY  THE 2004 THROUGH 2010 TOYOTA SIENNA MODELS HAVE A KNOWN DEFECT IN THE CABLE ASSEMBLY OF THE POWER SLIDING DOORS. MY 2004 SIENNA HAS THE SAME PROBLEMS AS NUMEROUS OTHER VEHICLES WITH A LOUD GRINDING NOISE ON THE PASSENGER SIDE POWER SLIDING DOOR DUE TO A FRAYING CABLE THAT MAKES IT IMPOSSIBLE TO OPERATE THE DOOR OR EXIT THE VEHICLE IN AN EMERGENCY. TOYOTA HAS TAKEN THE STEP TO EXTEND THE WARRANTY ON SLIDING DOORS BUT ONLY TO 9 YEARS OR 120K MILES WHICHEVER COMES FIRST. THIS IS A KNOWN MANUFACTURING DEFECT AND A SAFETY ISSUE THAT SHOULD BE DEALT WITH BY ISSUING A FULL RECALL RATHER THAN EXTENDING THE WARRANTY. QUOTED REPAIRS FROM MY LOCAL TOYOTA DEALER WERE AROUND $1500. THESE REPAIRS ARE COVERED ONLY FOR THOSE WHO THE EXTENDED WARRANTY IS IN EFFECT. PLEASE NHTSA ORDER TOYOTA TO ISSUE A FULL RECALL ON 2004-2010 TOYOTA
13 10510426 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR

MY WIFE WAS SHOPPING WITH MY 3 YEAR OLD DAUGHTER AND DOG AND COULDN'T GET THE DRIVERS SIDE AUTO SLIDING DOOR TO SHUT. I Arrived and noticed the cable sheathing was frayed approximately 6 inches in from the pulley system. The door would auto slide until this frayed part hit the pulley, seize and return open. I manually tried pulling the door shut thinking I could get the frayed part through the pulley, but I guess the tolerances were too tight and it wouldn't allow closure. The local Toyota dealership told me to cut the cable so I cut the tensioner cable portion behind the door to allow it to close. After dropping off at the Toyota, they demanded a $1000 upfront fee from my wife for a new motor. I am trying to get them to cancel the motor purchase since the motor still works, but haven't gotten through yet. The locking mechanism still works (after I cut the cable and was able to shut the door). With the number of complaints, NHTSA needs to bring this up to Toyota and make a recall. *TR

PAPILLION NE Failure Date: 05/02/2013

13 10509333 2004 TOYOTA SIENNA STRUCTURE: BODY TL*

The contact owns a 2004 Toyota Sienna. The contact stated that the front driver's side door would exhibit a loud pop when being opened. The contact inspected the vehicle and noticed that the welding was fractured. The manufacturer was made aware of the failure. The vehicle was not repaired. The approximate failure mileage was 140,000. The VIN was not available. *TR

MONAHANS TX Failure Date: 11/15/2012

13 10505848 2004 TOYOTA SIENNA STRUCTURE TL*

The contact owns a 2004 Toyota Sienna. The contact stated that the dashboard was cracked and she was concerned that the air bag...
WOULD DEPLOY INADVERTENTLY. THE VEHICLE WAS TAKEN TO A DEALER, WHO INFORMED HER THAT THE ENTIRE DASHBOARD WOULD NEED TO BE REPLACED. FAILURE MILEAGE WAS 71,000 AND THE CURRENT MILEAGE WAS 91,000. UPDATED 06/17/13


13 10503868 2004 TOYOTA SIENNA STRUCTURE:BODY DURING OPENING AND CLOSING THE FRONT DOOR ON DRIVER SIDE, IT MAKES A LOUD POPPING NOISE. *TR PORT ORCHARD WA

13 10503482 2004 TOYOTA SIENNA STRUCTURE:BODY UPON PRESSING THE OPEN BUTTON ON THE REMOTE FOR THE PASSENGER SIDE SLIDING REAR DOOR, IT MAKES NOISE BUT DOES NOT OPEN. UPON FURTHER INVESTIGATION WE REALIZED THE CABLE HAD FRAYED AND THE DOOR GOT JAMMED HALF WAY OPEN. WE TOOK IT TO THE DEALERSHIP AND WERE TOLD TO ASK FOR AN EXCEPTION BUT BECAUSE IT WAS NOT COMPLETELY BROKEN THEY WOULD NOT FIX IT! THIS POSES A SAFETY ISSUE AS THE ONLY EXIT FOR REAR PASSENGERS IS NOW THE DRIVERS SIDE REAR DOOR UNTIL IT BREAKS AS WELL. RESEARCH SUGGESTS WE ARE JUST BARLEY OVER AND ONLY MONTHS BEYOND THE EXTENDED WARRANTY SERVICE FOR THIS DEFECT @ 120K OR 9YRS, LEAVING US TO ABSORB THE ENTIRE 1500-1800$ COST ASSOCIATED WITH REPAIR. *TR REDMOND OR

Failure Date: 04/10/2011
Failure Date: 07/08/2010
Failure Date: 02/04/2013
Failure Date: 03/08/2013

NHTSA Consumer Complaints as of July 21, 2014
Upon trying to open the manual, rear sliding door on the driver's side, it only open a few inches. Almost felt like it was hitting something, preventing it from fully opening. Took it to a local, reputable mechanic, who tried to "feel" if anything was stuck in the track. Did not see or feel anything in the track. After reading several Toyota blogs, including this site, it seems that a safety feature has malfunctioned. There is a safety feature which prevents the door from opening completely when the fuel door is open. The mechanic said that the entire door would have to be taken off, accessing it by removing the center seats and going in from the opposite sliding door. A costly job. This is apparently a manufacturer defect. I have two 9 year old boys, and if we were involved in an accident, one of them would not be able to get out from his side...this poses a great danger to my child. This needs further investigation by the NHTSA.gov and a recall issued by Toyota! *TR

Staten Island NY Failure Date: 09/03/2012

The driver door makes a double clicking sound either on opening or closing. Tried putting DW40, but did not work. After "Googling" the problem, discovered that many other Toyota Sienna owners have the same problem. It seems an issue with the way the welding is done on the door. Some bloggers have said that the dealer fixed it at no charge. Others state that the dealer and/or Toyota will not address the issue because the vehicle is outside the warranty. My deepest fear is that many drivers have stated that the door has not opened at all and that they need to exit the car from the passenger side. This is obviously a manufacturer's defect and definitely poses a danger if the driver cannot exit the car, especially if there is an emergency. Thank you! *TR

Staten Island NY Failure Date: 08/31/2012
13 10502740 2004 TOYOTA SIENNA STRUCTURE:BODY UPON PRESSING THE OPEN BUTTON ON THE REMOTE FOR THE PASSENGER SIDE SLIDING REAR DOOR, THERE WAS ALOT OF GRINDING AND SCREECHING AND THE DOOR ONLY OPENED PARTIALLY. UPON FURTHER INVESTIGATION WE REALIZED THE CABLE HAD SNAPPED AND THE DOOR GOT JAMMED HALF WAY OPEN. AFTER SOME CONSIDERABLE EFFORT WE WERE ABLE TO CLOSE THE DOOR MANUALLY BUT IT WAS FOR THE LAST TIME. THE DOOR IS NOW STUCK CLOSED AND IS COMPLETELY INOPERABLE. THIS POSES A SAFETY ISSUE AS THE ONLY EXIT FOR REAR PASSENGERS IS NOW THE DRIVERS SIDE REAR DOOR UNTIL IT BREAKS AS WELL. RESEARCH SUGGESTS WE ARE JUST A FEW MILES OVER AND ONLY MONTHS BEYOND THE EXTENDED WARRANTY SERVICE FOR THIS DEFECT @ 120K OR 9YRS, LEAVING US TO ABSORB THE ENTIRE 1500-1800$ COST ASSOCIATED WITH REPAIR. *TR

INDEPENDENCE  MO  Failure Date:  03/08/2013

13 10502181 2004 TOYOTA SIENNA STRUCTURE:BODY DRIVER SIDE DOOR WON'T OPEN ALL THE WAY AND THE DRIVER SIDE WINDOW WON'T GO ALL THE WAY DOWN. TOYOTA EXTENDED THE WARRANTY FOR A KNOWN DEFECTED WELD HOWEVER THIS WARRANTY IS FOR A 5 YEAR TERM OR 100K MILE FOR AN VERY IMPORTANT PART OF THE CAR. BECAUSE THE WINDOW WON'T GO DOWN TO PAY TOLLS I MUST OPEN THE DOOR. THE MAY CAUSE A DANGEROUS SITUATION. TOYOTA SHORT CHANGED ANY OWNER OF THIS VEHICLE BY NOT RECALLING THE VEHICLE FOR THIS DEFECT. *TR  
BLAUVELT  NY  Failure Date:  11/23/2012

13 10501870 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR ONCE OPENED, THE VEHICLE DOOR WOULD NOT CLOSE. I HAD TO USE EXCESSIVE FORCE TO GET IT TO CLOSE & THE ONLY WAY IT DID SO WAS AFTER THE POWER SLIDING DOOR CABLE HAD SNAPPED. HAD THIS
HAPPENED WHILE AWAY FROM HOME, I MAY HAVE HAD TO DRIVE HOME WITH THE DOOR OPEN. *TR
ST. LOUIS MO Failure Date: 03/06/2013

13 10498141 2004 TOYOTA SIENNA STRUCTURE:BODY TL*

CHICAGO IL Failure Date: 06/16/2004

13 10496844 2004 TOYOTA SIENNA STRUCTURE:BODY OUR
2004 TOYOTA SIENNA MINIVAN WAS PARKED. I OPENED THE PASSENGER SIDE REAR SLIDING DOOR REMOTELY WITH THE KEY FOB. I INSTANTLY HEARD A POPPING/CRUNCH NOISE, AND HEARD IT AGAIN WHEN I CLOSED THE DOOR. I DISCOVERED THAT THE EXTERIOR CABLE THAT CONTROLS THE SLIDING MOTION OF THE DOOR HAD FRAYED AND THE PLASTIC SHEATHING OF THE CABLE WAS GONE. THE TOYOTA DEALER (INSTANTLY FAMILIAR WITH THE PROBLEM) ADVISED THAT I WOULD HAVE TO REPLACE BOTH THE CABLE AND THE MOTOR FOR A COST OF $1300, AND THAT THERE WERE NO LESS COSTLY OPTIONS. THIS IS A SAFETY ISSUE THAT SHOULD HAVE BEEN ADDRESSED BY TOYOTA LONG AGO SINCE IT WAS CLEARLY A DESIGN FLAW...AND THEIR RECENT "EXTENDED WARRANTY" EXCLUDES WAY TOO MANY VEHICLES. EDMUNDS.COM COMPLAINTS SPECIFICALLY ADDRESSING THIS TOYOTA SIENNA DOOR ISSUE BEGAN IN 2006, AND NOW THERE ARE 74 PAGES AND 740 REPORTS OF DAMAGED CARS AND KIDS AT RISK DUE TO INABILITY TO OPEN THE DOOR, CABLES SNAPING AND PARTS HITTING PEOPLE IN THE FACE, PEOPLE ATTEMPTING TO ADDRESS THE ISSUE BY SIMPLY REMOVING THE...
CABLE AND OPERATING THE DOOR MANUALLY ONLY TO FIND THAT THE DOOR GETS STUCK IN THE OPEN POSITION AND WILL NOT CLOSE, AND OWNERS REPLACING THE EXPENSIVE CABLE/MOTOR COMPONENT AT AN EXORBITANT COST ONLY TO HAVE THE PROBLEM RECUR. OWNERS OF THESE VEHICLES AND THEIR CHILDREN ARE AT RISK. PLEASE ADDRESS THIS ISSUE PROMPTLY.

*TR OAK HILL VA Failure Date: 02/03/2013

13 10495643 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 2004 TOYOTA SIENNA. CONSUMER WRITES IN REGARDS TO VEHICLE SLIDING DOOR MALFUNCTION. *SMD THE CONSUMER STATED THE LEFT SLIDING DOOR CAME OFF TRACK, AFTER THE CABLE SYSTEM MALFUNCTIONED. WHEN THE DOOR FELL DOWN TO THE SIDE STEP, IT SHATTERED THE LEFT REAR WINDOW. HOBART IN Failure Date: 09/01/2009

13 10495299 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR WENT TO OPEN THE DRIVERS SIDE AUTOMATIC SLIDING DOOR ON MY 2004 SIENNA XLE, THE DOOR OPENED ABOUT 6 INCHES AND STOPPED. I GOT OUT TO OPEN IT MANUALLY AND IT WOULD NOT OPEN. I WAS ABLE TO CLOSE IT AND THAT IS WHEN I SAW A CABLE HANGING DOWN THE SIDE OF THE VAN, THAT’S WHEN I FIGURED OUT THE CABLE THAT OPENS THE DOOR HAD BROKE. I AM NOW UNABLE TO USE THE DOOR AS IT WILL ONLY OPEN ABOUT SIX INCHES. IT WILL NOW COST ME $1200 TO GET IT FIXED AS IT IS ABOUT SIX MONTHS PAST THE 9 YR. 120000 MILE EXTENDED WARRANTY TOYOTA HAD PUT ON THIS PART. I AM OBVIOUSLY NOT THE ONLY ONE THAT HAS HAD THIS PROBLEM AND AM HOPING THE PASSENGER SIDE DOOR DOES NOT GO THROUGH THE SAME ISSUE COSTING ME ANOTHER $1200. *TR LOMBARD IL Failure Date: 01/30/2013

WOULD WORK. I DISCUSSED IT WITH SERVICE BUT THE DOOR WAS WORKING SO IT WAS NOT DOCUMENTED IN MY FILE. TOYOTA THEN SENT A NOTICE ABOUT THE SPARE TIRE RACK. I HAD THAT REPLACED. THE SLIDING DOOR CABLE SNAPPED. TOYOTA ISSUED AN EXTENDED WARRANTY FOR SIENNAS WITH LESS THAN 120,000 MILES OR 9 YEARS. I MET THE NINE YEAR CRITERIA BUT HAD TOO MANY MILES ON THE CAR. TOYOTA KNOWS MILES ON THE CARE HAVE NOTHING TO DO WITH THE CABLE MALFUNCTION. IT IS A MATERIAL AND DESIGN PROBLEM BUT THEY REFUSE TO OWN UP TO THE PROBLEM. I WANT TO TOYOTA TO REPAIR THE DOORS ON THE VAN. THE DOOR WILL JUST COME OPEN. THEN THE BATTERY DIES BECAUSE THE LIGHT WILL DRAIN THE CAR. WE ARE LEFT STRANDED IN THE COLD OF WINTER. THE COST FOR TOYOTA TO REPAIR THE DOOR IS $2,300.00. THIS IS ABSURD!! THE PROBLEM IS MATERIALS AND DESIGN. TOYOTA SHOULD NOT BE ALLOW TO MAKE ITS CUSTOMERS PAY FOR THEIR ERRORS NOR SHOULD THEY BE ALLOWED TO ENDANGER THE SAFETY AND LIVES OF ITS CUSTOMERS. *TR

MILAN MI Failure Date: 07/16/2007

13 10493629 2004 TOYOTA SIENNA STRUCTURE:BODY
TOYOTA ISSUED A WARRANTY ENHANCEMENT NOTIFICATION FOR 2004-2007 MODEL YEAR SIENNAS FOR FRONT DOOR CHECK MOUNTING PANEL FAILURES. THIS WARRANTY HAS EXPIRED AND MY FRONT DOOR IS FAILING DUE TO FAULTY SPOT WELDS. IF THE DOOR CHECK COMPLETELY FAILS, THE DOOR WINDOW CAN BREAK INJURING THE DRIVER. THIS PROBLEM IS PERSASIVE IN THESE MODEL YEARS AND TOYOTA NEEDS TO ISSUE A RECALL. *TR

EAGLE POINT OR Failure Date: 01/21/2013

13 10492946 2004 TOYOTA SIENNA STRUCTURE:BODY
PASSENGER SIDE POWER DOOR CABLE SNAPPED AND THE DOOR WOULDN'T CLOSE NOR OPEN. TRIED TO OPEN IT MANUALLY, NO LUCK UNLESS YOU USE ENORMOUS AMOUNT OF POWER WHICH MIGHT DO DAMAGE TO SOME OTHER PARTS OF THE VEHICLE. EVEN IF DOOR MANAGED TO GET OPEN IT WON'T CLOSE, WHICH IS A SAFETY ISSUE. *TR

ADELANTO CA Failure Date: 01/10/2013
TOYOTA SIENNA STRUCTURE: BODY: DOOR

2004 TOYOTA SIENNA LE MINIVAN. CONSUMER WRITES IN REGARDS TO DEFECTIVE REAR ELECTRICAL SLIDING DOOR. *SMD NORTH BERWICK ME Failure Date: 01/01/2013

THIS HAS HAPPEN MULTIPLE TIMES. HAPPEN LAST YEAR AND THIS YEAR. THE SLIDING DOOR DOES NOT CLOSE IN MIDDLE OF JOURNEY WHICH FORCES YOU TO DRIVE WITH KIDS WITH DOOR OPEN UNTIL YOU CAN GET THE DOOR FIXED.. LAST YEAR IT WAS WITH LEFT SLIDING DOOR TODAY THE RIGHT SLIDING DOOR GOT STUCK IN MIDDLE OF MY SHOPPING TRIP AND WE HAD TO DRIVE WITH TWO KIDS 3 YRS AND 6YRS WITH RIGHT SLIDING DOOR OPEN TO HOME. THIS IS COMMON PROBLEM ON INTERNET AND HIGHWAY SAFETY SHOULD CONSIDER A PUBLIC RECALL TO THIS SLIDING DOOR PROBLEM.
*TR NEW HYDE PARK NY Failure Date: 12/13/2011

TOYOTA SIENNA'S EQUIPPED WITH POWER SLIDING DOORS USE A PLASTIC COATED STEEL WIRE TO OPERATE THE DOOR VIA A WHEEL AND MOTOR. THIS PLASTIC DETERIORATES OVER TIME AND THE STEEL WIRE CORRODES AND FAILS LEADING TO THE INOPERABLE ABILITY OF THE DOOR IN THE POWER MODE. IN POWER MODE: THE DOOR WILL REMAIN CLOSED IF ATTEMPTED TO BE OPENED WHILE THE VEHICLE IS IN A MOTION GEAR. IT ALSO ALLOWS THE CONTROLLED OPEN AND CLOSURE OF THE DOOR WITH AN AUTOMATIC REVERSAL IF THE DOOR DETECTS OBSTRUCTION. DISENGAGING THIS POWER MODE ALLOWS THE DOOR TO BE OPENED WHEN IN MOTION. IT ALSO ALLOWS THE DOOR TO SLAM CLOSED IF VEHICLE IS PARKED ON AN INCLINE AND COULD INJURE A PERSON NOT EXPECTING THE CLOSURE OR OPENING. TOYOTA HAS OFFERED A "SERVICE EXTENSION", NOT A RECALL, FOR A PART THAT IS INTEGRAL FOR THE SAFE OPERATION OF THE SLIDING DOORS. THIS EXTENSION WILL ONLY COVER A SMALL PERCENTAGE OF VEHICLES IN THEIR ALLOTED TIME FRAME. THE ACTUAL FAILED PART IS NOT AVAILABLE FOR REPLACEMENT AND A WHOLE DOOR ACTUATOR MUST BE
PURCHASED AND INSTALLED AT $1100 PER DOOR. *TR CHESWICK

Failure Date: 11/15/2012

13 10491805 2004 TOYOTA SIENNA STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS REAR LIFT GATE STRUTS REPLACED ON 3/11/2008 BY TOYOTA DUE TO REAR LIFT GATE NOT STAYING OPEN AND CLOSING DOWN ON TOP OF US BY ITSELF. REAR LIFT GATE STRUTS REPLACED AGAIN ON 12/18/2009 BY TOYOTA DUE TO THE SAME THING HAPPENING. REAR LIFT GATE STRUTS ARE AGAIN FAILING AS OF 12/2012. CALLED TOYOTA ABOUT IT AND THEY WILL NOT REPLACE THEM STATING THEY ARE OUT OF WARRANTY. THE REAR LIFT GATE OPENS SLOWLY, THEN BEGINS TO CLOSE DOWN ON TOP OF YOU BY ITSELF. THE REAR LIFT GATE TAKES GREAT FORCE TO STOP IT FROM COMING DOWN ON TOP OF YOU. THE SAFETY MECHANISM/AUTO REVERSAL DOES NOT SEEM TO WORK PROPERLY AS IT TAKES A VERY STRONG PERSON TO REVERSE IT. A WOMAN OR CHILD COULD EASILY BE CRUSHED BY THE REAR GATE AS THEY MAY NOT BE ABLE TO FORCE IT BACK UP. BEING THAT THESE NEW STRUTS IN 2009 WERE SUPPOSE TO BE "LONGER LASTING" ACCORDING TO TOYOTA, THEY ARE HAVING TO BE REPLACED MUCH SOONER THAN MOST CONSUMERS WOULD EXPECT. NEW STRUTS BEING REPLACED EVERY 3 YEARS IS NOT WHAT THE CONSUMER EXPECTS OF "LONGER LASTING" STRUTS. AT SOME POINT, SOMEONE IS GOING TO GET SERIOUSLY HURT OR KILLED BY THESE DEFECTIVE REAR LIFT GATE STRUTS. [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).

*TR MINT HILL NC Failure Date: 03/11/2008

13 10491432 2004 TOYOTA SIENNA STRUCTURE: BODY TL*
The contact owns a 2004 TOYOTA SIENNA. The contact stated that when opening and closing the front driver's side door, the door would exhibit a loud popping noise. The contact was concerned that the door would detach from the vehicle. The vehicle was taken to the dealer where he was advised that the welding on the door was rusted and needed to be replaced. The vehicle was not
REPAIRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 105,000. THE CURRENT MILEAGE WAS APPROXIMATELY 111,000.

DUNWOODY GA Failure Date: 10/01/2012

13 10490991 2004 TOYOTA SIENNA STRUCTURE:BODY TL*


NORTH EASTON MA Failure Date: 06/15/2010

13 10490624 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

I HAVE 2004 TOYOTA SIENNA MINIVAN LE MODEL. 2 YEARS AGO TRYING TO GET OUT OF DRIVERS SEAT, AS I TRIED TO OPEN THE DOOR I HEARD A MOTORIZED CLICKING SOUND AND THE DOOR WOULDN'T OPEN FROM INSIDE. I TOOK TO A MECHANIC AND HE FOUND THAT THE METAL WIRE THAT CONNECTS TO THE LATCH HAD BROKEN. I CALLED TOYOTA AND THEY SAID IT
WILL COST $250 FOR THE ASSEMBLY THAT CONTROLS THE LATCH TO OPEN THE DOOR. LAST YEAR MY POWER SLIDING DOOR (PASSENGER SIDE) STARTED ACTING UP. SOMETIMES THE DOOR WOULD OPEN AND SOMETIMES IT WON'T WHEN I PRESS THE POWER DOOR BUTTON LOCATED ON THE CEILING CLOSE TO DRIVER'S SIDE. THEN IT WOULD ONLY OPEN FROM OUTSIDE IF I PULL THE LATCH FROM OUTSIDE. THEN ONE DAY WHEN I PULLED THE DOOR LATCH FROM OUTSIDE TO OPEN IT, I HEARD A LOUD NOISE AND THE METAL CABLE THAT THE DOOR SLIDES ON SNAPPED! I RECEIVED AN"ENHANCEMENT RECALL" LETTER FROM TOYOTA JUST AFTER THE WARRANTY EXPIRED. I SEARCHED THE WEB AND SAW COMPLAINTS THAT TOYOTA DOES THIS ON PURPOSE LAST MINUTE EXPECTING THAT CUSTOMERS WON'T SEE IT IN TIME. I CALLED THE SCION DEALERSHIP IN PALATINE, IL AND THEY SAID THAT IT WILL COST ME $120 TO INSPECT WHAT'S WRONG WITH THE POWER DOOR AND THERE ARE 4 TO 5 PARTS WHERE 1 OR MORE COULD HAVE GONE BAD. SOME PARTS ARE COVERED AND OTHERS ARE NOT COVERED BY THE WARRANTY. THIS SHOULD BE SAFETY RECALL AND COULD KILL A SMALL KID. A CLASS ACTION SUIT MUST BE FILED AGAINST TOYOTA FOR RIPPING OFF CUSTOMERS. THEY SHOULD BE FIXING IT FOR FREE SINCE ITS A DESIGN FLAW. I WOULD EXPECT AN ENGINE TO FAIL AT 96000 MILES BUT NOT THE 2 DOORS (FRONT MANUAL DOOR AND POWER SLIDING DOOR). BIG COMPANIES LIKE TOYOTA NEEDS TO CUT OFF BONUS FORM CEO AND BOARD OF DIRECTOR'S PAYCHECK AND USE THE MONEY TO CORRECT THEIR DESIGN FLAWS. I PAID $32,000 AND EXPECT TOYOTA TO RETURN THE COST OF REPAIR WHICH IS $1800+TAX OR FIX IT FOR FREE AND THANK ME THAT I DID NOT FILE A SUIT AGAINST THEM. 

TOYOTA ISSUED A RECALL FOR THE POWER CORD ON THE ELECTRIC SLIDING DOOR. THE DESIGN (LOCATED ON THE DOOR'S EXTERIOR) EXPOSED IT TO THE ELEMENTS AND CAUSED THE CABLE TO SNAP. THAT HAPPENED TO MY 2004 SIENNA BUT MY VAN WAS BEYOND THE MAX MILEAGE THEY ALLOWED IN THE RECALL. SO WE'VE JUST BEEN USING THE DOOR MANUALLY. YESTERDAY, MY SON OPENED THE DOOR A LITTLE TOO HARD AND HE HAD TO...
PULL HARDER THAN NORMAL TO GET IT TO CLOSE. WHEN HE PULLED AND
THE DOOR RELEASED, THE DOOR FELL OFF!!!! WE HAVE RUNNING BOARDS SO
THE DOOR WAS RESTING ON THE RUNNING BOARDS. I CAN NOT BELIEVE A
DOOR WOULD JUST FALL OFF! NO DOOR SHOULD EVER FALL OFF,
ESPECIALLY A QUALITY TOYOTA VEHICLE. THIS HAPPENED IN MY DRIVEWAY,
SO WE WERE OKAY BUT WHAT IF THIS WOULD HAVE HAPPENED WHEN I WAS
AN HOUR AWAY FROM HOME LIKE I WOULD HAVE BEEN TODAY, AT MY SON'S
BASKETBALL GAME? WE WOULD HAVE HAD TO HAVE IT TOWED AND DEALT
WITH HOW TO GET MY FAMILY OF 5 BACK HOME. I BELIEVE THIS WOULD HAVE
NEVER HAPPENED HAD TOYOTA NOT EXCLUDED MY VAN FROM THE
RECALL DUE TO MILEAGE. *TR LEAGUE CITY TX Failure Date: 12/27/2012

13 10490301 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE CABLES ON BOTH THE LEFT AND RIGHT SIDE AUTOMATED SLIDING
PASSENGER DOORS HAVE SNAPPED WITHIN A 4 MONTHS OF ONE ANOTHER
(RIGHT SIDE ON 8/24 AND THE LEFT SIDE ON 12/26) AND NOW I AM UNABLE TO
OPEN EITHER DOOR. THE DOORS WILL NOT OPERATE EVEN MANUALLY SO
THE ONLY WAY FOR A PASSENGER TO GET IN OUR OUT OF THE CAR IS
THROUGH THE REAR LIFT TAILGATE OR THE FRONT DOORS OF THE VEHICLE.
THIS IS NOT ACCEPTABLE IN THE CASE OF AN EMERGENCY OR ACCIDENT.
TOYOTA EXTENDED THE WARRANTY ON THESE COMPONENTS TO 120K MILES
BUT THIS WAS ANNOUNCED AFTER MY VEHICLE PASSED THAT MILEAGE.
TOYOTA IS CHARGING CUSTOMERS TO ALLOW THE DOORS TO BE OPERATED
MANUALLY EVEN WITH THIS BEING A CLEAR SAFETY ISSUE. TOYOTA NEEDS
TO RECALL THESE VEHICLES FOR THIS CONDITION BASED ON THE SAFETY
ISSUES THIS CREATES FOR PASSENGERS. TOYOTA SERVICE BULLETIN
NUMBER (SB-0280-10) DATE OF BULLETIN : OCT 04, 2010 NHTSA ITEM
NUMBER : 10036906 COMPONENT : STRUCTURE:BODY:DOOR SUMMARY :
TOYOTA: SOME VEHICLES MAY EXHIBIT A CONDITION WHERE ONE OR B
OTH SLIDING DOORS DO NOT OPEN OR CLOSE SMOOTHLY. INSPECT THE SLIDING
DOOR LOCK ASSEMBLIES AND REPLACE THE AFFECTED COMPONENTS AS
NEEDED, ACCORDING TO THE LISTED INSTRUCTIONS. *PE *TR

CINCINNATI OH Failure Date: 08/24/2012

13 10489941 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE 2004 TOYOTA SIENNA XLE LIMITED. CONSUMER WRITES IN REGARDS TO PROBLEMS WITH DOORS ON VEHICLE. *SMD THE CONSUMER STATED THE REAR LIFT GATE WAS REPAIRED SEVERAL TIMES. THE CONSUMER WAS INFORMED THERE WAS A RECALL INVOLVING A PARTICULAR PART ON THE VEHICLE, AND SHE HAS BEEN HAVING PROBLEMS EVER SINCE. THE CONSUMER STATED WHEN SHE OPENED THE LIFTGATE, IT WOULD FLY OPEN TOO QUICKLY AND WHEN SHE CLOSED IT, IT WOULD ESSENTIALLY CRUSH SOMEONE UNTIL IT FINALLY RE-OPENED. THE CONSUMER STATED THE SAFETY MECHANISM WAS CLEARLY FAULTY. APPROXIMATELY TWO WEEKS AGO, THE LEFT REAR SLIDING DOOR BECAME DIFFICULT TO OPEN AND CLOSE. SAN CLEMENTE CA Failure Date: 12/03/2012

13 10489479 2004 TOYOTA SIENNA STRUCTURE:BODY AUTOMATIC SLIDING SIDE DOOR CABLE SNAPPED DOOR SLIDE CLOSED ON A CHILD ENTERING. VAN WAS PARKED ON A SLIGHT HILL DOOR WAS ALREADY OPEN CHILD ENTERING DOOR OF VAN WHEN CABLE THAT OPENS AND CLOSES DOOR SNAPPED AND RELEASED DOOR AND DOOR SLID CLOSE SLAMMING THE CHILD UP AGAINST THE DOOR PILLAR BETWEEN FRONT PASSENGER DOOR AND SLIDING SIDE DOOR. *TR MOUNTAINSIDE NJ Failure Date: 12/21/2012

13 10488657 2004 TOYOTA SIENNA STRUCTURE:BODY THE BACK PASSENGER DOORS BOTH SIDES CAN NOT OPEN. THESE HAPPEN AT LEAST 3 TIMES ALREADY. THE LATCHES STUCK. *TR SAGINAW MI Failure Date: 12/08/2012

13 10487867 2004 TOYOTA SIENNA STRUCTURE:BODY REAR SIDING DOOR CABLES SNAPPED. UNABLE TO OPEN AND CLOSE REAR DOORS
PROPERLY MAKING FOR DANGEROUS SITUATION WITH SMALL CHILDREN IN
BACK. *TR CLINTON NJ Failure Date: 12/10/2012

13 10486377 2004 TOYOTA SIENNA STRUCTURE:BODY ONE
REAR SLIDING DOOR COMES OPEN AFTER LATCHING (ONCE WHEN THE
SIENNA HAD STARTED MOVING) AND CAN ONLY BE SECURELY CLOSED BY AN
ADULT STANDING OUTSIDE OF THE DOOR, PUSHING WHEN IT LATCHES AND
QUICKLY HITTING THE POWER LOCKS. THE OPPOSITE REAR SLIDING DOOR:
AFTER IT FULLY OPENS, IT "BOUNCES BACK" AND BEGINS TO CLOSE AGAIN. A
CHILD CANNOT STOP IT; AN ADULT MUST STAND THERE AND USE FULL FORCE
TO STOP IT FROM CLOSING. THERE HAS BEEN MORE THAN ONE INCIDENT
WHERE A CHILD WAS NEARLY CAUGHT BY THE CLOSING DOOR AND ONLY
MISSED INJURY WHEN HIS MOTHER SIMULTANEOUSLY PUSHED HIM BACK INTO
THE VEHICLE AND PUT HERSELF BETWEEN THE MOVING DOOR AND THE
BODY OF THE SIENNA. ORIGINALLY THIS WAS HAPPENING INTERMITTENTLY
BUT IS NOW NEARLY CONSTANT. ORIGINALLY TOYOTA DENIED KNOWLEDGE
OF AN ISSUE, AND THEN SENT A "TOYOTA CARES" WARRANTY ENHANCEMENT
NOTICE FOR 04-07 SIENNAS WITH THIS ISSUE. BROADWAY TOYOTA REQUIRED
THAT WE PAY FOR AN HOUR OF LABOR ($95) TO CHECK OUT THE PROBLEM,
AND SAYS THAT IT ISN'T COVERED ON ONE SIDE BECAUSE IT IS A
DIFFERENT PART THAN WHAT IS COVERED (ALTHOUGH THE PROBLEM IS THE
SAME) AND ON THE OTHER UNLESS WE HAVE COSMETIC DAMAGE REPAIRED
FIRST, AND THEN PERHAPS NOT THE OTHER SIDE EITHER. SO THEY MADE
MONEY AND DID NOTHING AND WE STILL HAVE A DANGEROUS VEHICLE. *TR
UPDATED 03/12/13 HUSUM WA Failure Date: 01/10/2011

13 10486315 2004 TOYOTA SIENNA STRUCTURE:BODY WE
HAVE A FAILURE OF THE DRIVER'S SIDE DOOR CHECK MOUNTING PANEL. THE
DOOR MAKES A POPPING NOISE WHEN OPENED AND CLOSED. I TOOK IT TO
OUR TOYOTA DEALER AND THEY SAID IT WAS AN ENGINEERING FLAW THAT
TOYOTA ACKNOWLEDGED BUT WE WERE TOO LATE TO TAKE ADVANTAGE OF
THE ENHANCE WARRANTY. WE WERE TOLD WE WOULD HAVE TO BUY A NEW
DOOR FOR AROUND $1500. WE BELIEVE SINCE THIS IS A DESIGN FLAW THAT
TOYOTA HAS ACKNOWLEDGED PREVIOUSLY THAT THE WARRANTY SHOULD STILL COVER IT. *TR MECHANICSBURG PA Failure Date: 10/01/2012

13 10485166 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR DRIVER'S SIDE SLIDING DOOR COULD NOT BE OPENED. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE SLIDING DOOR CABLE ASSEMBLY WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED BUT OFFERED NO ASSISTANCE DUE TO THE MILEAGE OF THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 140,000 AND THE CURRENT MILEAGE WAS 180,000. COLUMBIA SC Failure Date: 11/19/2010

13 10485120 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
POWER SLICING DOOR CABLE ASSEMBLIES...... WORK AND THEN NOT WORKING ON AND OFF... DID NOT FILE COMPLAINT BEFORE BECAUSE CHILDREN COMPLAIN NOT WORKING BUT WHEN I TRIED... IT WORKS ABOUT 4 TIMES IN THE PAST. FIRST INSTANCE IN 2008. //// NOW NOT WORKING COMPLETELY/STUCK. THE POWER IS WORKING, BUT LOCK APPEAR STUCK TO WHERE THE LOCK BUTTON WONT UNLOCK SO DOOR CAN NOT BE OPEN BY BUTTON OR MANUALLY. ***** THE WARRANTY IS 120,000 MILE FOR POWER SLICING DOOR CABLE ASSEMBLIES .... MY CAR DOOR IS COMPLETELY STUCK / WONT OPEN NOW AT 142,000. *TR HADDOCK GA Failure Date: 03/15/2006

13 10484604 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE I TOOL MY CAR LAST APRIL TO GET MY RECALL DONE ON MY LIFT GATE AND EVER SINCE THAT MY LIFT GATE IS NOT WORKING.. I HAVE CALLED THEM SEVERAL TIMES AND HAVE FILED A COMPLAINT WITH TOYOTA AS WELL BUT IT SEEMS NO ONE IS LISTENING TO ME. PLEASE HELP. *TR KATY TX Failure Date: 04/22/2012
NHTSA Consumer Complaints as of July 21, 2014

13 10484542  2004 TOYOTA SIENNA STRUCTURE:BODY  THE RIGHT POWER SLIDING DOOR NO LONGER OPERATIONAL. THE CANNOT BE OPENED MANUALLY.  *TR  SCARSDALE   NY  Failure Date: 11/11/2010

13 10483787  2004 TOYOTA SIENNA STRUCTURE:BODY  MANUFACTURER DESIGN FLAW LEADS TO JAMMED SLIDING DOORS, POSSIBLY LOCKING PASSENGERS INSIDE. NUMEROUS COMPLAINTS ONLINE. TOYOTA APPARENTLY ACKNOWLEDGES THE PROBLEM AS IT HAS EXTENDED WARRANTY ON THOSE PARTS TO 9 YRS OR 120K MILES. MAILING LETTERS EARLIER THIS YEAR. I RECEIVED NOTICE FROM THEM WHEN MY CAR HAD 7 YRS / 130K MILES. I THINK THEY ARE NOT BEING PROACTIVE ENOUGH WITH AN ISSUE THAT RENDERED ONE OF MY DOORS INOPERATIONAL. IT IS NOT THAT I CAN'T USE THE ELECTRIC DOOR OPENING MECHANISM, THE DEFECT ALSO IMPEDES THE DOOR FROM OPENING AT ALL. I THINK IT BECOMES A SAFETY HAZARD AND SHOULD BE COVERED NO MATTER WHEN. IT IS NOT MY FAULT IT TOOK THEM SEVERAL YEARS TO ACKNOWLEDGE THE PROBLEM - MY CAR WOULD BE COVERED HAD THEM MAILED THE LETTER ONE YEAR BEFORE.  *TR  SARATOGA  CA  Failure Date: 11/08/2012

13 10483162  2004 TOYOTA SIENNA STRUCTURE:BODY  TL*  THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT HE NOTICED A FRACTURE ALONG THE DASHBOARD NEAR THE AIR CONDITIONING VENTS, LEADING TO WHERE THE AIR BAGS WERE LOCATED. THE VEHICLE WAS LATER TAKEN TO THE DEALER WHERE THEY ADVISED HIM THAT THEY WOULD HAVE TO REPLACE THE ENTIRE DASH BOARD. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND ADVISED HIM THAT THE VEHICLE WAS NOT RECALLED AND WAS NO LONGER UNDER WARRANTY. THE FAILURE MILEAGE WAS APPROXIMATELY 144,000. THE CURRENT MILEAGE WAS APPROXIMATELY 150,000.  UPDATED 12/19/12  *CN  VILLAGES  FL  Failure Date: 06/01/2012

13 10482553  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  THE CABLE ON MY LEFT POWER SLIDING DOOR "POPPED" OUT EARLIER
THIS YEAR (2012), THUS RENDERING THE POWER-SLIDING FUNCTION USELESS. THE FAILURE IS THE SAME AS DESCRIBED BY MANY DISGRUNTLED CUSTOMERS ON VARIOUS WEBSITES. ASIDE FROM THE OBVIOUS INCONVENIENCE, THERE IS AN INTRINSIC DANGER INASMUCH AS THE DOOR CAN ROLL FORWARD AND CAUSE PHYSICAL INJURY, ESPECIALLY TO CHILDREN. SURPRISINGLY, I FOUND OUT THROUGH A LOCAL AUTO BODY PAINT SHOP (ON 10/20/2012) THAT A WARRANTY EXTENSION NOTIFICATION HAD SUPPOSEDLY GONE OUT TO CUSTOMERS OF SIENNA’s FROM 2004 ON. TO THIS DAY (10/29/12) I HAVEN'T RECEIVED IT. WHEN I CONTACTED TOYOTA, THEY INDICATED THAT MY UNIT WOULD NOT BE COVERED BECAUSE THERE IS A 9 YEAR/120,000 MILE LIMITATION. SINCE I PURCHASED MY UNIT IN MARCH OF 2003, I'M TECHNICALLY 7 MONTHS PAST THE EXTENDED WARRANTY COVERAGE. HENCE, EVEN THOUGH THE MECHANICAL FAILURE IS APPLICABLE TO AND NECESSARY FOR MY 2004 UNIT, THE "BENEFIT" OF THE EXTENDED WARRANTY REPAIR HAS BECOME ACADEMIC. I BELIEVE TOYOTA'S DE TERMINATION IS UNFAIR BECAUSE THE 9-YR. COVERAGE DOESN'T CONTEMPLATE THE 2004 UNITS THAT WERE PURCHASED IN EARLY 2003. MOREOVER, IT SEEMS THAT TOYOTA PURPOSELY RUN OUT THE CALENDAR TO PROFIT FROM THE EXCLUSION OF UNITS. IN ADDITION TO THE ECONOMIC LOSS THAT THIS FAILURE REPRESENTS, I FEAR FOR THE SAFETY OF MY CHILDREN, WHO MAY POTENTIALLY SUFFER SEVERE PHYSICAL HARM FROM THIS MECHANICAL DEFECT, PREVALENT IN TOYOTA SIENNA's. *TR SAN JUAN PR Failure Date: 01/02/2012

OR CLOSE SMOOTHLY. INSPECT THE SLIDING DOOR LOCK ASSEMBLIES AND REPLACE THE AFFECTED COMPONENTS AS NEEDED, ACCORDING TO THE LISTED INSTRUCTIONS. *TR COLORADO SPRINGS CO Failure Date: 09/01/2012

13 10481995 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
OUR 2004 SIENNA'S DRIVER-SIDE MANUAL-SLIDER DOOR DOES NOT LATCH PROPERLY. 2 OF THE 3 BOLTS HAVE BECOME DETACHED. TOYOTA STATES THAT THIS IS NOT COVERED UNDER THE "REAR SLIDING DOOR LATCH ASSEMBLY" WARRANTY ENHANCEMENT NOTICE, ALTHOUGH DETACHED BOLTS AND FAILURE OF THE REAR SLIDING DOOR TO PROPERLY LATCH IS CLEARLY A LATCH ASSEMBLY ISSUE. THIS IS ALSO A SIGNIFICANT SAFETY CONCERN AS MY SON RIDES IN THAT SIDE OF THE CAR AND IF THE DOOR WOULD BECOME UNLATCHED WHILE DRIVING HE COULD BE INJURED NOT TO MENTION CAUSING AN ACCIDENT AS I (THE DRIVER) ATTEMPT TO CONTROL/ASSESS THE PROBLEM AND PROTECT MY SON IN A MOVING VEHICLE. MY "DOOR OPEN" DASH LIGHTS ARE CONSTANTLY ON AND THIS IS A DISTRACTION WHILE DRIVING NOT TO MENTION WHEN I IGNORE THE LIGHTS BECAUSE OF THIS PERSISTENT PROBLEM, I MAY BE MISSING OTHER DOOR-OPEN ISSUES. THERE ARE ONLINE POSTS OF OTHER SIENNA OWNERS WHO HAVE EXPERIENCED THE SAME PROBLEM. IS IT POSSIBLE TO URGE TOYOTA TO MAKE THIS OBVIOUS "LATCHING" DEFECT COVERED UNDER THE WARRANTY ENHANCEMENT PROGRAM OR TO RECALL AFFECTED VEHICLES? *TR

FEDERAL WAY WA Failure Date: 09/11/2012

13 10481280 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
REAR PASSENGER SIDE POWER SLIDING DOOR STOPS WORKING ONE IN A WHILE. IT WON'T OPEN OR CLOSE WHEN THE POWER DOOR BUTTON IS PRESSED. *TR LAKE ZURICH IL Failure Date: 09/30/2010

13 10481107 2004 TOYOTA SIENNA STRUCTURE:BODY I AM ORIGINAL OWNER OF 2004 TOYOTA SIENNA XLE LIMITED AND BEEN ALWAYS GARAGED STARTED DEVELOPING CRACKS ON DASHBOARD ON THE DRIVER'S SIDE BY THE AC VENT AND ABOVE STEERING WHEEL. I AM CONCERNED
ABOUT THIS CRACKS AS POTENTIALLY PREVENTING AIRBAGS FROM DEPLOYING PROPERLY OR MAY BE DEPLOYING PREMATURELY. *THIS IS SAFETY PROBLEM! DASHBOARD CRACKS WAS NOTICED AT 60,000 MILEAGE AND THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND A COMPLAINT WAS FILED. THOUSANDS OWNERS OF TOYOTA SIENNA 2004 HAVE SAME PROBLEM WITH CRACKS ON DASHBOARD WITH SPREADING ALL OVER TO PASSENGER SIDE IN AIRBAG AREA- ?MANUFACTURER TOLD ME THAT I AM ONLY ONE HAVE THIS AND VAN IS OUT OF WARRANTY?.

HTTP://WWW.AUTOMOTIVEFORUMS.COM/T959673-DISCUSS2004_SIENNA_CRACKED_DASHBOARD.HTML * SQUEAKING NOISE COMING FROM UNDER VAN OR MOTOR - GASKET FOR CENTER PIPE WAS REPLACED BUT PROBLEM CAME BACK AND NOW ALSO WHEN THE AIR CONDITIONING IN USE MORE NOSE .THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING THE TECHNICIAN ADVISED THE CONTACT THAT THE AIR CONDITIONING COMPRESSOR WOULD HAVE TO BE REPLACED - $1500. * THE REAR DRIVER AND PASSENGER SIDE SLIDING DOORS IS SCRATCHING THE UPPER RIGHT CORNER OF BODY WHEN CLOSING AND ITS STARTED WHEN MILEAGE WAS ONLY 9,177. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE HINGES WAS REPLACED. THE SLIDING DOOR FAILURE RECURRENT SHORTLY AFTER AND RECOMMENDED AGAIN TO REPLACE HINGES. ALSO POWER DOOR CABLE ASSEMBLIES DID FAIL AND WAS REPLACED I PAID FOR THE INSTALL AND REIMBURSED LATER , BUT MANUFACTURER DO NOT WANT TO REPLACE HINGES WHAT SHOULD BE PART OF POWER DOOR WARRANTY ENHANCEMENT . AGAIN THOUSANDS TOYOTA SIENNA OWNERS HAVE PROBLEM WITH SLIDING DOORS SCRATCHING UPPER CORNER WITH BODY RUST LATER AS RESULT ,TRANSMISSION LEAKS AND AC FAILURE BUT MANUFACTURER DENIED THE DEFECTS.THE APPROXIMATE CURRENT MILEAGE ON THIS IS VEHICLE 72,000.THIS IS A $38K LEMON !

*TR SAN DIEGO CA Failure Date: 06/27/2006

13 10479903 2004 TOYOTA SIENNA STRUCTURE:BODY EVEN BEFORE 7-16-09, WITH THE MILEAGE ON MY 2004 TOYOTA SIENNA AROUND 59856, I COULD ALREADY BEGIN TO HEAR THE NOW FAMOUS CLICKING NOISE

Failure Date: 07/16/2009

13 10479708 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR SIDE DOOR STOP FUNCTIONING. *TR SAN DIEGO CA

Failure Date: 09/05/2010

13 10479515 2004 TOYOTA SIENNA STRUCTURE:BODY 1. RIGHT SIDE, PASSENGERS DOOR CAN NOT OPEN (JAM). 2. TAKE THE KEY OUT COMPLETELY, BUT VEHICLE (ENGINE) STILL RUNNING. *TR SAGINAW MI Failure Date: 10/09/2012

CARY NC  Failure Date: 10/07/2012

13 10478680 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
I AM HAVING TROUBLE WITH THE SIDE POWER SLIDING DOOR. *TR REVERE MA  Failure Date: 09/03/2012

13 10477323 2004 TOYOTA SIENNA STRUCTURE:BODY TL*  

13 10475965 2004 TOYOTA SIENNA STRUCTURE THIS  
CONCERNS ME AS A SAFETY ISSUE. THE DASH ON MY SIENNA 2004 HAS CRACKS EVERYWHERE. IN SUMMER 2008 IS WHEN I SAW THE FIRST CRACK. FOUR YEARS LATER THEY ARE ALL OVER THE FRONT DASH, IN THE DRIVER SIDE AS WELL AS IN THE PASSENGER SIDE. I HAVE SEEN THROUGH THE WEB THAT THIS IS A COMMON PROBLEM FOR THIS SAME MAKE AND MODEL, SO I DECIDED TO FILE THIS COMPLAINT. IT CONCERNS ME THAT THIS CRACKS CAN POTENTIALLY PREVENT AIRBAGS FROM DEPLOYING PROPERLY OR PREMATURELY AND CAUSE INJURE. I DID ASK TOYOTA FOR A QUOTE TO FIX
THIS PROBLEM SINCE MY WARRANTY EXPIRED AND IT WAS TOO COSTLY $2000.+. I DO LIKE MY CAR AND WOULD LIKE TO KEEP IT AS LONG AS I CAN BUT BESIDES THE DASH LOOKING AWFUL IT MAKE ME NERVOUS THAT THIS MIGHT CAUSE AN ACCIDENT. HOPE TOYOTA FINDS A WAY TO FIX THIS. THANKS

*TR PONCE PR Failure Date: 07/15/2008

13 10474470 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE ELECTRIC SLIDING DOOR CABLE IS FRAYING AND THE DOOR DOES NOT OPEN OR CLOSE PROPERLY. *TR SILVER SPRING MD

Failure Date: 09/03/2012

13 10474337 2004 TOYOTA SIENNA STRUCTURE:BODY
DRIVERS SIDE SLIDING DOOR WILL NOT OPEN. *TR
FENTON MO Failure Date: 09/01/2009

13 10474090 2004 TOYOTA SIENNA STRUCTURE:BODY TL*

WINTER PARK FL Failure Date: 07/28/2012

13 10472878 2004 TOYOTA SIENNA STRUCTURE:BODY TL*

GEORGETOWN KY Failure Date: 04/04/2011

13 10472799 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE AUTOMATIC SLIDING PASSENGER DOORS ON BOTH SIDES OF MY TOYOTA SIENNA XLE HAVE STOPPED WORKING. I FIRST REPORTED A
PROBLEM TO TOYOTA IN 2011 WHEN THE SLIDING DOOR BEHIND THE DRIVER SEAT STOPPED WORKING. TOYOTA REFUSED TO COVER THE REPAIR (MY VAN HAD 129,000 MILES ON IT). DUE TO THE $1,500 COST TO REPLACE THE WHOLE MOTOR ASSEMBLY, I HAD THE CABLE CUT BY A REPAIR SPECIALIST SO THE DOOR COULD BE OPERATED MANUALLY. LAST WEEK, THE OTHER PASSENGER DOOR STOPPED WORKING AND WILL NOT OPEN AT ALL. TOYOTA INFORMED ME TODAY THAT, ALTHOUGH THEY RECENTLY EXTENDED THE WARRANTY TO 120,000 / 9 YEARS; MY VEHICLE WAS OUTSIDE THAT WARRANTY AS WELL. THE FACT THAT THE DOORS BECOME INOPERABLE (ONCE THE CABLE STOPS WORKING ONE CANNOT OPEN OR CLOSE THE DOOR WITHOUT GREAT EFFORT - AND EVEN THEN IT MAY NOT WORK) IS AN UNACCEPTABLE DEFECT AND A SAFETY HAZARD. THE ONE DOOR THAT IS NOW ON MANUAL MODE (SINCE THE CABLE WAS DISCONNECTED) IS STILL CUMBERSOME TO OPEN AND CLOSE. IF MY CHILDREN WERE YOUNGER, IT WOULD DEFINITELY BE A SAFETY HAZARD BECAUSE THEY WOULD NOT BE ABLE TO DO IT INDEPENDENTLY (TOO HEAVY). TOYOTA NEEDS TO ACKNOWLEDGE AND RECALL THE VEHICLES WITH THIS SAFETY HAZARD. BASED ON THE REPORTED NUMBER OF COMPLAINTS, IT APPEARS THE ISSUE IS CAUSED OR EXACERBATED BY POOR DESIGN OF THE MECHANISM. *TR HILLIARD OH Failure Date: 08/23/2012

13 10472132 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
WASHINGTON DC Failure Date: 08/15/2012

13 10472128 2004 TOYOTA SIENNA STRUCTURE:BODY
WHILE THE CAR WAS PARKED ON A FLAT ROAD, WE WERE TRYING TO OPEN THE POWER SLIDING DOOR. IT WAS SUPPOSED TO BE OPENED BY ONE PUSH OF A BUTTON, HOWEVER, IT DID NOT. SO WE HAD TO MANUALLY OPEN
IT. NOW THE DOOR IS SO HEAVY TO USE IT MANUALLY. **TR
SCRANTON PA  Failure Date: 08/08/2012

13 10471836 2004 TOYOTA SIENNA STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS  ABOUT 5 MONTHS AGO I REALIZED THE DRIVER'S SIDE DOOR STARTED MAKING A CLICKING NOISE WHEN OPENING AND CLOSING. LAST WEEK I LEARNED IT WAS THE WELDING THAT CRACKED INSIDE THE DOOR FRAME. AS PER ALL THE COMPLAINTS ON THE INTERNET I BELIEVE TOYOTA NEEDS TO REISSUE AN EXTENDED WARRANTY ON THIS PART. **TR  CENTEREACH  NY  Failure Date: 03/01/2012

13 10471338 2004 TOYOTA SIENNA STRUCTURE: BODY  I HAVE A 2004 SIENNA LE THAT HAS ALWAYS BEEN GARAGE KEPT AND VERY WELL TAKEN CARE OF. THE DASH ON THE DRIVER, CENTER AND PASSENGER SIDE ABOVE THE AIRBAG HAS BEEN CRACKING FOR SOMETIME NOW AND WHAT ONCE STARTED AS A SMALL CRACK, IS NOW A SPIDERWEB OF CRACKS THAT EXTENDS OVER THE ENTIRE PASSENGER SIDE OF THE DASH. WHEN SEARCHING ON THE INTERNET FOR A USED DASH I CAME ACROSS THE FOLLOWING THREAD: HTTP://WWW.AUTOMOTIVEFORUMS.COM/T959673-DISCUSS2004_SIENNA_CRACKED_DASHBOARD.HTML AND DISCOVERED THIS IS NOT AN ISOLATED INCIDENT, THAT IT HAS, IN FACT, OCCURRED IN MANY 04 SIENNA'S. I, ALONG WITH MANY OTHERS FEEL THIS IS A SAFETY HAZARD DUE TO WHAT WOULD HAPPEN TO THE ALREADY CRACKED DASH IF THE AIRBAG WERE TO DEPLOY. I HAVE ALSO EMAILED TOYOTA WITH A COMPLAINT AS WELL. BECAUSE OF THE NUMBER OF INCIDENTS, I BELIEVE TOYOTA SHOULD ISSUE A RECALL. I NEED A NEW DASH, AND BECAUSE IT'S OBVIOUSLY A MANUFACTURER'S DEFECT. **TR  BILOXI  MS  Failure Date: 08/16/2012

13 10471164 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR  DRIVER'S SIDE DOOR WITH LOUD POPPING NOISE WITH EVERY OPENING AND CLOSING AND JAR OF THE DOOR WITH THESE NOISES. **TR  SACRAMENTO  CA  Failure Date: 08/16/2012
THE PROBLEM IS WITH OUR FRONT DRIVERS DOOR. IT STARTED OUT CLOSING ON MY LEG AND SQUEAKING. SINCE MY DRIVEWAY IS ON A SLIGHT HILL, I ATTRIBUTED IT TO THIS. I NEVER RECEIVED THE WARRANTY ENHANCEMENT? REGARDING THIS OR I WOULD HAVE KNOWN THESE WERE DUE TO A DEFECT WITH THE CAR DOOR HINGE WELDING AND WE WOULD HAVE BROUGHT IT IN FOR REPAIRS. SINCE THEN, THE DOOR STARTED TO MAKE A VERY LOUD CLICKING AND SQUEAKING NOISE. TOYOTA’s REPAIR, AS I HAVE READ, WAS TO REPLACE THE DOOR COMPLETELY. IT SAID THAT RE-WELDING WOULD NOT HOLD. WHEN ASKING ABOUT REPAIRING IT AT THE WALNUT CREEK DEALERSHIP, I WAS TOLD TO BRING IT TO A WELDING PLACE. I CALLED TOYOTA CORPORATE SEVERAL TIMES. CASE #[XXX]-I SPOKE WITH [XXX] WHEN ASKING HER WHY WE NEVER RECEIVED THIS NOTICE, SHE STATED THAT ¬??SHE COULD NOT GUARANTEE THAT ONE WAS MAILED TO US. I ASKED HER HOW WE WERE SUPPOSED TO KNOW THAT THIS WAS A PROBLEM AND HER RESPONSE WAS THAT IF I ALWAYS BROUGHT MY CAR TO THE TOYOTA DEALERSHIP THAT I COULD RELY ON THEM TO DIAGNOSE THE PROBLEM.  FIRST, TOYOTA SHOULD FIX IT UNDER THE WARRANTY SINCE THEY NEVER NOTIFIED ME AND SECOND, SHOULDN’T A DOOR BE ON PROPERLY FOR SAFETY? INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR DANVILLE CA Failure Date: 06/25/2012

OUR 2004 SIENNA VAN WAS AT THE DEALERSHIP FOR A REPAIR UNDER WARRANTY ENHANCEMENT. IN THE PAST, THE DOOR HAD CLOSED ON MY CHILD NUMEROUS TIMES DUE TO A DEFECT. AFTER THAT THE DOOR DID NOT CLOSE AT ALL UNLESS WE WENT OUT OF OUR VAN AND PUSHED UP ON IT AS IT WAS CLOSING. A MECHANIC AT TOYOTA POINTED OUT TO ME CHIPPED PAINT ABOVE THE DOOR WHICH WE WERE TOLD INDICATED THAT THE DOOR WAS SAGGING DUE TO THE HINGE NOT BEING STRONG ENOUGH TO HOLD THE DOOR PROPERLY & THAT THE HINGE NEEDED TO BE REPLACED. WHEN OUR VAN WAS IN FOR THE RECENT ENHANCED WARRANTY REPAIR, WE WERE TOLD
THAT ALL OF THE REPAIR WAS COVERED EXCEPT THE HINGE, WHICH COSTS US $224.05. WE WERE TOLD THE HINGE NEEDED TO BE REPLACED OR WE WOULD CONTINUE TO HAVE THE DOOR GO OUT ON US! THIS IS THE CAUSE OF THE PROBLEM ACCORDING TO SEVERAL TOYOTA MAINTENANCE TECHS, BUT THEY ARE CHARGING CUSTOMERS TO PAY FOR SOMETHING THAT SHOULD BE PART OF THE WARRANTY. IN ADDITION, ON OUR INVOICE IT STATED THAT OUR PASSENGER SLIDING DOOR THE CABLES ARE ALSO FRAID AND THE HINGE HAS PLAY. WHEN ASKING WHY THEY DID NOT DO THE WARRANTY ENHANCEMENT ON THIS DOOR, WE WERE TOLD THAT BECAUSE THE DOOR IS NOT TOTALLY NON-FUNCTIONING, THEY WILL NOT REPAIR IT EVEN THOUGHT THEY STATED THE PARTS ARE BAD! WE QUESTIONED BOTH TOYOTA WALNUT CREEK AND TOYOTA CORPORATE (CASE # [XXX] AND SEVERAL OTHER CASE #S) SEVERAL TIMES EACH AND GOT NO HELP FROM EITHER! INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).

13 10470245 2004 TOYOTA SIENNA STRUCTURE:BODY DOOR CHECK BROKEN ON DRIVERS SIDE DOOR. I AM TOLD THIS REQUIRES THE DOOR TO BE REPLACED AT A COST OF $2,000. AS A RESULT, I HAVE AN UNSAFE SITUATION SINCE I HAD TO REMOVE THE DOOR CHECK. *TR

HOWELL NJ Failure Date: 07/26/2012

13 10469273 2004 TOYOTA SIENNA STRUCTURE:BODY ON MULTIPLE OCCASIONS WE HAVE HAD ISSUES WITH OUR PASSENGER SIDE POWER SLIDING DOOR NOT WORKING/ STUCK. ON THE FIRST OCCURRENCE IT WAS STUCK "OPEN" POSING A HAZARD IF WE HAD OUR CHILDREN IN THE CAR OR WERE STRANDED ON THE HWY. ON THE SECOND MOST RECENT OCCURRENCE THE DOOR WAS STUCK CLOSED AND WOULD NOT OPEN AT ALL. VERY INCONVENIENT. *TR

CHATTAROY WA Failure Date: 03/27/2009

13 10468986 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE VAN'S PASSENGER REAR DOOR CABLE FRAYED CAUSING THE DOOR TO BE INOPERABLE AND UNABLE TO OPEN. THIS IS A DEFINITE SAFETY
HAZARD SINCE MY 4 YEAR CHILD RIDES IN THE BACK OF THE VEHICLE. EVIDENTLY THERE WAS AN "EXTENDED WARRANTY" ISSUED JUST LAST MONTH BUT CONVENIENTLY ENOUGH MY VAN FALLS WITHIN THE YEAR RANGE BUT JUST OUTSIDE OF THE MILEAGE THRESHOLD FOR COVERAGE.  *TR

LEXINGTON KY  Failure Date: 02/16/2010

13 10468924 2004 TOYOTA SIENNA STRUCTURE:BODY TL*

BRIDGEWATER  NJ  Failure Date: 04/12/2012

OBVIOUSLY A MANUFACTURER'S DEFECT.  *TR

ANDERSON SC

Failure Date:  01/08/2010


13  10468292  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR IN FALL 2010 THE PASSENGER SIDE REAR SLIDING DOOR IN MY 2004 TOYOTA SIENNA, WHICH IS AUTOMATIC, BEGAN NOT OPENING AND NOT CLOSING WHEN THE "AUTOMATIC" BUTTON WAS PUSHED OR WHEN THE HANDLE WAS PULLED WHICH AUTOMATICALLY TRIGGERS THE MOTOR TO START. I FIGURED IT WAS THE MOTOR GOING BAD SO I TURNED IT OFF AND Began USING IT MANUALLY. I TOOK IT INTO A TOYOTA DEALERSHIP IN JANUARY 2011. I WAS TOLD IT WOULD COST $80 FOR A DIAGNOSTIC TEST WHICH I COULDN'T AFFORD AT THE TIME. HE SAID DEPENDING ON WHAT THEY FOUND A NEW MOTOR AND CABLE COULD RUN ANYWHERE BETWEEN $500 AND $1800. HE THEN TOLD ME THAT SOMETIMES DIRT GETS BUILT UP IN THE TRACK OF THE DOOR WHICH CAN MAKE IT HARD FOR THE MOTOR TO OPEN/ CLOSE AND HE SHOWED ME HOW TO WASH IT OUT. I DID BUT IT DIDN'T HELP. I CONTINUED TO USE IT MANUALLY. IN THE SPRING OF 2011 THE DOOR GOT JAMMED PART WAY OPEN. I COULD NOT GET IT TO OPEN OR CLOSE. AFTER LOOKING AT THE DOOR MYSELF I NOTICED A BOLT ON THE BACK OF THE DOOR WHERE THE CABLE RUNS LOOKED LOOSE AND WHEN I FINALLY GOT THE
DOOR TO SHUT, I WATCHED THE CABLE AND SAW THAT IT WAS NOT WORKING AS IT SHOULD. I TOOK IT TO A MECHANIC WHO REPLACED THE BOLT, THIS MECHANIC SAID THAT THE MOTOR WAS WORKING FINE. IT WAS A CABLE ISSUE. I DECIDED TO STOP USING THE DOOR COMPLETELY BECAUSE I WAS CONCERNED THE CABLE WOULD BREAK OR IT WOULD RUIN THE MOTOR. ON MARCH 13, 2012 WHILE WE WERE IN ANOTHER CITY A FRIEND UNKNOWINGLY OPENED THE DOOR AND IT GOT STUCK OPEN AGAIN. IT WAS STUCK OPEN ABOUT 6 INCHES. WE WERE STUCK IN ANOTHER CITY WITH NO WAY TO GET HOME. I HAVE SINCE FOUND COUNTLESS REPORTS ONLINE ABOUT THIS ISSUE IN 2004-2007 TOYOTA SIENNAS. WHY ISN'T THERE A RECALL? CLEARLY THIS IS A SAFETY ISSUE. WHAT IF THERE WAS A CAR ACCIDENT/FIRE AND WE COULD NOT ESCAPE BECAUSE THAT DOOR WOULD NOT OPEN -- I HAVE 3 KIDS IN CARSEATS STILL. OR A CHILD ACCIDENTALLY OPENS THE DOOR WHILE ITS MOVING AND IT GETS STUCK. *TR

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<th>Date</th>
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<th>VIN</th>
<th>Model and Year</th>
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<tr>
<td>10/01/2010</td>
<td>LAYTON UT</td>
<td>10468067</td>
<td>2004 TOYOTA SIENNA</td>
<td>STRUCTURE:BODY DRIVER SIDE SLIDING DOOR IS BROKEN. DEALER SAYS WELD IS BROKEN REQUIRING COMPLETE DOOR REPLACEMENT AT A COST OF $2000. THE DRIVER DOOR WAS REPLACED YEARS AGO UNDER A RECALL BECAUSE IT TOO HAD A BROKEN WELD. *TR THIS SLIDING DOOR PROBLEM IS NOT AN ISOLATED ISSUE. THE DEALERS ARE WELL AWARE OF THE PROBLEM ON THESE VANS. *TR</td>
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<td>07/01/2012</td>
<td>HEBRON CT</td>
<td>10467699</td>
<td>2004 TOYOTA SIENNA</td>
<td>STRUCTURE:BODY POWER SLIDING DOOR CABLE BROKE. CONFIRMED WITH TOYOTA DEALER THAT BREAKING CABLE CAUSED POWER DOOR MOTOR TO FAIL. TOYOTA HAS WARRANTY ENHANCEMENT TO COVER CABLE, BUT WILL NOT COVER MOTOR. *TR</td>
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<td>07/22/2012</td>
<td>N BELLMORE NY</td>
<td>10465901</td>
<td>2004 TOYOTA SIENNA</td>
<td>STRUCTURE:BODY:DOOR PASSENGER DOOR MAKES NOISE (HINGES) AND TOYOTA DON'T COVER IT. I DID RECEIVED A NOTICE FROM TOYOTA THAT THEY COVER 120K MILEAGE / 9 YEARS FOR SLIDING DOOR PROBLEM NOT FOR DRIVER DOOR. THE DEALER IS ASKING ME ABOUT $2,500 TO CHANGE THE DOOR. IT'S NOT FAIR. TOYOTA</td>
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NEED TO FIX THEIR PROBLEM!!! *TR SAUGUS CA Failure Date: 06/15/2012

13 10465665 2004 TOYOTA SIENNA STRUCTURE:BODY

PURCHASED THIS VEHICLE CERTIFIED USED IN 2007 WITH APPROX. 6 MONTHS LEFT ON THE 3 YEAR WARRANTY... THIS VEHICLE HAS FOG LIGHTS, DAYTIME RUNNING LIGHTS, AND XENON HEADLIGHTS/HIGH BEAMS. OF THESE EIGHT SETTINGS (LEFT AND RIGHT) ONLY ONE DOES NOT WORK -- THE RIGHT SIDE REGULAR BEAM HEADLIGHT. THE R/S HIGH BEAM WORKS FINE. R/S HEADLIGHT WAS INTERMITTENT FROM DATE OF PURCHASE. APPEARED TO BE A SIMPLE ELECTRICAL CONNECTION FAILURE AS HEADLIGHT WOULD COME BACK ON AFTER A SLIGHT STRIKE OF THE HEADLIGHT UNIT. ALSO NOTICED UNIT WOULD ACCUMULATE CONDENSATION AFTER RAINS. EVENTUALLY LIGHT STARTED GOING OUT MORE OFTEN AND STAYING ON FOR LESS TIME. BY DECEMBER THE LIGHT WOULD NOT COME ON AT ALL. SCHEDULED A SERVICE VISIT WITH OIL CHANGE BUT COULD NOT STAY LONG ENOUGH TO FULLY SOLVE THE PROBLEM. CAME BACK IN JANUARY FOR FULL EVALUATION.

AFTER AN ENTIRE DAY OF TROUBLESHOOTING, THE TECHNICIAN BROUGHT ME BACK TO SHOW ME THAT THE HEADLIGHT BULB WORKED IN THE LEFT SIDE UNIT FINE. ALSO, THE RIGHT SIDE UNIT WORKED ON THE LEFT SIDE WHILE THE LEFT SIDE UNIT SHOWED MALFUNCTION ON THE RIGHT SIDE -- INDICATING BOTH THE UNITS WORKED FINE, BUT PROBLEM WAS ANOTHER SECTION (THE BALLAST?). TOYOTA SUGGESTED REPLACING THE WHOLE UNIT (DESpite THE FACT THAT THEY PROVED TO ME THAT IT WORKED) AT A PRICE OF $1000 PLUS LABOR (SINCE IT WAS NO LONGER UNDER WARRANTY). I DECLINED THE OBVIOUSLY RIDICULOUS SUGGESTION AND TOOK IT HOME TO TRY MY OWN TROUBLESHOOTING. I DISCOVERED I COULD GET THE LIGHT TO COME ON BY PULLING TIGHT THE WIRE DEDICATED TO THE R/S XENON BULB STRAIGHT BACK FROM THE UNIT. THIS CAUSED THE LIGHT TO COME ON AND STAY ON OFTEN, THOUGH NOT ALWAYS, SIMILAR TO THE TIME IT WAS PURCHASED. HOWEVER, AFTER THE VERY FIRST HEAVY RAIN, THE HEADLIGHT UNIT HAD EXTENSIVE CONDENSATION INSIDE THE PLEXIGLASS...
AND THE LIGHT NEVER WORKED AGAIN. *TR ENTERPRISE AL

Failure Date: 07/01/2007


13 10464437 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR DRIVER SIDE DOOR STARTED MAKING LOAD POPPING AND CREAKING NOISES WHEN OPENING AND CLOSING. BROUGHT THE VAN TO THE DEALER FOR SERVICE AND WAS TOLD THAT THE WELDS INSIDE THE DOOR WERE BROKEN. SERVICE MANAGER INFORMED ME THAT IT WAS A MANUFACTURING DEFECT AND RECOMMENDED I CALL TOYOTA CUSTOMER SERVICE. TOYOTA ADMITTED IT WAS DUE TO A DEFECT BUT SINCE I WAS OUT OF WARRANTY THEY WOULD DO NOTHING TO FIX IT. DOORS SHOULD LAST FOR THE LIFETIME OF A CAR AND DON'T BREAK FROM NORMAL WEAR AND TEAR. TOYOTA HAD EXTENDED THE WARRANTY FOR THE DOORS BUT MY CAR IS STILL PAST THAT PERIOD. BY EXTENDING THE WARRANTY TOYOTA HAS ALREADY ADMITTED THAT THE DOORS ARE DEFECTIVE. JUST BECAUSE IT TOOK MINE 8 YEARS TO BREAK, THEY ARE TELLING ME THAT I NEED TO SPEND OVER $2000 TO REPLACE THE DOOR. TOYOTA SHOULD BE FORCED TO REPAIR THESE DOORS. NO REASONABLE CONSUMER WOULD BUY A VEHICLE WITH THE KNOWLEDGE THAT A BASIC, YET HUGELY EXPENSIVE PART, SUCH AS A DOOR COULD LIKELY BREAK IRREPARABLY IN THE NORMAL LIFETIME OF A CAR. THIS IS NOT ONE OF THE EXPENSIVE AUTOMATIC SLIDING DOORS (ALTHOUGH THOSE ALSO SEEM TO BREAK). THIS IS THE BASIC DRIVER SIDE DOOR LIKE THE ONES
THAT HAVE BEEN PUT IN CARS FOR THE LAST HUNDRED YEARS. TOYOTA NEEDS TO ADDRESS THIS PROBLEM FOR THEIR CUSTOMERS. *TR SAN FRANCISCO CA Failure Date: 07/02/2012

13 10464361 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR TOYOTA SIENNA AUTOMATIC SLIDING DOOR FAILED. THE DOOR IS UNABLE TO BE OPENED EVEN IN MANUAL MODE. USED THE KEY FOB AND THE CABLE JUST SNAPED. THIS IS A DESIGN FLAW AND A SERIOUS SAFETY ISSUE AS MY CHILDREN NEED TO CLIMB OVER SEATS TO EXIT THROUGH THE ONLY DOOR THAT WORKS AS MY BABIES CAR SEAT WAS IN THAT SPOT. IN AN EMERGENCY THIS IS A SERIOUS HAZARD AND IS JUST WAITING FOR DISASTER TO HAPPEN. *TR VIRGINIA BEACH VA Failure Date: 07/05/2012


13 10464011 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE CABLE ON MY PASSENGER SIDE SLIDING DOOR BROKE, RENDERING MY DOOR INOPERABLE. IT WILL OPEN 8 INCHES AT MOST, WHICH PREVENTED ME ACCESS TO MY CHILD'S CAR SEAT. I INQUIRED WITH TOYOTA AFTER LEARNING ONLINE THAT THERE HAS BEEN A WARRANTY EXTENSION FOR THIS PROBLEM, SINCE IT SEEMS THAT IT HAS BEEN A PERVASIVE ISSUE WITH THE SIENNAS. THE DEALERSHIP INFORMED ME THAT THE LIMIT FOR THE WARRANTY EXTENSION IS 9 YEARS OR 120,000 MILES. SINCE MY CAR HAS 130,000 MILES (I BOUGHT IT USED IN 2011 WITH 123,000 MILES), I DO NOT QUALIFY FOR THE WARRANTY EXTENSION. THE ESTIMATE PROVIDED TO ME WAS $1500 TO REPAIR IT. IF THE OTHER DOOR'S CABLE SNAPS, WHICH SEEMS
LIKELY GIVEN THE PLETHORA OF PERSONAL ACCOUNTS OF THIS PROBLEM YOU'LL FIND WITH A GOOGLE SEARCH, IT WILL COST ANOTHER $1500. I CANNOT AFFORD $1500 TO FIX ONE DOOR, MUCH LESS A DOUBLE WHEN THE OTHER DOOR CABLE GOES. THIS IS A SAFETY ISSUE. ALTHOUGH IT WILL NOT OPEN, MY DOOR CLOSED JUST FINE. I UNDERSTAND THERE ARE MANY OTHERS WHO ARE NOT AS LUCKY AND GET STUCK AWAY FROM HOME WITH A SLIDING DOOR THAT WILL NOT CLOSE. TOYOTA HAS ACKNOWLEDGED THAT THERE IS A BIG PROBLEM WITH THESE VANS, AS EVIDENCED BY THE WARRANTY EXTENSION FOR THIS ISSUE. WHY ARE THEY BEING ALLOWED TO LIMIT THE FIXING OF THIS SAFETY ISSUE TO ONLY VEHICLES UNDER A CERTAIN MILEAGE? *JS ASHEVILLE NC Failure Date: 07/02/2012

13 10462454 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
THE CONTACT OWNS 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER SIDE DOOR FAILED AND WHEN OPENING OR CLOSING THE DOOR, THERE WAS A LOUD GRINDING NOISE, FOLLOWED BY A LOUD POP. IN ADDITION, THE DOOR WAS EXTREMELY HARD TO PUSH OPEN OR CLOSE. THE CONTACT STATED THAT SHE SPRAINED HER LEFT LEG WHILE ATTEMPTING TO OPEN THE DOOR. THE VEHICLE WAS TAKEN TO THE DEALER WHO ADVISED THAT THE DOOR WELL WAS FRACTURED AND THE ENTIRE DOOR WOULD NEED TO BE REPLACED. THERE WERE NO RECALLS OR FOR THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE WHO OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 55,500. MASON

OH Failure Date: 06/01/2012

13 10460810 2004 TOYOTA SIENNA STRUCTURE:BODY DOOR CHECK ASSEMBLY WELDS BROKE. THIS IS A KNOWN TOYOTA PROBLEM WHICH WAS SUPPOSED TO BE COVERED UNDER TSB NV003-007. HOWEVER, TOYOTA HAS LIMITED THEIR FIXING OF THIS PROBLEM BY A MILEAGE AND YEARS CAP. MANY ORIGINAL OWNERS LIKE MYSELF ARE NOW LEFT HOLDING THE BAG. TOYOTA HAS REJECTED MY REQUEST TO HAVE THIS FACTORY DEFECT FIXED AT THEIR COST. THE NTSB SHOULD INVESTIGATE THIS FACTORY DEFECT PROBLEM IN 2004 THROUGH 2006 TOYOTA SIENNAS AND HELP THE CONSUMER
GET THE RELIEF THEY DESERVE FOR REPAIRING THE DEFECT. I AM NOT SURE BUT BELIEVE THAT IN SOME CASES THE TOYOTA TSB REPAIR COULD NOT BE DONE AND ENTIRE DOORS WERE REPLACED. PLEASE AT LEAST HELP US ORIGINAL OUT. THANKS *TR

ENDWELL NY Failure Date: 05/29/2012

13 10459803 2004 TOYOTA SIENNA STRUCTURE:BODY
CABLE ON SIENNA DRIVER SIDE POWER SLIDING DOOR FRAYED AND BROKE. DOOR IS NOW STUCK CLOSED. PASSENGER SIDE SLIDING DOOR IS NOW GRINDING AND I AM AFRAID THE SAME THING WILL HAPPEN. THIS SHOULD BE A RECALL DUE TO THE COST AND NUMBER OF ISSUES! *TR

RIVER EDGE NJ Failure Date: 04/02/2012

13 10458954 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT NOTICED THAT THE PASSENGER SIDE SLIDING DOOR WAS MALFUNCTIONING DUE TO THE HENGE FAILING. THE VEHICLE HAD NOT BEEN DIAGNOSED AND HAD NOT REPAIRED. THE CURRENT AND FAILURE MIELAGES WERE 92,000.

AUBURN AL Failure Date: 05/15/2012

13 10458796 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

UPPER ARLINGTON OH Failure Date: 03/13/2012

13 10456956 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR PASSENGER SIDE SLIDING POWER DOOR BECAME DIFFICULT TO PULL CLOSED. OCCASIONALLY STUCK IN CLOSED POSITION SUCH THAT SOMEONE OUTSIDE HAS TO LET PASSENGER OUT. POWER SLIDING NOT WORKING, MUST BE PULLED MANUALLY. TAKEN INITIALLY TO MY REGULAR MECHANIC AT 99598 MILES, HAVE DOCUMENTATION. TOLD TO GO TO TOYOTA. I WAITED UNTIL I NEEDED OIL CHANGE AND ANOTHER RECALL DONE TO GO LAST WEEK AT 109639 MILES, VAN AGE = 9 YEARS AND 13 DAYS. I AM TOLD THE ACTUATOR, CABLE, AND LATCH NEED REPLACING AND THAT THERE IS A KNOWN DEFECT, WITH TOYOTA EXTENDING WARRANTY TO 120,000 MILES OR 9 YEARS. TOYOTA WILL NOT COVER MY CAR UNDER THIS WARRANTY BECAUSE IT IS 13 DAYS PAST, THOUGH UNDER THE MILEAGE LIMIT, EVEN THOUGH I HAVE DOCUMENTATION OF THE PROBLEM FROM 7 MONTHS AGO. COST OF PARTS $1167, LABOR $1069. UNAFFORDABLE. CORPORATE OFFICE SAID THEY WOULD COVER PARTS AS A "GOODWILL GESTURE" BUT DO NOT CARE THAT MY DOOR HAS BEEN MALFUNCTIONING FOR A LONG TIME AND I HAVE DOCUMENTATION TO THIS EFFECT, AND THIS WARRANTY EXTENSION WASN'T EVEN A VAILABLE UNTIL THIS MONTH, TO MY KNOWLEDGE. THE DANGER FROM THIS PROBLEM IS THAT THE DOOR CAN BECOME STUCK IN THE CLOSED POSITION. IF THIS HAPPENED AFTER A BAD CAR ACCIDENT OR FIRE, YOUNG OCCUPANTS COULD BECOME TRAPPED. HOWEVER TOYOTA IS NOT WILLING TO ADDRESS THIS KNOWN DEFECT AND PREFERS TO ACCEPT THIS RISK. THERE ARE COUNTLESS COMPLAINTS OF SIENNA SLIDING DOORS BECOMING
STUCK AT ALL AGES OF VEHICLE. THE 2004 SIENNA WAS THE FIRST MODEL YEAR OF A NEW DESIGN AND HAS SUFFERED A MUCH HIGHER THAN USUAL NUMBER OF RECALLS. TOYOTA SHOULD SIMPLY RECALL AND REPAIR THEIR SLIDING DOORS RATHER THAN RISK THEIR CUSTOMER'S LIVES. *JS
ROLLING HILLS ESTATES CA Failure Date: 09/09/2011

13 10456205 2004 TOYOTA SIENNA STRUCTURE: BODY DRIVERS DOOR POPPING SOUND. BRACKET LEVER FOR DOOR STOP MOUNTING PLATE BROKEN LOOSE. DEALER REFERRED ME TO AUTO BODY SHOP. ADVISED NEED FOR NEW DOOR: WELDING THE PLATE BACK ON HAS NOT PROVEN SUCCESSFUL. IT JUST Breaks OFF AGAIN. COST OVER $3000. DEALER SAID TOYOTA EXTENDED WARRANTY TO 5 YEARS OR 100,000 MILES. I WAS NOT ADVISED AND AM NOW OUTSIDE THOSE LIMITS. ANOTHER TOYOTA BOONDOGGLE/Cover-up ALONG WITH THEIR SURGING ACCELERATION; AND MORE.. *TR SAN DIEGO CA Failure Date: 05/13/2011

13 10456071 2004 TOYOTA SIENNA STRUCTURE: BODY I HAVE A 2004 TOYOTA SIENNA XLE. LATE LAST YEAR, BOTH OF MY POWER SLIDING DOORS BROKE WITHIN A WEEK OF EACH OTHER. THE CABLE THAT OPERATES THE DOORS FRAYED AND SNAPPEAPART. I WAS ABLE TO FORCE THE DOORS CLOSED BUT HAVE NOT BEEN ABLE TO OPEN THEM SINCE. MY KIDS HAVE HAD TO CLIMB THRU THE FRONT SEATS UNTIL WE COULD FIGURE OUT HOW TO FIX THEM. I TALKED TO MY LOCAL TOYOTA DEALERSHIP AND WAS TOLD TO FIX THEM THE COST OF THE PARTS ONLY WOULD BE $1200 A DOOR. THIS COST INCLUDED A NEW MOTOR AND CABLE BECAUSE TOYOTA DOES NOT REPLACE JUST THE CABLE. I BELIEVE THIS CABLE ISSUE SHOULD OF BEEN UPGRADED TO A RECALL MANY YEARS AGO AND IS VERY DISCOMFORTING TO US WHO ARE LOYAL TOYOTA DRIVERS. WE AS DRIVERS HAVE PAID $30K+ FOR OUR VEHICLES AND BELIEVE THAT WE SHOULD NOT HAVE TO DEAL WITH THIS TYPE OF PROBLEM ON A FEATURE THAT WE PAID FOR AS AN UPGRADE TO THE ORIGINAL PACKAGE. THIS IS A WIDE SPREAD PROBLEM NATIONWIDE FROM WHAT I HAVE READ ON SEVERAL WEBSITES AND BLOGS AND INCLUDES SEVERAL DIFFERENT YEAR MODELS FROM WHAT I
U
DERSTAND. THANK YOU FOR ALLOWING ME TO SHARE MY STORY AND I
LOOK FORWARD TO HEARING ABOUT THIS ISSUE IN THE NEAR FUTURE.
*TR LUBBOCK TX Failure Date: 09/15/2011

13 10455501 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE RIGHT SLIDING DOOR BECAME STUCK ABOUT HALF OPEN. IT TOOK
ABOUT 30 MINUTES TO GET DOOR TO MOVE WHILE STANDING OUTSIDE IN THE
COLD AND MY THREE SMALL CHILDREN INSIDE ASKING THAT I CLOSE THE
DOOR. TOOK VEHICLE TO LOCAL MECHANIC AND THEY CONTACTED TOYOTA
DEALER WHO ADVISED THAT THE DOOR MOTOR/CABLE ASSEMBLY WOULD
NEED TO BE REPLACED. AFTER DOING SOME RESEARCH IT APPEARS THAT
THIS IS A KNOWN SAFETY PROBLEM THAT IS NOT BEING ADDRESSED EITHER
WITH A RECALL OR VOLUNTARY SAFETY "RECALL" BY TOYOTA.
*JS RALEIGH NC Failure Date: 01/12/2012

13 10455248 2004 TOYOTA SIENNA STRUCTURE Crack in
THE DASHBOARD NOTED OVER AREA WHERE AIRBAGS ARE LOCATED.
*TR MURFREESBORO TN Failure Date: 10/06/2010

13 10454872 2004 TOYOTA SIENNA STRUCTURE:BODY THE
DRIVER SIDE DOOR HINGE IS FAILING. THE DOOR MAKES A CLICKING SOUND
WHEN OPENED AND CLOSED. CONTACTED TOYOTA AND THEY WOULD ONLY
REPAIR IF VEHICLE HAS LESS THAT 100,000 MILES. DO NOT FEEL THIS IS A
FAIR POLICY. TOYOTA OBVIOUSLY KNOWS THIS IS A DEFECT. HAVE SEEN MANY
COMPLAINTS ON THE INTERNET FOR THE SAME PROBLEM. *TR
MORRISTOWN NJ Failure Date: 01/01/2011

13 10454828 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
IN 2009 ONE OF THE AUTOMATIC DOOR ENGINES OF MY 2004 SIENNA LE
FAILED AND NEEDED TO BE REPLACED FOR APPROXIMATELY $1000. LAST
MONTH, THE SAME DOOR, PASSENGER SIDE, FAILED TO OPEN OR CLOSE, AND
IS COMPLETELY INOPERABLE AT PRESENT. A DIAGNOSTIC FROM TOYOTA
REVEALED THAT THE CABLES NEED TO BE REPLACED BUT THEY DON'T COME
BY THEMSELVES AND HAVE TO BE PURCHASED WITH THE BRACKET AND
HINGES THAT COME WITH IT. IT IS LABOR INTENSIVE; THEY WOULD HAVE TO
KEEP THE VAN FOR 1.5 DAYS AND THE TOTAL COST OF THE REPAIR IS $1500.
TOYOTA WILL NOT OFFER $ ASSISTANCE DESPITE THE FACT THAT DOZENS
AND MAYBE HUNDREDS OF SIENNA OWNERS HAVE THE SAME PROBLEM. I
HAVE AT LEAST 6 FRIENDS WITH DOOR PROBLEMS ON THEIR SIENNAS. THIS
NEEDS TO BECOME A RECALL; IT IS A SAFETY ISSUE IN THAT KIDS CAN NOT
GET OUT OF THE CAR IN CASE OF AN EMERGENCY. IF I BUY A CAR WITH AN
AUTOMATIC DOOR IT NEEDS TO WORK, AND I'VE ALREADY HAD TO REPAIR THE
DOOR ENGINE ONCE. PLEASE ASSIST IN MAKING THIS A RECALL. THANKS!
*TR OAKLAND CA Failure Date: 03/22/2011

13 10453735 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
RECENTLY PURCHASED A USED 04 TOYOTA SIENNA AND THE
PASSENGER POWER SLIDING DOOR DOES NOT WORK AND STICKS WHEN
USING THE EXTERIOR HANDLE. THIS SHOULD BE CONSIDERED A SAFETY
ISSUE AS IN AN EMERGENCY ITS A GAMBLE WHETHER OR NOT THE DOOR
COULD OPEN. WE CURRENTLY JUST USE THE MANUAL DRIVER SIDE DOOR AS
THE FIX FIR THIS FROM THE DEALERSHIP IS BETWEEN $1000 - $2000...
*TR FLEETWOOD PA Failure Date: 03/30/2012

13 10453706 2004 TOYOTA SIENNA STRUCTURE:BODY
PASSENGER SIDE AUTOMATIC SLIDING DOOR CABLE FRAYED AND
RUBBING. WE DISCONTINUED USE TO PREVENT BREAKAGE, LEAVING US WITH
ONLY ONE DOOR FOR THE REAR PASSENGERS. TOYOTA DEALER CLAIMS THIS
IS A $1600-$1800 FIX. *TR FORT LEONARD WOOD MO Failure Date:
08/15/2011

13 10452818 2004 TOYOTA SIENNA STRUCTURE:BODY
THE DOORS ON OUR 2004 SIENNA FREQUENTLY "FREEZE" SHUT AND WE ARE
UNABLE TO OPEN THEM AUTOMATICALLY OR MANUALLY. THIS HAPPENS
ROUTINELY WHEN THE TEMPERATURES ARE AT OR BELOW FREEZING AND ARE
NOT RESOLVED WITH TURNING OFF THE POWER, DOORS, LUBRICATING THE
TRACKS OR WARMING UP THE CAR. THE DOORS SPONTANEOUSLY UNLOCK
WHEN WE HAVE BEEN DRIVING THE CAR FOR 15MIN-1HOUR. THE UNLOCKING
OCCURS WHILE DRIVING AND BELLS SOUND, DASH LIGHTS COME ON. WE'VE TAKEN IT TO THE DEALER, BUT THEY ARE NOT ABLE TO REPLICATE THE PROBLEM, BECAUSE THE ISSUE IS INTERMITTENT AND TEMPERATURE AND TIME DEPENDENT. THIS IS A TREMENDOUS INCONVENIENCE AS WE HAVE A NEWBORN, TODDLER AND TWO SCHOOL CHILDREN AND A SERIOUS SAFETY ISSUE. *TR

YAKIMA WA Failure Date: 10/01/2010

13 10452131 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE THE REAR POWER DOOR HATCH WONT STAY OPEN IN COLD WEATHER, IT WILL OPEN AND THEN IMMEDIATELY START TO CLOSE CAUSING SEVERAL HEADS TO BE HIT. THIS HAPPENS EVERYTIME IT IS COLD. ALSO NOW MY REMOTE AND THE INTERIOR BUTTON WONT OPEN THE DOOR AT ALL, IT HAS TO BE DONE MANUALLY. *TR

CLACKAMAS OR Failure Date: 03/16/2012

13 10452086 2004 TOYOTA SIENNA STRUCTURE:BODY POWER SLIDING DOOR ON THE PASSENGER SIDE STOPPED WORKING, SO WE STARTED USING IT MANUALLY. NOW THE DOOR IS LOCKED SHUT AND WON'T OPEN FROM THE INSIDE OR THE OUTSIDE (THE CHILD SAFETY LOCK IS DISENGAGED). I WOULD ATTEMPT TO FIX IT MYSELF, BUT SCREWS ARE LOCATED IN AN AREA YOU CAN ONLY GET TO WITH THE DOOR OPEN. I CAN PARTIALLY PRY THE INTERIOR PANEL, BUT ONLY GIVES ME VERY LIMITED ACCESS. VERY FRUSTRATING! *TR

KAUKAUNA WI Failure Date: 07/01/2011

13 10451420 2004 TOYOTA SIENNA STRUCTURE:BODY OUR PASSENGER SIDE REAR DOOR STOPPED OPENING AND CLOSING WITH THE REMOTE OR INSIDE BUTTONS 4 DAYS AGO BUT WE COULD OPEN AND CLOSE IT MANUALLY. AS OF THIS MORNING IT WILL NO LONGER UNLOCK TO ALLOW US TO OPEN THE DOOR. MY CHILDREN ARE REQUIRED TO EXIT THAT SIDE OF THE CAR AT SCHOOL DROP OFF SO THIS IS NOW DANGEROUS FOR THEM TO HAVE TO GET OUT ON THE DRIVER SIDE AND WALK AROUND THE CAR. I ALSO WORRY THAT IF WE WERE IN AN ACCIDENT MY CHILDREN WOULD NOT BE
ABLE TO EXIT THE CAR FROM THE RIGHT SIDE. *TR RUSSELL KY Failure Date: 03/10/2012

13 10451401 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE CABLE ON MY 2004 TOYOTA SIENNA SLIDING DOOR SNAPPED. FIRST THE REMOTE BUTTONS FAILED TO OPEN THE DOOR AND THEN SHORTLY AFTER THE DOOR WILL NOT OPEN AT ALL EITHER FROM THE OUTSIDE OR THE INSIDE BECAUSE THE CABLE SNAPPED. I CAN SEE THE BROKEN CABLE UNDERNEATH THE REAR WINDOW. TOYOTA IS TELLING ME THEY WANT ABOUT $2K TO FIX THE PROBLEM. I HAVE READ THAT THIS IS A PRETTY COMMON PROBLEM FOR THIS VEHICLE AND AM SURPRISED THAT THE MANUFACTURER IS NOT OFFERING TO HAVE THE REPAIR FULLY OR AT LEAST PARTIALLY PAID FOR BY THEM. *TR UNION NJ Failure Date: 02/23/2012

13 10451161 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE DOOR CABLES FOR BOTH THE DRIVER AND PASSENGER SIDES FAILED WITHOUT WARNING. THE CONTACT HAD TO ENTER THE VEHICLE THROUGH THE FRONT DOORS OR REAR HATCH. THE DEALER STATED THAT THE CABLES TO THE DOORS WOULD HAVE TO BE REPLACED BUT IT WAS NOT COVERED UNDER WARRANTY. THE FAILURE AND THE CURRENT MILEAGES WERE 109,182. BUTLER PA Failure Date: 03/04/2012

13 10451143 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
OUR PASSENGER SIDE REAR DOOR STOPPED OPENING AND CLOSING WITH THE REMOTE OR INSIDE BUTTONS 3 DAYS AGO BUT WE COULD OPEN AND CLOSE IT MANUALLY. AS OF THIS MORNING IT WILL NO LONGER UNLOCK, THEREFORE WE CAN NOT EVEN GET THE DOOR OPEN. MY CHILDREN ARE REQUIRED TO EXIT THAT SIDE OF THE CAR AT SCHOOL DROP OFF SO THIS IS NOW A DANGEROUS FOR THEM TO HAVE TO GET OUT ON THE DRIVER SIDE AND WALK AROUND THE CAR. *TR RUSSELL KY Failure Date: 03/10/2012
13 10451045 2004 TOYOTA SIENNA STRUCTURE:BODY THE CABLE ON THE POWER SLIDING DOOR SNAPPED. NOW THE DOOR IS NON-FUNCTIONING AND CAN NOT BE OPENED. *TR ELLICOTT CITY MD Failure Date: 07/12/2011


13 10450702 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE DRIVERS SIDE PASSENGER DOOR SOMETIMES WOULD CLOSE ON IT'S OWN AFTER OPENED. I TOOK IT TO DEALERSHIP & OF COURSE WORKED AS NORMAL. IN MAY 2011 I RETURNED TO THE DEALERSHIP, BECAUSE WHILE I WAS OUT SHOPPING THE DOOR WOULD NOT CLOSE, I CLOSED AS BEST I COULD, BUT WOULD OPEN ON IT'S OWN GOING UP A HILL OR ON TURNS. DEALERSHIP SAID MY WARRANTY EXPIRED IN APRIL. THEY COULD NOT GET THE DOOR TO FULLY CLOSE, WHICH MEANT I HAD TO TURN OFF MY POWER DOORS OR THE ALARM WOULD SOUND NON-STOP, THE INSIDE & OUTSIDE LIGHTS WOULD NOT GO OFF. I DRIVE THIS VAN AT RISK OF THE DOOR OPENING AT ANY TIME, BUT, IT'S WHAT I OWN. THE DEALERSHIP AND MYSELF HAS ASKED TOYOTA TO REPAIR, THEY REFUSE - COST $3000.00!!! CABLE, MOTOR, HINGE - ALL RUSTED OUT! I HAVE RESEARCHED THIS PROBLEM ON THE INTERNET AND HAVE FOUND THOUSANDS OF COMPLAINTS ON 2004 & 2005 - SAME ISSUE. THIS SHOULD BE A RECALL BY TOYOTA, PAID BY THEM! WHEN IS SOMEONE GOING TO LISTEN AND MAKE TOYOTA RESPONSIBLE FOR THIS MATTER. I TRAVEL WITH MY DOGS AND YOUNG CHILDREN IN MY
VEHICLE, IT HAS ELIMINATED ONE SEAT IN MY VAN, I CAN'T LET ANYONE SIT THERE. NHTSA YOU NEED TO DO SOMETHING FOR ALL OF US THAT ARE HAVING THIS ISSUE AND DON'T HAVE $3,000 TO PAY FOR REPAIR, A REPAIR THAT WE SHOULD NOT HAVE TO PAY ANYWAY! WAKE UP TOYOTA, YOU ARE GONNA BE LOOSING LOTS OF CUSTOMERS OVER THIS ONE, I KNOW IT'S MY LAST TOYOTA, HELLO HONDA OR NISSAN! I WILL NEVER RECOMMEND TOYOTA TO ANYONE. *TR BOLIVAR OH Failure Date: 02/08/2011

13 10450670 2004 TOYOTA SIENNA STRUCTURE:BODY THE SLIDING DOOR HAS A FAULTY DOOR HINGE AND A BROKEN CABLE. *TR EUGENE OR Failure Date: 09/01/2011

13 10450414 2004 TOYOTA SIENNA STRUCTURE:BODY DRIVER SIDE PASSENGER SIDE MANUAL DOOR WILL OPEN BUT WILL NOT CLOSE. INTERNAL LATCH APPEARS TO BE BROKEN OR LOOSE CAUSING THE DOOR NOT CLOSE PROPERLY. CAR IS UNDRIVEABLE AS DOOR WILL NOT CLOSE. *TR MIDDLETOWN OH Failure Date: 12/16/2011

13 10450136 2004 TOYOTA SIENNA STRUCTURE:BODY POWER LOCKED UP DUE TO METAL WIRE CONNECTING IT TO THE MOTOR IS SHREDDED. THE METAL WIRE HAS SOME BLACK COATING THAT HAS WORN OFF AND THE METAL EXPOSED LOOKS RUSTED AND CAUSED IT TO BREAK. THE DOOR CAN ONLY OPEN PARTIALLY CAUSING INGRESS ISSUES. *TR BASKING RIDGE NJ Failure Date: 02/01/2011

13 10449508 2004 TOYOTA SIENNA STRUCTURE:BODY CABLE SNAPPED ON RIGHT HAND POWER SLIDING DOOR OPENER. THE CABLE PROTECTIVE COATING HAD SHOWN SIGNS OF CRACKING AND ALLOWING THE CABLE TO RUST AND ULTIMATELY FAIL.. THE DOOR WOULD NOT OPEN AND CLOSE PROPERLY UNTIL THE CABLE WAS CUT. THE COST TO REPAIR THIS THROUGH THE DEALER IS APPROXIMATELY $1800! THE PART ALONE IS $1200! THE FACT THAT THERE IS A RECALL FOR "RUSTED TIRE CABLE" THAT PRESENTS A HAZARD, LEAVES ME TO BELIEVE THAT TOYOTA DID NOT ADEQUATELY TEST THEIR CABLES THAT ARE EXPOSED TO ROAD SALT
CONDITIONS. I WOULD HAVE NO PROBLEM REPLACING THE FAULTY COMPONENT IF THE PRICE WAS SOMEWHAT REASONABLE. *TR

SCARBOROUGH  ME  Failure Date:  12/27/2011

13  10449342  2004  TOYOTA  SIENNA  STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS  DASHBOARD IS CRACKED IN MULTIPLES PLACES, AND I AM CONCERNED THAT THIS WOULD ALLOW THE AIR BAGS TO DEPLOY UNINTENTIONALLY HENCE CREATING AN ACCIDENT. THE SITUATION WITH THE CRACKS CONTINUES TO THE EXTENT THAT THERE ARE CRACKS ACROSS THE WHOLE DASHBOARD, AGAIN IN MULTIPLE PLACES. *TR

MIA MII FL  Failure Date:  12/28/2011

13  10449282  2004  TOYOTA  SIENNA  STRUCTURE: BODY

PLEASE NOTE THAT THE DOOR HINGES ARE NO LONGER WELDED. ACCORDING TO 3 REPAIR CENTERS AND TOYOTA DEALER STATED THAT THIS HAS BEEN A COMMON REPAIR BUT THAT MY CAR IS NO LONGER UNDER WARRANTY. THIS IS A DEFECT AS THE AUTO SHOP THAT I AM SPEAKING WITH REGARDING MY CAR HAS HAD ABOUT 3 TO 4 VANS (INCLUDING MINE) WITH THIS ISSUE. MY REPAIR WILL COST APPROXIMATELY $315 PLUS OR MINUS. TOYOTA SHOULD HAVE A RECALL ON THIS INSTEAD OF JUST LABELING AND CATEGORIZING IT AS "SERVICE BULLETIN" INSTEAD OF A "RECALL". THERE ARE MULTIPLE ODI CASES LISTED IN THIS WEBSITE. WHAT ARE WE GOING TO DO ABOUT THIS ISSUE? I HAVE TAKEN GOOD CARE OF MY CAR AND FEEL I DO NOT HAVE TO BE RESPONSIBLE FOR REPAIRS OUT OF MY CONTROL. BOTH FRONT DOORS SHOULD BE SERVICED UNDER A RECALL NOTIFICATION.

THANK YOU, *TR  RED BANK  NJ  Failure Date:  12/29/2011

13  10448245  2004  TOYOTA  SIENNA  STRUCTURE: BODY

DRIVER’S SIDE SLIDING DOOR CABLE IS FRAYED AND HAS APPARENTLY JAMMED THE MECHANISM SUCH THAT THE DOOR IS STUCK HALF-OPEN (I'M AN OPTIMIST OR I'D HAVE SAID HALF-CLOSED). *TR  NEW PALTZ  NY

Failure Date:  02/16/2012
13 10447972 2004 TOYOTA SIENNA STRUCTURE:BODY  THE DRIVERS SIDE SLIDING DOOR FAILED IN THE OPEN POSITION DUE TO A CORRODED/PARTED WIRE IN THE DOOR MOTOR ASSEMBLY. THE DOOR WOULDN'T CLOSE AND VAN HAD TO BE TRANSPORTED TO THE DEALER FOR REPAIR. THE PASSENGER SIDE DOOR EXPERIENCED A SIMILAR FAILURE IN MID 2011. THIS IS AN UNSAFE, BUT ALL TOO COMMON PROBLEM WITH TOYOTA SIENNAS. *TR RINGWOOD NJ Failure Date: 05/16/2007


13 10447733 2004 TOYOTA SIENNA STRUCTURE  DASHBOARD DEFECT INTERFERENCE WITH AIRBAG DEPLOYMENT - DUE TO MANUFACTURER DEFECT THE DASHBOARD HAS MANY LONG CRACKS THAT EXTEND FROM THE A/C VENTS AND GLOVE BOX ACROSS SECTIONS OF THE DASH, INCLUDING AROUND THE AIRBAG. I AM FEARFUL THAT IN THE EVENT OF A CRASH THE AIRBAG WOULD NOT DEPLOY AS DESIGNED, DUE TO THE DEFECTIVE DASHBOARD. AS OF YET THERE HAS BEEN NO RECALL OR
MANUFACTURER AMENDS TO THIS PROBLEM. IT IS A SERIOUS SAFETY CONCERN TO ME DUE TO INTERFERENCE WITH THE PROPER FUNCTIONING OF THE AIRBAG. *TR  KENNER  LA Failure Date: 05/01/2007

13 10447504 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR ELECTRICAL MOTOR AND CABLE THAT CONTROLS SLIDING DOOR (DRIVER SIDE) HAS CORRODED AND BROKEN. DOOR INOPERABLE POSING SAFETY CONCERN. *TR  TWINSBURG  OH Failure Date: 12/07/2011

13 10447502 2004 TOYOTA SIENNA STRUCTURE DASH BOARD CRACKS LOOK LIKE DONE BY A VERY SHARP KNIFE EVERYWHERE ACROSS THE DASH BOARD. MAY INTERFERE WITH PROPER DEPLOYMENT OF AIR BAG AND IS A SAFETY HAZARD. *TR  ARLINGTON TX Failure Date: 10/01/2011

13 10447465 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR ONE DAY WE NOTICED A SCRAPING NOISE THAT OUR PASSENGER SIDE SLIDING POWER DOOR WAS MAKING WHEN WE OPENED AND CLOSED IT. THE NEXT DAY WE PARKED IN A SHOPPING CENTER AND AFTER GETTING OUR TWO YEAR OLD TWIN GIRLS OUT OF THEIR CAR SEAT, WE PUSHED THE BUTTON TO CLOSE THE DOOR AND IT GOT STUCK HALF WAY. WE COULD NOT PUSH IT OPEN OR CLOSED. THE CABLE HAD FRAYED AND THE PROTECTIVE COVERING OVER THE CABLE HAD COME OFF. WE PANICKED BECAUSE WE DID NOT KNOW HOW WE WOULD GET HOME SINCE THE DOOR WOULD NOT SHUT TO SAFELY DRIVE OUR CHILDREN HOME. FORTUNATELY AFTER SOME TIME WE CAME UP WITH THE IDEA OF CUTTING THE CABLE WITH WIRE CUTTERS SO WE COULD AT LEAST GET IT CLOSED. IT WORKED AND THE DOOR IS NOW MANUAL BUT THE DOOR MAY BE COMPROMISED FROM THIS CABLE FAILURE. APPARENTLY THIS IS A COMMON PROBLEM THAT MANY SIENNA OWNERS FEEL TOYOTA NEEDS TO ADDRESS DUE TO THE INADEQUATE MATERIALS USED TO OPERATE THE POWER SLIDING DOORS AND THE HEFTY EXPENSES TO HAVE IT REPLACED. *TR  RALEIGH  NC Failure Date: 12/04/2011
13 10447212 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE AUTOMATIC SLIDING SIDE DOOR ON MY 2004 TOYOTA SIENNA QUIT WORKING. THE CABLE BROKE AND THE DOOR STILL WORKS MANUALLY. WITHOUT THE CABLE, THE HEAVY DOOR SLIDES CLOSED WITH GREAT FORCE. IF THE VAN WERE TO BE PARKED ON A DOWNWARD SLOPE, A PERSON COULD EASILY BE INJURED BY THE OUT OF CONTROL DOOR. IT APPEARS THE CABLE WAS THE SAFETY MECHANISM FOR THE DOOR. MY RESEARCH SHOWS THIS IS A LARGE PROBLEM WITH THESE VEHICLES. *TR HARRISON TWSP
MI Failure Date: 02/07/2012

13 10446864 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 DRIVER'S SIDE SLIDING DOOR CABLE BROKE, CAUSING THE DOOR TO BE UNABLE TO CLOSE. DUE TO SEVERELY COLD WEATHER IN IOWA, THE DOOR WAS FORCED SHUT TO ALLOW THE VEHICLE TO BE OPERABLE. DOOR MOTOR REPLACEMENT COST ESTIMATES RANGE FROM $1300-1500. A FEW MONTHS LATER THE PASSENGER SIDE DOOR STARTED EXHIBITING PROBLEMS OPENING AND CLOSING. TURNED OFF THE MOTORS FROM THE INSIDE COMPARTMENT. ONE TIME WHEN THE DRIVERS SIDE DOOR WAS OPENED, A PIECE OF THE DOOR ASSEMBLY SHATTERED THE REAR 3/4 GLASS PANEL.
*TR WOODBRIDGE VA Failure Date: 03/18/2011

13 10446852 2004 TOYOTA SIENNA STRUCTURE: FRAME AND MEMBERS:UNDERBODY SHIELDS BOTH THE POWER SLIDING DOOR AND THE MANUAL SLIDING DOORS DO NOT OPEN. THE FIRST INCIDENT WAS THAT IT WAS DIFFICULT TO OPEN THE MANUAL DOOR AND EVENTUALLY IT COULD NO LONGER BE OPENED. THE POWER DOOR, ONE DAY, WOULD NOT CLOSE WITH THE POWER. WE CLOSED IT MANUALLY AND IT KEPT REOPENING. WE TURNED OFF THE POWER TO THE DOOR AND FINALLY GOT THE DOOR CLOSED. IT NO LONGER OPENS EITHER WITH POWER OR MANUALLY. AFTER RESEARCHING THIS PROBLEM ONLINE, IT APPEARS THAT THERE ARE NUMEROUS TOYOTA SIENNAS THAT HAVE THE SAME PROBLEM WITH THE SLIDING DOORS. ALSO FROM RESEARCHING, TOYOTA HAS NOT DONE ANYTHING ABOUT THIS PROBLEM OTHER THAN TO CHARGE HIGH PRICES TO
FIX THE DOORS AND TO TELL PEOPLE THAT IT IS VERY RARE FOR THESE DOORS TO STOP OPENING. I FEEL THIS IS A SAFETY ISSUE AS IF THERE WAS AN ACCIDENT, NO ONE IN THE BACK COULD EASILY GET OUT OF THE VEHICLE.

*TR
ELKTON   MD   Failure Date:  09/01/2011


JACKSONVILLE   FL   Failure Date:  01/01/2011

13 10446183 2004 TOYOTA SIENNA STRUCTURE:BODY TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE PARKED, HE NOTICED THAT THE DASHBOARD WAS CRACKED ALONG WHERE THE FRONT PASSENGER SIDE AIR BAG WAS LOCATED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR A DIAGNOSTIC TEST AND THE TECHNICIAN STATED THAT THE DASHBOARD WOULD HAVE TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT WAS CONCERNED THAT THE CRACK ON THE DASHBOARD MAY HAVE A NEGATIVE AFFECT ON THE DEPLOYMENT OF THE AIR BAG IF INVOLVED IN A CRASH. THE APPROXIMATE FAILURE MILEAGE WAS 90,000. UPDATED 02/13/12   *BF

SATELLITE BEACH   FL   Failure Date:  03/01/2011

13 10445656 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE CABLE IN THE POWER SLIDING DOOR (PASSENGER SIDE) HAS CAUGHT. THE DOOR IS STUCK PARTWAY OPEN. I CANNOT OPEN IT FURTHER NOR CLOSE IT. THIS IS A COMMON PROBLEM AS EVIDENCED BY MANY OTHER CLAIMS. OF COURSE, TO OPERATE WITH THE DOOR PARTIALLY OPEN WOULD BE VERY DANGEROUS. HERE ARE TWO URL'S THAT INCLUDE SIMILAR ISSUES: HTTP://WWW.TUNDRA SOLUTIONS.COM/FORUMS/SIENNA/103978-2004-SIENNA-
13 10445537 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER POWER SLIDING DOOR HAS FAILED TO OPERATE DUE TO A FRAYED CABLE. THE DOOR WILL NOT OPEN EVEN IN MANUAL MODE WITH THE CABLE IN PLACE. I SNIPPED THE CABLE TO FREE THE DOOR, AND IT WILL OPEN BUT WILL NOT LOCK IN THE OPEN POSITION (USEFUL WHEN OPENING THE DOOR AT A SLIGHT DECLINE). WHEN CLOSING THE DOOR MANUALLY, IT MAKES A LOUD "THUNK" AS THE DOOR EDGE AND FRAME OF THE CAR MAKE CONTACT. IT APPEARS AS THOUGH THE DOOR HAS SHIFTED ON ITS HINGES PREVENTING A PERFECT ALIGNMENT WITH THE LOCKING MECHANISM.

*TR CLEVELAND TN Failure Date: 10/03/2011

13 10444944 2004 TOYOTA SIENNA STRUCTURE:BODY TL*

FERNANDINA BEACH FL Failure Date: 12/20/2011

13 10444361 2004 TOYOTA SIENNA STRUCTURE:BODY
THE LEFT POWER SLIDING DOOR ON MY SIENNA FAILED. WHILE OUT ON ERRAND WITH A FRIEND'S CHILD, I COULD NOT SHUT THE POWER SLIDING DOOR. HAD TO DRIVE TO MY HOME WITH THE CHILD STRAPPED INTO THEIR CARSEAT IN THE BACK AND THE DOOR OPEN. TOOK IT TO DEALERSHIP AND THEY SAID THE MOTOR FAILED AND IT WOULD COST $1900+ TO FIX THE POWER OR $300 TO TURN IN INTO MANUAL DOOR. HUSBAND LOOKED ON INTERNET, FOUND INSTRUCTIONS TO TAKE DOOR APART AND FIXED HIMSELF AS THIS WAS A
VERY, VERY COMMON PROBLEM. SURE ENOUGH, THE PROBLEM WAS NOT THE MOTOR, YOU CAN HEAR IT RUN TO THIS DAY, AND IT WAS THE CABLE USED TO SLIDE THE DOOR - THERE WAS STRIPPED PLASTIC SHIELDING BUNCHED UP ON THE CABLE WHICH KEPT THE DOOR FROM RUNNING ON THE CABLE. THIS IS VERY DANGEROUS AS THE DOOR DID NOT RESPOND TO THE POWER BUTTON AND WOULD TRAP A CHILD IN IT. SECOND ISSUE IS THE WELD ON THE DRIVER’S SIDE DOOR MAKING POPPING SOUNDS. MY HUSBAND LOOKED AND THE WELD WAS COMING OFF AND THE METAL UNDERNEATH THE WELD HAD ACTUALLY TORN!! HE TOOK THE WELDED PIECE OFF SO THAT THE DOOR WOULD BE OPERATIONAL. ONCE AGAIN, THE DOOR CAN CLOSE UNEXPECTEDLY ON A SMALL CHILD WITHOUT WARNING WITHOUT DOOR BEING REPLACED. THIRD ISSUE IS THE SONAR WHICH COMES AND GOES WITHOUT WARNING. I TRY TO LEAVE MY SONAR ON ALL THE TIME, BUT IN PROCESS OF BACKING UP, WILL REALIZE THE SONAR HAS TURNED ITSELF OFF. IT COMES AND GOES-SOMETIMES WILL JUST BEEP ON AND OFF AND ON AND OFF WHILE DRIVING DOWN THE STREET WITHOUT ANYONE ELSE AROUND THE CAR. FOURTH ISSUE IS WHEN THE CAR IS COLD, THE BACK HATCH DOOR WILL RISE AND THEN IMMEDIATELY COME DOWN FORCEFULLY ON YOUR HEAD (IT RUNS WITH A MOTOR). ALL OF THESE ISSUES ARE LISTED ALL OVER THE INTERNET AS PROBLEMS WITH THIS CAR AND EVERYONE IS TOLD BY TOYOTA THAT IS YOU DON’T HAVE A CURRENT WARRANTY, THEY WILL NOT FIX IT FOR FREE. THESE ARE DESIGN FLAWS AND SAFETY ISSUES!!!!

ALBUQUERQUE   NM   Failure Date:  09/17/2008

13  10443938  2004 TOYOTA SIENNA STRUCTURE:BODY  I WOULD LIKE TO FILE A COMPLAINT ABOUT TOYOTA FAILING TO TAKE FULL RESPONSIBILITY FOR A MANUFACTURING DEFECT IN THE FRONT DOORS OF THEIR SIENNA MINIVAN. LIKE THOUSANDS OF OTHER TOYOTA SIENNA OWNERS, THE WELDS ON MY DOOR HAVE FAILED AND NOW THE DOOR MUST BE COMPLETELY REPLACED AT A COST OF MORE THAN $2000. TOYOTA COVERED THIS FAILURE FOR JUST 5 YEARS AND DID NOT NOTIFY OWNERS DURING THE COVERAGE PERIOD THAT THEY SHOULD HAVE THIS MANUFACTURING DEFECT REPAIRED. I HAVE COMPLAINED TO TOYOTA, BUT
THEY HAVE REFUSED TO COVER THE COST OF THIS DEFECT. THERE WAS NOTHING I COULD DO IN THE REPAIR AND MAINTENANCE OF MY VEHICLE THAT WOULD HAVE PREVENTED THESE WELDS FROM FAILING. THE FAULT LIES WITH TOYOTA MANUFACTURING PRACTICES AT THE TIME MY VAN WAS BUILT AND THE COST SHOULD LIE WITH THEM AS WELL.  

BERKELEY CA  Failure Date: 11/01/2011


OXNARD CA  Failure Date: 06/01/2011

13 10442061 2004 TOYOTA SIENNA STRUCTURE:BODY THE SPOT WELDS FOR THE "CHECK STRAP" ON THE DRIVER'S SIDE, FRONT DOOR OF MY SIENNA HAVE FAILED. TOYOTA HEADQUARTERS ADVISED ME THAT THEY RECOGNIZE THAT THERE IS A PROBLEM AND THEY HAVE EXPANDED THEIR WARRANTY TO 5 YEARS/100,000 MILES TO COVER IT. UNFORTUNATELY, MY 2004 SIENNA IS BEYOND THE LIMITS OF THE EXPANDED WARRANTY. I DO NOT UNDERSTAND WHY THIS IS NOT A "SAFETY RECALL" ISSUE COVERING EVERY IMPACTED TOYOTA SIENNA. CLEARLY THIS PROBLEM HAS SERIOUS SAFETY IMPLICATIONS. WITHOUT THIS "CHECK STRAP" IN PLACE, THE DOOR CAN UNEXPECTEDLY SWING SHUT ON A PERSON CAUSING SERIOUS INJURY, PARTICULARLY IF IT SLAMS INTO A CHILD. ALSO, THERE ARE ADDITIONAL SAFETY ISSUES ASSOCIATED WITH A CAR DOOR THAT CAN SWING OPEN FREELY. HOW CAN THE NHTSA POSSIBLY ALLOW TOYOTA TO GET AWAY WITH CORRECTING THIS SAFETY ISSUE ON SOME BUT NOT ALL OF THE DEFECTIVE SIENNA MODELS INVOLVED?  

SOMERSET NJ  Failure Date: 12/01/2011

13 10441988 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE PASSENGER SIDE POWER SLIDING DOOR BECAME STUCK IN THE
OPEN POSITION AND WOULD NOT CLOSE. THE MANUAL OVERRIDE DOES NOT WORK; IT SIMPLY WOULD NOT CLOSE. USING A GREAT DEAL OF FORCE, WE FINALLY GOT IT CLOSED AFTER ARRIVING HOME, BUT NOW WE CANNOT OPEN IT. *KB ORANGE CA Failure Date: 12/31/2011

13 10441617 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE DASHBOARD WAS FRACTURED. THE VEHICLE WAS TAKEN TO THE DEALER BUT WAS NOT REPAIRED. THE CONTACT STATED THAT THE DEALER COULD NOT CONFIRM THAT IN THE EVENT OF A CRASH, THE AIR BAGS WOULD OPERATE AS DESIGNED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 82,000. THE VIN WAS UNAVAILABLE.
FRISCO TX Failure Date: 06/29/2009

13 10440838 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
PALM COAST FL Failure Date: 12/01/2006

13 10440832 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
BOTH OF THE SLIDING DOORS ON MY 2004 TOYOTA SIENNA HAVE STOPPED WORKING. FIRST, THE CABLE SNAPPED ON THE PASSENGER SIDE, THEN THE DRIVER SIDE GOT LOCKED IN AN OPEN POSITION. AFTER MUCH STRUGGLE, EACH TIME WE WERE ABLE TO CLOSE THE BROKEN DOOR IN ORDER TO SAFELY DRIVE TO THE DEALERSHIP TO GET IT FIXED. BOTH TIMES, WE WERE TOLD WE NEEDED TO REPLACE THE DOOR FOR $2000. THE DEALER TOLD US THAT THEY ARE SEEING ALOT OF PEOPLE WITH THE SAME ISSUES. SEEMS LIKE TOYOTA SHOULD BE PROVIDING A MANUAL SOLUTION OR A
RECALL IF IT'S REALLY AS WIDESPREAD AS THE DEALER INDICATED - ESSENTIALLY, THE VAN IS UNSAFE TO DRIVE WITH DOORS STUCK IN AN OPEN POSITION. *TR ELK GROVE VILLAGE IL Failure Date: 12/16/2011


WEST PALM BEACH FL Failure Date: 04/01/2011

13 10440532 2004 TOYOTA SIENNA STRUCTURE DASHBOARD HAS SUSTAINED MULTIPLE SIGNIFICANT CRACKS. NOT INVOLVED IN ANY ACCIDENT, NOR WAS DASHBOARD CUT IN ANY WAY. DASH MATERIAL IS STILL SOFT. MANY SIMILAR COMPLAINTS NOTED ONLINE. VERY CONCERNED ABOUT FUNCTION OF AIRBAGS SHOULD ACCIDENT OCCUR. TOYOTA HAS BEEN UNRESPONSIVE TO COMPLAINTS. *TR PEMBROKE PINES FL Failure Date: 01/03/2011


CAROLINA PR Failure Date: 09/01/2011

13 10440276 2004 TOYOTA SIENNA STRUCTURE CRACKS ALONG THE ENTIRE DASHBOARD AND AIRBAG AREAS OF THE FRONT DASH. CONCERN ABOUT PROPER AIRBAG DEPLOYMENT OR FAILURE AND LACK OF STRUCTURAL INTEGRITY OF THE DASH ALONG WITH STEERING CONTROL DURING A VEHICLE CRASH. DASH FAILURE AND DEBRIS FROM DASH MAY
AFFECT THE STEERING CONTROL IF DASH DEBRIS IS LODGED AGAINST STEERING AREA. NOTICED DASH CRACKS AT ABOUT 60K MILES AND THE CRACKS CONTINUE TO GROW WITH EACH USE OF VEHICLE. CURRENTLY VEHICLE HAS 79K MILES. DEALER/MANUFACTURER DID NOT WANT TO FIX OR REPLACE THE DASH CITING OUT OF WARRANTY ISSUE. HOWEVER, THIS ISSUE IS ON ALL 04 AND UP TOYOTA SIENNA'S AND POSSIBLY MORE VEHICLES WITH THIS TYPE OF DASHBOARD MATERIAL. *TR

HI Failure Date: 03/10/2010

13 10439332 2004 TOYOTA SIENNA STRUCTURE:BODY
PASSENGER SIDE AUTOMATIC SLIDING DOOR REQUIRES MANUAL FORCE TO ASSIST ELECTRIC MOTOR DURING OPENING AND CLOSING. DOOR APPEARS OUT OF VERTICAL ALIGNMENT AND IMPACTS CAR FRAME DURING OPENING PROCEDURE. EXPOSED METAL OCCURS WHERE DOOR HAS RUBBED PAINT OFF OF FRAME. *TR STOCKTON CA Failure Date:
11/18/2011

13 10439227 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
BOTH SLIDING DOORS WORKED ONLY INTERMITTENTLY. THEN DRIVER'S SIDE DOOR GOT STUCK OPEN AND WE HAD TO DRIVE WITH THE ALARM BLARING. COULD NOT GET THE DOOR OPEN OR SHUT. APPROX 3 DAYS LATER, THE PASSENGER SLIDING DOOR GOT STUCK SHUT AND WHEN I TRIED TO OPEN IT I HEARD A LOUD SOUND. THE CABLE SNAPPED AND THE DOOR IS STUCK SHUT. OUR KIDS HAD TO GET IN AND OUT OF THE VAN BY GOING IN THE FRONT DOOR AND CLIMBING AROUND TO THE BACK. IF THERE IS A REASON TO NEED TO GET OUT OF THE VAN QUICKLY THEY WILL NOT BE ABLE TO DO SO. THIS IS AN ONGOING ISSUE W/ SIENNAS AND IS A BIG PROBLEM THAT NEEDS TO BE ADDRESSED. *TR GRAND RAPIDS MI

Failure Date: 12/02/2011

13 10438814 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE MOTOR IN THE POWER SLIDING DOOR BURNT OUT. THE PULLEY CABLE GOT CAUGHT AND OVERHEATED THE MOTOR. NOW THE DOOR IS

NHTSA Consumer Complaints as of July 21, 2014
STUCK IN THE OPEN POSITION THE PULLEY CABLE IS TAUGHT AND IT WILL NOT CLOSE. *TR SPANISH FORT AL Failure Date: 12/06/2011

13 10438695 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR AUTOMATIC SLIDING DOOR LEFT AND RIGHT ARE NOT OPERATIONAL. ONLY WORKS MANUALLY. *TR ISABELA PR Failure Date: 12/02/2011


13 10438137 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE DRIVER'S SIDE DOOR CHECK STRAP IS FAILING. MY UNDERSTANDING IS THAT IT HAS TO DO WITH THE FAILURE OF WELDS WHERE THE STRAP CONNECTS TO THE DOOR. THERE HAVE BEEN OTHER COMPLAINTS I HAVE SEEN ON LINE OF SIMILAR FAILURES. SOME AS EARLY AS 35,000 MILES INTO THE VAN'S LIFE. THE REPAIR FOR THIS DEFECT IS EXPENSIVE AND REQUIRES THE RE-WELDING OF THE STRAP TO THE INTERNAL PORTION OF THE DOOR. *TR PETALUMA CA Failure Date: 10/03/2011

13 10436404 2004 TOYOTA SIENNA STRUCTURE:BODY THE CABLE FOR THE MOTORIZED SLIDING DOOR RUSTED AND SNAPPED. I'VE BEEN TOLD THIS IS A COMMON PROBLEM BUT TOYOTA HAS NOT RECALLED THE PROBLEM. *TR ALBANY NY Failure Date: 09/27/2011

13 10436296 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE SLIDING DOORS WILL NOT OPEN WHEN OUTSIDE TEMPERATURE IS BELOW FREEZING. IF YOU NEED TO ENTER AND EXIT THE VEHICLE YOU MUST
CRAWL THROUGH THE FRONT SEAT. THE AUTOMATIC DOOR WILL SOMETIMES OPEN WITHOUT BEING MANUALLY ACTIVATED. THE AIR IN THE REAR WILL AUTOMATICALLY COME ON AND SHUT OFF AFTER A FEW SECONDS WITHOUT BEING MANUALLY ACTIVATED. *TR REIDSVILLE NC Failure Date: 11/18/2009

13 10436248 2004 TOYOTA SIENNA STRUCTURE:BODY TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. WHILE PARKED, THE CONTACT NOTICED THAT THE REAR DRIVER SIDE SLIDING DOOR WOULD NOT OPEN MANUALLY. THE CONTACT INSPECTED THE SLIDING DOOR CABLE AND NOTICED THAT IT WAS CORRODED. THE REAR PASSENGER SIDE SLIDING DOOR WAS ALSO CORRODED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING WHERE THE TECHNICIAN STATED THAT THE DOOR PANEL AND THE SLIDING DOOR CABLE WOULD HAVE TO BE REplaced. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 151,000. UPDATED 10/10/12 *CN THE CONSUMER STATED THE REAR DOOR WAS REPAIRED WITH RECALL BUT IT WOULD STILL FAIL. IT WAS DIFFICULT TO CLOSE THE DOOR. UPDATED 10/15/2012 *JS NEWARK NJ Failure Date: 11/16/2012

13 10435285 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 1. SINCE LAST YEAR, THE LEFT SIDE OF SLIDING DOOR WILL CLOSE BY ITSELF. 2. THE RIGHT SIDE OF SLIDING DOOR WILL NOT ABLE TO CLOSE UNLESS PULL FROM OUTSIDE. *TR DULUTH GA Failure Date: 07/01/2010

13 10434215 2004 TOYOTA SIENNA STRUCTURE:BODY IN MY 2004 TOYOTA SIENNA XLE LIMITED AWD, THE UPPER DASHBOARD(BY THE WINDSHIELD & FRONT AIRBAGS IS CRACKING. I AM HIGHLY CONCERNED THAT THESE CRACKS WILL INTERFERE WITH PROPER DEPLOYMENT OF THE FRONT AIRBAGS IN AN ACCIDENT SITUATION. ALSO THE UPPER DASHBOARD MAY BREAK APART IN AN ACCIDENT SITUATION AND BECOME AIRBORNE CAUSING FURTHER INJURY TO VEHICLE PASSENGERS. I HAVE CONTACTED TOYOTA AND WAS TOLD IT WAS ONLY COVERED FOR 36,000 MILES OR 3 YEARS DESPITE

   METAIRIE LA Failure Date: 10/01/2010

13 10432783 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE PASSENGER POWER SLIDING DOOR CABLE HAS BROKEN. I HAVE SEEN THIS COMPLAINT NUMEROUS TIMES ON THE INTERNET. THE REPAIR IS COSTLY SINCE THE DESIGN HAS THE CABLE AS PART OF THE MOTOR ASSEMBLY. BAD ENOUGH THAT THE DOORS STICK OFF AND ON ALL WINTER ANYTIME THE VEHICLE IS LEFT OUTDOORS (OR JUST BEING DRIVEN), BUT TO NOT MAKE THE CABLE A SERVICEABLE AND REPAIRABLE PART SEEMS AN ENGINEERING MISTAKE. EXPOSED SEALS AND CABLES ARE NOT A WELL THOUGHT DESIGN. *TT PARIS CROSSING IN Failure Date: 06/30/2011

13 10432737 2004 TOYOTA SIENNA STRUCTURE:BODY SLIDING DOORS (BOTH DRIVERS AND PASSENGER SIDES) THE CABLE ASSEMBLY HAS SNAPPED ON EACH OF THE SLIDING DOORS OF THE VEHICLE NEARLY WHIPPING MY SONS LEG AS HE ENTERED. THE DOOR THEN COULD NOT BE CLOSED, FORCING US TO DRIVE TO THE DEALERSHIP WITH THE
SLIDING DOOR WIDE OPEN. I HAVE HEARD OF OTHER INSTANCES WHERE
PEOPLE HAVE BEEN STUCK IN THE DOOR AS THE ASSEMBLY BROKE UPON
EITHER OPENING OR CLOSING. *TT ELMHURST IL Failure Date:
06/15/2011

13 10432702 2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS AT
APPROXIMATELY THE SAME TIME, DAYS APART, BOTH SLIDING DOORS
STOPPED WORKING. THE LEFT DOOR WOULD BEEP CONTINUOUSLY
INDICATING THAT IT WAS AJAR. WITH SOME GREASE AND HELP FROM A
MECHANIC, THIS PROBLEM RESOLVED BUT HAS HAPPENED TWICE SINCE.
TWO DAYS LATER, THE SLIDING DOOR ON THE RIGHT MADE A HORRIBLE
SCRATCHING SOUND WHEN CLOSING. WHEN THE DOOR WAS OPENED A
SECOND TIME, THE CABLE SNAPPED. FROM WHAT I UNDERSTAND, IT IS QUITE
COSTLY TO REPAIR THIS. I LOVE MY TOYOTA, BUT I AM NOT WILLING TO SPEND
UPWARDS OF $1500 TO FIX A PROBLEM THAT EVIDENTLY IS AN ISSUE WITH
OTHER OWNERS OF SIENNAS. I AM HOPING THAT TOYOTA WOULD CONSIDER
A RECALL AS THERE IS AN OBVIOUS FLAW IN THE DOOR MECHANISM CAUSING
THE CABLE TO BREAK. *TT MOHAWK NY Failure Date: 10/04/2011

13 10430667 2004 TOYOTA SIENNA STRUCTURE:BODY TL*
The contact owns a 2004 TOYOTA SIENNA. The contact stated that the
dashboard was cracked from the driver side and extended to the
passenger side. The contact did not take the vehicle to the
dealer. The contact called the manufacturer and filed a
complaint. The manufacturer advised that because the vehicle was
out of warranty there was nothing they could do to assist. The
contact was concerned that the cracks could cause damage to
both the driver and passenger side air bags. The failure mileage
was 144,028. VALDOSTA GA Failure Date: 10/16/2011

13 10430586 2004 TOYOTA SIENNA STRUCTURE:BODY MY
2004 TOYOTA SIENNA HAS A DEFECTIVE DRIVER'S SIDE DOOR (THE CHECK
STRAP INSIDE THE DOOR BROKE OFF THE WIELD); THIS CAUSES THE DOOR TO
MAKE LOUD POPPING AND CRACKING NOISES WHEN OPENED OR SHUT, THE DOOR CAN FREEZE IN CERTAIN POSITIONS AND/OR QUICKLY OPEN AT END OF SEQUENCE. TOYOTA KNEW OF HUNDREDS OF SUCH COMPLAINTS, BUT DID NOT DO A RECALL. INSTEAD THEY ALLEGEDLY EXTENDED THE WARRANTY TO 50,000 MILES. I NEVER RECEIVED ANY INFORMATION FROM TOYOTA REGARDING THE POTENTIAL PROBLEM AND IT DOESN'T APPEAR THAT TOYOTA SENT ANY OWNERS SUCH INFO. REGARDLESS, THE PROBLEM DIDN'T SURFACE IN MY VEHICLE UNTIL ABOUT 55,000 MILES AND OR AFTER 5 YEARS FROM PURCHASE. TOYOTA SHOPS CLAIM THEY HAVE TO REPLACE THE ENTIRE DOOR AT A COST OF $2,500, AND TOYOTA WILL NOT COVER THE REPAIR/REPLACEMENT. GIVEN THE COUNTLESS COMPLAINTS FROM TOYOTA SIENNA OWNERS REGARDING THE EXACT SAME PROBLEM, IT IS CLEAR THAT THIS IS A MANUFACTURER'S DEFECT. I DID NOTHING THAT WOULD HAVE CAUSED THE DAMAGE TO THE WIELD, AND THERE WAS NOTHING I COULD HAVE OR SHOULD HAVE DONE TO PREVENT THE WIELD FROM BREAKING.

*TR  LONG BEACH  CA  Failure Date: 12/01/2010

13  10430514 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
THE LEFT SIDE AUTOMATIC SLIDING DOOR WAS STUCK IN AN OPEN POSITION. OUR CAR WAS PACKED WITH OUR 5 KIDS. THEY DOOR COULD NOT BE CLOSED AUTOMATICALLY OR MANUALLY.  WHAT OCCURRED WAS THE PLASTIC COATING ON THE CABLE HAD CRACKED AND BUNCHED UP AND STUCK IN THE PULLEY OF THE DOOR SYSTEM.  IN ORDER TO MOVE, WE HAD TO CUT THE STEEL CABLE (WHICH WASN'T EASY). WHICH ALLOWED US TO CLOSE THE DOOR MANUALLY. THE DOOR CAN NOT BE FIXED BY SIMPLY PUTTING ANOTHER CABLE IN. IT REQUIRES THE ENTIRE MOTOR ASSEMBLY TO BE CHANGED. WHICH COST BETWEEN $1500-2000.  *TR  KALISPELL  MT  Failure Date: 07/09/2009

13  10430436 2004 TOYOTA SIENNA STRUCTURE:BODY  TL*  
THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED WHENEVER ACCESSING THE FRONT DRIVERS SIDE DOOR THERE WAS UNUSUAL NOISE AND THEN THE DOOR WOULD OPEN ABRuptLY OR CLOSE

13 10429304  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
POWER SLIDING PASSENGER DOOR NO LONGER OPERATES WITH THE KEYFOB REMOTE, OR THE DOOR SWITCHES. THE DOOR WILL OPEN IF THE HANDLES ARE USED TO DISSIGE THE DOOR.  *KB        CLARK
NJ    Failure Date:  10/03/2011

13 10429136  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER SIDE SLIDING DOOR HAS A MIDDLE HINGE THAT NOW SAGS AND PREVENTS THE DOOR FROM CLOSING OR OPENING PROPERLY. OFTEN, THE PASSENGER SIDE IS THE SAFEST SIDE TO EXIT THE VAN, AND WITHOUT THIS DOOR OPENING OR CLOSING PROPERLY, THE MORE DANGEROUS DRIVER'S SIDE DOOR MUST BE USED.  *TR
ALLEN    TX    Failure Date:  08/01/2011

13 10428764  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
POWER SLIDING DOOR OF TOYOTA SIENNA LE 2004 FAILS TO OPEN. HAPPENED WHEN CAR BATTERY RAN OUT OF POWER. AFTER BATTERY WAS CHARGED BY AN AAA MECHANIC WITH JUMPER CABLES, POWER DOOR COULD OPEN AND CLOSE AGAIN. AFTER DRIVING THE VAN FOR A FEW MILES, POWER DOOR STARTED OPENING AND CLOSING BY ITSELF. VERY, VERY DANGEROUS AS VAN WAS BEING DRIVEN ON A BUSY HIGHWAY. AFTER I PULLED UP ON THE SIDE ROAD, POWER DOOR KEPT OPENING AND CLOSING, BUT NOT GETTING SUCCESSFULLY CLOSED BY ITSELF. I HELPED THE DOOR CLOSE SUCCESSFULLY BY PUSHING IT FULLY TO CLOSED POSITION. DOOR IS STUCK IN CLOSED POSITION SINCE. ELECTRONIC CONTROLS AND MANUAL KNOBS DON'T MANAGE TO OPEN THE DOOR.  *TR        WAYNE    NJ    Failure Date:  03/03/2011

13 10428397  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
6/13/2011 I BROUGHT MY 2004 TOYOTA SIENNA TO THE CEDAR RAPIDS TOYOTA TO CHECK THE ELECTRICAL RIGHT SLIDING DOOR AS IT WAS HARD TO OPEN USING THE ELECTRICAL SYSTEM AND MANUALLY. TOYOTA APPLIED WHITE GREASE AND THE DOOR WAS LESS HARD TO OPEN. NO ELECTRICAL CHECK WAS PERFORMED.  7/9/2011 THAT SAME DOOR WOULD NOT OPEN

13 10428188 2004 TOYOTA SIENNA STRUCTURE:BODY ELECTRIC SLIDING VAN DOOR HAS FAILED ON PASSENGER SIDE, WILL NOT OPEN OR CLOSE. MANUAL SLIDING SIDE DOOR ON DRIVER SIDE IS VERY DIFFICULT TO OPEN AND CLOSE. VERY DANGEROUS IN EVENT OF CRASH OR FIRE. DEALERSHIP ESTIMATES OVER $1000 TO FIX. THERE ARE OVER SIX HUNDRED SIMILAR COMPLAINTS AT HTTP://TOWNHALL-
13 10427479 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE VEHICLE WAS PARKED WHEN SHE OPENED THE PASSENGER SIDE AUTOMATIC SLIDING DOOR BUT THE DOOR WOULD NOT CLOSE. THE CONTACT EXAMINED THE DOOR AND NOTICED THAT IT WAS DETACHED FROM ITS TRACKS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND WAS IN THE PROCESS OF BEING REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 78,000. UPDATED 01/10/12*LJ THE PASSENGER DOOR CAME APART. THE DEALER REPLACED THE ROLLER HINGES, ELECTRIC MOTOR, CABLES AND SLIDING DOOR RAILS. UPDATED 03/12/12

STATON ISLAND NY Failure Date: 09/24/2011

13 10426857 2004 TOYOTA SIENNA STRUCTURE:BODY
PASSENGER SIDE POWER SLIDING DOOR IS STUCK OPEN AND WILL NOT CLOSE.  *TR TROY MI Failure Date: 09/23/2011

13 10426562 2004 TOYOTA SIENNA STRUCTURE:BODY
THE FRONT DRIVER SIDE DOOR WELD OF DOOR CHECK MOUNTING PANEL HAS FAILED. THE DOOR CAN SWING OPEN DANGEROUSLY IF NOT REPAIRED.
*TR PHILADELPHIA PA Failure Date: 07/04/2011

13 10426352 2004 TOYOTA SIENNA STRUCTURE:BODY
POWER SLIDING DOOR CABLE BROKE DUE TO THE FACT IT IS EXPOSED TO THE ELEMENTS OF THE RAIN AND SNOW AND ICE CAUSING THE CABLE TO RUST AND BREAK DOOR WILL NOT OPEN THIS IS A SAFETY ISSUE TOYOTA NEEDS TO ADDRESS THIS ISSUE IF THERE WAS AN ACCIDENT THIS COULD BE DEADLY FOR MY FAMILY IF THEY CAN'T GET OUT!!!!!!!  *KB GREENSBURG IN Failure Date: 09/08/2011
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13 10425604 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR FAILURE OF ELECTRIC SLIDING DOOR CABLE. CABLE THAT PULLS ELECTRIC SLIDING DOOR OPEN RUSTED, FAILED AND SNAPPED IN HALF. FAILED CABLE NOW HANGS OUTSIDE THE VEHICLE (BELOW THE REAR PASSENGER'S SIDE WINDOW) DANGLING FROM THE DOOR TRACK. *KB CAMBRIDGE VT Failure Date: 09/13/2011


13 10425420 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS POWER SLIDING DOOR CABLE BROKE. *KB CONGERS NY Failure Date: 08/24/2011


13 10424805 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS 2004 TOYOTA SIENNA. CONSUMER STATES PROBLEM WITH FAILURE OF DOOR CHECK MOUNTING PANEL RESULTING IN BROKEN DOOR WELDS *TGW THE CONSUMER STATED THE DRIVER'S DOOR BEGAN MAKING A POPPING NOISE WHEN IT WAS OPENED. THREE OUT OF SIX DOOR WELDS HAD BROKEN AND

HARTFORD CT Failure Date: 09/01/2011

13 10424585 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER SIDE POWER SLIDING DOOR CABLE SNAPPED CAUSING THE POWER DOOR TO FAIL. WE DID NOT REALIZE IT WAS BROKEN AT THE TIME AND THE DOOR DID NOT FULLY CLOSE AND LATCH. OUR 7 YEAR OLD SON WAS IN THE SEAT RIGHT BESIDE THAT DOOR AND WE DROVE 20 MINUTES HOME BEFORE WE REALIZED THE DOOR WAS NOT FULLY SHUT. THIS SEEMS LIKE A SERIOUS SAFETY HAZARD AS A CHILD COULD POTENTIALLY FALL OUT OF A MOVING VEHICLE WITH AN UNSECURED DOOR. THIS SHOULD BE CORRECTED IMMEDIATELY. *TR SUNBURY OH Failure Date: 09/08/2011

13 10424438 2004 TOYOTA SIENNA STRUCTURE:BODY
THE RIGHT SIDE AUTOMATIC DOOR WILL NOT ENGAGE WHEN BUTTON IS PUSHED. IT ONLY ENGAGES WHEN HANDLED ARE USED BOTH INSIDE AND OUTSIDE.
*TR KALISPELL MT Failure Date: 05/01/2011

13 10424036 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
RIGHT REAR SLIDING POWER SLIDING DOOR CABLE BROKE RENDERING THE DOOR INOPERABLE. CABLE SNAPPED WITH THE DOOR IN THE OPEN POSITION AND DOOR COULD NOT BE CLOSED. *TR UXBRIDGE MA Failure Date: 09/06/2011
13 10422317 2004 TOYOTA SIENNA STRUCTURE CRACKS IN DASHBOARD FROM DOOR TO DOOR .... OUR SIENNA HAS BEEN GARAGED FOR ABOUT TWO YEARS AND HAS ABOUT 83K MILES ON IT. A SHORT WHILE AGO WE NOTICED THAT THERE WAS A CRACK LINE IN THE DASHBOARD MATERIAL THAT WAS ALONG THE LINE WHERE THE MATERIAL CONNECTS TO THE INSTRUMENTS PANEL UNIT, THE RNETERTAINMENT UNIT, AND THE GLOVE BOX AREA. UPON CLOSER EXAMINATION WE FOUND THE CRACKS STRETCH TO THE DASHBAORD AREA THAT WRAPAROUND TO THE CLOSED DOORS ON BOTH SIDES. THIS MATERIAL MUST BE DEFECTIVE BECAUSE THIS VEHICLE HAS BEEN WELL TAKN CARE OF AND IS MOSTLY GARAGED. I'VE NEVER HAD A VEHICLE DO THIS BEFORE. *TT LAKE MARY FL Failure Date: 05/01/2010

13 10419307 2004 TOYOTA SIENNA STRUCTURE BOTH SLIDING DOOR MOTOR CABLES HAVE BROKEN ON MY 2004 TOYOTA SIENNA. ONE DOOR WAS STUCK IN AN OPEN POSITION, AND THE OTHER ONE COULD ONLY BE OPENED SIX INCHES. I HAVE NOW PAID TOYOTA DEALERSHIPS OVER $4,000 TO FIX THE MOTOR CABLES FOR BOTH DOORS. WITH ONE STUCK OPEN, I COULDN'T TRANSPORT MY CHILDREN. I LIVE OVER 30 MINUTES TO THE NEAREST MECHANIC, SO IT WAS VERY FUN DRIVING THE CAR TO A DEALERSHIP. I THINK THAT IT IS A SAFETY ISSUE ESPECIALLY IF THE DOORS STICK OPEN. THE DEALERSHIP STATED THAT THEY HAVE NEVER SEEN THIS BEFORE, BUT I AM NOW SEEING SEVERAL COMPLAINTS ABOUT THIS, AND THAT TOYOTA HAS A TSB ON THIS PROBLEM. *TR LOVETTSVILLE VA Failure Date: 05/20/2011

13 10418220 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE TOTAL FAILURE OF REAR LIFTGATE STRUTS (MANUAL LIFTGATE). CANNOT SUPPORT WEIGHT OF LIFTGATE; LIFTGATE DROPS IMMEDIATELY WHEN RELEASED. SIMILAR TO PROBLEM IN RECALL 08V244000 FOR SIENNA POWER REAR LIFTGATE STRUTS. *TR LEXINGTON PARK MD Failure Date: 08/05/2011
THE CABLE ON THE POWER SLIDING DOOR SNAPPED AND THE DOOR IS NOW COMPLETELY INOPERABLE. THE DOOR CANNOT BE OPENED MANUALLY OR ELECTRONICALLY. THIS IS A VERY SERIOUS MALFUNCTION AS IT COULD POSE A THREAT TO EXIT IN AN EMERGENCY. TOYOTA WANTS $2,200 PER DOOR TO FIX THIS PROBLEM. QUITE CLEARLY, THIS IS A SAFETY ISSUE.

BARTLETT  IL  Failure Date: 06/01/2011

THE INCIDENT OCCURRED WHILE I WAS DRIVING FROM OHIO TO FLORIDA, ON SPRING BREAK. I WAS THE SOLE ADULT IN THE VEHICLE WITH MY TWO DAUGHTERS, WHO WERE RIDING IN THE MIDDLE SEATS. WE HAD TRAVELED ALL DAY AND HAD STOPPED IN LAKE CITY, FL TO FILL UP WITH GAS. WHEN WE GOT BACK ON THE HIGHWAY (I-75), MY DAUGHTER TOLD ME SHE WAS HOT. IT WAS JUST AFTER 8 PM AND THE SUN HAD SET. NOT WANTING TO TURN ON THE AIR CONDITIONER, I TOLD HER I WOULD OPEN THE REAR VENT WINDOWS TO MOVE AIR THROUGH THE CAR. I PUSHED THE BUTTON TO OPEN THE REAR VENT WINDOWS, AND THE WINDOW ON THE PASSENGER SIDE FLEW OFF THE VAN. I HEARD THE NOISE, AND MY DAUGHTER YELLED THAT THE WINDOW WAS GONE. I LOOKED IN MY REAR VIEW MIRROR TO SEE THE WINDOW SAILING THROUGH THE AIR IN THE DRAFT OF THE VAN. THEN IT CRASHED AND SHATTERED ALL OVER THE HIGHWAY. WE WERE VERY LUCKY THAT NO ONE WAS TRAVELING DIRECTLY BEHIND US. I SLOWED DOWN AND WAITED FOR ANY CARS TRAVELING BEHIND ME TO PASS AND TO SEE IF ANYONE WAS GOING TO PULL OVER. NO ONE STOPPED, AND THERE WAS NO REASON FOR ME TO GO BACK FOR THE SHATTERED WINDOW. I WOULD LIKE TO NOTE THAT I WAS NOT TRAVELING AT AN EXCESSIVE SPEED. THANKFULLY MY VAN WAS THE ONLY CAR INVOLVED AND NO ONE GOT HURT. ONE EXPECTATION THAT I HAVE WHEN I BUY A CAR IS THAT THE WINDOWS WON'T FLY OFF WHEN I OPEN THEM DURING NORMAL OPERATION, NO MATTER HOW OLD THE CAR IS. MY CAR HAS NEVER BEEN IN AN ACCIDENT, AND FURTHER MORE IT HAD JUST BEEN IN THE DEALERSHIP FOR THE 90K MAINTENANCE AND BODY CHECK.

BELLBROOK  OH  Failure Date: 03/26/2011

POTOMAC MD Failure Date: 07/06/2011

TOYOTA SIENNA AUTOMATIC SLIDING DOOR FAILED. THE DOOR IS UNABLE TO BE OPENED EVEN IN MANUAL MODE. THIS IS A DESIGN FLAW AND A SERIOUS SAFETY ISSUE AS MY CHILDREN NEED TO CLIMB OVER SEATS TO EXIT THROUGH THE ONLY DOOR THAT WORKS. WHEN THAT CABLE MECHANISM BREAKS, THEY WILL HAVE NO WAY TO EXIT THE VEHICLE IN AN EMERGENCY.

MEQUON WI Failure Date: 06/30/2011

DRIVER'S SIDE DOOR MAKES A POPPING NOISE WHEN OPENED & CLOSED. DEALER INSPECTED IT AND INDICATED IT WAS A DRIVER STRAP WELD THAT IS BAD. DISTRICT SERVICE MANAGER OFFERED TO COVER 50% OF REPAIR WHICH I REFUSED AS THIS IS A COMMON DEFECT WITH SIENNAS ('04 TO '07). TOYOTA PREVIOUSLY ISSUED A "WARRANTY ENHANCEMENT" FOR THIS DEFECT BUT HAS NOT BEEN ACCOUNTABLE FOR THEIR POOR DESIGN AND MATERIALS. A CALL TO TOYOTA CONSUMER AFFAIRS WAS NOT SUCCESSFUL IN RESOLVING THE PAYMENT ISSUE.

PHOENIX AZ Failure Date: 06/06/2004

THE DRIVERS SIDE PASSENGER SLIDING DOOR WILL NOT OPEN. THIS IS A NON-AUTOMATIC SLIDING DOOR. THERE IS NO WAY TO OPEN THE DOOR FROM THE INSIDE OR THE OUTSIDE. THIS HAS HAPPENED WITH OUR AUTOMATIC DOOR AS WELL. WE HAD TO PAY OVER 1800 TO HAVE THAT DOOR FIXED. THIS IS A SAFETY ISSUE WHEN THE DOORS WILL NOT OPEN! IF THERE WAS TO BE AN
ACCIDENT AND THE CHILDREN COULD NOT GET OUT OF THAT DOOR BECAUSE THERE IS A FAULT WITH THE LATCHES, THAT WOULD BE TRAGIC. THIS IS NOT THE FIRST TIME A COMPLAINT HAS BEEN FILED ABOUT THE SLIDING DOORS IN A TOYOTA VAN. NAPERVILLE IL Failure Date: 06/01/2011


13 10405297 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR CABLE FAILURE ON BOTH POWER SLIDING DOORS OF MY 2004 TOYOTA SIENNA. DOORS NOW NOT OPERATING PROPERLY IF OPENING AT ALL. *TR DUNKIRK MD Failure Date: 06/06/2011

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WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 50,000. UPDATED 07/08/11 *BF THE CONSUMER STATED THE CABLE SNAPED ON BOTH SLIDING DOORS, WHICH DISABLED AUTOMATICALLY. EVEN MANUALLY, THERE WAS NO WAY TO OPEN OR CLOSE THE DOORS. UPDATED 11/23/11

MONTCLAIR NJ  Failure Date: 12/15/2009

13  10404439  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA. LEFT SIDE, DRIVER SIDE POWER SLIDING DOOR WILL NOT CLOSE-MOTOR FAILURE. *TR  AVON LAKE OH  Failure Date: 05/28/2011

13  10402487  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TOYOTA SIENNA 2004 LE - REAR DOOR STRUTS (MANUAL) FAILED CAUSING THE DOOR TO DROP (FREE FALL). VERY LUCKY THAT MY KIDS WERE NOT AROUND AT THAT TIME. *TR  CHARLOTTE NC  Failure Date: 05/23/2011

13  10402196  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA,POWER DOOR CABLE SNAPED...DEALER ASKING $1500 TO FIX THIS PROBLEM..WHEN THIS HAPPENED ,THE CAR WAS ONLY 50K MILES ON THIS..I FOUND THAT THIS IS A COMMON PROBLEM WITH ALL THE SIENNA..I WOULD LIKE TO CONCEDE THIS AS A RECALL & FIX THIS ASAP.  *TR  STATEN ISLAND NY  Failure Date: 03/08/2010

13  10401364  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
MANUAL SLIDING DOOR (DRIVERS SIDE) DOESN'T LATCH COMPLETELY AND COMES OPEN WHEN TURNING RIGHT.  *TR  SEVERNA PARK MD  Failure Date: 05/07/2011

13  10401344  2004 TOYOTA SIENNA STRUCTURE
DESCRIPTION: FRONT DOOR CHECK POPPING NOISE  CAUSE: SPOT WELD IN DOOR CHECK FAILED  CONTROLS DOOR WHEN OPENING AND CLOSING SAFELY. TOYOTA HAS TSB NV003-07, BUT HAS LIMITED WARRANTY. EXPIRED FOR ME.  *TR  ORANGE CA  Failure Date: 05/01/2011
13 10400547 2004 TOYOTA SIENNA STRUCTURE:BODY MY 2004 SIENNA TOYOTA DOOR FELL RIGHT OFF OF THE CAR. FIRST THE POWER OPENING STOPPED WORKING THEN SOME WIRE SNAPED AND THE DOOR FELL RIGHT OFF THE CAR. THIS IS USUALLY A SPOT MOST PEOPLE PUT THEIR CHILDREN. THIS IS A DOOR THAT TEACHERS OPEN TO GET MY CHILD OUT FOR SCHOOL. IF THIS HAPPENED MOMENTS BEFORE IT WOULD OF FELL ON A TEACHER IN FRONT OF THE ENTIRE SCHOOL AND MY CHILD. *TR

BOONTON   NJ   Failure Date: 05/11/2011

13 10398964 2004 TOYOTA SIENNA STRUCTURE:BODY DOOR CHECK HAD BEEN CLICKING - LUBED IT WITH LITHIUM GREASE. THEN WINDOW WOULDN'T GO ALL THE WAY DOWN. BROUGHT VEHICLE TO DEALER TO BE TOLD THE DOOR CHECK FAILED, BENT THE WINDOW TRACK AND NEEDS TO BE REPAIRED BY RE-WELDING ANOTHER PIECE OF METAL TO THE DOOR AND DOOR CHECK TO THE TUNE OF $500. WHEN WE INQUIRED ABOUT THE PAST SAFETY ISSUE OF THE DOOR INVESTIGATION AND VOLUNTARY WARRANTY EXTENSION OF THE DOOR CHECK, WE WERE TOLD THE VEHICLE AGE AND MILEAGE PASSED THE BULLETIN CAMPAIGN THAT WAS IN EFFECT FOR 2004-2006 MODEL YEARS. I GUESS WE WERE UNAWARE THAT A SAFETY ISSUE SUCH AS SAGGING DOORS AND DOORS FALLING OFF A VEHICLE WOULD HAVE LIMITED TIME TO FAIL. WE HAVE FOUR CHILDREN IN THE "FAMILY FRIENDLY VAN" ON A REGULAR BASIS. HOW LONG SHOULD ONE EXPECT A DOOR TO PROVIDE SAFE CONTAINMENT OF THE OCCUPANTS OF A MOTOR VEHICLE ?? LAWS PROTECT US BY HAVING AUTO MAKERS PROVIDE REPLACEMENT PARTS FOR SO MANY YEARS AFTER PRODUCTION ENDS, BUT WE SET UP A SOLUTION FOR A PROVEN SAFETY PROBLEM WITH A LIMITED RESPONSIBILITY TIME FRAME. I HATE TO THINK HOW MANY DRIVERS OR OCCUPANTS WILL DIE IF THEIR VEHICLE DOOR FALLS OFF WHILE THEY ARE DRIVING. ESPECIALLY IF THEY KNEW THERE HAD BEEN A PRIOR SOLUTION FOR THOSE THAT HAD PARTS SOONER RATHER THAN LATER.

HOLLEY   NY   Failure Date: 04/28/2011
13 10398883 2004 TOYOTA SIENNA STRUCTURE REAR SLIDING DOOR POWER CABLE ON 2004 TOYOTA SIENNA BROKE. CAUSING DOOR TO BE STUCK IN OPEN POSITION. TOYOTA HAS KNOWN OF DEFECT AND ISSUED A TSB (EL004-04) IN APRIL OF 2004, BUT DID NOT REPAIR PREVIOUSLY MANUFACTURED MINIVANS. *TR ELLICOTT CITY MD Failure Date: 05/01/2011

13 10398369 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR RIGHT POWER SLIDING DOOR IS COMPLETELY INOPERATIVE. UNABLE TO OPEN THE DOOR WITH EITHER THE MANUAL HANDLES (INSIDE OR OUTSIDE) OR THE POWER SWITCH. *TR MISHAWAKA IN Failure Date: 12/01/2009

13 10397974 2004 TOYOTA SIENNA STRUCTURE: BODY LOUD NOISE WHEN CLOSING AND OPENING DRIVER SIDE DOOR. *TR UNION NJ Failure Date: 03/26/2011

13 10397358 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR THE REAR, AUTOMATIC SLIDING DOOR TO MY 2004 TOYOTA SIENNA IS INOPERABLE. THE CABLE SNAPPED. I'VE READ NUMEROUS REPORTS ONLINE OF THIS TYPE OF INCIDENT RELATED TO THIS MODEL. THE REPAIR ESTIMATES AVERAGE ABOUT $1500. OBVIOUSLY, THIS IS A CONSUMER ISSUE AS WELL AS A SAFETY ISSUE THAT SHOULD BE ADDRESSED. *TR WILLIAMSBURG VA Failure Date: 11/10/2010

13 10397187 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR PASSENGER SLIDING POWER DOOR STOPPED WORKING. I MANUALLY TRIED TO OPEN THE DOOR AND IT FELL OFF THE REAR HINGE POINT. I AM A MECHANICAL ENGINEER SPECIALIZING IN PRODUCT TESTING. I WORKED IN THE AUTOMOTIVE COMPONENT INDUSTRY FOR 11 YEARS. I CAN SAY THAT THIS DOOR SYSTEM IS WAY UNDER ENGINEERED. TOYOTA SHOULD BE FORCED TO FIX THIS. PEOPLE ARE REPORTING THIS ALL OVER THE INTERNET. I CALLED TOYOTA WHEN JUST THE AUTO OPEN/CLOSE SYSTEM WAS BROKEN. THEY TOLD ME I'M ON MY OWN. THAT SYSTEM FAILS IN TWO WAYS. 1.) IF THE
AUTO OPEN/CLOSE SYSTEM FAILS IT SHOULD BREAK WAY FROM THE HINGING SYSTEM SO THE DOOR WILL JUST FUNCTION MANUALLY. INSTEAD IT JAMS THE DOOR IN THE POSITION IT BROKE IN. THAT IS A SAFETY ISSUE. 2.) THE HINGE SYSTEM IS WAY UNDER ENGINEERED FOR LOAD. I AM A 180LB 46 YR OLD ENGINEER WHO IS SOFT AROUND THE MIDDLE. I'M NOT VERY STRONG. I TOOK THE DOOR OFF THE HINGE! THAT SHOULD NOT ABLE TO HAPPEN WITH SUCH A LOW FORCE RATE. I SEE THIS AS A SAFETY ISSUE AS WELL. TOYOTA ENGINEERS SHOULD BE ASHAMED OF THEM SELVES. THAT VAN COST OVER 40K BRAND NEW. IT'S ONLY 6 YEARS OLD AND HAS BEEN WELL CARED FOR. T'S A FAMILY/CHILD CARRIER. IT SHOULD BE DESIGNED LIKE A TANK IN MY OPINION. *TR BRISTOL NH Failure Date: 04/22/2005

13 10395679 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR SLIDING DOORS OPEN WHEN DRIVING. *TR PHILLIPSTON MA Failure Date: 06/03/2010


13 10395284 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR I HAVE A 2004 TOYOTA SIENNA. BOTH SLIDING DOORS NOW HAVE BROKEN CABLES AND WILL NOT OPEN FROM THE INSIDE. THEY ONLY OPEN WHEN FORCED OPEN FROM THE OUTSIDE. THE REPAIR COST FROM A TOYOTA DEALER IS $1,600.00 PER DOOR. THE PART ITSELF COST $1,100.00 PLUS THE LABOR. THE DOORS NOW ARE A SAFETY ISSUE SINCE MY SON CAN
NOT GET OUT OF THE BACK QUICKLY IF NEEDED. THE CABLES RUSTED AND SEVERED WHILE OPENING. THE DOORS DO NOT HAVE A MANUAL OVERRIDE TO ALLOW OPENING PROPERLY ONCE THE ELECTRONIC OPERATION IS COMPROMISED. *TR

RAVENSWOOD  WV  Failure Date:  04/03/2011


$1200. WE CONVERTED THE DOOR TO A MANUAL DOOR AND THAT WORKED FOR ABOUT 2 WEEKS. THE DOOR STOPPED FUNCTIONING ENTIRELY AND WE ARE NO LONGER ABLE TO OPEN THE PASSENGER SLIDING DOOR ON OUR VEHICLE. THIS IS A POTENTIAL SAFETY RISK TO US AS WE HAUL OUR 3 CHILDREN IN THE BACK OF THE VAN. FOR EXAMPLE, WHEN FUELING THE VEHICLE, THE DRIVER SIDE SLIDING DOOR IS INOPERABLE AND IN THE EVENT OF A FIRE, THE CHILDREN WOULD BE TRAPPED IN THE BACK OF THE VEHICLE. WE HAVE HAD VERY LITTLE LUCK IN FINDING A USED PART AND WILL HOPEFULLY BE GETTING A NEW PART TO FIX THE PROBLEM IN THE NEAR FUTURE. *TR DIXON IL Failure Date: 02/10/2011

13 10392555  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

I OWN A 2004 TOYOTA SIENNA WITH POWER SLIDING DOORS. THE CABLE ON MY DRIVER'S SIDE DOOR SNAPPED, CAUSING THE DOOR TO NOT BE ABLE TO CLOSE. MY HUSBAND SAT IN THE BACK SEAT AND HELD THE DOOR SHUT WHILE WE DROVE IT TO THE SERVICE CENTER. THE REPAIR WAS ESTIMATED TO BE AROUND $1500, SO WE HAD THEM DISABLE THE POWER FEATURE AND WE NOW USE THE DOOR MANUALLY. THIS CABLE SNAPPING ON 2004 SIENNA VEHICLES IS A KNOWN PROBLEM WHICH THEY REFUSE TO ISSUE A RECALL FOR. THE SLIDING DOORS ARE POORLY DESIGNED AND DANGEROUS. I CURRENTLY DRIVE A NEWBORN AND A TODDLER AROUND IN MY SIENNA AND I DON'T TRUST THE DOORS THAT ARE SUPPOSED TO PROTECT THEM. PLEASE ENCOURAGE TOYOTA TO ISSUE A RECALL AND FIX THESE BROKEN SLIDING DOORS! *TR ROCHESTER NY Failure Date: 05/10/2009

13 10392163  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

A FEW MONTHS AGO A CABLE SNAPPED ON THE PASSENGER SIDE SLIDING SIDE DOORS. WITHOUT THE CABLE THE DOOR WILL NOT OPEN PROPERLY. RECENTLY, THE SAME CABLE SNAPPED ON THE DRIVER'S SIDE SLIDING SIDE DOOR. NOW THAT DOOR WILL NOT OPEN. I HAVE BEEN TOLD THAT AN ENTIRE NEW CABLE ASSEMBLY MUST BE PLACED IN EACH DOOR. WITHOUT THE SLIDING SIDE DOORS OPENING THE ONLY MEANS OF INGRESS AND EGRESS FROM THE VEHICLE IS THROUGH EITHER THE REAR HATCH OR
THE FRONT DOORS. IT IS BOTH A SAFETY CONCERN AS WELL AS VERY INCONVENIENT TO NOT BE ABLE TO USE THOSE DOORS. THE SIDE SLIDING DOORS, BACK WHEN THEY STILL WORKED, WERE ALSO PRONE TO FREEZING SHUT WHENEVER IT GOT COLD OUTSIDE AND THE DOORS WOULD NOT OPEN UNLESS THEY THAWED. AGAIN, THIS MADE THE PASSENGER COMPARTMENT DIFFICULT TO ACCESS AND DANGEROUS IN CASE OF AN EMERGENCY.

*TR BREMERTON WA Failure Date: 12/25/2010

13 10390128 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 2004 TOYOTA SIENNA: AUTOMATIC SLIDING DOOR FAILS TO OPEN OR ONLY OPENS INTERMITTENTLY. IN 2008 I SPENT OVER $1000 TO HAVE THIS EXACT PROBLEM FIXED AND IT IS HAPPENING AGAIN. THE PASSENGER SLIDING DOOR WILL NOT OPEN, WHETHER IN THE AUTOMATIC MODE OR IF CHANGED TO MANUAL. THIS NOT ONLY SHOULDN'T HAPPEN, BUT IS A SAFETY HAZARD. IF I WERE IN AN ACCIDENT AND MY KIDS WERE IN THE CAR - THEY WOULD NOT BE ABLE TO GET OUT OF THE CAR. TOYOTA HAS NOT TAKEN RESPONSIBILITY FOR THIS PROBLEM. THERE ARE OVER 500 POSTS ON EDMUNDS.COM ABOUT THE EXACT SAME PROBLEM! IT IS ABOUT TIME TO DO SOMETHING ABOUT THIS!!!! *TR NAPERVILLE IL Failure Date: 03/02/2011


RECOMMENDS FULL REPLACEMENT OF MOTOR AND ASSEMBLY PART AT $1200 PLUS LABOR $660. (WIRE MATERIAL COST ESTIMATED AT $20 OR LESS.) ISSUE: DESIGN DEFECT LEADING TO MATERIAL STRESS/BREAKAGE. *TR

PARKVILLE  MO  Failure Date: 03/03/2011

13 10386789 2004 TOYOTA SIENNA STRUCTURE:BODY DRIVER DOOR DEVELOPED THE "POPPING NOISE" DESCRIBED IN TOYOTA’S WARRANTY ENHANCEMENT IN DECEMBER, 2010 (ALSO DESCRIBED IN TECHNICAL SERVICE BULLETIN NV003-07 REVISED). THERE ARE APPROX. 600,000 VEHICLES AFFECTED BY THIS DEFECT. I JUST PAID $2,141.24 TO MY TOYOTA DEALER TO GET IT REPAIRED, SINCE I COULDN'T SELL THE VEHICLE IN AN UNREPAIRED STATE. WE BOUGHT THE VEHICLE EARLY IN 2004, AND THE EXTENDED WARRANTY WOULD HAVE EXPIRED IN 2009. 2004 OWNERS JUST NOW EXPERIENCING THE PROBLEM WILL HAVE TO PAY FOR REPAIRS FOR A PROBLEM THAT TOYOTA HAS ACKNOWLEDGED. *TR

ANDERSON  SC  Failure Date: 12/01/2010

13 10384399 2004 TOYOTA SIENNA STRUCTURE:BODY WITH ONLY ABOUT 60K MILES ON MY 2004 TOYOTA SIENNA POWER DOOR MOTOR FAILED. I HAD TO PAY OUT OF POCKET ABOUT 1500.00 TO FIX IT. 7 MONTHS LATER THE PART FAILED AGAIN, AND THANK GOODNESS THAT PART WAS UNDER WARRANTY. THE SECOND TIME THE PART FAILED IT JAMMED UP THE DOOR THE CABLE SNAPPED AND MY DOOR FELL OFF THE TRACK AND SCRATCHED AND DENTED MY VAN. WE DEMANDED THAT TOYOTA PAY TO FIX OUR VAN. TWO TIMES IN ONE YEAR THAT THE SAME PART FAILED. NOW IT HAS BEEN 9 MONTHS SINCE THE LAST TIME IT WAS REPAIRED AND NOW IT IS MAKING A POPPING SOUND. I FEAR THAT THIS PART WILL FAIL AGAIN AND I WILL HAVE TO PAY OUT OF POCKET TO FIX IT AGAIN. IT IS UNSAFE TO GO WITHOUT FIXING THE PART BECAUSE THE POWER DOORS ARE ENTIRELY TOO HEAVY FOR A CHILD TO OPEN, YET THE PART IS SO OUTRAGEOUSLY EXPENSIVE. TOYOTA KNOWS THIS IS A PROBLEM YET INSTEAD OF RECALLING THE PARTS, THEY ARE PROFITING OFF OF PEOPLE LIKE MY FAMILY. *TR

TUCSON  AZ  Failure Date: 05/10/2010
13 10384316 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA DRIVER DOOR PROBLEM. DOOR MAKES CRACKING AND POPPING WHEN BEING OPENED HAVE BEEN TOLD THAT IT IS A BROKEN WELD BUT THE DOOR HAS NEVER BEEN PUSHED TO FAR OR COMPROMISED IN ANY WAY THAT WOULD HAVE BROKEN WELD. TOYOTA BASICALLY WASHED THEIR HANDS OF ANY RESPONSIBILITY THOUGH FROM READING POSTS ON THIS SITE AND OTHERS IT IS A COMMON PROBLEM.
*TR MARMET WV Failure Date: 08/01/2008

13 10384290 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
WE HAVE A 2004 TOYOTA SIENNA, WHICH WE BOUGHT NEW. VERY OFTEN WE'VE HAD BOTH REAR SLIDING DOORS FROZEN SHUT WHEN IT GETS COLD. IF WE ATTEMPT TO OPEN ONE OF THE DOORS, THE MOTOR OPENS IT A FRACTION OF AN INCH AND THEN WON'T CLOSE AGAIN COMPLETELY SO THAT WE HAVE TO DRIVE WITH THE DOOR NOT ENTIRELY CLOSED. I DON'T FEEL THAT I CAN HAVE MY CHILD IN THE BACK SAFELY WITH THIS SITUATION, NOT TO MENTION THE INCONVENIENCE OF HAVING TO CLimb OVER SEATS TO GET IN AND OUT. I WILL NOT TAKE IT ON THE HIGHWAY WITH ANY PASSENGERS FOR FEAR THE DOOR WILL SUDDENLY OPEN ON THE HIGHWAY WITHOUT WARNING. THIS APPEARS TO BE A PROBLEM WITH MANY 2004 SIENNA VANS AND IT SHOULD BE A SAFETY RECALL. *TR PORTLAND OR Failure Date: 02/20/2011

13 10384093 2004 TOYOTA SIENNA STRUCTURE: BODY:DOOR THE REAR PASSENGER POWER SLIDING DOOR FAILED. THE CABLE THAT OPENS AND CLOSES THE DOOR SNAPPED AND THEN BOUND UP JAMMING THE DOOR OPEN ABOUT 3 INCHES. MY CHILDREN COULd NOT EXIT THE VEHICLE ON THAT SIDE IF THERE WAS AN ACCIDENT AND I HAD TO DISSASSEMBLE THE DOOR JUST TO CLOSE IT. *TR PA PA Failure Date: 09/30/2010

13 10383459 2004 TOYOTA SIENNA STRUCTURE: BODY:DOOR
WE HAVE HAD ISSUES WITH OUR SLIDING DOORS ON OUR 2004 TOYOTA SIENNA LE AWD SINCE WE PURCHASED IT. BOTH DOORS STICK WHEnEVER THE TEMP DROPS BELOW FREEZING. THE ONLY WAY TO OPEN THEM AT TIMES
IS TO CLIMB INSIDE AND THROW MY 6'0" 240LB BODY INTO IT. EVEN THEN I'VE HAD THEM NOT OPEN. DUE TO THE CONTINUED STRESS PLACED ON THE OUTER HANDLES THE DRIVER'S SIDE REAR FINALLY BROKE OFF. THAT WAS NOT DUE TO ME BEING OVERLY PHYSICAL WITH IT EITHER. THAT ONE WAS PULLED OFF BY MY WIFE, 5'0" 120LBS.ALSO, THE PASSENGER REAR SLIDING DOOR WAS EQUIPPED WITH AN AUTOMATIC DOOR. THE CABLE SNAPPED ON THAT A COUPLE OF MONTHS AGO. THAT DOOR WON'T EVEN OPEN NOW. I UNDERSTAND NORMAL WEAR AND TEAR BUT I BELIEVE THIS GOES BEYOND THAT. HEAVEN FORBID IF WE'RE IN AN ACCIDENT BECAUSE ONE DOOR CAN'T OPEN AND THE OTHER SIDE WILL ONLY OPEN FROM THE INSIDE. *TR

FREDONIA  NY  Failure Date:  12/19/2010

13 10383420  2004 TOYOTA SIENNA STRUCTURE DRIVER'S DOOR (FRONT) HINGE/WELD ON 2004 TOYOTA SIENNA BEGAN WITH LOUD CREEKING NOISE EVERY TIME DOOR IS OPEN AND CLOSED. THEN CREEKING TURNED INTO CLICKING SOUND EVERY TIME DOOR IS OPEN AND CLOSED, AND THAT PROGRESSED INTO A LOUD POPPING/SNAPPING SOUND. OUR REPAIR SHOP (NOT TOYOTA) REWELDED THE HINGE (SUMMER 2010 - VAN HAD 60,000 MILES) BUT THEY ADVISED THIS WAS NOT A PERMANENT FIX FOR THE PROBLEM. ON 2/20/11 (VAN NOW HAS 64,000 MILES) HINGE IS NOW COMPLETELY NOT FUNCTIONING AND DOOR IS JAMMED SHUT. FRONT DRIVER'S DOOR WILL NOT OPEN MORE THAN 1/2 INCH FORCING THE DRIVER OF THE VEHICLE TO ENTER/EXIT THROUGH THE PASSENGER SIDE. *TR

ZEELAND  MI  Failure Date:  06/01/2010

13 10382872  2004 TOYOTA SIENNA STRUCTURE TOYOTA SIENNA 2004, REAR LIFTGATE STRUTS ARE GIVING OUR AGAIN. WE HAVE HAD THIS AUTO SINCE THE FACTORY SENT IT TO THE DEALERSHIP. ONCE REPLACING THE STRUTS DUE TO RECALL. NOW WHNEVER YOU LIFT THE GATE VIA MANUALLY PRESSING THE BUTTON ON THE BACK OF THE VAN, THE LIFT GATE ONLY OPENS HALFAY. THIS LEAVES THE OPERATOR WITH THE ONLY OPTION OF PRESSING FURTHER UP ON THE LIFT GATE. I EXPECT THAT
THIS ISSUE WILL NOW GET WORSE AND NOT STAY OPEN AT ALL. *TR

SILVERTON OR Failure Date: 01/03/2011

13 10382863 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
MY 2004 TOYOTA SIENNA MINI VAN POWER SLIDING DOOR MADE A HORDIFIC 'SNAPPING' SOUND WHEN THE CABLE THAT ACTIVATES THE DOOR SNAPPED. THE SNAPPING CABLE DID NOT HURT ANYONE, BUT COULD HAVE IF SOMEONE WAS STANDING BEHIND THE DOOR NEAR THE REAR QUARTER PANEL WINDOW. THE DOOR IS NO LONGER FUNCTIONAL AND WILL COST $1500-$3000 TO REPAIR. *TR CARLSBAD CA Failure Date: 02/14/2010

13 10382770 2004 TOYOTA SIENNA STRUCTURE WE HAVE A 2004 TOYOTA SIENNA WITH A RIGHT SIDE POWER SLIDING DOOR AND THE DOOR THAT PULLS THE DOOR BROKE YESTERDAY,I SEE THAT THE CABLE GOT ROTTEN AND IT DID NOT HAVE A PLASTIC COVER ON IT..I CONTACTED TOYOTA OFFICES YESTERDAY AND THE SAY TO ME THAT I SHOULD BRING THE CAR TO A DEALER AND PAY FOR INSPECTION ANT THEN THEY WILL INFORM TOYOTA HOW AND WHY IT GOT BROKE...AND TOYOTA REP TOLD ME AFTER THAT WE WILL INVESTIGATE IF IS AN ISOLATED CASE OR MANY PEOPLE HAVE THIS PROBLEM..NOW THIS WHOLE REPAIR WILL COST $1800.00 JUST FOR A CABLE THAT GOT ROTTEN BECAUSE NO PLASTIC COVER..I HOPE YOU CAN TAKE OF THIS ..PLEASE WE NEED YOUR HELP..THANKS A LOT. *TR PATERSON NJ Failure Date: 02/14/2011

13 10381280 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE AUTOMATIC SLIDING PASSENGER DOOR ON A 2004 TOYOTA SIENNA LE BECAME STUCK IN THE OPEN POSITION WHICH DID NOT ALLOW THE VEHICLE TO BE DRIVEN PROPERLY. IT HAD TO BE FORCIBLY CLOSED BY FOUR ADULTS SO THAT WE COULD DRIVE THE CAR HOME. THE MALFUNCTION IS A KNOWN DEFECT IN TOYOTA SIENNA VEHICLES. THE FAILURE WOULD OCCUR ANYTIME THE DOOR WAS OPENED AND IN FACT THE DOOR WOULD NOT OPEN PROPERLY. THIS HAS CREATED A SEVERE SAFETY HAZARD WITH PEOPLE ENTERING AND EXITING THE VEHICLE. IF THERE WAS AN EMERGENCY AND YOU HAD TO OPEN THE DOOR, THE MALFUNCTIONING CABLE WOULD
NHTSA Consumer Complaints as of July 21, 2014

PREVENT YOU FROM EXITING THE VEHICLE IN A TIMELY MANNER. THE REPAIR COST OF THIS DEFECT WAS $2,000. YOU HAVE TO REPAIR THIS AS ITS UNSAFE TO DRIVE ANY CAR WITH A NON-FUNCTIONING DOOR. HOW CAN YOU DRIVE A CAR WITH A DOOR THAT WILL NOT CLOSE OR ONE THAT REQUIRES SEVERAL ADULTS TO CLOSE IT? TOYOTA IS WELL AWARE OF THIS ISSUE AND HAS DONE NOTHING TO RECALL THIS DEFECT. *TR ASHBURN VA Failure Date: 01/15/2011

13 10379964 2004 TOYOTA SIENNA STRUCTURE:BODY MY FAMILY OWNED A TOYOTA SIENNA 2004. JUST LATELY, WE NOTICE THAT THE CABLE SNAPPED WITHOUT ANY WARNING. THIS PROBLEM ALMOST HIT THE FINGERS OF MY DAUGHTER WHEN SHE TRIED TO CLOSE, BECAUSE IT IS SO HARD AND WAS SUDDENLY RELEASED TO THE OTHER END. THIS PROBLEM IS VERY COMMON TO THIS KIND OF VAN EITHER OLD AND NEW, ESPECIALLY IN THE FREEZING SEASON. I FILED THIS COMPLAINT BECAUSE I BELIEVED THAT THIS PROBLEM IS VERY DETRIMENTAL TO MY 3 CHILDREN, AGES 3, 9 AND 11 OR OTHER PASSENGER. I HOPE THIS COMPLAIN WILL TAKEN CARED OF BEFORE IT CAN DO A PHYSICAL HARM TO THE PUBLIC. THANK YOU. *TR MAYS LANDING NJ Failure Date: 01/10/2011

13 10379930 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR OUR 2004 TOYOTA SIENNA HAS HAD YET ANOTHER ISSUE WITH THE POWER DOORS. THE CABLE ON OUR DRIVERS SIDE DOOR BROKE LAST YEAR AROUND 60000 MILES. IT WOULD HAVE BEEN 1200. TO FIX; LUCKILY TOYOTA OBVIOUSLY KNOWING IT'S A PROBLEM FIXED IT FOR US. WHEN THAT OCCURRED THE CABLE SNAPPED AND SLAMMED SHUT, THANK GOD MY DAUGHTER WAS IN HER CAR SEAT YET. NOW AT 65000 MILES THE PASSENGER SIDE DOOR CABLE SNAPPED AND THE DOOR ACTUALLY POPPED OFF THE TRACK AND WOULD NOT CLOSE. GLAD IT HAPPENED AT HOME AND NOT AWAY WHILE WE WERE OUT ESPECIALLY WITH TWO YOUNG KIDS AND 20 DEGREE WEATHER. TOYOTA SAID THAT THEY ARE NOT GOING TO FIX IT THIS TIME EVEN THE MANY SERVICES MANAGERS ADMITTED IT'S A MAJOR PROBLEM. THIS IS EXTREMELY UNSAFE AND HOPEFULLY IT DOES NOT TAKE SOME ONE
LIKE A CHILD BEING SERIOUS HURT OR EVEN KILLED FOR TOYOTA TO OWN UP TO IT. THEY EVEN RELEASED A TSB ON THE ISSUE. *TR WEST 

1  10378709  2004 TOYOTA SIENNA STRUCTURE:BODY
TOYOTA DEALERSHIP TOLD ME (TODAY) THAT MY POWER SLIDING DOOR MOTOR NEEDS REPLACING. I TOOK MY SIENNA 2004 XLE LIMITED VAN IN FOR DIAGNOSIS BECAUSE THE PASSENGER SIDE SLIDER DOOR WAS OPERATING SLOWLY AND IT KEEPS GETTING WORSE AND SOMETIMES WON’T EVEN CLOSE IF I'M PARKED ON AN INCLINE UNLESS I GIVE IT A PUSH. I HAD BOTH DOORS SLIDING LOCK RELEASE MOTORS REPLACED IN 12/ 2008, 2 YRS. AGO.
*TR BRADENTON FL Failure Date: 01/26/2011

13 10378115  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
POWER SLIDING DOOR FAILURE 2004 SIENNA THE POWER SLIDING DOOR ON MY 2004 SIENNA HAS FAILED 3 TIMES. THE FIRST 2 WERE COVERED UNDER WARRANTY, BUT THE 3RD TIME IS NOT. THIS IS A VERY COSTLY REPAIR AS THE WHOLE DOOR NEEDS TO BE TAKEN APART AND IS ESTIMATED @ $1,400. IT IS ALSO A SAFETY ISSUE AS CHILDREN CANNOT GET OUT BY THEMSELVES IF THEY NEED TO IN A CRASH. I HAVE CONTACTED TOYOTA CORPORATE TO NO AVAIL. MY CASE # [XXX]. NOTHING IN A VEHICLE SHOULD NEED TO BE REPAIRED THREE TIMES!! THERE ARE 1000S OF COMPLAINTS AND ONCE AGAIN TOYOTA WILL NOT DO SOMETHING UNTIL SOMEONE DIES IN A CRASH AS A RESULT OF THIS! INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).*TR BALTimore MD Failure Date: 12/15/2010

13 10377884  2004 TOYOTA SIENNA STRUCTURE DRIVER SIDE SLIDING REAR DOOR ON 2004 SIENNA (TOYOTA) CABLE SNAPPED?
*TR GREEN BROOK NJ Failure Date: 11/01/2010

13 10377883  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE DRIVER DOOR MAKES A LOAD CLICKING NOISE WHEN YOU OPEN OR CLOSE THE DOOR. THE DOOR DOES NOT OPEN OR CLOSE PROPERLY. I HAVE
NOT REPAIRED IT YET BUT HAVE BEEN TOLD IT IS A SPOT WELD THAT HAS FAILED. I ALSO READ ONLINE THAT THIS IS A VERY COMMON PROBLEM ON THE 2004 SIENNA. *TR  INDIAN HEAD  MD  Failure Date: 12/15/2010

13  10376498  2004 TOYOTA SIENNA  STRUCTURE:FRAME AND MEMBERS  2004 TOYOTA SIENNA VAN DRIVERS SIDE SLIDING DOOR REAR LATCH HAS BECOME DETACHED AND THE DOOR WON'T CLOSE. NOT ONLY IS THIS A SAFETY HAZARD WHILE DRIVING BUT THE LOCKS WILL NOT ENGAGE WITH AN OPEN DOOR. *TR  INDIAN HEAD  MD  Failure Date: 12/15/2010

13  10376479  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR  THE AUTOMATIC DOOR FAILED AND ALMOST CRUSHED MY 21 MONTH OLD. IT OPENED AND AS SHE WAS GETTING OUT IT STARTED CLOSING. IT DID NOT DETECT HER AND I HAD TO FORCEFULLY PUSH IT OPEN BEFORE IT CLOSED HER IN IT. THEN AGAIN THE SAME THING HAPPENED WITH MY 10 YEAR OLD LUCKILY SHE THOUGHT TO GET OUT OF THE WAY. *TR  INDIAN HEAD  MD  Failure Date: 12/15/2010

13  10376410  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR  TOYOTA SIENNA XLE AUTOMATIC SLIDING DOOR JAMPEP, AND CAUSED THE DOOR CAN'T BE CLOSED WHEN I HAD A CAR FULL OF CHILDREN AND DOGS, HOW CAN I DRIVE HOME WITHOUT THE DOOR CLOSE, THIS IS A BIG SAFETY ISSUE FOR MYSELF AND MY CHILDREN. *TR  INDIAN HEAD  MD  Failure Date: 12/15/2010

13  10376410  2004 TOYOTA SIENNA  STRUCTURE:FRAME AND MEMBERS  I BOUGHT A 2004 TOYOTA SIENNA IN MARCH 2004. AUGUST 2010, I NOTICED THAT THE DRIVER'S SIDE DOOR DID NOT CLOSE SMOOTHLY & NOTICED THAT THE DOOR STOP (MIDWAY BETWEEN HINGES) WAS BUSTED. I BOUGHT THE PART & THOUGHT THIS WAS ALL THAT NEEDED TO BE REPLACED. IT GOT REALLY BAD REALLY FAST TO THE POINT THAT THE DOOR MADE A LOT OF POPPING WHEN I OPENED & CLOSED IT & IT WAS BECOMING DIFFICULT TO OPEN & CLOSE. ON AUGUST 17TH I TOOK IT TO A LOCAL AUTO REPAIR PLACE
TO INSTALL THE DOOR STOP SINCE YOU HAVE TO GET INTO THE DOOR TO INSTALL IT, THINKING THAT THE NEW DOOR STOP WOULD SOLVE THE PROBLEM. THEY CALLED & SAID THEY NEEDED TO REPAIR SOME DAMAGE INSIDE OF THE DOOR BEFORE INSTALLING THE DOOR STOP - AT A COST OF $248. ON APPROXIMATELY DECEMBER 17TH, I NOTICED THE DRIVER'S SIDE DOOR WAS STARTING TO POP AGAIN. I TOOK IT TO A BODY SHOP & THEY SAID THE DOOR NEEDED TO BE REPLACED AT A COST OF APPROX. $2,000. THEY SUGGESTED REPORTING IT TO MY INSURANCE COMPANY BECAUSE THE DAMAGE WAS NOT NORMAL. ERIE INSURANCE DENIED THE CLAIM, CLAIMING IT WAS A MANUFACTURERS DEFECT. I CALLED THE BODY SHOP & THEY FOUND NV003-07, WHICH I WAS TOTALLY UNAWARE OF. I CALLED TOYOTA CORPORATE OFFICE AND THEY SAID THE WARRANTY FOR FIXING THE PROBLEM HAD BEEN EXTENDED TO 5 YEARS & 100,000, EVEN THOUGH NV003-07 DID NOT SAY THIS, AND I WAS OUT OF LUCK. I AM ANGRY BECAUSE TOYOTA NEVER NOTIFIED ME OF THE PROBLEM & NEVER DID A RECALL ON A MANUFACTURING DEFECT CAUSED BY THEIR NEGLIGENCE. ALL THEY DID WAS PUT OUT A BULLETIN & HOPE I NEVER FOUND OUT ABOUT IT UNTIL IT WAS TOO LATE, WHICH IS EXACTLY WHAT HAPPENED. I HAVE BEEN A LOYAL TOYOTA CUSTOMER SINCE 1986 - I AM DONE WITH TOYOTA & WILL NEVER BUY ANOTHER TOYOTA AGAIN. THIS IS IRRESPONSIBLE, DISHONEST AND INEXCUSABLE ON THEIR PART. THE CAR IS TOTALLY UNSAFE BECAUSE I HAVE TO BE ABLE TO OPEN AND CLOSE THE DRIVER'S SIDE DOOR WITHOUT IT JAMMING. I SHOULD NOT HAVE TO PAY $2,000 TO CORRECT A PROBLEM TOYOTA CREATED. I KNOW AM NOT THE ONLY ONE EXPERIENCING THIS PROBLEM. *TR CATONSVILLE MD Failure Date: 08/07/2010

13 10374611 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR TOYOTA SIENNA XLT 2004 POWER DOOR CABLE SNAPS DUE TO EXPOSURE TO WEATHER. CABLE THEN JAMS IN DOOR, CAUSING DOOR TO MALFUNCTION AS DAUGHTER WAS EXITING THE VAN. *TR CINCINNATI OH Failure Date: 12/29/2010
13 10373495 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

13 10372635 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
LEFT AND RIGHT SIDE DOORS FAILS TO OPEN. THIS PROBLEM HAS RECURRED FOUR TIMES AFTER BEING FIXED AT THE TOYOTA DEALERSHIP FOUR TIMES. THIS IS A SAFETY ISSUE SINCE THERE IS NO REAR PASSENGER EGRESS WHEN THESE DOORS ARE INOPERATIVE! *TR READING MA Failure Date: 09/14/2005

13 10372044 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE DRIVER DOOR MAKES A LOAD CLICKING NOISE WHEN YOU OPEN OR CLOSE THE DOOR. THE DOOR DOES NOT OPEN OR CLOSE PROPERLY. I HAVE NOT REPAIRED IT YET BUT HAVE BEEN TOLD IT IS A SPOT WELD THAT HAS FAILED. I ALSO READ ONLINE THAT THIS IS A VERY COMMON PROBLEM ON THE 2004 TOYOTA SIENNA. *TR WAYNESVILLE OH Failure Date: 06/20/2010

13 10370954 2004 TOYOTA SIENNA STRUCTURE:BODY REAR PASSENGER SIDE AUTOMATIC DOOR- THE CABLE IS FRAYED AND DOESN'T OPEN CORRECTLY. NOW MY CHILDREN HAVE TO USE THE DRIVER SIDE DOOR TO GET INTO AND OUT OF THIS VEHICLE. THIS IS A SAFETY CONCERN. ALSO THE REAR DOORS EASILY FREEZE UP IN WINTER WEATHER. THIS MAY CAUSED THE CABLE TO FRAY BEFORE NORMAL WEAR AND TEAR. THIS IS ALSO A SAFETY CONCERN. TRYING TO GET TOYOTA TO COVER THE PART ON A $1600 REPAIR. *TR BLAUVELT NY Failure Date: 08/31/2010
NHTSA Consumer Complaints as of July 21, 2014

   MARTIN OH Failure Date: 12/06/2010

13 10370735 2004 TOYOTA SIENNA STRUCTURE:BODY SLIDING DOOR CABLE BREAKS DISABLING DOOR FROM OPENING.
   *TR RANDOLPH NJ Failure Date: 04/17/2010

13 10370702 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE PASSENGER SIDE POWER SLIDING DOOR (ON MY 2004 LE AWD SIENNA) WAS JAMMED (COULDN'T CLOSE OR OPEN) AFTER MY WIFE DROPPED OFF MY DAUGHTER TO SCHOOL THIS MORNING. WHEN MY WIFE WAS TRYING TO CLOSE THE DOOR MANUALLY, THE LEFT SIDE OF THE DOOR FELT APART AND IT MADE A BIG DENT AND SCRATCHES ON THE BODY ALL OVER. FORTUNATELY, MY WIFE AND MY DAUGHTER DIDN'T GET HURT BECAUSE OF THIS (BUT VERY CLOSE.) I HAD SCHEDULED TO BRING IT TO THE TOYOTA DEALER TOMORROW MORNING TO FIND OUT WHAT WENT WRONG AND WHAT IT WILL COST TO HAVE IT FIXED. ALTHOUGH IT'S ONLY 12 MILES FROM MY HOME TO THE DEALER, BUT IT'S NOT GOING TO BE A EASY TRIP AS I AM ONLY USING ROPES TO HAVE THE BROKEN DOOR BARELY TIDED TOGETHER.
   *TR SAMMAMISH WA Failure Date: 12/14/2010

IT RE-WELDED TO CORRECT THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 61,000. UPDATED 02/07/11 *BF
THE CONSUMER STATED SHE OPENED THE DRIVERS SIDE DOOR AND IT MADE A NOISE AND THEN THE DOOR WOULD NO LONGER OPEN OR CLOSE PROPERLY. THE DEALER INFORMED THE CONSUMER THE HINGE WAS BROKEN. THE HINGE WAS WELDED BACK TOGETHER. UPDATED 03/17/11
HUNTSVILLE AL Failure Date: 12/01/2010

*TR CARMEL IN Failure Date: 11/15/2010

13 10369178 2004 TOYOTA SIENNA STRUCTURE: BODY: HATCHBACK/LIFTGATE SIENNA REAR LIFT GATE OPENS UP ABOUT 95%, SITS THERE FOR A MOMENT AND THEN CLOSES. THIS IS NO BIG DEAL IF YOU ARE JUST WATCHING IT, BUT IF YOU START TO LOAD OR UNLOAD DURING THE PROCESS THE DOOR WILL HIT YOU IN THE HEAD. THIS HAS HAPPENED TO ME SEVERAL TIMES IN THE LAST FEW WEEKS. I UNDERSTAND THE LIFT GATE STRUTS WERE RECALLED ON MY VEHICLE, SERVICE RECORDS INDICATE THEY WERE REPLACED IN DECEMBER 2008 (I DID NOT OWN THE VEHICLE AT THE TIME). THE SAFETY ISSUE IS PARTLY THE WEEK STRUTS, SEEMS TO FAIL DUE TO COLD TEMPERATURES. THE REAL SAFETY ISSUE IS THAT THERE IS NO WARNING SOUND THAT THE DOOR IS DECIDING TO CLOSE ITSELF. *TR AUBURN WA Failure Date: 12/01/2010

13 10369018 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR WE HAVE A 2004 TOYOTA SIENNA, WHICH WE BOUGHT USED IN SEPTEMBER. IT IS NOW EARLY DECEMBER AND THIS IS THE THIRD DAY IN A ROW THAT WE'VE HAD BOTH REAR SLIDING DOORS FROZEN SHUT. IT'S
OBVIOUSLY WINTER HERE AND WE’VE HAD SOME SNOW, BUT I’VE NEVER HAD A PROBLEM WITH A VEHICLE WHERE DOORS ARE FROZEN SHUT ON A CONSISTENT BASIS OVER SEVERAL DAYS. IF WE ATTEMPT TO OPEN ONE OF THE DOORS, THE MOTOR OPENS IT A FRACTION OF AN INCH AND THEN WON’T CLOSE AGAIN COMPLETELY SO THAT WE HAVE TO DRIVE WITH THE DOOR NOT ENTIRELY CLOSED. I DON’T FEEL THAT I CAN HAVE MY CHILD IN THE BACK SAFELY WITH THIS SITUATION, NOT TO MENTION THE INCONVENIENCE OF HAVING TO CLimb OVER SEATS TO GET IN AND OUT. I WILL NOT TAKE IT ON THE HIGHWAY WITH ANY PASSENGERS FOR FEAR THE DOOR WILL SUDDENLY OPEN ON THE HIGHWAY WITHOUT WARNING. THIS APPEARS TO BE A PROBLEM WITH MANY 2004 SIENNA VANS AND IT SHOULD BE A SAFETY RECALL. *TR

FRIDLEY  MN  Failure Date: 12/02/2010

13 10367197 2004 TOYOTA SIENNA

STRUCTURE: BODY: HATCHBACK/LIFTGATE MY WIFE PARKED OUR 2004 TOYOTA SIENNA MINIVAN AND OPENED THE REAR LIFTGATE FROM THE CONSOLE ABOVE THE REARVIEW MIRROR. SHE EXITED THE VEHICLE AND WALKED TO THE REAR OF THE VEHICLE. AS SHE TURNED TO THE OPEN REAR AREA THE LIFTGATE DESCENDED AND STRUCK HER, CAUSING HER TO FALL TO THE GROUND AND OPENING A GASH IN HER SCALP THAT BLED PROFUSELY AND REQUIRED THREE STAPLES TO CLOSE. OUR VEHICLE HAD BEEN RECALLED TO ADDRESS THIS ISSUE IN 2008, BUT WE HAVE EXPERIENCED SIMILAR INTERMITTENT AND UNPREDICTABLE INSTANCES SINCE. ALTHOUGH A 2008 RECALL NOTICE CALLS FOR THE REPLACEMENT OF THE STRUTS THAT SUPPORT THE LIFTGATE, AND ALTHOUGH OUR RECORDS SHOW THAT OUR VEHICLE WAS SERVICED UNDER THAT NOTICE, OUR LOCAL TOYOTA DEALER DECLINED TO TAKE ANY ACTION, STATING THAT THEIR SERVICE DEPARTMENT WAS UNABLE TO REPLICATE THE EVENT AND FURTHER STATING THAT HAD THEY BEEN ABLE TO REPLICATE THE EVENT THEIR NEXT STEP WOULD HAVE BEEN TO TRY TO DETERMINE THE CAUSE. THESE RESPONSES ARE INCONSISTENT WITH THE CLEAR DIRECTIONS OF THE 2008 RECALL. ASSUMING THAT THE SERVICING WAS CARRIED OUT IN 2008 UNDER THE 2008 NOTICE, WE DO NOT KNOW WHETHER IT WAS INCORRECTLY PERFORMED, OR
WHETHER THE DETERIORATION OF THE STRUTS THAT LED TO THE NOTICE HAS CONTINUED WITH THE REPLACEMENT STRUTS. WEST LAKE HILLS TX Failure Date: 11/19/2010


13 10367092 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR BOTH SLIDING DOOR CABLES SNAPED AND BROKE IN OUR 2004 TOYOTA SIENNA XLE. BECAUSE OF THIS WE ARE UNABLE TO OPEN EITHER OF THE REAR DOORS AT ALL TO OUR MINI VAN THIS IS A SAFETY ISSUE AS OUR CHILDREN HAVE TO CLIMB OVER THE FRONT DRIVER SIDE SEAT IN ORDER TO GET IN AND OUT OF THE VEHICLE. THE DEALERSHIP STATES IT WILL COST $1,500 PER DOOR TO FIX THIS PROBLEM AND ENABLE US TO USE OUR REAR DOORS....MONEY WE UNFORTUNATELY DO NOT HAVE TO FIX THIS! THEY QUOTED $500 PER DOOR TO DISCONNECT THE FAULTY UNITS AND MAKE OUR POWER DOORS MANUAL. I ALSO CONTACTED A NON-TOYOTA REPAIRMAN AND INQUIRE ABOUT THIS...HE CONTACTED MANY SOURCES AND WAS UNABLE TO LOCATE ANY USED PARTS THAT CAN BE USED TO FIX THIS. SO HERE WE ARE WITH OUR TOYOTA AND BECAUSE OF AN OBVIOUS FAULTY SLIDING DOOR SET UP WE ARE UNABLE TO OPEN AND USE EITHER OF OUR REAR DOORS!!! WE SEE THIS AS A MAJOR SAFETY ISSUE AND CONCERN THAT NEEDS TO BE ADDRESSED! FOLLOWING THIS THREAD IT REALLY SEEMS TO BE A MAJOR DEFECT AND SAFETY PROBLEM WITH THE 2004 TOYOTA SIE NNAS HTTP://

13 10365624 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA PASSENGER SIDE (POWER) DOOR REFUSES TO CLOSE; BROKEN DOOR CABLE. ALSO, THE DRIVER'S SIDE DOOR (MANUAL) HAS BEEN BROKEN FOR OVER 3 YRS; TOYOTA FIXED THIS 3 TIMES WHILE STILL UNDER WARRANTY BUT REFUSES TO FIX IT AGAIN DESPITE THE FACT THAT IT IS A DESIGN DEFECT SINCE IT KEEPS HAPPENING. *TR

   READING  MA  Failure Date:  10/30/2010

13 10365291 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA XLE VAN DOOR CABLE/MOTOR BROKE. DOOR STUCK OPEN AND WERE NOT ABLE TO CLOSE MANUALLY. CAN'T DRIVE BECAUSE DOOR IS STUCK OPEN. ONLY WAY TO FIX IS CUT CABLE OR PAY $2000 TO TOYOTA TO FIX THE DOOR MOTOR. *TR  BRUSH  CO

   Failure Date:  11/10/2010

13 10365208 2004 TOYOTA SIENNA STRUCTURE WE RECENTLY HAD AN ISSUE WITH THE PASS. SIDE VENT WINDOW ON OUR 2004 SIENNA. WHILE DRIVING THE WINDOW WAS OPENED THE GLUE FAILED AND THE WINDOW SWUNG DOWN THE SIDE OF THE VAN ONLY BEING HELD ON BY THE MOTORIZED ARM. IT APPEARS AS IF THE TRACK THAT THE WINDOW IS ATTACHED TO HAS BEEN PAINTED PRIOR TO THE GLUE BEING APPLIED. SO INSTEAD OF GLASS, GLUE, METAL IT WAS GLASS, GLUE, PAINT, METAL. THIS SEEMS TO BE A GROWING ISSUE BASED ON A QUICK SEARCH ONLINE. IF THE GLASS HAD BROKEN FREE OF THE ARM, IT WOULD HAVE GONE FLYING INTO TRAFFIC. THE DEALER AND TOYOTA WERE CONTACTED AND BOTH DISMISSED THE ISSUE. *TR  PEQUEA  PA  Failure Date:  10/25/2010

13 10363713 2004 TOYOTA SIENNA STRUCTURE WHEN IT IS COLD OUTSIDE THE SLIDING DOORS ON THE 2004 TOYOTA SIENNA SEEM TO "FREEZE" SHUT. THEY DO NOT OPEN FROM THE INSIDE OR OUTSIDE. THIS
I HAVE A 2004 SIENNA. IT BEGAN MAKING A STRANGE NOISE WHEN I OPENED THE DRIVER'S SIDE REAR SLIDING POWER DOOR. THAT NIGHT, THE VAN WAS PARKED ON A DOWNWARD SLOPING HILL. AS MY DAUGHTER'S FRIEND WAS GETTING OUT, SUDDENLY THE DOOR SLAMMED SHUT. I PUT UP MY ARM TO STOP THE DOOR AND LUCKILY SHE JUMPED BACK IN TIME, BUT SHE WOULD HAVE BEEN REALLY HURT HAD SHE BEEN IN THE DOORWAY. I HAD A BRUISE ON MY ARM THAT MAY HAVE BEEN A BROKEN BONE ON THE CHILD. LOOKING CLOSER, I REALIZED THAT THE CABLE CONNECTED TO THE DOOR HAD SNAPPED AND WAS HANGING OUTSIDE THE VAN. I HAD NEVER HEARD OF THIS PROBLEM BEFORE, AND AM SURPRISED GIVEN THAT THE VAN IS ONLY FOUR YEARS OLD AND HAS LOW MILEAGE.

THE CABLE OPERATING THE AUTOMATIC DOOR ON MY 2004 TOYOTA SIENNA FRAYED AND JAMMED CAUSING THE DOOR TO FREEZE IN AN OPEN POSITION. THE ONLY WAY TO CORRECT THE PROBLEM WAS TO CUT THE CABLE AND OPERATE THE DOOR MANUALLY. THIS DEFECT SEEMS TO BE EXTREMELY POOR QUALITY.

THE SLIDING PASSENGER DOOR ON OUR 2004 TOYOTA SIENNA SUDDENLY JUST STOPPED WORKING AND WE CANNOT USE THE DOOR NOW. PASSENGERS ON THAT SIDE CANNOT GET OUT OF THE CAR THAT WAY. AS WE HAVE DONE SOME RESEARCH, THIS SEEMS TO BE A COMMON PROBLEM WITH
THE POWER DOOR CABLE IN SIENNA VANS. *TR DRYDEN NY
Failure Date: 03/15/2009

13 10361464 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
CABLES ON BOTH REAR POWER SLIDING DOORS HAVE FRAYED AND
SNAPPED. REPLACEMENT COST OF CABLE IS EXCESSIVE AT $2200 PER DOOR.
*TR NASHVILLE TN Failure Date: 09/15/2010

13 10361389 2004 TOYOTA SIENNA STRUCTURE:BODY
TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT APPLIED
FORCE TO THE REAR HATCH DOOR SEVERAL TIMES BEFORE THE HATCH
DOOR LATCH WOULD PROPERLY CLOSE. THE VEHICLE WAS TAKEN TO AN
AUTHORIZED DEALER THREE TIMES WITH REPLACEMENT OF THE REAR HATCH
STRUTS ON SEPARATE OCCASIONS. IN ADDITION, THE SECOND ROW
PASSENGER AUTOMATED DOOR CABLE DETERIORATED. THE VEHICLE WAS
NOT REPAIRED. THE CONTACT HAD CONCERN WITH THE SAFETY OF THE
DOOR RESULTING TO NOT COMPLETELY OPENING OR CLOSING. THE FAILURE
MILEAGE WAS APPROXIMATELY 40,000. LOVELAND OH Failure Date:
06/07/2009

13 10360805 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
DRIVER SIDE SLIDING DOOR CABLE FRAYED AND SNAPPED. *TR
ARLINGTON VA Failure Date: 10/04/2010

13 10360586 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
SIENNA 2004 XLE POWER DOOR CABLE SNAPPED AND SLIDING DOOR
WONT WORK. THOUGH CAR HAD BEEN SERVICED BY TOYOTA DEALER ALL THE
TIME. *TR LONGMEADOW MA Failure Date: 10/12/2010

13 10360551 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
WE TOOK OUR '04 TOYOTA SIENNA TO THE RIVERVIEW DEALERSHIP
(MESA, AZ) TO HAVE SPOT WELDS REPAIRED ON FRONT DRIVER'S SIDE DOOR
(COST $260) AND TO HAVE FRONT PASSENGER DOOR REPLACED BECAUSE
THE SPOT WELDS FAILED AND DOOR FRAME WAS DAMAGED BEYOND REPAIR
(TOYOTA GOOD-WILLED NEW DOOR UNDER "WARRANTY ENHANCEMENT" AT APPROXIMATE COST OF $2000). WHEN THE SERVICE TECH WAS NEARING COMPLETION OF THE REPAIRS ON 9/30/10, HE OPENED THE POWER SLIDE DOOR ON PASSENGER SIDE. THE CENTER HINGE PIN FAILED. THE MOTOR ON THE POWER SLIDING DOOR DID NOT STOP WHEN IT ENCOUNTERED RESISTANCE FROM THE FAILED CENTER HINGE PIN. IT CONTINUED TO FORCE THE DOOR OPEN CAUSING THE CENTER HINGE PIN TO POP OUT OF THE TRACK. IN THE COURSE OF THE CENTER HINGE PIN COMING OUT OF ITS TRACK, THE TRACK WAS FORCED UPWARD INTO THE REAR SIDE WINDOW CAUSING THE WINDOW TO BUCKLE, SHATTER AND EXPLODE GLASS FRAGMENTS OUTWARD ALL OVER. TOYOTA WOULD NOT COVER THE REPAIR EXPENSES. THEY SAID IT WAS GOING TO HAPPEN SOONER OR LATER, AND IT IS OUR EXPENSE. WE HAD PAID TO HAVE THE CENTER HINGE PIN REPLACED 14 MONTHS PRIOR TO THIS INCIDENT ON 7/9/09. TOYOTA WOULD NOT GOOD WILL THE REPAIR EVEN THOUGH THE PART HAD FAILED JUST 2 MONTHS OUTSIDE OF THE 1YR PART WARRANTY. ESTIMATE FOR FULL REPAIR IS $2500 FOR POWER MOTOR WITH CABLES, CENTER HINGE PIN, WINDOW AND REPAIR OF PAINT JOB ON REAR QUARTER PANEL. THIS GOES BEYOND A MERE PART FAILURE TO A SAFETY ISSUE OF EXPLODING GLASS. NEXT TIME IT MAY EXPLODE INWARD INTO THE VEHICLE SHOWERING THE OCCUPANTS IN GLASS SHRAPNEL. ANOTHER TOYOTA SIENNA (YEAR UNKNOWN) WAS AT THE COLLISION CENTER AT THE SAME TIME AS OUR VAN FOR THE SAME REASON -- FAILED CENTER HINGE PIN AND BLOWN OUT REAR SIDE WINDOW. TO AVOID ANOTHER SUCH INCIDENT IN THE FUTURE, WE DID NOT REPAIR THE POWER MOTOR IN THE DOOR. IT IS NOW A MANUAL DOOR. COST OF REPAIRING WINDOW, CENTER HINGE PIN AND MAKING THE DOOR MANUAL WAS $828.04. OUR CONFIDENCE IN TOYOTA’ CUSTOMER CARE AND CONCERN FOR SAFETY IS AS SHATTERED AS THE WINDOW. *TR MESA AZ Failure Date: 09/30/2010

13 10360201 2004 TOYOTA SIENNA STRUCTURE:BODY

DRIVERS SIDE SLIDING DOOR STARTED TO INTERMITTENTLY STOP OR REVERSE IN MID CYCLE. FINALLY STUCK OPEN WHILE AT LOCAL CAR WASH. DISCOVERED THAT THE CABLE COATING HAD BECOME BRITTLE AND
APPARENTLY JAMMED THE MOTOR DRIVE- FINALLY CAUSING THE DRIVE MECHANISM SHATTERED. ALREADY AWARE OF THE PROBLEM AND THAT TOYOTA WILL NOT FIX THIS SO I DID NOT TAKE IT TO MY DEALER. INSTEAD I PLAN TO BUY MY NEXT MINI VAN FORM SOMEONE ELSE. NO MORE TOYOTA...

*TR SUNNYVALE CA Failure Date: 08/15/2010

13 10359578 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
NORMAL USE OF THE AUTOMATIC PASSENGER SLIDING DOOR OF THE 2004 TOYOTA SIENNA RESULTED IN CABLE BREAKING AT 82,000 MILES. HAVE NOT REPAIRED DUE TO HIGH COST $1,700. KNOWN PROBLEM AT TIME OF MY VEHICLE'S MANUFACTURE, TSB ISSUED (EL004-04), BUT FAILED OUTSIDE OF WARRANTY. DOOR IS NO LONGER OPERATIONAL WHICH IS THE SAFETY ISSUE. CHILDREN MUST NOW EXIT THE VEHICLE ON THE STREET SIDE, INSTEAD OF THE CURB SIDE. *TR CANBY OR Failure Date: 02/10/2010

13 10358997 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

13 10358938 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
MY 2004 SIENNA PASSENGER SLIDING DOOR CABLES ON BOTH SIDES HAVE BROKEN MAKING THE DOORS INOPERABLE. THE DOORS OPEN SLIGHTLY MANUALLY MAKING IT VERY DIFFICULT TO GET IN AND OUT OF THE CAR. THE TOYOTA DEALER TOLD US IT WOULD COST $3,500 TO FIX BOTH DOORS. THAT IS OUTRAGEOUS FOR SOMETHING THAT SHOULD LAST FOR THE LIFE OF THE CAR. I AM VERY CONCERNED THAT THE FAULTY DOORS MIGHT BE A SAFETY HAZARD FOR MY KIDS WITH THE DOORS GETTING JAMMED IN CASE
OF AN ACCIDENT OR JUST CLOSING ON THEM MANUALLY IF PARKED ON A HILL. READING THE BLOGS ON THE INTERNET THIS SEEMS TO BE A COMMON PROBLEM WITH MANY 2004 TOYOTA MINIVANS. THIS OBVIOUSLY SHOULD BE A RECALL ITEM FIXED BY TOYOTA AT THEIR OWN EXPENSE. MY CAR HAS ALSO BEEN RECALLED FOR CABLE EROSION OF THE SPARE TIRE. THE DEALER HAS TEMPORARILY RELOCATED THE SPARE TIRE TO THE TRUNK. I HAVE LOST SPACE IN THE TRUNK AND CANNOT FOLD DOWN MY SEATS AS THEY ARE SUPPOSED TO. A TIMELINE FOR A PERMANENT SOLUTION TO THE PROBLEM HAS NOT BEEN GIVEN. *TR CONCORD NH Failure Date: 07/10/2010


13 10357490 2004 TOYOTA SIENNA STRUCTURE 2004 TOYOTA SIENNA'S AUTOMATIC SLIDING DOOR MECHANISM JAMMED PREVENTING DOOR CLOSURE. THE DOOR COULD NOT BE CLOSED AUTOMATICALLY OR MANUALLY. CIRCUMSTANCES FORCED PASSENGERS, INCLUDING 4 SMALL CHILDREN, TO TRAVEL SEVERAL HIGHWAY MILES WITH THAT DOOR OPEN. IN APRIL 2004 TOYOTA MODIFIED THAT DOOR MECHANISM FOR NEW PRODUCT AND ISSUED TECHNICAL SERVICE BULLETIN EL004-04 "POWER SLIDING DOOR INOPERATIVE" TO CORRECT EXISTING PRODUCT. SIENNA'S EARLY 2004 SLIDING DOOR IS A DEFECTIVE PRODUCT. THE SIENNA PRODUCT IS A MINIVAN MARKETED TO FAMILIES AND CHILDREN. AS SUCH IT IS DESIGNED TO BE A CLOSED VEHICLE. THE DEFECTIVE DOOR SHOULD BE CONSIDERED A CHILD RESTRAINT FAILURE BECAUSE CLOSED DOORS ARE, IN FACT, THE PRIMARY PROTECTIVE RESTRAINT IN A FAMILY VEHICLE. CORRECTIVE ACTION WE ELECTED IS TO CUT THE AUTOMATIC DOOR'S TRACTOR CABLE. THAT FREES THE DOOR TO CLOSE AND PERMANENTLY
DISENGAGES THE DEFECTIVE DOOR MECHANISM. *TR COLUMBIA
MD Failure Date: 09/24/2010

13 10357218 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE DOOR WOULD NOT OPEN MANUALLY, ON MY SLIDING DOOR IN MY
04’ SIENNA. THE ONLY WAY IT WOULD OPEN WAS TO USE THE ONE POWER
DOOR- I CALLED TOYOTA EXPLAINING I HAVE 2 SIDE DOORS THAT THE
LOCKING MECHANISM WAS BROKEN AND THIS IS A SAFETY ISSUE- THEY DID
NOT FEEL IT WAS AN ISSUE, A MONTH APART BOTH SLIDING DOORS STOPPED
OPENING!! TODAY I PUSHED THE BUTTON TO OPEN THE MOTOR DOOR, A
CABLE WENT FLYING SIDEWAYS AND ALMOST CUT THE PRINCIPAL AT OUR
SCHOOL WHEN I WAS LETTING MY DAUGHTER OUT FOR SCHOOL. THE DOOR
WOULD NOT OPEN OR CLOSE IT WAS JUST STUCK! I CALLED TOYOTA AS I
HAVE SEEN THOUSANDS OF 04 SIENNA’S WITH THE DOORS DOING THIS- THE
CABLE GETS A RUST SPOT AND JUST SNAPS!!! I CAN NOT BELIEVE THAT
TOYOTA DOES NOT THINK IT IS A PROBLEM TO HAVE CHILDREN IN A CAR
WHERE THE DOOR WILL NOT EITHER OPEN OR CLOSE- THATS A HUGE SAFETY
ISSUE! LET SOMETHING HAPPEN TO ONE OF MY KIDS AND I WILL OWN
TOYOTA!! REPAIRS FOR THIS DOOR ARE $1800.00!!! WITH LAYOFFS AND JOBS-
WHO HAS $1800.00 TO JUST FIX SOMETHING THAT SHOULD HAVE NEVER
HAPPENED IN THE FIRST PLACE, NORMALLY YOU COULD NOT HAVE TO
REPLACE THE MOTOR YOU COULD USE THE MANUAL DOOR- BUT, IT SEEMS
WITH ALL THE METAL IN THE LOCKING MECHANISM, AND IF THAT LITTLE .29
CENT PIECE BREAKS, YOU HAVE TO REPLACE THE WHOLE $600 MECHANISM.
COME ON PEOPLE- SERIOUSLY! WELL I HAVE CONTACTED THEM, THIS IS A
HUGE SAFETY ISSUE FAR MORE PRECEEDING A TIRE CABLE. THOUSANDS OF
COMPLAINTS- TOYOTA DOESN'T SEEM TO THINK ITS AN ISSUE AT ALL, MAYBE
IT WILL HAPPEN TO ONE OF THEM AND THEIR KID HAS A DOOR OPEN WHILE
DRIVING OR A WRECK, AND NO WAY TO GET THEM OUT. *TR WADDY
KY Failure Date: 06/16/2008

13 10356277 2004 TOYOTA SIENNA STRUCTURE:BODY 2004
TOYOTA SIENNA. POWER SLIDING DOOR CABLE SNAPS. LEAVING DOOR

NHTSA Consumer Complaints as of July 21, 2014
UNABLE TO OPEN FULLY. TOYOTA DEALER SAYS PART IS $1200 DOLLARS AND 4.3 HOURS LABOR TO INSTALL. $1800 TO FIX. *TR  LIVERPOOL NY  
Failure Date: 09/09/2010

13 10355788 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  DRIVER'S SIDE DOOR HINGE BROKE INSIDE THE DOOR. *TR  SEWELL  NJ  Failure Date: 09/15/2010

13 10355011 2004 TOYOTA SIENNA STRUCTURE  2004 TOYOTA SIENNA PASSENGER SIDE SLIDING DOOR MECHANISM FAILED AND AUTOMATICALLY SHUT WITHOUT WARNING, HITTING A PASSENGER WHO WAS REACHING INTO THE BACK SEAT. IT DID NOT SPRING BACK. THE DOOR WOULDN'T OPEN AGAIN. WE TOOK IT TO THE RUDY LUTHER DEALERSHIP IN GOLDEN VALLEY, MN AND WERE TOLD THAT IT WOULD COST $2,000 TO FIX. RATHER THAN PAY THIS, WE ELECTED TO PAY $112 TO HAVE THE CABLES CUT AND THE SWITCH UNPLUGGED. WE ARE EXTREMELY DISAPPOINTED IN THIS FAILURE AND IN THE DEALERSHIPS RESPONSE. THE CAR ONLY HAD 51,641 MILES ON IT WHEN THIS OCCURRED. *TR  EDINA  MN  Failure Date: 01/16/2010

13 10354673 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  THE NIGHT OF SEPTEMBER 5TH, THE RIGHHAND POWER SLIDING DOOR ON THE MINIVAN JAMMED IN A HALFWAY OPEN, HALFWAY CLOSED POSITION WHILE THE VEHICLE WAS PARKED. SWITCHING TO MANUAL OVERRIDE DID NOT RELEASE THE DOOR AND ALLOW IT TO CLOSE; THE DOOR COULD NOT BE CLOSED UNTIL A MECHANIC REPLACED THE POWER DOOR MOTOR AND REGULATOR ASSEMBLY. UNCERTAIN IF REPLACED PARTS ARE STILL AVAILABLE. OUR MECHANIC NOTED THAT HE'D NEVER SEEN ANOTHER POWER DOOR DESIGN WHERE THE DOOR COULD NOT BE CLOSED IN THE EVENT OF A MOTOR FAILURE. *TR  ALPHARETTA  GA  Failure Date: 09/05/2010

13 10352985 2004 TOYOTA SIENNA STRUCTURE:BODY  DRIVER SIDE FRONT DOOR CHECK MOUNT IS SPOT WELDED. SPOT
WELD HAS BROKEN CAUSING THE DOOR TO FREELY SWING POSING A RISK OF INJURY TO ME, MY WIFE AND OUR TWO CHILDREN. TOYOTA HAS ISSUED A TSB "ENHANCING" THE WARRANTY TO 5 YEARS OR 100,000 MILES TO FIX IT FREE OF CHARGE. I BOUGHT THE VEHICLE USED AND NEVER HEARD OF THIS TSB UNTIL THE PROBLEM HAPPENED AND MY VEHICLE IS NOW 6 YEARS OLD. LOCAL DEALERSHIP DENIES THE TSB EXIST EVEN THOUGH I HAVE A COPY. AT WHAT POINT DOES SOMEONE STEP IN AND MAKE TOYOTA ISSUE A RECALL DUE TO THE SAFETY CONCERNS WHEN 592,100 VEHICLES ARE INVOLVED. HERE IS A PORTION OF AN ARTICLE ABOUT THE PROBLEM FROM EDMUND'S : BY BOB HOLLAND | OCTOBER 26, 2007 YET STILL MORE BAD NEWS FROM THE TOYOTA CAMP: NOW WE'RE LEARNING THAT AS MANY AS 592,100 SIENNA MINIVANS MAY HAVE PROBLEMS WITH THEIR FRONT DOORS. IT AFFECTS 2005 ø 2006 MODELS. TOYOTA SPOKESMAN JOHN MCCANDLESS TELLS INSIDE LINE IN AN E-MAIL MESSAGE: "WE ARE NOTIFYING OWNERS OF 2004-'06 SIENNAS OF A WARRANTY ENHANCEMENT IN THE EVENT THEY ENCOUNTER A PROBLEM WITH THE FRONT DOOR CHECK MOUNTING PANEL INDICATED BY A POPPING NOISE WHEN THE DRIVER OR PASSENGER FRONT DOOR IS OPENED OR CLOSED. THE PANEL'S SPOT WELDS MAY HAVE BECOME DETACHED." THIS COULD CAUSE A PROBLEM WITH THE DOOR OPENING AND CLOSING... THIS SHOULD BE A RECALL!!!!!! JUST BECAUSE MY VEHICLE IS EXCLUDED BY 8 MONTHS BY TOYOTA MAKES THE LIFE OF ME AND MY FAMILY LESS VALUABLE.. *TR HENDERSON KY Failure Date: 08/26/2010

2004 TOYOTA SIENNA MINIVAN. TOYOTA HAS RECOGNIZED THAT THERE WAS A SAFETY ISSUE WITH THE DRIVER'S DOOR MECHANISM IN 2007 AND AN EXTENDED WARRANTY WAS ISSUED TO REPAIR THE PROBLEM AND IT INCLUDED MY VEHICLE MODEL SPECIFICALLY. I HOWEVER, DID NOT GET ANY MAIL REGARDING THE ISSUE. THE ONLY TIME I WAS MADE AWARE OF IT IS WHEN I MENTIONED IT TO MY PERSONAL MECHANIC AND HE IS THE ONE THAT PRINTED THE LETTER FOR ME ON MAY 07, 2010 FROM AN INTERNET SITE. I TOOK MY CAR IN FOR REPAIR OF THE PROBLEM TODAY ON AUGUST 25, 2010 AND THE TOYOTA DEALERSHIP CHARLES MAUND TOYOTA IN AUSTIN TEXAS FAILED TO HONOR AND REPAIR THE PROBLEM ON TODAY’S DATE STATING BECAUSE OF SOME TECHNICALITY THEY WILL NOT HONOR THE REPAIR IT AT NO COST TO ME ANYMORE, AND DO NOT CONSIDER IT A SAFETY ISSUE ANYMORE. THE DOOR STILL HAS THE POTENTIAL OF BREAKING OFF , THE HINGES THAT HOLD IT ARE DEFECTIVE AND BROKEN AND MAKE A LOUD NOISE EVERY TIME ONE OPENS OR CLOSES THE DRIVER'S DOOR. IT IS ACTUALLY A TRUE SAFETY ISSUE IF THE DOOR FALLS OFF AND NO ONE CAN DRIVE THE VEHICLE. IT IS A MANUFACTURER'S DEFECT AND IT HAS TO BE REPAIRED AT NO COST TO THE CONSUMER EVEN IF IT IS OUT OF THIS ARBITRARY TIME FRAME THAT THE COMPANY HAD CREATED. THE MANUFACTURERS ARE RESPONSIBLE FOR THEIR WORK AND HONORING THEIR PRODUCTS' SAFETY. TOYOTA'S POSITION IS JUST UNACCEPTABLE TO CREATE THAT ARE UNSAFE AND NOT STAND BEHIND THEM AND REPAIR THEM WHEN NECESSARY.

*TR  AUSTIN   TX   Failure Date:  08/25/2010

WE OWN A 2004 TOYOTA SIENNA XLE AND HAVE OWNED IT FOR 5 YEARS. LAST YEAR, OUR AUTOMATIC SLIDING DOOR (PASSENGER SIDE) CABLE SNAPPED, MAKING THE DOOR UNABLE TO OPEN AUTOMATICALLY. WE HAD BEEN USING IT JUST AS A MANUAL DOOR, AND HAVE RECENTLY BEEN HAVING PROBLEMS WITH BOTH SLIDING DOORS UNABLE TO OPEN AT ALL, EVEN MANUALLY. IT SEEMS TO HAVE SOMETHING TO DO WITH THE LOCKING MECHANISM. IT IS AS IF THE DOORS ARE STILL LOCKED EVEN THOUGH THEY
ARE NOT. THIS IS A DANGEROUS PROBLEM, AND AFTER SOME RESEARCH I
HAVE FOUND THAT THIS IS NOT AN ISOLATED INCIDENT, BUT RATHER THAT
THIS IS AN INHERENT PROBLEM WITH THIS PARTICULAR VEHICLE. WITH SO
MANY OWNERS HAVING THESE SAME PROBLEMS, I THINK TOYOTA SHOULD
ISSUE A RECALL INSTEAD OF MAKING MONEY ON HAVING THEM HAVE TO FIX
IT THEMSELVES. THEY ARE VERY COSTLY REPAIRS. *TR

ROSEAU   MN   Failure Date: 07/15/2009

13  10350574  2004  TOYOTA  SIENNA
     STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND
     ATTACHMENTS   REAR HATCH STRUTS SUDDENLY FAILED TO HOLD REAR
     HATCH UP, COMING DOWN ON PEOPLE WHEN THEY ARE REMOVING
     CONTENTS FROM THE REAR COMPARTMENT OF THE VEHICLE. REAR HATCH
     IS HARD TO OPEN AS WELL. *TR   DULUTH   MN   Failure Date:
    07/29/2010

13  10350393  2004  TOYOTA  SIENNA  STRUCTURE:BODY   THE
     DRIVER'S SIDE SLIDING DOOR ON MY 2004 TOYOTA SIENNA BEGAN TO GET
     STUCK WHEN IN THE AUTOMATIC POSITION OVER A TWO MONTH PERIOD.
     THEN WE HAD AN INCIDENT WHERE THE DOOR WOULD NOT CLOSE. WE HAVE
     TAKEN THE MINIVAN TO A TOYOTA DEALER AND THEY HAVE SAID THE WHOLE
     MOTOR HAS TO BE REPLACED, WHICH IS $1700 INCLUDING LABOR. I AM NOW
     AWARE THAT THIS IS A COMMON PROBLEM FOR THAT YEAR'S MODEL, WHICH
     WOULD IMPLY THAT IT IS NOT JUST NORMAL WEAR AND TEAR, BUT A
     DEFECTIVE PART OR A DEFECTIVE DESIGN. GIVEN THE COST OF THE REPAIR
     WE HAVE DECIDED NOT TO HAVE THE PROBLEM FIXED, BUT WILL RATHER USE
     THE MINIVAN WITH ONLY ONE OPERATIONAL DOOR. *TR   DIX
     HILLS NY   Failure Date: 08/01/2010

13  10349946  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR
     TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT WAS
     OPENING ONE OF THE VEHICLE DOORS WHEN SHE HEARD A LOUD POP NEAR
     THE DOOR HINGE. THE NOISE WOULD OCCUR WHENEVER THE DOOR WAS
     OPENED OR CLOSED. THE DEALER ADVISED THAT THE DOOR WOULD NEED
TO BE REPLACED TO CORRECT THE NOISE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 46,000 AND THE CURRENT MILEAGE WAS 46,500.

CERRITOS  CA  Failure Date:  07/20/2010

13  10348912  2004 TOYOTA SIENNA STRUCTURE:BODY  2004 SIENNA, THE RIGHT SIDE SLIDING DOOR CABLE COATING IS BRAKING DOWN. THE DOOR IS NOT CLOSING PROPERLY AND IS HARD TO MOVE IN EITHER DIRECTION MANUALLY. STILL INVESTIGATING ISSUE TO SEE IF REPAIRS ARE POSSIBLE OR IF NEW ASSEMBLY WILL BE REQUIRED. CONCERNED ABOUT SAFETY OF DOOR OPERATION AS MANY OTHERS. WE HAVE STOPPED USING THAT DOOR AT THIS TIME. *TR  GOLDSTON  NC  Failure Date:  07/29/2010


WELL AS OTHER PASSENGERS IN THE CHEST AREA. THE DEALER REPLACED
THE REAR HATCH STRUTS BUT TO NO AVAL. THE DEALER ADVISED THAT THE
FAILURE WAS NORMAL. THE FAILURE AND CURRENT MILEAGES WERE
APPROXIMATELY 54,000.

BUENA PARK   CA    Failure Date: 04/09/2010

13  10347504  2004 TOYOTA SIENNA STRUCTURE:BODY  2004
TOYOTA SIENNA - CABLES SNAP AND THE SLIDING DOORS DO NOT OPERATE
CORRECTLY COSTING $1600 TO FIX. *TR   COLLEGEVILLE   PA
Failure Date: 08/01/2010

13  10347415  2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE  REAR MANUAL LIFTGATE ON
2004 TOYOTA SIENNA UNEXPECTEDLY CLOSES. TOYOTA WAS SUPPOSED TO
HAVE EXTENDED THE WARRANTY ON LIFTGATE TO 6 YEARS UNLIMITED
MILEAGE BUT NOW REFUSE TO CORRECT PROBLEM. CONTACTED THEM
BEFORE THE 6 YEARS HAD ENDED BUT THEY NEVER RETURNED CALLS UNTIL
6 YEAR LIMIT HAD PASSED. LIFTGATE HAS FALLEN ON PEOPLE 2-3 TIMES AND
HAS TO BE MANUALLY HELD OPEN TO USE REAR COMPARTMENT. *TR
ORELAND   PA    Failure Date: 07/10/2010

13  10347160  2004 TOYOTA SIENNA STRUCTURE  2004
TOYOTA MINI VAN SLIDING DOORS FREEZE SHUT. I OWED TWO OTHER MINI
VANS WITHOUT THIS PROBLEM. THEY HAVE FROZEN SHUT EVERY WINTER.
*TR   OSHKOSH   WI    Failure Date: 02/10/2010

13  10346127  2004 TOYOTA SIENNA STRUCTURE  I AM THE
ORIGINAL OWNER OF A TOYOTA SIENNA LE 2004 THAT CURRENTLY HAS 58K
MILES AND IS KEPT IN GARAGE UNDER COVER. RECENTLY I NOTICED THAT
THE DASHBOARD STARTED TO CRACK IN SEVERAL PLACES. THE CRACKS
OPENED IN THE PLASTIC TOP OF THE DASHBOARD OVER THE CLOCKS PANEL
AND NEAR THE AIR CONDITIONER EXITS. I WANT TO KNOW IF THERE IS ANY
RECALL FROM TOYOTA USA COMPANY REGARDING THIS MATTER OR IF THIS
DEFECT HAS BEEN REPORTED BY ANY OTHER CONSUMERS WITH THIS MODEL
OF TOYOTA VEHICLE. I WOULD APPRECIATE YOUR INVESTIGATION AND NOTIFY ME OF ANY INFORMATION YOU FIND. *TR

Failure Date: 07/26/2010

13 10346056 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE 2004 TOYOTA SIENNA.
APPROX. 60,000. PER RECALL, BOTH REAR GATE STRUTS WERE REPLACED ON 8/26/08. SINCE THEN, REAR GATE AUTOMATICALLY CLOSES WHEN IT'S REMOTELY OPENED (I.E., OPENED WITH THE KEY FOB OR CONSOLE BUTTON) AND IT REACHES ITS POINT OF HIGHEST TRAVEL, THEREBY PRESENTING A DANGER TO PERSONS STANDING UNDER THE GATE. I RETURNED THE VEHICLE ONCE TO THE DEALER WHICH SAID A TECHNICIAN WOULD REPLACE THE "BUMPERS" OR "STOPS," BUT THE PROBLEM CONTINUES. *TR

Syracuse NY Failure Date: 08/26/2008

13 10346053 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA. APPROX. 85,000 MILES. CABLE WHICH CONTROLS THE RIGHT-SIDE SLIDING DOOR RUSTED AND BROKE. DEALER WANTED $1,700 TO FIX IT. I WAS FORCED TO HAVE THE DEALER REMOVE THE ENTIRE ASSEMBLY, AND THE DOOR IS NOW OPERATED MANUALLY. *TR

Syracuse NY Failure Date: 05/04/2010

13 10345822 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

Elkridge MD Failure Date: 07/26/2010
I have a 2004 Toyota Sienna (LE), both my sliding doors will not open from inside or outside, I contacted the dealer and they said they could fix the problem for approximately $2200. This is a serious safety concern of mine and I need to know if there is any type of recall on the on the sliding doors, or what course of action can I take besides paying the dealer $2200 to correct this problem. I've read online numerous complaints on this similar situation with these sliding doors, and the dealers are telling its customers the same thing as they told me. Again, I personally feel this is a serious safety concern for a life when you cannot open these doors to safety.

Jacksonville, NC  
Failure Date: 07/20/2010

Regarding a 2004 Toyota Sienna XLE. Sliding door on driver side door will not open properly. Sliding door cable snapped under normal usage -- opened the door up this morning and it snapped. Toyota has TSB EL004-004 for the issue, but no recall. The TSB is valid for 3 yrs/36K miles. My vehicle has over 100K miles. Called Toyota customer support and recorded a complaint. Toyota will not offer an financial assistance for this repair which will cost $1500-2000.

Lake in the Hills, IL  
Failure Date: 07/21/2010

2004 Toyota Sienna XLE LTD passenger sliding door came off sliding door track after cable, and as I was told, sliding door motor failed. Door was hanging open and was unable to be moved from this open position this was in parking lot close to home with children in the rear seats. After many hours I was able to free the door by dismantling several components and disconnecting the cable assembly and moving the door to the closed position.
STILL UNATTACHED BY THE CABLE OR SLIDE ROLLERS). I THEN HAD TO DUCT TAPE AND ROPE THE DOOR AND CAR CLOSED AND "LIMPED" HOME (A FEW MILES) WHERE IT WAS TOWED TO DEALERSHIP. VAN HAD TO BE FURTHER DUCT TAPED AND FLATBED TOWED TO DEALERSHIP WHERE I WAS TOLD TOYOTA ONLY WARRANTIES/GUARANTEES DOORS AND OTHER ITEMS FOR 36,000 MILES. THE CHARGE WOULD BE $1500-$1600. THIS IS A HUGE DEFECT AND SAFETY ISSUE THAT UPON SOME INVESTIGATION IS NOT AT ALL UNCOMMON WITH THE SIENNA. *TR SUMMERFIELD NC Failure Date: 07/18/2010

13 10344252 2004 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS I OWN A TOYOTA SIENNA 2004 VAN AND THERE HAS BEEN THIS PERSISTING AND IRRITATING POPPING SOUND WHEN YOU OPEN AND CLOSE THE DRIVER SIDE DOOR. I CALLED TOYOTA AND THEY SAID THAT THE VEHICLE IS NO LONGER COVERED BY THE WARRANTY. NOTHING WAS DONE BY TOYOTA, SO I HAD TO HAD IT REPAIRED BY MYSELF AT MY EXPENSE. *TR WEST COVINA CA Failure Date: 03/01/2010


13 10343476 2004 TOYOTA SIENNA STRUCTURE 2004 SIENNA LE PASSENGER SIDE POWER SLIDING DOOR. CABLE WHICH PULLS DOOR OPEN HAS SNAP. DOOR IS NO LONGER OPERABLE. IT CANNOT BE OPENED EITHER ELECTRONICALLY OR MANUALLY. POSES HAZARD AS
OCCUPANTS CANNOT EXIT OUT ONTO CURBSIDE. *TR   CHICAGO
   IL    Failure Date: 06/03/2010

13 10342747 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
   TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. WHEN THE CONTACT
STARTED THE VEHICLE, THE PASSENGER SIDE SLIDING DOOR WOULD NOT
OPERATE. HE STATED THAT THE MOTOR FAILED TWICE. THE VEHICLE WAS
TAKEN TO AN AUTHORIZED DEALER WHO STATED THAT THE REPAIR COST WAS
APPROXIMATELY $1,500. THE DEALER REFERRED HIM TO THE MANUFACTURER
WHO STATED THAT THEY WOULD NOT PROVIDE ANY ASSISTANCE DUE TO THE
AGE OF THE VEHICLE. WHEN THE FAILURE PREVIOUSLY OCCURRED, THE
MANUFACTURER PAID HALF OF THE REPAIR COST FOR THE IDENTICAL
FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE
MILEAGE WAS 70,000 AND THE CURRENT MILEAGE WAS 113,000.
   SPRINGFIELD   MA    Failure Date: 05/15/2008

13 10341599 2004 TOYOTA SIENNA STRUCTURE:BODY I OWN
A 2004 TOYOTA SIENNA XL. BOTH SIDE DOORS DOESN'T OPEN DURING WINTER
CONDITIONS AND WE HAVE TO USE THE FRONT DOORS FOR ACCESS. LATELY,
THE DRIVER SIDE DOOR GOT JAMMED AND THE CABLE THAT PULLS SIDE
DOOR GOT DISCONNECTED. I ALREADY HAD A DIFFERENT ISSUE WITH
PASSENGER SIDE DOOR AND HAVE TO REPLACE THE MOTOR. KIND OF
ANNOYING AND RELENTLESSLY INVOKES WARNING SOUND. SO SAFETY OF
THE PASSENGERS ESPECIALLY IT PUTS KIDS IN DANGER. KINDLY ADVISE.
   *TR    PISCATAWAY   NJ    Failure Date: 06/03/2010

13 10341104 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
   DRIVER SIDE POWER PASSENGER SLIDING DOOR WILL NOT OPEN. ABLE
TO PARTIALLY FORCE OPEN THE DOOR APPROXIMATELY 6 INCHES. DOOR
APPEARS TO BE SNAGGING ON INTERNAL MECHANISM. INFANT CHILD CAR
SEAT IS POSITIONED IN REAR DRIVERøS SIDE PASSENGER SEAT. IF THERE
HAD BEEN AN EMERGENCY THAT REQUIRED THE REMOVAL OF CHILD, IT
WOULD HAVE BEEN IMPOSSIBLE TO GET THE CHILD OUT THROUGH THAT
DOOR. NO SIGNS OF IMPENDING FAILURE. TOOK TO TOYOTA DEALERSHIP
AND THEY SAID THAT A CABLE HAD BROKEN CAUSING THE DOOR TO LOCK. THEY PROVIDED A CAUSE OF FAILURE AS øC/S DRIVER SLIDING DOOR CABLE IS BROKEN. MOTOR AND CLUTCH ASSEMBLY IS BAD, DISCONNECTED MOTOR ASSY/DRIVER SLIDE DOOR IS MANUAL (EST $1700.00). ø *TR

HAVELOCK NC  Failure Date: 07/02/2010

13 10340723  2004 TOYOTA SIENNA STRUCTURE:BODY

TOYOTA HAS ISSUED AN "ENHANCED WARRANTY" (TECHNICAL SERVICE BULLETIN #07017, NHTSA ITEM # 10023697) TO COVER A KNOWN QUALITY DEFECT. THE FRONT DOOR-CHECK WELD MAY FAIL AND ALLOW THE DOOR TO MOVE FREELY OVER ITS ENTIRE RANGE OF MOTION WITHOUT ANY RESISTANCE. THERE ARE ONLY TWO WAYS TO FIX THE PROBLEM: 1) IF THE BREAK IS NOT TOO BAD YOU CAN RE-WELD THE BROKEN PIECE; 2) OR, IF THE BREAK IS TOO BAD THEN YOU MUST REPLACE THE ENTIRE DOOR. THE LOCATION OF THE BREAK (INTERNAL TO THE DOOR) HAS ABSOLUTELY NOTHING TO DO WITH MILEAGE AND IS NOT A LOAD-BEARING POINT BEYOND PROVIDING RESISTANCE TO THE MOVEMENT OF THE DOOR. FAILURE OF THIS WELD IS NOT A WARRANTY ISSUE BUT IS A KNOWN QUALITY DEFECT ON THE 2004-2007 SIENNA. FAILURE OF THIS WELD COMPLETELY REMOVES THE RESISTANCE TO THE MOVEMENT OF THE DOOR. BASED ON THE SIZE AND FREE-SWINGING WEIGHT OF THE DOOR, THERE IS THE INCREASED LIKELIHOOD OF ADDITIONAL BODY DAMAGE AND THIS IS A SAFETY HAZARD. THE WELD ON MY DRIVERøS SIDE DOOR FAILED AROUND 115,000 MILES ON M Y 2004 SIENNA. THIS MILEAGE WAS BEYOND THE "ENHANCED WARRANTY" PERIOD OF UP TO 100,000 MILES. I CONTACTED MY LOCAL DEALER WHO SAID IT WAS OUT OF WARRANTY. I THEN CONTACTED TOYOTA CUSTOMER SERVICE (1-800-331-4331) TO EXPLAIN MY SITUATION AND REQUESTED THEM TO FIX THE DOOR. I EXPLAINED THAT I ONLY WANT MY DOOR FIXED, NOT A NEW CAR. THEY TOLD ME IT WAS "OUT OF THE EXTENDED WARRANTY" SO THERE WAS NOTHING THEY COULD DO. WARRANTIES ARE FOR UNKNOWN PROBLEMS, NOT A KNOWN, WELL-DOCUMENTED, AND RECURRING DEFECT. *TR MADISON AL  Failure Date: 02/01/2010
2004 TOYOTA SIENNA. THE LOCK ON THE POWER SLIDING DOOR HAS FAILED AND WE ARE UNABLE TO UNLOCK OR OPEN THE DOOR. IT CAN NOT BE USED TO EXIT THE VEHICLE IN THE CASE OF AN EMERGENCY AS THE DOOR IS BASICALLY NON-FUNCTIONAL. *TR DAVENPORT FL Failure Date: 06/06/2010

2004 TOYOTA SIENNA AUTOMATIC SLIDING DOOR CABLE BROKE AND DOOR CAN NOT OPEN ANYMORE. *TR MERRIMACK NH Failure Date: 06/28/2010

MY DRIVER SIDE SLIDING DOOR FELL OFF MY 2004 TOYOTA SIENNA. WHEN I LOOKED CLOSELY I FOUND THE CABLE WAS SNAPPED, AND THE DOOR WAS JAMMED WITH THE KIDS INSIDE THE CAR WAS UNABLE TO GO NO WHERE UNTIL A FRIEND WAS ABLE TO HELP US OUT, THE DEALER WANT OVER $1500 TO FIX THE PROBLEM, NO WAY I CAN AFFORD THAT AT THIS TIME, SO THEY SUGGESTED TO CUT THE CABLE AND MAKE THE DOOR MANUAL AND THAT IS WHAT I'M RUNNING ON RIGHT NOW, IT HAPPENED AT 78000 MILES AND THE CAR NOW HAS 89000, AND OF COURSE WARRANTY WAS OVER LONG TIME AGO. *TR WICHITA KS Failure Date: 10/10/2009

MY 2004 TOYOTA SIENNA XLE LIMITED POWER SLIDING DOOR CABLE SNAPPED AND DOOR WOULDN'T CLOSE, THIS IS A SERIOUS SAFETY ISSUE AND TOYOTA SHOULD TAKE RESPONSIBILITY OF FIXING THIS ON GOING ISSUE WITH THESE SIENNA VANS. THERE COUNTLESS NUMBER OF PEOPLE HAVE THE SAME ISSUE. DEAL COST TO FIX THIS IS OVER $2000. THIS IS TOTALLY UNFAIR FOR CONSUMERS TO PAY SUCH HIGH COST REPAIR FOR WHAT TOYOTA IS RESPONSIBLE FOR IN FIRST PLACE. *TR GAITHERSBURG MD Failure Date: 06/15/2010
13 10340137 2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
DRIVER'S DOOR DETENT WELD FAILURE. I HAVE AN '04 TOYOTA SIENNA
THAT ON THE DRIVER'S SIDE DOOR USES A DETENT STRAP TO HOLD THE
DOOR OPEN AT CERTAIN POINTS. WHERE THE STRAP IS HELD AT, ON THE
DOOR, THERE ARE TWO SPOT WELDS THAT ATTACH THE BRACKET TO THE
DOOR. THE STRAP IS BOLTED TO THE BRACKET. THE PROBLEM SEEMS TO BE
THAT TWO SPOT WELDS ARE NOT STRONG ENOUGH TO HOLD THIS BRACKET.
AFTER I FOUND OUT THERE WAS A PROBLEM WITH THE DOOR, I CONTACTED
MY LOCAL TOYOTA DEALER, AND THE SERVICE PERSON WAS WARE OF THIS
CONDITION. THEY SAID IT IS TOO FAR GONE TO WELD AND REPAIR AND THAT
THEY WOULD HAVE TO PUT ON A NEW DOOR. AFTER DISCUSSING IT WITH
THIS PERSON AND THE SERVICE MANAGER THE DEALERSHIPS POSITION WAS
THAT IT WAS OUT OF WARRANTY AND THAT THE TSB THAT EXTENDED THE
WARRANTY WAS EXPIRED DUE TO BOTH MY MILEAGE AND TO THE TIMING OF
MY REQUEST. SO, I WANT TO KNOW WHAT IT TAKES TO MAKE THIS OR
ANYTHING A"RECALL AND HOW TO FORCE TOYOTA TO PAY FOR THE REPAIR.
*TR  ALLISON PARK  PA  Failure Date: 06/23/2010

13 10339516 2004 TOYOTA SIENNA  STRUCTURE:BODY
THE DRIVERS SIDE BACK SLIDING DOOR GOT STUCK HALF WAY OPEN POSITION.
NOTICED CABLE FOR ELECTRONIC OPENING WAS FRAYED CONSIDERABLY
VAN IN THE MANUAL OPEN DOOR MODE AND STILL COULD NOT CLOSE. GOOD
NEWS I WAS CLOSE TO HOME WHEN THIS HAPPENED. HUSBAND WAS ABLE TO
SHOVE THE DOOR CLOSED AND THEN HAD TOYOTA REPAIR DOOR. DOORS
MECHANICS HAS A UNIT WITH "BALL BEARINGS" AND THEY WERE TOTALLY
DRY. ALSO, BALL BEARINGS FELL OUT OF ENCLOSED TRACKING UNIT. COST
OVER $1600 TO FIX.AUTO WAS WITH TOYOTA FOR 9 DAYS. LUCKILY MY
EXTENDED WARRANTY INSURANCE PAID FOR THE WHOLE THING. AUTO
UNDER 75,000 MILES. COMPLAINED ABOUT CRUNCHING NOISE WHILE CLOSING
SLIDING DOOR, IN THE PAST THREE YEARS....NOT ABLE TO FIND WHAT THE
PROBLEM WAS...NOW I KNOW TOYOTA REPAIR PEOPLE DID NOT KNOW WHAT
THEY WERE DOING. AGAIN! *TR  SILVERTON OR  Failure Date:
06/01/2010
OUR 2004 TOYOTA SIENNA HAS RECENTLY BEEN HAVING SEVERE ISSUES WITH THE POWER SLIDING DOOR. IT WOULD SHUT AND THEN IMMEDIATELY OPEN AGAIN. COULD NOT OPEN THE DOOR MANUALLY. NOW THE SLIDING DOOR ON THE DRIVER'S SIDE WILL NOT OPEN EITHER. A DEFINITE SAFETY HAZARD FOR TWO REAR DOORS THAT WE CAN NOT OPERATE. *TR HAMILTON OH Failure Date: 05/15/2010

MY 04 SIENNA MINIVAN RIGHT POWER SLIDING DOOR FAILED OPEN. THE CABLE IN THE TRACK BELOW THE REAR WINDOW SEPARATED AND JAMMED THE MECHANISM IN THE REAR HINGE. THIS IS A SIGNIFICANT SAFETY PROBLEM. THE DESIGN OF THE POWER SLIDING DOOR IS FLAWED. THE CABLE APPEARS TO HAVE INADEQUATE PROTECTION FROM THE ENVIRONMENT. AFTER THE METAL CORE OF THE CABLE IS COMPROMISED, IT CAN FAIL IN A WAY TO JAM THE DOOR OPEN WHICH IS WHAT HAPPENED TO MY SIENNA. IF THE CABLE WERE TO BREAK COMPLETELY, THE DOOR WOULD MOVE UNRESTRAINED UNTIL FULL OPEN OR CLOSED. SIENNA MINIVANS WITH THIS DESIGN SHOULD BE RECALLED. THE POWER DOOR HAD ONLY HAD WHAT I CONSIDER NORMAL USAGE. IT'S A MINIVAN SO IT HAS TRANSPORTED KIDS WHICH REQUIRE SLIDING DOOR USAGE. I WAS FORTUNATE THAT MY DOOR FAILED OPEN AT HOME SO I WIFE AND KIDS DIDN'T HAVE TO DRIVE WITH THE DOOR OPEN. I HAD TO DRIVE TO THE DEALER WITH THE DOOR OPEN. IT IS INCONCEIVABLE THAT TOYOTA WOULD DESIGN A DOOR ACTUATION SYSTEM WHERE A SINGLE BROKEN CABLE REQUIRES THE ENTIRE POWER DOOR ASSEMBLY TO BE REPLACED. *TR GOLDEN CO Failure Date: 06/09/2010

NO EVENTS LEADING TO FAILURE. OCT. 2008: PASSENGER SIDE POWER DOOR CABLE CAME OFF TRACK NOT ALLOWING FOR DOOR TO BE OPENED. REPAIRED NOV. 2008- CABLE REPLACED BUT OLD PART NOT AVAIL. VERY EXPENSIVE TO REPAIR (OVER $1000-$1700 EST. FROM TOYOTA) NOV. 2009- DRIVER SIDE POWER DOOR CABLE CAME OFF TRACK HAVING SAME PROBLEM.
HAVE NOT YET REPAIRED. THIS IS VERY UNSAFE. SHOULD THERE BE AN EMERGENCY I AM UNABLE TO RETRIEVE 4 CHILDREN IN CARSEATS (AGES 3-6) FROM REAR OF CAR ON DRIVER SIDE. I CANNOT AFFORD THIS REPAIR EVERY YEAR. [XXX] WE ARE ONLY OWNERS OF THIS VEHICLE. PURCHASED NEW IN 2004. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR LAKE OSWEGO

OR Failure Date: 11/23/2009

13 10335597 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA XLE AWD LIMITED WITH SECOND LEFT PASSENGER SLIDING DOOR FAILURE. PROBLEM FIRST OCCURRED IN SEP 2008 WITH DOOR STICKING WITH OPEN/CLOSE. REFERRED BY TOYOTA TO AUTO BODY SHOP IN NOV 2008 FOR REPAIR - MOTOR/HINGE REPLACED. FAILED AGAIN AFTER REPAIR AND REPAIRED 3/18/2009 BY REPLACING DOOR ASSEMBLY. NOW DOOR IS FROZEN AGAIN AND WILL NOT OPEN AUTOMATICALLY OR MANUALLY.
*TR SAN CLEMENTE CA Failure Date: 06/07/2010

13 10335254 2004 TOYOTA SIENNA STRUCTURE SPOT WELD ON DRIVERS DOOR IS FAILING. ONCE THIS WELD COMPLETELY FAILS THE DOOR WILL SWING FREELY AND COULD SLAM ON ME OR MY CHILDREN. CONTACTED THE DEALER AND TOYOTA AND THERE IS AN EXTENDED WARRANTY FOR 5 YRS OR 100,000 MILES. MY VAN IS 6 YEARS OLD AND NOT COVERED. THIS PROBLEM STARTED AFTER THE WARRANTY WAS OVER. TOYOTA WILL CHARGE $900 TO CORRECT THIS PROBLEM. THIS SHOULD BE A RECALL THERE ARE HUNDREDS OF THOUSANDS OF SIENNAS WITH THIS ISSUE AND IT IS A KNOWN MANUFACTURERS DEFECT. *TR KENNESAW GA Failure Date: 05/15/2010

13 10334685 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA XLE DRIVER SIDE POWER SLIDING CABLE SNAPED. THIS HAD BEEN AN ISSUE ON A NUMBER OF TOYOTAS WITH POWER SLIDING DOOR. ISSUE IS NOT RESOLVE. DOOR IS NOT OPERATIONAL.
*TR POWELL OH Failure Date: 03/31/2010
2004 TOYOTA SIENNA 1) 3 TIMES MY VAN HAS LOCKED ALL THE DOORS WITHOUT ME PUSHING THE LOCK BUTTON. EACH TIME I HAD UNLOCKED THE CAR AND OPENED AND CLOSED AT LEAST 2 DOORS. THEN CLICK THE DOORS LOCKED. THE LAST TIME IT HAPPENED MY 24 MONTH OLD WAS IN THE CAR. I HAD TO CALL THE FIRE DEPARTMENT TO GET HER OUT. I HAD LEFT THE KEYS ON THE FRONT SEAT AND THE REMOTE WAS LAYING FACE UP. MY BABY WAS IN HER CARSEAT IN THE BACK. I CLOSED THE DOOR TO PUT THE SHOPPING CART AWAY AND CLICK THE DOORS LOCKED. NOTHING TOUCHED THE REMOTE, AND IT LOCKED. THAT WAS 2 MONTHS AGO AND IT HASN'T HAPPENED SINCE. 2)POWER DOOR FAILED AFTER 5 YEARS. TO EXPENSIVE TO FIX. 3) STRUTS ON THE REAR HATCH FAILED AT 90,000 MILES. THIS IS NOT A POWER HATCH. THIS IS QUITE DANGEROUS AS THE DOOR IS HEAVY AND WILL CLONK YOU IN THE HEAD IF YOU ARE NOT CAREFUL. MY KIDS ARE NOT ALLOWED TO OPEN THAT DOOR ANY MORE. I AM SO AFRAID OF SMASHED HEADS AND FINGERS. *TR PLEASANTON CA Failure Date: 03/10/2010

TOYOTA SIENNA 2004 AUTOMATIC DOOR (PASSENGER SITE) CABLE THAT OPENS THE DOOR SNAPPED AND BROKE. A BURNING SMELL OCCUR BUT NO FIRE. I WAS LOOKING TO FIX THIS PROBLEM. DEALER WANTS TO CHARGE ME $ 1800.00. I FOUND ON SEVERAL BLOGS THAT THIS IS A COMMON PROBLEM. I AM WONDERING IF THIS IS A MANUFACTURING PROBLEM. *TR FORT MYERS FL Failure Date: 04/02/2008

REAR SLIDING DOOR (PASSENGER SIDE) WOULD NOT CLOSE. THERE IS A CABLE HANGING FROM THE BACK (3RD WINDOW) AREA. I CANNOT EVEN OPEN THE DOOR MORE THAN MAYBE 6 INCHES. THE MOTOR SOUNDS LIKE IT IS TRYING TO OPEN/CLOSE THE DOOR, BUT IT DOES NOT MOVE! AGAIN, I CANNOT EVEN USE THE DOOR AT THIS POINT!!! *TR DURHAM NC Failure Date: 05/04/2010
2004 TOYOTA SIENNA SLIDING DOORS GET STUCK AND STOP WORKING WHEN THERE IS COLD WEATHER, SNOW. *TR BETHESDA MD Failure Date: 12/17/2009

ON MY 2004 TOYOTA SIENNA MINIVAN THE REAR HATCHBACK GAS STRUTS HAVE FAILED. THIS IS A DANGEROUS SITUATION THAT COULD EASILY GET A SMALL CHILD KILLED. I ALMOST HAD THIS HAPPEN WHEN MY 5 YEAR OLD WAS HELPING TO GET GROCERIES OUT WHILE I WAS HOLDING THE GATE OPEN IT SLIPPED AND CAME CRASHING DOWN. LUCKILY HE HAD JUST MOVED AND IT MISSED HIM. THESE GAS STRUTS ARE A RECALL ITEM ON THE POWER OPERATED LIFT GATES, WHY AREN'T THEY ON THE MANUAL ONES. AND THE COST OF REPLACEMENTS IS TERRIBLE, $180/EACH. [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).*TR ST LIBORY NE Failure Date: 04/17/2010

MY MANUAL SLIDING DOOR WON'T LATCH EITHER, BUT IT IS A WELDING ISSUE. ON THE BACK OF THE DOOR THE LATCH THAT IS SUPPOSED TO KEEP THE DOOR CLOSED CAME LOOSE FROM THE DOOR & IS JUST FLOATING INSIDE THE DOOR. HAS ANYONE ELSE HAD THIS PROBLEM? IT SEEMS TO BE IN CONJUNCTION WITH THE OTHER WELDING ISSUE TOYOTA HAD WITH THE FRONT DOORS. THIS PROBLEM OCCURRED ABOUT 4 MONTHS AGO, & NOW MY FRONT DOOR HAS HAD THE WELDING COME LOOSE, WHICH WAS A RECALL. PLEASE LET ME KNOW IF YOU'VE HEARD OF ANYONE ELSE HAVING THIS PROBLEM. THANK YOU. [XXX] *TR OMAHA NE Failure Date: 02/16/2010

ONE SIDE AUTOMATIC SLIDING DOORS ON MY TOYOTA SIENNA WON'T OPEN AND YOU CANNOT MANUALLY OVERRIDE WITHOUT LOSING FUNCTION OF THE OTHER DOOR AND WE HAVE FOUND SITE AFTER SITE WHERE THIS IS
### NHTSA Consumer Complaints as of July 21, 2014

HAPPENING TO MORE THAN JUST US AND WE ARE CONCERNED FOR OUR SAFETY IN A VEHICLE WHERE THE DOOR WON'T OPEN. THE FIX ACCORDING TO THE DEALER IS ANYWHERE FROM 1200.00 TO 1800.00 AND WE FEEL AS THOUGH THAT IS STEEP AND THEY SHOULD RECALL THIS SINCE IT IS NOT JUST ONE FAMILY REPORTING THIS PROBLEM.  *TR

MARTINSBURG   WV   Failure Date: 01/08/2010

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<tr>
<th>13</th>
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<th>TOYOTA SIENNA</th>
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<td>FOR THE PAST 2 MONTHS, WE HAVE BEEN HAVING PROBLEMS WITH OUT 2004 TOYOTA SIENNA AUTOMATIC RIGHT SLIDING DOOR IN OUR MINIVAN. THE DOOR NOW CANNOT BE OPENED FROM THE INSIDE. THE DOOR MUST BE OPENED FROM THE OUTSIDE, WHICH IS A SAFETY ISSUE. THE TOYOTA DEALERSHIP WILL REPLACE THE ENTIRE DOOR MOTOR AND MECHANISM FOR ABOUT $1500. THE DOOR IS APPARENTLY NOT COVERED BY THE EXTENDED WARRANTY THIS IS UNACCEPTABLE. THIS CAR SHOULD BE RECALLED BECAUSE DOORS THAT CANNOT OPEN FROM THE INSIDE ARE A SAFETY HAZARD. A SIMPLE GOOGLE SEARCH OF THIS EXACT ISSUE YIELDS HUNDREDS OF COMPLAINTS. OBVIOUSLY, THERE IS A QUALITY ISSUE THAT NEEDS TO BE ADDRESSED. *TR</td>
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<td>MY 2004 TOYOTA SIENNA HAS 64K MILES. ABOUT 1 YEAR AGO, THE PASSENGER SIDE AUTOMATIC SLIDING DOOR STARTED WORKING INTERMITTENTLY WHEN USING KEY FOB, AND BUTTONS INSIDE THE CAR. HOWEVER, PULLING ON THE HANDLES FROM INSIDE THE CAR OR OUTSIDE USUALLY OPENS THE DOOR. BEGINNING A FEW WEEKS AGO, THE DOOR IS COMPLETELY CLOSED AND WILL NOT OPEN AT ALL. A QUICK SEARCH ON THE INTERNET REVEALED MY PROBLEM IS NOT AN ISOLATED CASE. DEALER QUOTED $2500-3000 TO REPAIR IT. NOW MY KIDS HAVE TO USE THE DOOR ON THE DRIVER SIDES STEPPING INTO TRAFFIC GETTING IN AND OUT OF THE CAR. *TR</td>
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13 10330208 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THIS IS FOR A TOYOTA SIENNA XLE LIMITED 2004. THE CABLES HAVE
SNAPPED ON BOTH SIDE SLIDING DOORS MAKING THEM INOPERABLE AS
AUTOMATIC DOORS AND HAZARDOUS WHEN USED AS MANUAL SLIDERS.
*TR ST. HELENA CA Failure Date: 05/12/2010

13 10329747 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER SIDE AUTOMATIC DOOR ON MY 2004 TOYOTA SIENNA
OPENS HALF WAY AND THEN PRODUCE A HORRIBLE NOISE AS IF SOMETHING
IS STUCK AND THEN TRIES TO GO BACK TO LATCH POSITION. *TR
SANTA CLARA CA Failure Date: 02/20/2010

13 10329403 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
HELLO, OUR 2004 TOYOTA SIENNA XLE DRIVER SIDE SLIDING DOOR
WIRE SNAPPED DAY BEFORE YESTERDAY. I TOOK IT TO THE NEAR BY TOYOTA
DEALER AND THEY TOLD ME THAT SINCE I AM OUT OF WARRANTY IT COST ME
AROUND $2340. I DIDN'T EXPECT THIS FROM A WELL RATED AUTO COMPANY
AND I AM NOT AT ALL HAPPY. I EVEN WENT THROUGH SOME WEBSITES WHERE
THEY WROTE ABOUT THE SAME ISSUE. I AM VERY FRUSTRATED ABOUT THIS
AND WOULD LIKE TO FILE A COMPLAINT. HOPE THE COMPANY UNDERSTAND
THE ISSUE AND TRY TO FIX IT AND RESOLVE THE ISSUE BY FIXING THE
EXISTING VEHICLES. *TR GERMANTOWN MD Failure Date: 05/06/2010

13 10329345 2004 TOYOTA SIENNA STRUCTURE THE
SLIDING DOORS ON OUR TOYOTA SIENNA ARE DEFECTIVE. THEY STICK SHUT
FREEZE IF THE TEMPERATURE GETS LOW ENOUGH OR THERE IS ENOUGH
MOISTURE. IT'S HARD TO PREDICT THE CIRCUMSTANCE BUT THE FACT IS, OUR
KIDS CANNOT GET IN OR OUT OF THE VAN AND WE HAVE HAD TO DRIVE IT
ANYWAY, THREE DIFFERENT BEEPERS GOING OFF ALL THE WAY. I HAVE READ
THAT THIS IS A COMMON PROBLEM FOR THE SIENNA AND YET TOYOTA
CONTINUES TO DO NOTHING ABOUT IT, DENYING IT, IN FACT. IF WE WERE IN AN
ACCIDENT, AND HAD TO ESCAPE QUICKLY, ONLY THE DRIVER AND PASSENGER
COULD ESCAPE. WHEN SIDE DOORS ARE FROZEN SHUT, KIDS HAVE TO EXIT
THROUGH THE BACK DOOR WHICH IS ALSO DANGEROUS. I KNOW MY 2004 IS PAST THE WARRANTY, BUT IF THIS IS A COMMON A PROBLEM AS I HAVE READ, SHOULDN'T THERE BE A RECALL? *TR SHERIDAN WY Failure Date: 11/10/2009

13 10329192 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR CABLE SNAPPED FROM DRIVER SLIDING DOOR. CANNOT FULLY OPEN IT ANYMORE. USELESS DOOR. *TR VERNON HILLS IL Failure Date: 05/10/2009

13 10328722 2004 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS POWER SLIDING DOOR ON MY VAN QUIT WORKING. DOOR IS STUCK HALF OPENED. TOOK TO TOYOTA SAID IT WAS A COMMON PROBLEM BUT THE WARRANTY WONT COVER. THEY SAID IT WAS DUE TO DOOR SAG DUE TO HINGE BUT THIS IS NOT THE CASE I CUT A STEEL CABLE AND WAS ABLE TO CLOSE THE DOOR MANUALLY. IT WORKS FINE MANUALLY YOU WOULD THINK IT WAS DUE TO WHAT THEY SAID IT WOULDN'T CLOSE AT ALL. MANY PEOPLE ARE HAVING THIS PROBLEM AND TOYOTA IS DOING NOTHING ABOUT IT. *TR LINDON UT Failure Date: 01/18/2010

13 10328701 2004 TOYOTA SIENNA STRUCTURE 2004 TOYOTA SIENNA. THE DRAIN SYSTEM PLUGGED IN MY MOONROOF WITH DEBRIS AFTER A HEAVY RAIN. FLOODED THE HEADLINER AND WENT INTO THE DASH AND SCREWED UP THE ELECTRICAL SYSTEM. WINDOWS STOPPED WORKING, ALARM WAS GOING OFF IN THE MIDDLE OF THE NIGHT. ON THE HIGHWAY, THE DRIVERSIDE SLIDING DOOR STARTED OPENING ON IT'S OWN WHERE MY ONE YEAR OLD CHILD'S SITS AT 65 MPH. IT IS A FLAWED DESIGN WITH NO SCREEN PROTECTION OF ANY KIND TO KEEP DEBRIS OUT. IT PLUGS OFF AND FILLS THE VEHICLE WITH WATER SHORTING OUT THE ELECTRICAL SYSTEM. *TR COLUMBUS OH Failure Date: 04/26/2010

13 10328690 2004 TOYOTA SIENNA STRUCTURE:BODY I HAVE A 2004 TOYOTA SIENNA. I HAVE SLIDER DOORS THAT I HAVE BEEN OPERATING MANUALLY FOR SEVERAL MONTHS AS THEY WERE BROKEN AND
WERE TOO EXPENSIVE TO FIX. I WAS CLOSING THE SLIDER DOOR TODAY WHEN IT POPPED OFF ITS' TRACK AND SMASHED INTO THE BACK WINDOW OF THE VAN SPRAYING HUGE CHUNKS OF GLASS ALL OVER THE BACK SEAT. THE SLIDER DOOR WAS HANGING OFF THE VAN ABOUT A FOOT AWAY FROM THE VAN. THERE WERE THREE LITTLE GIRLS IN THE VAN WHO WERE VERY SCARED BUT LUCKILY THEY WERE NOT HURT. MY DAUGHTER WAS HEADED TO THE BACK SEAT WHEN I PULLED THE SLIDER DOOR CLOSED AND THE INCIDENT OCCURRED. IF SHE HAD BEEN SEATED IN THE BACK SEAT, SHE WOULD HAVE BEEN INJURED BADLY BY THE BROKEN GLASS. I HAD THE CAR TOWED TO TOYOTA. THE VAN DOOR WAS HANGING OFF THE VAN IN SUCH A PRECARIOUS POSITION, THE TOW TRUCK DRIVER HAD ME SIGN A DAMAGE WAIVER SINCE HE WAS HESITANT TO TRANSPORT IT. *TRIVER FOREST IL Failure Date: 05/03/2010

13 10328256 2004 TOYOTA SIENNA STRUCTURE:BODY I HAVE BEEN HAVING PROBLEMS WITH MY 2004 TOYOTA SIENNA'S PASSENGER SLIDING DOOR SINCE WE BOUGHT IT 2 YEARS AGO. I HAVE TAKEN IT IN TO HAVE THE CABLE LOOKED AT, THE INTERIOR LIGHTS CLICKING (APPARENT ELECTRICAL ISSUE WITH THE CABLE) AND THE DOOR. IN THE COLD THE DOOR FREEZING SHUT SO THAT MY KIDS HAVE TO CLIMB IN THROUGH THE FRONT OR BACK OF THE VEHICLE (LIKE THE DOG). THE DOOR GETTING STUCK, AND NOT CLOSING ALL THE WAY, AND HAVING TO SWITCH IT TO MANUAL MODE TO CLOSE IT. THE SENSOR ON THE DOOR, NOT WORKING, AND ALMOST SQUISHING MY CHILD. THIS MORNING THE DOOR FELL OFF THE TRACK AND BROKE MY BACK WINDOW. THERE WERE SCREWS LOOSE, THAT ARE SUPPOSE TO HOLD THE DOOR TO THE ROLLER. THE ROLLERS WERE OUT OF THE TRACK, WHICH IS WHAT BROKE THE WINDOW I BELIEVE. I DON'T KNOW WHAT WAS HOLDING THE DOOR ON. I HAD TO HAVE IT TOWED TO THE DEALERSHIP AS IT WAS UNDRIVEABLE. THE TOW TRUCK DRIVER HAD TO STRAP THE SLIDING DOOR TO THE REST OF THE VAN IN ORDER TO TOW IT. I AM SHOCKED TO FIND OUT THAT THERE ARE VERY MANY OTHERS WITH THIS SAME ISSUE. THE VEHICLE WAS NON FUNCTIONING BECAUSE THE DOOR
WOULD NOT STAY ON! WHAT WILL IT TAKE TO FIX THIS PROBLEM? *TR
SURREY 00 Failure Date: 04/30/2010

13 10328003 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
OUR 2004 SIENNA SLIDING DOOR BECAME STUCK OPEN AND WE WERE
FORCED TO CUT THE CABLE IN ORDER TO SHUT THE DOOR. THE TOYOTA
DEALER QUOTED SEVERAL THOUSAND $$ TO FIX IT. THE CABLE REMAINS CUT
AND WE NOW USE IT AS A MANUAL OPENING DOOR. *TR
BOULDER CO Failure Date: 03/01/2008

13 10327936 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
I HAVE A TOYOTA SIENNA 2004. I HAVE AROUND 85K MILES ON THE VAN
AND THE POWER SLIDING DOOR GOT STUCK IN THE OPEN POSITION. I WAS
ABLE TO JAM IT CLOSED WITH QUITE A BIT OF FORCE. THE NEXT DAY THE
OTHER DOOR FROZE OPEN AND I COULD NOT CLOSE. I BROUGHT IT TO THE
DEALER WITH THE DOOR OPEN AND THEY CAN'T CLOSE EITHER AND TELL ME
IT NEEDS A MOTOR AND CABLE ASSEMBLY FOR $1,700. THEY HAVEN'T TOLD
ME WHAT THE FIRST DOOR NEEDS. I CAN SEE ON THE INTERNET THAT THIS IS
A COMMON PROBLEM BUT TOYOTA DENIES IT. I DON'T THINK IT IS TERRIBLY
SAFE TO HAVE A DOOR LOCK OPEN. FORTUNATELY WE WERE AT HOME WHEN
IT WOULDN'T CLOSE AND SO I DIDN'T HAVE TO HAVE CHILDREN RIDE IN THE
BACK WITH THE DOOR OPEN. *TR BOULDER CO Failure Date: 04/23/2010

13 10327886 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
NO PRIOR PROBLEMS. THE AUTOMATIC DOOR AND IT'S SAFETY
FEATURE OF NOT CLOSING WHEN SOMETHING IS IN THE WAY STOPPED
WORKING. THE DOOR WILL NOT OPEN COMPLETELY AND WHEN CLOSING IT
CLOSES ON ANYTHING IN IT'S WAY. SOMETIMES IT WILL NOT CLOSE OR OPEN
AT ALL. IF THE BUTTON IS ENGAGED TO TURN THE AUTOMATIC DOOR OFF THE
DOOR WILL NOT BUDGE. IT WILL NOT WORK IN MANUAL MODE. NOTHING HAS
BEEN DONE TO CORRECT THE FAILURE AS OF YET, AS THE EXPENSE IS
PROHIBITIVE. *TR SNELLVILLE GA Failure Date: 04/25/2010
13 10327877  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR BOTH REAR SLIDING DOOR CABLES OF OUR 2004 TOYOTA SIENNA HAVE SNAPPED, CAUSING THE AUTOMATIC DOORS NOT TO WORK. DRIVERS SIDE REAR SLIDING DOOR CAME OFF OF THE REAR TRACK AFTER CABLE SNAPPED. *TR  SAINT CHARLES  IL  Failure Date: 04/27/2010

13 10327825  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR DRIVERS SIDE PASSENGER SLIDING DOOR WILL NOT OPEN. THIS OCCURRED ON APRIL 27TH 2010. I WAS TRYING TO OPEN THE DOOR TO LET MY CHILDREN OUT OF THE VAN, AND IT WOULDN'T BUDGE. I CHECKED TO MAKE SURE THAT THE DOORS WERE UNLOCKED. THEY WERE BUT DOOR STILL WOULD NOT OPEN. *TR  COLUMBIA  MD  Failure Date: 04/27/2010


13 10327499  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE POWER SIDE DOOR CABLE ON MY 2004 SIENNA IS CRACKING. THE CABLE HASN'T SNAPPED, YET, BUT IF WE KEEP USING THE DOOR, IT WOULD, CREATING A VERY HAZARDOUS SITUATION. THE DOOR IS UNUSABLE NOW. *TR  INDIANAPOLIS  IN  Failure Date: 04/22/2010

OF THE 2 CABLES OPERATING THE DOOR (BRAIDED METAL CABLE) SNAPPED AND NOW THE DOOR ONLY SLIDES PART WAY OPEN IN THE 'MANUAL' MODE. I HAVE ONLY 83,000 KMS ON THIS 2004 SIENNA LE AND WAS SHOCKED TO SEE THIS FAILURE. HOWEVER, I FEEL LUCKY THAT NEITHER OF MY CHILDREN WERE INJURED BY THE CABLE OR MECHANISM FAILURE. NOW I AM OPERATING THE DOOR IN MANUAL MODE BUT IT IS NOT OPENING CORRECTLY AND I AM WORRIED THAT IT MAY OPEN INCORRECTLY AND CAUSE A SAFETY HAZARD. *TR LANGLEY (BC) WA Failure Date: 04/24/2010

13 10327166 2004 TOYOTA SIENNA STRUCTURE THE AUTOMATIC SLIDING DOORS ON OUR 2004 TOYOTA SIENNA WILL NOT OPEN OR CLOSE. THIS LOCKS MY CHILDREN IN THE BACK WITHOUT SAFE ACCESS TO EXIT. *TR MIDLAND MI Failure Date: 04/20/2010

13 10327111 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR I WAS SHUTTING DOOR WHEN POWER SLIDING DOOR STUCK HAD TO MANUAL OVERRIDE TO SHUT. CABLE BROKE. BROUGHT TO DEALER THEY CUT THE CABLE TO ALLOW DOOR TO OPEN. THEN OTHER DOOR HAD SAME THING HAPPEN 6 HOURS LATER. BOTH DOORS, DIFFERENT INCIDENTS, SAME DAY. *TR NORTH MANKATO MN Failure Date: 04/22/2010

13 10327031 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR SIENNA 2004 XLE VAN. THE REAR SIDE POWER DOOR STOPPED WORKING. THE CABLE HAD BROKEN AND HENCE THE POWER DRIVE FOR OPENING AND CLOSING THE DOOR WOULD NOT WORK. THE DOOR COULD BE OPENED BY SLIDING THE DOOR MANUALLY. I TOOK THE VAN INTO THE DEALERSHIP TO HAVE THE PART REPLACED. THEY WERE UNABLE TO GET TO THE REPAIR AND WE WERE LEAVING TOWN. I ASKED THEM IF THE CAR WAS SAFE TO DRIVE AS THERE WAS NO WAY TO DISABLE THE DOOR FROM USE AND THERE WOULD BE CHILDREN IN THE REAR WHO WOULD BY HABIT REACH TO OPEN THE DOOR. THE SERVICE MANAGER ASSURED ME IT WAS FINE - ONLY DIFFICULT TO OPEN MANUALLY AND EVEN CAME TO THE VEHICLE TO DEMONSTRATE. THE NEXT MORNING, MY HUSBAND DROVE THE VAN TO ON ERRANDS BEFORE LOADING UP TO TAKE IT ON VACATION. HE UNTHINKINGLY
OPENED THE REAR PASSENGER DOOR RESULTING IN THE FAR BACK SIDE WINDOW SHATTERING AND THE DOOR FALLING OFF INTO THE GROUND. IF THERE HAD BEEN SOMEONE SEATED IN THE VEHICLE, THEY WOULD HAVE BEEN COVERED IN GLASS. IF A CHILD HAD OPENED THE DOOR, IT WOULD HAVE FALLEN ON HIM. WE TOOK THE VAN TO THE DEALERSHIP AND CALLED THE TOYOTA CORPORATE LINE - BOTH REFUSED TO ACKNOWLEDGE THAT THE ISSUE WAS A SAFETY PROBLEM. WE TOOK THE CAR TO AN INDEPENDENT REPAIR SHOP WHO TOLD US THAT THE CABLE SYSTEM WAS NO LONGER AVAILABLE AND HAD BEEN REPLACED BY A DIFFERENT SYSTEM WHICH MAY HAVE BEEN BECAUSE OF THE POTENTIAL SAFETY AND POOR ENGINEERING DESIGN. I WROTE LETTERS TO TOYOTA BUT RECEIVED NO RESPONSE. *TR HENRICO VA Failure Date: 04/04/2009

13 10327006 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE CABLE TO THE AUTOMATIC PASSENGER SIDE SLIDING DOOR RUSTED AND SNAPED. WE PUSHED THE BUTTON BY THE STEERING WHEEL TO MAKE IT A MANUAL DOOR SINCE IT WAS GOING TO COST BETWEEN 1,400 AND 1,600 DOLLARS DEPENDING ON THE DEALERSHIP WE ASKED. HOWEVER THE ONLY WAY TO CLOSE THE DOOR ONCE FULLY OPENED IS TO REACH INSIDE THE DOOR AND PULL THE INSIDE HANDLE TO UNLOCK THE HOLDING MECHANISM TO KEEP THE DOOR FROM SLIDING SHUT. MY 10 YEAR OLD SON WAS GETTING OUT OF THE CAR AND SHUTTING THE DOOR BY USING THE INSIDE HANDLE TO UNLATCH THE DOOR WHEN HIS FINGERS WERE SMASHED IN THE DOOR. *TR KETTERING OH Failure Date: 01/18/2010

13 10326829 2004 TOYOTA SIENNA STRUCTURE:BODY
DRIVER SIDE PASSENGER DOOR ON A 2004 TOYOTA SIENNA MINI VAN WILL NOT CLOSE. NORMAL USE OF THE DOOR. IT IS ELECTRONIC OPENING AND CLOSING. HOWEVER THE DOOR GOES TO SHUT AND THEN CONTINUOUSLY OPENS BACK UP AS IF A SENSOR WON'T LET IT CLOSE. HOWEVER WHEN SWITCHING TO MANUAL, THE DOOR DOES NOT CLOSE EITHER. NOTHING IN THE DOOR RUNNER WOULD CAUSE IT NOT TO CLOSE, CLEANED OUT ALL DOOR RUNWAYS AND OPENINGS. SOMETHING WITH THE
DOOR CLASP NOT CLOSING AROUND THE HATCH OF THE DOOR PREVENTS THE DOOR FROM REMAINING CLOSED. THE SAFETY ISSUE IS THE DOOR DOES ON SOME OCCASIONS START OPENING WHILE DRIVING. TOYOTA DEALER SAYS ITS OUR FAULT AND THAT IT WOULD COST CLOSE TO $2,000 DOLLARS TO FIX. MONEY IS NOT THE OBJECT HERE, IT IS A KNOWN ISSUE WITH MANY SIENNA OWNERS AND THIS IS JUST ANOTHER EXAMPLE OF THEIR POOR QUALITY WORKMANSHIP. *TR

ALLENDALE NJ  Failure Date:  04/15/2007

13  10326755  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

I AM WRITING YOU BECAUSE OF AN APPARENT CONTINUING ISSUE WITH THE AUTOMATIC SLIDING DOOR ON MY 2004 TOYOTA SIENNA, PASSENGER SIDE. IN 2009 THE DOOR QUICK FUNCTIONING ALTOGETHER. WE TOOK IT TO THE DEALER AND WERE TOLD THAT THE MOTOR NEEDED REPLACING. THE DOOR WOULD NOT OPEN MANUALLY OR AUTOMATICALLY AND BECAUSE WE HAVE SMALL CHILDREN WE NEEDED THAT DOOR TO WORK PROPERLY. WE HAD THE MOTOR REPLACED AT COST OF $761 ON JUNE 3, 2009. NOW LESS THAN A YEAR LATER THE SAME DOOR IS NOT WORKING AGAIN. NOW THE DEALER IS TELLING US THAT WE YET ANOTHER PART WITHIN THE DOOR REPLACED FOR A COST OF $1,100. AFTER RESEARCHING THIS SUBJECT ON THE INTERNET THERE SEEMS TO BE A CONSISTENT PROBLEM WITH THESE AUTOMATIC DOORS ON TOYOTA'S. I AM NOT TRYING TO PILE ON TOYOTA WHILE THEY ARE HAVING QUALITY ISSUES. I ACTUALLY OWN A TOYOTA TRUCK TOO. HOWEVER, I DO WANT THE AUTOMATIC DOOR TO WORK AS IT SHOULD AND NOT TO HAVE THE MOTOR REPLACED EVERY 8 MONTHS. THE SAFETY MECHANISM ON THESE DOORS DOES NOT FUNCTION AS THEY SHOULD EITHER. I HAVE NOTICE THAT IF THE BOTTOM TO CLOSE THE DOOR IS PUSHED AND SOMEONE IS IN-BETWEEN THE DOOR AND THE FRAME THAT THERE IS A GREAT DEAL OF PRESSURE APPLIED BEFORE THE DOOR WILL REVERSE. IF A CHILD WERE TRAPPED IN-BETWEEN THEN IT COULD CAUSE SOME SERIOUS INJURY. FOR A ADULT THERE IS ENOUGH PRESSURE TO CAUSE PAIN. THERE ARE SOME SERIOUS ISSUES WITH THESE AUTOMATIC DOORS THAT NEED TO BE ADDRESSED. *TR  STATESVILLE  NC  Failure Date:  04/14/2010

13 10326697 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 2004 TOYOTA SIENNA REAR SLIDING DOOR GUIDE WIRE SNAPPED. WAS TOLD BY TOYOTA IT WOULD COST ME 1500 - 1800 TO FIX. I HAVE TO PURCHASE ENTIRE DOOR MOTOR ASSEMBLY WITH GUIDE WIRE. *TR ROUND LAKE BEACH IL Failure Date: 04/16/2010

13 10326279 2004 TOYOTA SIENNA STRUCTURE 2004 TOYOTA SIENNA POWER SLIDING DOOR CABLE SNAPPED AND RUINED SLIDING DOOR MOTOR. DEALER TO CHARGE $2000 FOR FIX. 1 YEAR EARLIER PASSENGER DOOR CABLE SNAPPED. SAME ISSUES. *TR MANLIUS NY Failure Date: 06/06/2009

13 10326125 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE SLIDING DOOR ON MY SIENNA BROKE. I LOOKED ONLINE SEVERAL YEARS AGO WHEN THIS HAPPENED, AND NOTICED THIS APPEARS TO BE A COMMON PROBLEM WITH THE SIENNA. SINCE IT NO LONGER AUTOMATICALLY OPENS/CLOSES, IT NEEDS TO BE CLOSED MANUALLY. BUT, THE DOOR IS
VERY HEAVY AND IT IS DIFFICULT TO CLOSE IT SECURELY. IN FACT, MY
CHILDREN ARE UNABLE TO CLOSE IT BECAUSE OF ITS WEIGHT AND
THEREFORE THE DOOR MUST ALWAYS BE CHECKED. WHEN THE DOOR
BROKE, I WAS OUT WITH ALL 3 OF MY CHILDREN AND BASICALLY STRANDED
BECAUSE I CERTAINLY COULDN'T DRIVE THE CAR WITH A DOOR THAT
WOULDN'T CLOSE. WE HAD TO CUT THE CORD TO FREE THE DOOR AND
ALLOW IT TO CLOSE IN ORDER TO GET HOME. ALSO -- RELATED TO SLIDING
DOORS...THE OTHER SLIDING DOOR ON MY SIENNA DOES WORK. HOWEVER,
IT DOESN'T NOT STOP SLIDING WHEN IT COMES INTO CONTACT WITH A
PERSON. IT CONTINUES TO APPLY PRESSURE TO THE PERSON STANDING IN
THE DOORWAY UNTIL IS SQUEEZES YOU QUITE TIGHT...THEN FINALLY LETS UP.
(I KNOW THIS FROM PERSONAL EXPERIENCE.) SO FAR, MY KIDS HAVEN'T
HAD THEIR HANDS CLOSED IN THE DOOR, BUT I'M SURE THAT IF THEY
DO, IT WILL BE A VERY VERY UNPLEASANT EXPERIENCE. I THOUGHT THE
SLIDERS WERE SUPPOSED TO STOP SLIDING IF THEY MET ANY RESISTANCE
AT ALL. OVERALL, I'M PRETTY UNHAPPY ABOUT THE DOOR SITUATION.

*TR ASHBURN VA Failure Date: 06/24/2008

13 10326093 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
BOTH OF THE SLIDING DOORS ON MY 2004 SIENNA ARE NOT OPENING.
THE MANUAL DOOR IS LOCKED AND WILL NOT OPEN FROM BOTH THE INSIDE
AND OUTSIDE. THE POWER DOOR WILL OPEN AN INCH OR TWO AND THEN
LOCKS UP. *TR CORONA CA Failure Date: 06/01/2009

13 10326091 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
MY 2004 TOYOTA SIENNA LE POWER DOOR, PASSENGER SIDE, HINGE IS
LOSE FROM ITS TRACK AND THE DEALER WANTS $500 TO REPAIR. MY VAN
HAS 128,000 MILES BUT THE REASON WE BOUGHT THE TOYOTA AND NOT THE
HONDA WAS BECAUSE OF TOYOTA'S REPUTATION. I REALIZE THE VAN HAS
OVER 100,000 MILES BUT I THOUGHT THIS PART SHOULD HAVE LASTED
LONGER. THE DOOR NOW ONLY WORKS MANUALLY AND IS DIFFICULT TO
OPEN THUS IT'S A REAL HASSLE IF YOU HAVE KIDS IN THE BACK SEAT. IT
SEEMS TO HAVE FAILED PREMATURELY AS I THOUGHT TOYOTAS LASTED
LONGER. THE DEALER HAS ORDERED THE PART AND THIS IS A TWO WEEK TURNAROUND ITEM BUT AFTER READING THE BLOGS I NEED TO FILE A COMPLAINT AS THIS TYPE OF PROBLEM LOOKS TO BE QUITE COMMON. MY OTHER VEHICLE IS A TACOMA 2005 AND IT HAS A FEW COSMETIC PROBLEMS AS WELL. SPECIFICALLY, THE SUN VISORS ARE DEFECTIVE; I REPLACED THE DRIVERS SIDE AT A COST OF $75 AND THE PASSENGER IS DOING THE SAME THING. MY NEXT VEHICLE WILL BE A HONDA.

ALBUQUERQUE  NM  Failure Date: 03/11/2010

13  10325858  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR
TOYOTA SIENNA ’04 DRIVER SIDE DOOR HAS A LOUD CLUNKING SOUND WHEN OPENING AND CLOSING DOORS. TOYOTA ISSUED A LETTER TO CUSTOMERS TO GET THE DOOR FIXED BUT I NEVER GOT A LETTER. WHY DID TOYOTA SENT OUT LETTER TO FIX THE PROBLEM AND NOT CALL IT A RECALL. PLEASE HELP TO GET MY DOOR FIX.

NEWARK  CA  Failure Date: 01/06/2010

13  10325809  2004  TOYOTA  SIENNA  STRUCTURE
PASSENGER SLIDING DOOR CABLE CORRODED AND SNAPPED.

ROCHESTER  NY  Failure Date: 04/15/2010

13  10325741  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR
PASSENGER SIDE POWER SLIDING DOOR CABLE SNAPPED. THE CABLE IS BROKEN AND HANGING OUTSIDE OF THE DOOR. TOYOTA DEALER SAYS WE NEED A NEW MOTOR AND CABLE COSTING $1600. THERE IS A SERVICE BULLETIN OUT ON THIS TOYOTA IS AWARE OF THE PROBLEM BUT NOT FIXING IT OR RECALLING IT. WE HAD TO DRIVE WITH THE DOOR OPEN BECAUSE WE COULD NOT CLOSE IT. IT IS STILL NOT WORKING.

CAMAS  WA  Failure Date: 04/02/2010

13  10325527  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR
EVENTS LEADING UP TO FAILURE: OPENING THE DRIVER'S SIDE SLIDING DOOR VIA AUTOMATIC OPEN BUTTON ON KEY FOB  FAILURE: CABLE IN TRACK OF DOOR SNAPPED (IT ONLY HAPPENED ONCE), CAUSING THE DOOR TO BE
RENDERED USELESS --- IT NO LONGER OPENS OR CLOSES, EVEN WHEN IN 'MANUAL' MODE. WHAT WAS DONE TO CORRECT FAILURE? I TOOK IT TO A REPAIR SHOP, WHO INFORMED ME THAT IT WAS GOING TO COST AROUND $1500 TO FIX. SO, FOR NOW, NOTHING HAS BEEN DONE TO FIX THE PROBLEM. I WILL HAVE TO CONTINUE TO LOAD MY 3 CHILDREN (ALL UNDER THE AGE OF 5) IN AND OUT OF THEIR CAR SEATS VIA THE REMAINING, WORKING DOOR. IN ORDER TO DO SO, I'M HAVING TO SET MY 3-MONTH OLD DOWN IN THE PARKING SPACE NEXT TO WHEREVER WE PARK IN ORDER TO STRAP THE 2-YEAR OLD IN (OR OUT), AND HELP THE 4 YEAR OLD WITH HER BELT...ALL THE WHILE HOPING THAT A CARELESS DRIVER DOESN'T BARREL INTO THE SPACE AND MOW THE INFANT OVER. SEEMS LIKE A SAFETY CONCERN TO ME.

*TR STRONGSVILLE OH Failure Date: 04/13/2010

13 10325242 2004 TOYOTA SIENNA STRUCTURE:BODY

POWER SLIDING DOORS ARE ACTUATED BY CABLES. CABLE ON DOOR 1 SNAPPED AND WAS HANGING FROM VEHICLE, POSING A DANGER TO PEDESTRIANS. AFTER CABLE WAS CUT WITH TOOLS, DOOR COULD BE OPERATED MANUALLY. CABLE ON DOOR 2 SNAPPED AND CAUGHT ON BODYWORK. AS MOTOR STRAINED TO RETRIEVE THE CABLE, THE CABLE SHEARED AND SNAPPED PLASTIC FITTINGS AND METAL LATCHES. DOOR IS NOW COMPLETELY STUCK AND IS A DANGER TO PASSENGERS AND DRIVER ALIKE. DOOR 2 CANNOT BE USED FOR INGRESS OR EGRESS. *TR

WESTBOROUGH MA Failure Date: 04/12/2010

13 10324955 2004 TOYOTA SIENNA STRUCTURE I AM THE ORIGINAL OWNER OF A 2004 TOYOTA SIENNA. THE DASHBOARD IS FULL OF HAIRLINE CRACKS. THEY STARTED ON THE SIDES NEAR THE A/C VENTS, TRAVELING TOWARDS THE CENTER OF THE DASH. FIRST APPEARED IN 2007. NOW THE DASHBOARD IS COVERED WITH CRACKS. TOOK IT TO THE DEALER AND COMPLAINED THAT IT WAS A DEFECT. SERVICE DEPT DIDN'T SEEM TO WANT TO DEAL WITH IT. FINALLY THEY TOOK PICTURES THEN SAID THEY WOULD HAVE TO SEND THE PICTURES OFF AND THEY WOULD GET BACK TO ME, WHICH THEY NEVER DID. CALLED THE SERVICE DEPT AND THEY
DISMISSED ME SAYING IT WAS NOT COVERED. I DON'T THINK THEY EVER SENT THE PICTURES IN. THE CRACKS GET WORSE EVERY WEEK - LONGER, AND NEW ONES APPEAR. THIS IS CLEARLY A DEFECT. THERE WERE NO EVENTS THAT TOOK PLACE TO CAUSE THIS, NO CRASH, NO FIRE. THE AUTOMOBILE IS WELL MAINTAINED. THIS IS A MANUFACTURER'S DEFECT.

*TR KENNER LA Failure Date: 07/01/2007

13 10324356 2004 TOYOTA SIENNA STRUCTURE:BODY TL

ENGLEWOOD CO Failure Date: 04/03/2010

13 10323830 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
ON OUR 2004 TOYOTA SIENNA XLE, THE PASSENGER SIDE POWER SLIDING DOOR CABLE SNAPPED MAKING THE DOOR INOPERABLE. WE HAVE CALLED THE TOYOTA CUSTOMER CARE TOLL FREE NUMBER NUMEROUS TIMES, ONLY TO HAVE BEEN PUT ON HOLD FOREVER WHILE THEY TEND TO THEIR "OTHER ISSUES". WE HAVE CONTACTED OUR LOCAL DEALER ONLY TO BE GIVEN A REPAIR PRICE AND THEN WAS TOLD THAT THIS WAS NOT A "MAJOR PROBLEM", MEANING THAT THIS WAS NOT THEIR RESPONSIBILITY. WHILE ONLINE INVESTIGATING THIS ISSUE, WE HAVE FOUND THAT WE ARE BY NO MEANS THE ONLY ONES WITH THIS PROBLEM AND THAT THIS IS A MAJOR PROBLEM. AT LEAST 50 OR MORE OF THE SAME PROBLEMS HAVE BEEN FOUND ON THIS AND NEWER MODELS. THE SLIDING DOORS ALSO HAVE BECOME FROZEN AND SOME CHILDREN HAVE EVEN BEEN INJURED. SOME VEHICLES HAVE THE DOOR FALL OFF COMPLETELY WHEN THE CABLE SNAPPED, INJURING PEOPLE. THIS IS A REAL MAJOR PROBLEM AND SAFETY ISSUE. WE FEEL THAT TOYOTA SHOULD TAKE THIS VERY SERIOUSLY AND
STOP GIVING PEOPLE THE RUNAROUND AND ADMIT TO YET ANOTHER FLAW IN THEIR VEHICLES. THE SLIDING DOOR ISSUES AND THE SAFETY OF CUSTOMERS AND THEIR FAMILY ARE NOTHING TO PUT "ON HOLD" OR JUST THROW OFF TO THE SIDE AS NOT A MAJOR PROBLEM. WHAT IS IT GOING TO TAKE FOR TOYOTA TO REALIZE THIS? HOW MANY MORE INJURIES AND POTENTIAL INCONVENIENCES MUST THE PUBLIC ENDURE? AS OF NOW THE VEHICLE HAS NOT BEEN REPAIRED AND THE DOOR CANNOT BE USED. WE FEEL THAT THIS IS THE RESPONSIBILITY OF TOYOTA. IN THE MEANTIME, WE WILL GET MORE ESTIMATES FOR THE REPAIR AND CONSIDER THE OPTIONS.

*TR SATELLITE BEACH FL Failure Date: 03/27/2010

13 10323231 2004 TOYOTA SIENNA STRUCTURE:BODY THE PASSENGER SIDE SLIDER DOOR HAS AGAIN FAILED ON OUR 2004 SIENNA. AFTER SEVERAL PROBLEMS WITH THE DOOR WHICH WERE REPAIRED UNDER WARRANTY, THE DOOR STOPPED WORKING ENTIRELY ABOUT TWO YEARS AGO. WE PAID TO HAVE THE DOOR MOTOR ASSEMBLY REPLACED. NOW THE DOOR ONCE AGAIN WILL NOT OPEN AT ALL, EVEN MANUALLY.

SPRINGFIELD MA Failure Date: 03/30/2010


OOLTEWAH TN Failure Date: 04/11/2008
13 10322168 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT WAS
DRIVING APPROXIMATELY 40 MPH, THE AUTOMATIC SLIDING DOOR FAILED TO
OPERATE IN AN OPEN OR CLOSE POSITION DURING ACTIVATION. THE VEHICLE
WAS TAKEN TO AN AUTHORIZED DEALER ON SEVERAL SEPARATE OCCASIONS.
THE REPLACEMENT OF THE SLIDING DOOR SERVICE COST WAS $2,500. IN
ADDITION, THE SLIDING DOOR HANDLES REQUIRED REPLACEMENT. THE
FAILURE MILEAGE WAS 10,000. THE CURRENT MILEAGE WAS 129,000. THE VIN
WAS UNAVAILABLE.    SHREWSBURY    NJ    Failure Date: 11/25/2004

13 10321234 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
UPON ARRIVAL AT A LOCAL BAKERY MY HUSBAND WAS ATTEMPTING TO
EXIT FROM THE REAR DRIVER'S SIDE POWER DOOR IN OUR 2004 TOYOTA
SIENNA WHEN THERE WAS A LOUD NOISE AND THE DOOR STOPPED MOVING
AND ONLY OPENED A THIRD OF THE WAY. HE MANAGED TO SQUEEZE OUT AND
CLOSE THE DOOR. UPON LOOKING AT THE DOOR WE CAME TO FIND THAT
THERE IS A CABLE ON THE OUTSIDE OF THE VEHICLE THAT OPERATES THE
DOOR AND IT WAS FRAYED AND WOULD NOT ALLOW THE DOOR TO OPEN
ANYMORE THAN A THIRD OF THE WAY. AFTER SEEING THAT WE WALKED
AROUND TO THE OTHER SIDE OF THE VEHICLE AND FOUND THAT THE CABLE
FOR THE PASSENGER SIDE DOOR HAS THE COATING OFF OF IT AND COULD
END UP DOING THE SAME THING. WE HAVE NOT YET GOTTEN ANY QUOTES
BUT FROM LOOKING ONLINE IT'S GOING TO BE IN THE THOUSANDS.
THANKFULY AT THIS TIME I HAVE NO CHILDREN, BUT IF I DID, NOT BEING ABLE
TO OPEN THE DOOR AND GET MY CHILD OUT SAFELY WOULD BE A MAJOR
CONCERN. I LOVED TOYOTA UNTIL THIS HAPPENED TO MY VEHICLE AND COME
TO FIND THERE ARE OTHER'S IN MY SHOES. I KNOW THAT BECAUSE OF THE
MILEAGE ON MY CAR I WOULD NEVER SEE COMPENSATION, BUT I DO WANT
TO VOICE MY SAFETY CONCERN WITH THIS ISSUE. *TRQUINCY    IL
Failure Date: 03/20/2010

13 10321034 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED
THAT THE SLIDING DOOR ON THE VEHICLE DOES NOT WORK PROPERLY. THE DOOR GETS JAMMED AND WILL NOT CLOSE. THE DEALER STATED THAT THE CONTACT WOULD HAVE TO GET A NEW MOTOR FOR THE DOOR. THE DEALER STATED THE PROBLEM IS WITH THE CABLE BUT THE CONTACT WOULD HAVE TO GET A NEW MOTOR IN ORDER TO REPLACE THE CABLE. THE FAILURE MILEAGE WAS 130000 AND THE CURRENT MILEAGE IS 160000.

WILLIAMSTOWN   NJ    Failure Date:  11/12/2009

13 10320638 2004 TOYOTA SIENNA STRUCTURE:POWER SLIDING DOOR ON DRIVER'S SIDE IS STUCK OPEN. NO WAY TO CLOSE IT MANUALLY. UNSAFE TO DRIVE. *TR IRVINE   CA   Failure Date:  03/16/2010


13 10319883 2004 TOYOTA SIENNA STRUCTURE:BODY I HAVE A 2004 TOYOTA SIENNA, I AM EXPERIENCING A KNOWN ISSUE REGARDING MY POWER SLIDING DOORS. THEY SEEM TO POWER FORWARD AND BACK IF I MANUALLY USE THE HANDLES TO OPEN THE DOORS, BUT IF I USE THE AUTO-OPENING BUTTONS FROM INSIDE THE VAN THE DOORS TRY TO OPEN BUT THEY WONT UNLATCH SO THAT THE DOORS WILL SLIDE FROM OPEN TO CLOSE OR CLOSE TO OPEN. THIS HAS BEEN ONGOING FOR 1 YR NOW. I TOOK IT TO THE DEALER AND THEY INFORMED THAT IT WAS A KNOWN ISSUE THAT THEY DON'T SUPPORT. THEY TOLD ME THE COST WAS OVER $1K. I WOULD LIKE TO KNOW IF THERE IS ANYTHING MORE I AM ABLE TO DO. THANKS
FOR YOUR TIME AND ATTENTION. *TR

SANTA ROSA  CA
Failure Date:  03/10/2009

13  10319580  2004 TOYOTA SIENNA STRUCTURE  THE
PASSENGER SIDE SLIDING DOOR ON 2004 TOYTA SIENNA IS NOT CLOSING.
OUT IN COLD AND RAIN WITH KIDS FOR 45 MINS. *TR

HARLEYSVILLE  PA  Failure Date:  03/14/2010

13  10319386  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA SLIDING DOOR CABLE SNAPPED. THE CABLE ON
OUR SLIDING DOOR SNAPPED AND LEFT THE DOOR UNABLE TO BE OPENED
OR CLOSED. *TR

WORCESTER  MA  Failure Date:  03/12/2004

13  10319274  2004 TOYOTA SIENNA STRUCTURE:BODY
PLASTIC SHEATHING ON PASSENGER POWER DOOR, THE ONLY POWER
DOOR, DRIED OUT AND CRACKED CAUSING THE CABLE WIRES TO BE
EXPOSED TO THE ELEMENTS. AS A RESULT, THE WIRES OF THE CABLE BEGAN
TO RUST AND FRAY AND TANGLED IN THE DOOR SO THAT IT WAS HALF
OPENED AND WOULD NEITHER OPEN NOR CLOSE EVEN WITH THE POWER
OFF. WE HAD TO CUT THE CABLE OFF TO GET THE TANGLED CABLE FREE OF
THE DOOR SO WE COULD CLOSE IT. IT IS POOR QUALITY TO HAVE THE
PLASTIC ON THE CABLE DRY OUT AND CRACK OFF SO THAT THE POWER DOOR
IS UNABLE TO BE USED AS A POWER DOOR WHICH IS AN OPTION YOU HAVE TO
PAY EXTRA FOR. WE ALSO HAD SMALL CHILDREN BUCKLED INTO CARSEATS
AT THE TIME AND HAD WE NOT CUT THE CABLE OFF, WE COULD NOT DRIVE IT
AS I SAID THE DOOR WAS STUCK HALF OPEN/HALF CLOSED. *TR

BLACKSHEAR  GA  Failure Date:  03/07/2010

13  10318376  2004 TOYOTA SIENNA STRUCTURE  2004
TOYOTA SIENNA MINIVAN, SLIDING DOORS FREEZE SHUT ALL WINTER, MY
THREE KIDS CANNOT RELY ON WHAT DOOR TO EXIT, ESPECIALLY IN AN
EMERGENCY. ONE SLIDING DOOR HAS NOW STOPPED WORKING, CABLE
SNAPPED AND BOLTS SHEARED, LIKELY DUE TO THE EXTRA FORCE NEEDED
TO WORK THE FREQUENTLY FROZEN DOORS. PERHAPS THESE VANS SHOULD
NOT BE ALLOWED IN CLIMATES UNDER 32 DEGREES. I HAVE ALREADY NEEDED TO HAVE FRONT DOORS AND REAR DOOR MECHANISM REPAIRED(RECALLS). THIS SEEMS TO BE A COMMON PROBLEM. *TR WHITEFISH BAY

WI Failure Date: 01/01/2010

13 10318235 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

EARLY 2007 (THIS DATE/MILEAGE ETC... ARE APPROXIMATE SINCE WE DIDN'T KNOW THIS WAS GOING TO BE AN ONGOING PROBLEM) OUR PASSENGER AUTOMATIC SLIDING DOOR MALFUNCTIONED. THERE WAS A CORD WITH A PLASTIC PIECE THAT SNAPED OFF THE DOOR FRAME AND THE DOOR WAS NOT ABLE TO OPEN USING THE BUTTON FEATURE AND IT TOOK 2 PEOPLE TO CLOSE IT MANUALLY. LUCKILY, NO ONE WAS HIT BY THE CORD OR THE PLASTIC PIECE AND OF NOTE THIS CORD IS HELD EXTREMELY TAUT IN ORDER TO PULL THE DOOR VIA A MOTOR. THIS WAS COVERED UNDER WARRANTY AND REPAIRED. SEPTEMBER 2009 THE SAME THING HAPPENED AGAIN. THIS TIME TOYOTA SAID IT WAS BECAUSE OF DAMAGE FROM AN ACCIDENT WHERE WE WERE HIT ON THE PASSENGER SIDE. THE INSURANCE COMPANY PAID FOR TOYOTA TO REPAIR IT. FEB 21, 2010 THE DOOR MALFUNCTIONED BY NOT OPENING OR CLOSING FULLY, RETRACTING PARTIALLY AND GETTING STUCK AND REPEATEDLY CYCLING. AGAIN I WAS CONCERNED ABOUT THE KIDS GETTING STUCK IN THE DOOR AND WE TURNED OFF THE AUTOMATIC FEATURE. IN MANUAL MODE IT WAS DIFFICULT TO OPEN OR CLOSE. WE BROUGHT IT IN TO TOYOTA WHO SAID IT WAS WORKING FINE. IT SEEMS CHANGING TURNING IT TO MANUAL RESET IT, BUT IT WAS STILL NOT AS SMOOTH OPENING/CLOSING AS THE ORIGINAL DOOR. THEN MARCH 1ST IT HAPPENED AGAIN. I PUSHED THE BUTTON TO CHANGE IT TO MANUAL, THEN BACK TO AUTOMATIC, AND IT SEEMED TO RESET IT BUT IT IS STILL VERY ROUGH/GRINDING SOUNDING WITH THE AUTOMATIC DOOR USE. WE ARE GOING TO VIDEO-TAPE IT NEXT TIME THIS HAPPENS AS TOYOTA DOESN'T SEEM TO WANT TO TAKE RESPONSIBILITY WITH THIS DEFECT.

*TR RENTON WA Failure Date: 03/31/2007
WE PURCHASED THE NEW 2004 TOYOTA SIENNA ON OR ABOUT AUGUST OF 2004. IN ABOUT LATE SEPTEMBER OF 2009 I NOTICED A POPPING SOUND COMING FROM THE DRIVER'S DOOR WHEN OPENING AND CLOSING IT. IT BECAME PROGRESSIVELY WORSE IN THE FOLLOWING WEEKS. I CHECKED ON-LINE AND DISCOVERED IT TO BE A COMMON PROBLEM WITH OTHER 2004, 05, 06, 07 AND 08 SIENNAS. I HAD A 5 YEAR EXTENDED WARRANTY AND CALLED THE TOYOTA CUSTOMER SERVICE HERE IN HAWAII AND WAS TOLD THAT THE WARRANTY HAD EXPIRED SO THEY WERE NOT GOING TO DO ANYTHING. I ASKED IF TOYOTA FACTORY WELDS WERE ONLY GOOD FOR THE LIFE OF THE WARRANTY AND WAS NOT GIVEN AN ANSWER. I LATER DISCOVERED THAT A TECHNICAL SERVICE BULLETIN TSBNV003-07 WAS ISSUED BY TOYOTA BUT NOT A RECALL. THEY CLAIM THAT A NOTICE ABOUT THE PROBLEM WAS MAILED TO THE OWNERS BUT WE HAVE NEVER RECEIVED IT AND HAVE BEEN LIVING AT THE SAME ADDRESS FOR 18 YEARS. THE BROKEN PART IS AN ENGINEERING FLAW WITH THE DESIGN OF THE PLATE WELDED TO THE DOOR THAT CAUSES THE DOOR STRAP WELDS TO BREAK LOOSE. IF THE BROKEN PART IS NOT REPLACED OR REPAIRED THE DOOR WILL SWING FREELY OPEN TO IT'S EXTREME AND CLOSE SUDDENLY WITHOUT RESTRICTION WHEN OPENING OR CLOSING THE DOOR. REPAIRS TYPICALLY COST AROUND $2,000.00 OUTSIDE OF WARRANTY WITH THE REPLACEMENT OF THE DRIVERS SIDE DOOR. RE-WELDING THE FAILURE POINTS IS NOT RECOMMENDED AS THEY ARE PRONE TO FAIL AGAIN SOONER THAN REPLACING THE DOOR. THIS FAILURE ALSO OCCURS ON THE PASSENGER DOOR. DUE TO THE COST OF THE REPAIR I HAVE MADE MY OWN MODIFICATIONS BY INSTALLING 3 NUTS AND BOLTS THROUGH THE DOOR INTO THE BROKEN PART, BUT HAVE NOTICED THAT THE PART HAS ABOUT A ONE
INCH CRACKED DUE TO THE ORIGINAL POPPING OF THE WELDS. I HAVE YET TO HAVE THE CRACK WELDED, IF POSSIBLE. ALSO SEE THE FOLLOWING SITE FOR A BETTER DESCRIPTION AND UNDERSTANDING OF THIS AND OTHER SIMILAR PROBLEMS: HTTP://SITES.GOOGLE.COM/SITE/TOYOTASIENNADEFECTS/. *TRWAHIAWA   HI   Failure Date: 09/27/2009

13 10317397  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR AUTOMATIC SLIDING PASSENGER DOOR CABLE SNAPPED AND IT DOESN'T WORK EVEN MANUALLY. *TR   PISCATAWAY   NJ   Failure Date: 03/05/2010

13 10316557  2004 TOYOTA SIENNA STRUCTURE:BODY TOYOTA 2004 SIENNA - POWER SLIDING DOOR FAILURES. DRIVER SIDE SLIDING DOOR FAILED TO OPEN AS CABLE SNAPPED. DOOR WAS JAMMED SHUT SO WE TOOK THE CAR TO THE DEALERSHIP AND WERE TOLD WE WOULD HAVE TO REPLACE THE WHOLE MOTOR UNIT AT A COST OF $1,700. SERVICE DEPT DISCONNECTED MOTOR UNIT SO THAT DOOR WOULD OPEN AND CLOSE (BUT WITH NO POWER OPTION). TWO DAYS LATER THE CABLE SNAPPED ON THE PASSENGER SIDE SLIDING DOOR WITH THE DOOR OPEN. IT WOULD NOT CLOSE. RETURNED TO THE DEALERSHIP AND SAME ACTION WAS TAKEN AS DRIVER SIDE DOOR. WILL NOW COST $3,400 TO FIX. WITH 3 CHILDREN THE SAFETY ASPECT OF A DOOR CABLE SNAPPING WITH EITHER THE DOOR JAMMED OPEN OR CLOSED IS OBVIOUSLY A MAJOR CONCERN. HAVING RESEARCHED THIS ISSUE OVER THE PAST FEW DAYS I CAN SEE THAT MANY SIENNA OWNERS HAVE HAD THE SAME PROBLEM. THIS IS A MAJOR SAFETY AND COST ISSUE THAT SHOULD BE INVESTIGATED. *TR   MARSHFIELD   MA   Failure Date: 02/25/2010

13 10316209  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR I HAVE A 2004 TOYOTA SIENNA AND THE REAR PASSENGER SLIDING DOOR IS MOTORIZED. A FEW DAYS AGO, SOMETHING WITHIN THE MOTOR THAT OPENS THE DOOR BROKE. IF IT HAD BEEN A CASE OF THE MOTOR WEARING OUT, I WOULD HAVE BEEN FINE WITH IT, BUT WHEN IT BROKE, IT PREVENTED THE DOOR FROM OPENING MORE THAN 3 INCHES, WHICH I
BELIEVE TO BE A SAFETY HAZARD. THE INTERESTING THING ABOUT THIS IS THAT THE PART TO REPLACE IT COST ROUGHLY $1100 FROM TOYOTA, AND WHEN THE MECHANIC CALLED FOR THE PART, HE SAID THAT TOYOTA HAD 5 OF THEM IN STOCK. HIS COMMENT WAS THAT NO ONE KEEPS FIVE OF A $1100 PART IN STOCK UNLESS THEY KNOW THEY ARE GOING TO NEED IT. WHEN I SEARCHED THE INTERNET, I FOUND A LOT OF POSTINGS FROM OTHER PEOPLE EXPERIENCING SIMILAR ISSUES. SEEMED LIKE THERE MIGHT BE MORE OF THESE CASES OUT THERE, AND SINCE THE SAFETY OF PASSENGERS IN THE REAR SEEMED LIKE THEY COULD HAVE BEEN COMPROMISED WITH THE DOOR UNABLE TO BE OPENED. *TR

HOLLISTON MA  Failure Date: 02/28/2010

13 10316164 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
MY AUTOMATIC SLIDING DOOR FELL OFF MY 2004 TOYOTA SIENNA. THIS OCCURRED WHILE DRIVING OUT MY DRIVEWAY. ALTHOUGH THE DOOR COMPLETELY FELL TO THE GROUND AND MY TWO CHILDREN, AGES 5 AND 6 WERE PRESENT, NOBODY WAS HURT IN THE INCIDENT. I AM THANKFUL IT HAPPENED WHILE THE VEHICLE WAS MOVING SLOWLY. ODDLY, DARCARSTOYOTA OF SILVER SPRING, MARYLAND CHARGED ME OVER $1000.00 TO FIX THE PROBLEM. *TR

SILVER SPRING MD  Failure Date: 03/12/2009

13 10315511 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
I HAVE A 2004 TOYOTA SIENNA LE. I AM UNABLE TO OPEN MY RIGHT REAR POWER SLIDING DOOR WITH THE KEY FOB, BUTTON ON THE B-PILLAR, OR BUTTON ON THE DRIVER OVERHEAD CONSOLE. THIS PROBLEM OCCURS AT ALL TEMPERATURES. FOR NOW, I CAN OPEN THE DOOR MANUALLY. I HAVE NO CONFIDENCE THE PROBLEM WILL NOT GET WORSE. THE DEALER DIAGNOSIS IS A DEFORMING REAR ROLLER DOOR HINGE. A DOOR HINGE BENDING DURING UNDER NORMAL USE SHOULD NOT LEAD TO A FAILURE AT ANY TIME. AFTER SOME RESEARCH ON THE INTERNET, I HAVE DISCOVERED MANY PEOPLE ARE HAVING THE SAME PROBLEM AND OTHER PROBLEMS. I AM FORTUNATE MY SLIDING DOOR POWER CABLE HAS NOT BROKEN AND I HAVE A GARAGE SO MY DOORS DO NOT FREEZE SHUT IN COLD WEATHER (HAVE
EXPERIENCED ON SKI TRIPS). THESE ARE SEPARATE PROBLEMS BUT
INDICATIVE OF QUALITY PROBLEMS AT TOYOTA ON THE SIENNA DOORS. IN
THE EVENT OF A CRASH, I HAVE NO CONFIDENCE I WILL BE ABLE TO OPEN THE
DOOR AND GET THE CHILDREN OUT. THE SLIDING DOORS IN THE 2004
TOYOTA SIENNA APPEAR TO BE POORLY DESIGNED AND THE HINGE DEF
ORMING UNDER NORMAL USE. THE VEHICLE SHOULD BE RECALLED TO
FIX THESE ISSUES. *TR GLDEN CO Failure Date: 11/20/2009

13 10314903 2004 TOYOTA SIENNA STRUCTURE:BODY
POWER SLIDING DOOR STUCK PARTIALLY OPEN. SEVERAL ATTEMPTS TO
OPEN OR CLOSE IT WITH THE REMOTE RESULTED IN TWO CABLES SNAPING
AND THE POWER DOOR MOTOR BREAKING INTO SEVERAL PIECES. WHEN I
REMOVED THE INSIDE PANEL, SEVERAL BROKEN PARTS FELL OUT. THE
DEALER CHARGES APPROXIMATELY $1800. *TR DUVALL WA
Failure Date: 02/10/2010

13 10314465 2004 TOYOTA SIENNA STRUCTURE:FRAME AND
MEMBERS POWER DOORS ON 2004 TOYOTA SIENNA SNAPED. ONE DOOR
WILL NOT OPEN EVEN MANUALLY. THE DEALER TELLS ME THE HINGE IS
BROKEN. THE VAN IS ONLY 7 YEARS OLD AND NEVER IN AN ACCIDENT, ALSO
GARAGE KEPT. TOYOTA WILL FIX THE DOORS FOR 2,000 A DOOR. IF THERE
WAS AN ACCIDENT IT WOULD BE IMPOSSIBLE TO REMOVE THE PASSENGERS
IN THE BACK OF THE VAN. *TR CRYSTAL LAKE IL Failure Date:
11/13/2009

13 10314452 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
REAR PASSENGER SLIDING DOOR WILL NOT OPEN. *TR
HAMBURG PA Failure Date: 04/14/2007

13 10314444 2004 TOYOTA SIENNA STRUCTURE:BODY BOTH
PASSENGER AND DRIVER 'S SIDE SLIDING DOORS CABLES HAVE SNAPED
AND I CAN NOT OPEN THE PASSENGER SIDE DOOR AT ALL! THE DRIVER SIDE
DOOR OPENS MANUALLY. *TR MIAMI FL Failure Date: 09/15/2009
2004 TOYOTA SIENNA WITHIN ONE YEAR, BOTH AUTOMATIC SLIDING DOORS HAVE BECOME INOPERABLE FIRST (PASSENGER SIDE) LOCKING SENSOR FAILED, RESULTING IN INABILITY TO USE AUTOMATIC (MOTORIZED) CLOSING SYSTEM SECOND (DRIVER'S SIDE) FAILED ON 2/11/10. DOOR CABLE GOT JAMMED IN CENTER HINGE, RESULTING IN INABILITY TO CLOSE DOOR. HAD TO DRIVE TO DEALERSHIP WITH DOOR FULLY OPEN. BOTH CASES WERE ESTIMATED TO COST ALMOST $4000 TOTAL. FIRST ISSUE WAS RESOLVED BY JUST USING DOOR MANUALLY. SECOND ISSUE WAS RESOLVED BY CUTTING CABLE AND USING DOOR MANUALLY. CAN NOT AFFORD TO FIX BOTH ISSUES AT $4000. MANY WEB SEARCHES HAVE FOUND SAME/SIMILAR ISSUES ON THIS VAN. *TR  
SAN JOSE  CA  Failure Date:  02/11/2010

1. TOYOTA SIENNA CE DRIVER'S DOOR WELDED PART (INSIDE DOOR) SNAP OFF CAUSING LOUD THUD SOUND WHEN OPENING & CLOSING THE DOOR. I FOUND OUT IN THE INTERNET THAT BEFORE THERE WAS A LOT OF COMPLAINTS ABOUT IT BUT TOYOTA DID NOT ORDER A RECALL & NOW THEY WANT ME FIX IT IN A SHOP AT MY OWN EXPENSE.  2. SUDDEN ACCELERATION FROM IDLING DURING TRAFFIC CRUISING. *TR  
PITTSBURG  CA  Failure Date:  04/11/2009

THE WELD THAT SECURES THE DOOR CHECK MOUNTING PANEL TO THE DRIVER DOOR IS FAILING ON MY 2004 SIENNA LE. I GET THE DREADED POPPING NOISES WHEN THE DOOR IS OPENED AND CLOSED. THE DOOR CHECK IS THE DEVICE THAT HOLDS THE DOOR OPEN HALFWAY OR FULLY OPEN. THIS DEVICE PROVIDES RESISTANCE SO THE DOOR DOES NOT SWING FREELY. TOYOTA IS AWARE OF THE ISSUE (TOYOTA SERVICE BULLETIN NV003-07) AND EXTENDED THE REGULAR WARRANTY TO 5 YEARS AND 1000,000 MILES FOR THIS SITUATION (TOYOTA MOTOR SALES USA LETTER TO ME IN ~ 2008). STEVINSON TOYOTA (LAKEWOOD CO) TOLD ME THE REPAIR WOULD BE AT MY EXPENSE. MY CAR IS ONLY 6 YEARS OLD AND HAS 111,000 MILES. IF TOYOTA WAS CONCERNED ENOUGH TO EXTEND THE WARRANTY
AND COVER THE REPAIR, WHY NOT ISSUE A RECALL FOR ALL VEHICLES THAT EXPERIENCE THE PROBLEM? JUST BECAUSE MY CAR IS 6 YEARS OLD DOESN'T MEAN THE SAFETY ISSUE DUE TO A FAILED DOOR CHECK WENT AWAY. WHEN THE RETAINING MECHANISM WELD FAILS COMPLETELY, THE DOOR WILL SWING FREELY AND COULD CLOSE SUDDENLY WITHOUT ANY RESISTANCE. ANY PERSON IN THE WAY COULD BE HIT AND ANY LIMBS/FINGERS COULD BE TRAPPED BETWEEN THE DOOR AND FRAME. THIS VEHICLE PROVIDES THE FAMILY TRANSPORTATION SO THERE ARE KIDS INVOLVED HERE. *TR  GOLDEN  CO  Failure Date: 12/20/2009

13 10312863  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  MULTIPLE PROBLEMS WITH MINIVAN DOORS SINCE PURCHASE IN 2004. SLIDING DOORS FREEZE SHUT EVERY WINTER, ONLY OPENING AFTER CAR WARMS UP FOR 20-30 MINUTES. DRIVER SIDE DOOR WELD BROKE AFTER 3 YEARS AND NEEDED REPAIR. FRONT PASSENGER DOOR LATCH BROKE REQUIRING USE OF BUNGEE CORDS TO KEEP DOOR CLOSED UNTIL REPAIR PART COULD BE OBTAINED. POWER SLIDING DOOR AND MANUAL SLIDING DOOR ALSO DO NOT STAY OPEN AT TIMES CREATING DANGEROUS SITUATION FOR PEOPLE ENTERING AND EXITING THE VEHICLE. NOW, WARNING LIGHT COMES ON SHOWING DOOR OPEN, DRIVER SIDE MANUAL SLIDING DOOR DOES NOT SEEM TO CLOSE COMPLETELY. WHILE DRIVING, DOOR OPEN LIGHT AND INTERIOR LIGHTS ARE CONSTANTLY ACTIVATED. I HAVE TURNED OFF INTERIOR LIGHTS TO PREVENT BATTERY DRAIN FROM DOOR STAYING SLIGHTLY OPEN WHEN PARKED. DEALERSHIP WILL PERFORM DIAGNOSTIC AND REPAIR WORK BUT ADVISED SINCE THERE IS NO RECALL ISSUED THAT COST WILL BE MINE. THE SHEER NUMBER OF REPORTS OF SLIDING DOOR ISSUES SHOULD BE ENOUGH TO WARRANT A RESPONSE FROM TOYOTA.  
*TR  HOLDEN  MA  Failure Date: 02/12/2010

WARNING. IN ADDITION, WHENEVER PARKED ON AN INCLINE THE REAR PASSENGER SLIDING DOOR CLOSED ABRUPTLY. THE CONTACT HAD CONCERN OF THE POTENTIAL SAFETY HAZARD. THE FAILURE MILEAGE WAS 75,000. THE VIN WAS UNAVAILABLE.

13 10311452 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR SLIDING DOORS FREEZE PERIODICALLY - THEY WON'T OPEN OR CLOSE. PEOPLE INSIDE CAN'T GET OUT WITHOUT CLIMBING OVER FRONT OR BACK SEATS. WHEN THIS HAPPENS THE CAR SENSES THAT DOORS ARE OPEN AND LOUD BEEP SOUNDS AND INTERIOR LIGHTS GO ON AND OFF. THERE SEEMS TO BE NO WAY TO RESOLVE THIS AT THE TIME. THIS HAS HAPPENED APPROXIMATELY 3 - 4 TIMES PER SEASON. *TR BRIGHTWATERS NY Failure Date: 02/16/2010

13 10311384 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR TOYOTA SIENNA 2004 POWER SLIDING DOOR CABLE SNAPPED. *TR KEARNY NJ Failure Date: 02/17/2010

13 10311192 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE DRIVERS SIDE SLIDING DOOR ON MY 2004 SIENNA XLE WOULD NOT OPERATE. THE OPENING CABLE HAD FRAYED. THE TOYOTA DEALER WANTED $1,700. TO REPAIR THIS WHICH IS WAY TOO MUCH FOR A PROBLEM I DIDN'T CAUSE. THE DEALER CUT THE CABLE AND IT NOW WORKS MANUALLY BUT I CAN'T OPEN THE DOOR FROM THE INSIDE. THIS IS A SERIOUS DEFECT. I CAN'T USE THE DOOR IN AN ACCIDENT. TOYOTA SHOULD FIX THIS. *TR INDEPENDENCE MO Failure Date: 01/25/2010

NEVER HAD THIS ISSUE. THIS IS NOT JUST HAPPENING WHEN THERE’S FREEZING RAIN, ITS SEEMS TO BE WHENEVER THERE IS ANY SORT OF MOISTURE BETWEEN THE DOOR AND THE WEATHERSTRIPING. THANK YOU *TR

SUPERIOR WI Failure Date: 12/20/2009

13 10310638 2004 TOYOTA SIENNA STRUCTURE:BODY YET ANOTHER OF THE HUNDREGS OF COMPLAINTS REGARDING THE PASSENGER SIDE AUTOMATIC DOOR ON THE 2004 SIENNA. OURS GOT STUCK ABOUT HALF WAY OPEN. COULD OPEN THE REST OF THE WAY, BUT WOULD NOT CLOSE. ENDED UP COSTING $3000 TO FIX. *TR OAK HILL VA Failure Date: 09/15/2008

13 10308924 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR PASSENGER SIDE POWER SLIDING DOOR IS JAMMED SHUT. TOYOTA IS OFFERING TO FIX WITH A NEW REDESIGNED MOTOR FOR $3,000. IF TOYOTA REDESIGNED THE MOTOR THEY KNEW THERE WAS AN ISSUE AND THIS SHOULD BE A RECALL. TOYOTA NEW ABOUT THIS ISSUE AS THEY ISSUED A TSB ON THIS EXACT PROBLEM WHICH ONLY COVERED VEHICLES WITHIN 3 YEARS OR 36,000 MILES. THE TOYOTA TSB NUMBER IS EL004-04. I'M ADDING MY VIN HERE SINCE I'M UNABLE TO ENTER IT LATER ON. *TR MANSFIELD MA Failure Date: 02/12/2010

13 10308739 2004 TOYOTA SIENNA STRUCTURE:BODY I HAVE A 2004 TOYOTA SIENNA XLE. THE PASSENGER RIGHT POWER SLIDER DOOR HAS STOPPED WORKING ABRUPTLY ON 1/1/2010 WHILE DRIVING. THE DAUGHTER WAS SITTING RIGHT NEXT TO THE DOOR. DEALER QUOTE IS 1400 DOLLARS TO FIX IT. *TR COLLIERVILLE TN Failure Date: 01/01/2010

13 10308631 2004 TOYOTA SIENNA STRUCTURE CRACK DEVELOPED ON DASH IN AN AREA BETWEEN INSTRUMENT CLUSTER AND RADIO. THIS IS AN AREA NOT EXPOSED TO ELEMENTS (SUN, HEAT, ETC.). VEHICLE IS GARAGED AND MAINTAINED AND WOULD NOT BE SUSCEPTIBLE TO A CRACK. *TR SAN ANTONIO TX Failure Date: 02/06/2010
13 10308313 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR PASSENGER SIDE, AUTOMATIC DOOR STOPPED WORKING. CAN NOT CLOSE THE DOOR COMPLETELY CAUSING A SAFETY HAZARD. WENT TO DEALER ... DEALER MENTIONED THERE IS A KNOWN ISSUE BUT THEY WILL FIX IT ONLY IF THE VEHICLE HAS LESS THAN 36K MILES ... PROBLEM WAS CAUSED DUE TO THE SLIDING DOOR MOTOR, CABLE ASSEMBLY AND HITCH WHICH HOLDS THE DOOR. DEALER’S ESTIMATE TO FIX THE PROBLEM $2000.

*TR NORWOOD MA Failure Date: 02/03/2010

13 10307320 2004 TOYOTA SIENNA STRUCTURE:BODY I HAVE A 2004 TOYOTA SIENNA VAN WITH THE SAME PROBLEM MANY OTHER SIENNA OWNERS HAVE, THE PASSENGER SIDE REAR SLIDING POWER DOOR DOES NOT OPEN, NOT BY POWER OR MANUALLY. THIS IS AN EXPENSIVE REPAIR AS NOTED ALL OVER THE INTERNET AND NOT CONSIDERED A SAFETY ISSUE BY TOYOTA. HAVING 2 YOUNG CHILDREN RIDING IN THE BACK SEAT EVERY DAY, I DO CONSIDER THIS A SAFETY ISSUE, NOT ONLY BECAUSE OF POSSIBLE ENTRAPMENT, BUT BECAUSE THEY MUST NOW DISCHARGE ON THE TRAFFIC SIDE OF THE VEHICLE, NOT THE STREET SIDE. ADDITIONALLY, THIS VAN HAS FAULTY WELDS IN THE DRIVER SIDE FRONT DOOR, ANOTHER ISSUE FREQUENTLY DOCUMENTED ONLINE AND FOR WHICH THERE WAS A TSB. BECAUSE MY VAN IS NOW OUT OF WARRANTY, THE DEALER WILL NOT COVER THIS REPAIR EVEN THOUGH IT WAS PURCHASED AFTER THE TSB WAS ISSUED FOR THIS DEFECT. I THINK A DOOR FALLING OFF THE CAR IS ALSO A SAFETY ISSUE. PLEASE LOOK INTO THIS MATTER FURTHER AND HAVE IT CORRECTED.

THANK YOU. *TW DALTON PA Failure Date: 09/20/2009

13 10306928 2004 TOYOTA SIENNA STRUCTURE THE DRIVER'S SIDE SLIDING DOOR ON MY 2004 TOYOTA SIENNA DOES NOT CLOSE PROPERLY. SOMETIMES ITS OPENS AT THE END OF THE CLOSE CYCLE OR WORSE YET, CLOSES AT THE END OF THE OPEN CYCLE. I EXPERIENCED 3 INCIDENTS WHERE MY CHILDREN'S HANDS WERE ALMOST CRUSHED BY THE DOOR WHICH WAS EXPECTED TO STAY OPEN. TOYOTA HAS ISSUED A TSB (EL004-04), HOWEVER OUR CAR IS NO LONGER IN THE WARRANTY PERIOD.
THE OPENING OF THE DOOR AFTER THE CLOSE CYCLE OR CLOSING OF THE DOOR AFTER THE OPEN CYCLE OCCURS INTERMITTENTLY. *CN LA CRESCENTA CA Failure Date: 01/01/2008

13 10306086 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE I HAVE A 2004 TOYOTA SIENNA WITH POWER LIFTGATE. ON NUMBER OF OCCASIONS, STARTING ON THE JAN 29,2010, THE LIFT GATE WOULD GO UP AND RATHER THAN STAYING UP, IT START CLOSING. WHEN THIS INITIALLY HAPPENED, I WAS GETTING UNDER THE LIFTGATE AS IT OPENED TO GRAB A BAG AND QUICKLY MOVED OUT OF THE WAY WHEN I REALIZED THAT THE LIFTGATE WAS STARTING CLOSE. ON NUMBER OF TIMES, I HAD TO MANUALLY PUSH THE GATE UP AS IT WAS CLOSING TO GETTING IT TO STAY OPEN. TODAY ON FEB 4TH, I TOOK THE SIENNA TO THE DEALER AT MORRISTOWN, NJ AND THEY TOLD ME THAT THERE WAS NOTHING WRONG. WHEN I RELAYED TO HIM THAT THERE WAS A RECALL REGARDING THIS INCIDENT, THEY LOOKED IT UP TIN THEIR SYSTEM AND TOLD ME THAT MY CAR WAS NOT THE RIGHT MODEL. I SUBSEQUENTLY, CHECKED MY SERVICE RECORD AND INDEED THE STRUTS FOR THE LIFTGATE WERE RECALLED AND REPLACED BY THE SAME DEALER IN DEC.,2008. NOW, A LITTLE OVER A YEAR AND 15,000 MILES OF DRIVING, THIS PROBLEM IS HAPPENING AS DESCRIBED PER RECALL MESSAGE. I AM WORRIED THAT THIS ISSUE HAS NOT BEEN RESOLVED OR THE STRUTS THAT THEY REPLACED MAY BE DEFECTIVE. *JB MENDHAM NJ Failure Date: 01/29/2010

13 10305247 2004 TOYOTA SIENNA STRUCTURE Automatic Sliding Passenger Door Seized on August 17, 2009. Stuck in open position. Went to dealer and was informed it was fourth one they had seen in a week. Was told warranty had expired prior month. Would cost over $1000.00 to fix. *TR HASBROUCK HTS NJ Failure Date: 08/17/2009

13 10305208 2004 TOYOTA SIENNA STRUCTURE The trunk gate of my TOYOTA SIENNA DOES NOT OPEN FULLY AND SOMETIMES GOES
DOWN DURING COLD WEATHER. *TR BAYSIDE NY Failure Date: 12/15/2009

13 10304096 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

2004 TOYOTA SIENNA LE DRIVER SIDE DOOR GOT CRACKED WITH OUT ANY PHYSICAL ACCIDENT TO THE DOOR OR VEHICLE. I THINK TOYOTA KNOWS ABOUT THIS DEFECT AND THAT'S WHY THEY HAVE OFFERED EXTENDED WARRANTY THE CALLED ENHANCEMENT WARRANTY UP TO 5YR/100K MILES INSTEAD OF 3/36K WHICH THEY ARE SUPPOSE TO NOTIFY ALL OWNERS OF 2004 TO 2007 SIENNA. BUT SOMEHOW I COULD NOT FIND ANY COMPLAIN ON NHTSA WEB SITE ABOUT THIS DEFECT. ALSO I WOULD LIKE TO NOTIFY NHTSA THAT TOYOTA DID NOT NOTIFY ALL OWNERS ABOUT THIS DEFECT OR THE ENHANCEMENT WARRANTY I'M ONE OF THE PERSON WHO WAS NOT NOTIFY AND WHEN I CALLED TOYOTA THEY SAID THEY'VE SEND OUT THE LETTERS TO ALL AFFECTED OWNERS AND SINCE I DID NOT RECEIVE ANY LETTER IN THIS MATTER WHAT SO EVER SO I'VE ASKED THEM IF THEIR IS ANY WAY THEY CAN TRACE THAT THEY HAVE SEND ME THE NOTIFICATION BUT THEY SAID THEY HAVE NO WAY OF TELLING THAT THEY HAVE SENT ME THE LETTER BUT THEY WANT ME TO BELIEVE THAT THEY SENT ME. SO I CALLED COUPLE OF MY FRIEND HAS AFFECTED YEAR SIENNA ABOUT ANY NOTIFICATIO N FROM TOYOTA ABOUT EXTENDED WARRANTY BOTH OF THEM SAID THEY HAVE NEVER RECEIVED ANY NOTIFICATION FROM TOYOTA. SO BASICALLY THE POINT I'M TRYING TO MAKE IS TOYOTA MISLEAD PEOPLE ABOUT SENDING OUT LETTERS TO OWNERS AND AT THE SAME TIME I'M RAISING A QUESTION WHAT IS THIS WARRANTY ENHANCEMENT ? IF THIS IS THE DEFECT THAT THEY ALREADY KNOW HAPPEN TO VAN THIS SHOULD BE A RECALL HOW GOOD IS THIS WARRANTY WHEN DOORS ARE GOOD FOR FIRST 5 YEARS AND IT FALLS APART AFTER WARD. THIS ANOTHER WAY TO FOOL PEOPLE. I'M SURE THEIR ARE LOT OF SIENNA OWNER WHO HAD TO PAY OUT OF POCKET FOR THIS CRACKED DOOR WHERE THEY KNOW IT'S A DEFECT TO BEGIN WITH. I HOPE SOME THING GETS DONE ABOUT THIS AND THIS SHOULD BE A RECALL.

*TR CORONA CA Failure Date: 08/08/2009
13 10304024 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER SIDE AUTOMATIC SLIDING DOOR HAS BEEN TOUCHY WITH ITS ABILITY TO OPEN AND CLOSE AND TO INDICATE TO THE CAR WHETHER IT IS OPENED OR CLOSED. YESTERDAY, THE DOOR CEASED TO OPERATE. UPON FURTHER INVESTIGATION, IT APPEARS THAT A CABLE HAS SNAPPED IN THE DOOR AND WILL NEED TO BE REPLACED. I FEEL THAT THIS IS RIDICULOUS FOR A 5 YEAR OLD CAR. IT IS ALSO VERY EXPENSIVE, FROM $700 TO $1800, WITH TOYOTA DEALERS BEING THE MOST EXPENSIVE. *TR

BRAMBLETON VA Failure Date: 02/01/2010

13 10302569 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
PASSENGER SIDE REAR SEAT DOOR CABLE SNAPPED RENDERING DOOR INOPERABLE AND A SAFETY PINCH POINT. DOOR WILL ONLY OPEN TO ABOUT 3 FEET AND THEN WILL AUTOMATICALLY CLOSE. *CN WARNER ROBINS GA Failure Date: 10/22/2008

13 10302377 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER POWER SLIDING DOOR ON MY 2004 TOYOTA SIENNA XLE HAS FAILED RESULTING IN THE DOOR BEING INOPERABLE. NO EXTRAORDINARY EVENTS LEAD UP TO THE FAILURE, JUST NORMAL USE. THE FAILURE, IN THIS CASE THE MOTOR FAILED, RENDERS THE DOOR COMPLETELY INOPERABLE, MEANING IT CANNOT BE OPENED OR CLOSED. IN ORDER TO OPERATE IT MANUALLY, THE CABLE CONNECTED TO THE MOTOR MUST BE CUT, AND IN ORDER TO OPERATE THE DOOR AUTOMATICALLY, THE MOTOR MUST BE REPLACED AT A COST OF $2,019 FOR PARTS AND LABOR. ADDITIONALLY, THE VEHICLE WAS TAKEN TO THE LOCAL TOYOTA DEALER WHO ALSO CHECKED THE DRIVER SIDE SLIDING DOOR AND NOTED THIS DOOR, IN ADDITION TO THE PASSENGER DOOR, WAS GETTING READY TO FAIL TOO. I FOUND ONLINE A TOYOTA TECHNICAL SERVICE BULLETIN EL004-04, NOT A RECALL, BUT CLEARLY STATES THE FAILURE PROBLEM AND THE ENSUING PRODUCTION DESIGN CHANGE. *TR CINCINNATI OH Failure Date: 01/25/2010
OWNS A 2004 TOYOTA SIENNA LE WITH MANUAL LIFTGATE. THE LIFTGATE USED TO WORK PROPERLY - SUDDENLY ON A COLD WINTER DAY IT STOPS WORKING ANYMORE, CONTACT CAN HEAR A HISS AND THE DOOR FALLS DOWN. CONTACT CAN SEE VISIBLE OIL LEAK AROUND THE GAS STRUT. AFTER THAT, IT'S HEAVY TO OPEN THE DOOR. *TR SAN JOSE CA Failure Date: 01/23/2010

NON-DEALER MECHANIC'S SHOP. *TR NORWOOD MA Failure Date: 04/01/2009

13 10301657 2004 TOYOTA SIENNA STRUCTURE:BODY SLIDING SIDE DOORS FREEZE SHUT AND CAN NOT BE OPENED WHEN TEMPERATURE DROPS BELOW FREEZING. *TR LEAWOOD KS Failure Date: 12/31/2009

13 10300066 2004 TOYOTA SIENNA STRUCTURE DRIVER SIDE AUTOMATIC SLIDING DOOR CABLE BROKE. THE DOOR HAS TO BE OPENED AND CLOSED MANUALLY. SIENNA IS NO LONGER UNDER THE SECRET WARRANTY AND TOYOTA WANTS TO CHARGE ME $3000 FOR THE REPAIR. ALSO DOOR WOULD FREEZE EASILY DURING WINTER TIME AND BECOMES VERY HARD TO OPEN. *TR ALOUETTE 00 Failure Date: 01/17/2010

13 10300003 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR WE HAVE A 2004 SIENNA CE THAT WE BOUGHT NEW. SINCE OWNING THE CAR (IT HAS 125,000 MILES ON IT) THE SLIDING DOORS HAVE FROZEN SHUT WHENEVER THE WEATHER IS COLD. LIVING IN VERMONT, I THOUGHT THAT THIS ISSUE WAS ISOLATED. HOWEVER, WHEN MY SON TRIED TO OPEN THE DOOR AND THE HANDLE SNAPED OFF BECAUSE THE DOOR WAS FROZEN SHUT ONCE AGAIN, I DECIDED TO CHECK TO SEE IF THERE WERE OTHER COMPLAINTS. YES THERE WERE...MANY. I HAD TO PAY TO HAVE THE HANDLE REPLACED BUT WAS TOLD THAT THE DOOR FREEZING SHUT WAS A TYPICAL COMPLAINT. *TR WAITSFIELD VT Failure Date: 12/18/2009

13 10299912 2004 TOYOTA SIENNA STRUCTURE DURING NORMAL OPERATIONS OF THIS 2004 TOYOTA SIENNA XLE VAN. RIGHT SIDE POWERED DOOR SEIZED. DOOR FAILED TO OPEN COMPLETELY, AND THEN IT WAS DIFFICULT TO SHUT AND LOCK. I TOOK THE SIENNA TO THE LOCAL TOYOTA DEALERSHIP (HEARTLAND TOYOTA, BREMERTON, WASHINGTON) ON 13JAN10, AND THEY DIAGNOSED THE PROBLEM AS A FAILED MOTOR, CONTROL CABLE, AND COMPUTER (ECU). THEY ALSO INFORMED ME IT WOULD COST $3,050 TO REPAIR. I WAS IN SHOCK. I CHECKED ONLINE AND THERE
SEEMS TO BE A CHRONIC FAILURE WITH THE 'AUTOMATIC' DOORS OF TOYOTA VANS. TOYOTA CORPORATE INSTRUCTED ME TO WORK WITH THE LOCAL TOYOTA DEALER TO ARBITRATE REPAIRS SINCE THE DOOR IS NOT COVERED UNDER WARRANTY, OR RECALL. I URGE THE NHTSA TO INVESTIGATE THESE DOORS. THEY SHOULD NOT FAIL AND SEIZE AFTER 5 YEARS OF NORMAL WEAR. *TR UPDATED 03/10/10 *BF UPDATED 10/05/10 SEABECK WA Failure Date: 01/04/2010

13 10299065 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
1. NO EVENTS LEAD TO THE FAILURE. 2. THE DRIVER'S SIDE REAR SLIDING DOOR CABLE AND MOTOR OF A 2004 TOYOTA SIENNA XLE LIMITED QUIT WORKING, BROKEN CABLE. NOW WE ARE UNABLE TO OPEN / CLOSE SLIDING DOOR ON DRIVER'S SIDE. 3. HAVING CABLE/MOTOR REPLACED EST COST $1000. *TR SANTA BARBARA CA Failure Date: 01/10/2010

13 10298651 2004 TOYOTA SIENNA STRUCTURE:BODY 2004 SIENNA XLE POWER SLIDING DOOR FELL OFF. THE POWER SLIDING FUNCTION HAS BEEN A TROUBLESOME ISSUE WITH THIS DOOR FOR OVER 2 YEARS BUT SINCE IT DID NOT START TO FAIL UNTIL JUST AFTER THE WARRANTY PERIOD ENDED TOYOTA INSISTS THAT THERE IS NO ISSUE FOR THEM TO ADDRESS. WE HAVING BEEN USING THIS DOOR IN MANUAL OPENING MODE WITH POWER ASSISTED CLOSING FOR 2 YEARS. LAST WEEK THE CABLE BECAME SNAGGED IN THE MECHANISM BUT THE DOOR STILL WORKED IN FULL MANUAL MODE. 3 DAYS AGO MY WIFE PLACED OUR DAUGHTER IN THE VEHICLE AND WENT TO CLOSE THE DOOR. WHEN THE DOOR WAS NEARLY CLOSED THE TOP AND CENTER ROLLERS CAME OUT OF THEIR TRACKS AND THE DOOR FELL OFF THE VEHICLE IN HER HAND. THE SHARP BOTTOM EDGE OF THE DOOR NEARLY HIT HER TOES AND COULD EASILY HAVE SEVERED THE END OF HER FOOT. THE BOTTOM HINGE BRACKET IS NOW BENT AND THE BACK CORNER OF THE DOOR IS DAMAGED FROM STRIKING THE GROUND. DEALER QUOTE FOR THE REPAIRS IS OVER $4000. FROM READING VARIOUS POSTS ON THE INTERNET THIS WOULD APPEAR TO BE A COMMON DEFECT WITH THIS VEHICLE WHICH I CONSIDER TO BE A SERIOUS SAFETY ISSUE. I COUNT US FORTUNATE THAT
NEITHER MY WIFE NOR MY DAUGHTER WERE SERIOUSLY INJURED BY THIS OCCURRENCE. HAD SHE NOT CAUGHT THE DOOR BEFORE IT STRUCK THE VEHICLE BESIDE HER OR SWUNG INWARDS TOWARD MY DAUGHTER WHO WAS SITTING RIGHT BESIDE IT, THE SITUATION COULD HAVE BEEN MUCH WORSE. *TR CALGARY AB CANADA 00 Failure Date: 01/04/2010

13 10298576 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA AUTOMATIC PASSENGER SIDE SLIDING DOOR STOPPED WORKING AND WOULDN'T SHUT. THIS DOOR ALSO CAME OPEN WITHOUT WARNING, PRESENTING A SAFETY HAZARD TO CHILDREN RIDING IN CAR. *TR GAINESVILLE VA Failure Date: 01/04/2010

13 10298563 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
MY 2004 TOYOTA SIENNA MINIVAN SLIDING DOOR FREEZE SHUT OR PARTIALLY OPEN. SOMETIMES I CAN NOT GET THE DOORS OPEN TO GET MY KIDS IN OR OUT IN FREEZING WEATHER. ALSO, THEY FREEZE PARTIALLY OPEN AND WON'T SAFELY LOCK!! *TR WOODWAY TX Failure Date: 01/07/2010

13 10298537 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
OUR 2004 TOYOTA SIENNA XLE, POWER SLIDING DOORS WILL NOT OPEN, OR LATCH CLOSED ALL THE WAY. IT OCCURRED DURING A COLD SPELL IN OUR AREA, AND WE HAVEN'T BEEN ABLE TO FIX IT YET. IT IS A SAFETY HAZARD, AND EXTREMELY DIFFICULT TO GET MY INFANT AND MY OTHER CHILDREN IN AND OUT OF THE VAN WHEN BOTH DOORS WON'T OPEN. NEITHER WILL OPEN WITH THE POWER BUTTONS IN THE CAR, THE BUTTONS ON OUR KEYS, OR MANUALLY. THERE HAS BEEN NO WAY TO GET THEM OPEN, AND SINCE THEY AREN'T LATCHED CLOSED, THE VAN CAN'T BE LOCKED, AND WHEN I DRIVE IT CONTINUOUSLY BEEPS, ALERTING ME TO THE "OPEN" DOORS WHILE I AM DRIVING. ONCE AGAIN, I WOULD LIKE TO EMPHASIZE HOW UNSAFE THIS IS, AS IF THERE WAS AN EMERGENCY, THERE WOULD BE NO QUICK WAY THAT I, OR ANY EMERGENCY PERSONNEL COULD GET ANY PASSENGERS OUT OF THE BACK SEATS QUICKLY AND EFFICIENTLY. APPARENTLY IT COSTS MORE THAN
$1200 PER DOOR FOR THE DEALER TO FIX THE PROBLEM. *TR
SPOKANE  WA  Failure Date: 01/06/2010

13  10298527  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
I HAVE A 2004 TOYOTA SIENNA MINIVAN. IT HAS TWO POWER SLIDING
REAR DOORS THAT USE A CABLE TO OPEN AND SHUT. OVER THE PAST FEW
MONTHS THERE HAS BEEN A GRINDING NOISE COMING FROM BOTH DOORS
AND RECENTLY, ONE OF THE CABLES FINALLY SNAPED, RESULTING IN THE
DOOR TO BE UNUSABLE. I AM BEING TOLD BY TOYOTA THIS IS A $1200 REPAIR
AS THE WHOLE DOOR MECHANISM NEEDS TO BE REPLACED, DESPITE THE
FACT THE ONLY PROBLEM IS THE SNAPED CABLE. THIS REPAIR IS ONLY FOR
ONE OF THE DOORS. THE OTHER CABLE LOOKS AS IF IT COULD SNAP SOON,
AT WHICH POINT IT WILL BE AN ADDITIONAL $1200 TO REPAIR. MY
UNDERSTANDING OF THE ISSUE IS THAT THE CABLE HAD A PLASTIC COATING
THAT DETERIORATES OVER TIME. THE COATING BECOMES DRY AND BRITTLE
OVER TIME, CAUSING IT TO CRACK AND FALL OFF THE WIRE, LEAVING THE
WIRES COMPLETELY VULNERABLE TO GETTING WET, RUST, FREEZE, ETC,
ALSO RUBBING EXTENSIVELY UNPROTECTED AGAINST THE GEARS. AS THE
BARE CABLE IS EXPOSED TO THE ELEMENTS, IT WEAKENS AND THE WHOLE
CABLE SNAPES, MAKING THE DOOR JAM ALTOGETHER. AFTER READING
SOME INFORMATION ON THE INTERNET, IT SEEMS THIS IS A COMMON
PROBLEM WITH MANY TOYOTA SIENNA VANS AND THIS ISSUE SHOULD BE THE
SUBJECT OF A RECALL. *TR  ABINGTON  MA  Failure Date: 11/01/2009

13  10298253  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED
THAT THE SLIDING DOORS WOULD NOT OPEN AT ALL. HE TOOK THE VEHICLE
TO THE DEALER AND WAS TOLD THAT HE WOULD BE BILLED IF THEY
PERFORMED A DIAGNOSTIC TEST. THE VEHICLE HAS NOT BEEN INSPECTED
OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE CURRENT
MILEAGE WAS APPROXIMATELY 42,000. THE FAILURE MILEAGE WAS
APPROXIMATELY 35,000.  KEARNY  NJ  Failure Date: 09/21/2009
13 10298047 2004 TOYOTA SIENNA STRUCTURE POWER SLIDING DOORS FAIL TO OPEN, PRIMARILY IN COLD WEATHER. THE VEHICLE WAS TAKEN TO THE DEALERSHIP ABOUT 10 TIMES. FIRST THEY "COULD NOT DUPLICATE THE PROBLEM", THEN WHEN I WAS ABLE TO SHOW IT TO THEM, THEY COULD NOT FIX IT. EVENTUALLY THE MANUFACTURER SENT A FACTORY ENGINEER TO CHECK THE VEHICLE. HE HAD THE DOOR SEAL REPLACED. THAT HELPED FOR A FEW WEEKS, NOW IT'S DOING IT AGAIN. I TOOK IT BACK TODAY THEY SAID THAT THEY DID ALL THAT THEY CAN, ALTHOUGH THERE IS NOTHING MORE THAT THEY CAN DO FOR ME. *TR BROOKLYN NY Failure Date: 01/10/2006

13 10297982 2004 TOYOTA SIENNA STRUCTURE:BODY I HAVE A 2004 TOYOTA SIENNA MINIVAN. EVERY YEAR WHEN THE TEMPERATURE IS BELOW FREEZING AND THERE IS EVEN SLIGHT PRECIPITATION, MY SLIDING DOORS FREEZE SO I AM NOT ABLE TO OPEN THEM AT ALL OR EVEN CLOSE THEM COMPLETELY. I HAVE BEEN TO THE DEALER REPEATEDLY. THEY HAVE LUBRICATED THE SEALS BUT IT HAS NOT SOLVED THE PROBLEM. THE DEALER ACKNOWLEDGES THIS IS A DESIGN PROBLEM WITH THIS MODEL AND THAT TOYOTA IS AWARE BUT WILL DO NOTHING ABOUT IT. MY DAUGHTER WAS RECENTLY INJURED GETTING INTO THE REAR DOOR WHEN SHE SLIPPED. I LIVE IN FEAR THERE WILL BE A CAR ACCIDENT OR EMERGENCY WHERE MY CHILDREN WILL NOT BE ABLE TO EXIT THE VAN. PLEASE HELP ME WITH THIS PROBLEM. *TR SKOKIE IL Failure Date: 01/01/2010

13 10297792 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR MY 2004 TOYOTA SIENNA HAS HAD ISSUES WITH THE SLIDING DOORS EVER SINCE I HAVE OWNED IT. A COUPLE OF YEARS INTO OWNERSHIP THE CABLE ON THE MOTORIZED DOOR (PASSENGER SIDE) BECAME SLIPPED OFF ITS TRACK, MAKING CLOSING THE DOOR IMPOSSIBLE. THE CABLE HAD TO BE SNAPED, CONVERTING THE DOOR TO A MANUAL DOOR, SO THAT THE CAR COULD BE LOCKED AND SECURED. THE COST OF REPAIR WAS EXCESSIVE (FOR ME), THEREBY MAKING THIS TEMPORARY SOLUTION A PERMANENT ONE. THE GREATER PROBLEM RESIDES IN OPERATION OF BOTH REAR SLIDING
DOORS IN COLD WEATHER. WHENEVER IT'S COLD, THE DOORS STICK AND CANNOT BE OPENED. THE SAFETY CONCERNS ARE TWOFOLD. PRIMARILY, I AM CONCERNED THAT MY CHILDREN CANNOT BE EFFICIENTLY REMOVED FROM THE CAR, IN THE EVENT OF AN ACCIDENT. THE OTHER DAY, IT WAS SO COLD, I ACTUALLY SNAPPED THE DOOR HANDLE OFF THE VEHICLE, ATTEMPTING TO OPEN IT. INDIRECTLY, I AM ALSO CONCERNED ABOUT INSTRUCTING MY CHILDREN TO ENTER THE CAR, VIA THE FRONT DOORS, AND TO CLIMB OVER THE FRONT SEATS. WITHOUT ADULT PRESENCE, ANY CHILD COULD IN ADVERTENTLY KICK THE (AUTOMATIC) GEAR SHIFTER INTO REVERSE OR DRIVE, THEREBY ENDANGERING AN PERSON WHO MIGHT BE IN FRONT OR IN BACK OF THE VEHICLE. IN AREAS WHERE ONE IS ACCUSTOMED TO START A VEHICLE AND LEAVE IT RUNNING TO WARM UP, ALBEIT IT'S VERY REMOTELY POSSIBLE, THERE COULD BE A TRAGIC OUTCOME. PERSONALLY, I WILL TAKE STEPS TO PREVENT THIS, BUT I CAN SEE OTHERS NOT ANTICIPATING THIS OUTCOME. I HAVE BECOME AWARE OF A NUMBER OF SIENNA OWNERS WHO HAVE EXPERIENCED VARIOUS PROBLEMS WITH THESE DOORS, AND I AM GREATLY CONCERNED ABOUT NOT BEING ABLE TO OPEN DOORS THAT HAVE BEEN FROZEN SHUT. I HAVE TO THINK THERE IS A DESIGN FLAW HERE THAT NEEDS TO BE REMEDIED BY TOYOTA. YET, OTHER SIENNA OWNERS HEAR THE SAME THING THAT I DO, SPECIFICALLY THAT WE NEED TO KEEP THROWING MONEY AT THE PROBLEM TO KEEP THE CARS MAINTAINED AND THAT IT'S NOT TOYOTA'S RESPONSIBILITY. *TR MARION MA Failure Date: 12/28/2009


13 10297156 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE CABLE ON THE AUTOMATIC DRIVERS SIDE SLIDING DOOR OF OUR 2004 TOYOTA SIENNA SNAPED. THIS RENDERED THE DOOR UNABLE TO
CLOSE UNTIL GETTING IT TO THE DEALERSHIP. *TR RACINE WI  Failure Date: 12/27/2009

13 10296859 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR POWER SLIDING DOOR CABLE SNAPPED ON A 2004 TOYOTA SIENNA XLE. DUE TO THIS ISSUE WE CAN NOT OPEN OR CLOSE THE DRIVER SIDE SLIDING DOOR. IN ORDER TO FIX THE PROBLEM, WE ARE TAKING TO THE DEALERSHIP AND ESTIMATED COST TO FIX IS $500.00 AND $100.00 TO IDENTIFY THE ISSUE. *TR SEABROOK TX  Failure Date: 12/23/2009

13 10296815 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR I WISH TO COMPLAIN ABOUT THE TOYOTA SIENNA 2004 DRIVER DOOR. THERE IS A DOOR CHECK POPPING NOISE WHICH CAN LEAD TO THE DRIVER DOOR FALLING OFF. I BELIEVE THIS OUGHT TO BE RECALLED BY TOYOTA AND REPAIRED IN ALL VEHICLES. *TR EL SOBRANTE CA  Failure Date: 12/22/2009


13 10295166 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR I HAVE A 2004 TOYOTA SIENNA WITH ELECTRIC SLIDING SIDE DOORS. THE PASSENGER SIDE SLIDING DOOR LOCKED OPEN TODAY AND WOULD NOT MOVE. MY WIFE WAS TAKING CHILDREN TO SCHOOL. IT WAS VERY COLD. I
TOOK THE VAN TO THE TOYOTA DEALER AND THEY SAID IT WOULD BE NEAR $2000 TO REPAIR IT. THEY HAD TO CUT THE DOOR CABLE SO WE COULD OPERATE IT MANUALLY. THIS IS UNACCEPTABLE. I OWN TWO TOYOTA'S AND WAS PLANNING TO BUY MORE. THEY NEED TO RECALL THIS ISSUE AS I HAVE READ MANY SIMILAR STORIES. *TR FLINT TX Failure Date: 12/09/2009

13 10294847 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
I HAVE A 2004 SIENNA XLE IN WHICH THE CABLE ON THE DRIVER'S SIDE SLIDING DOOR SNAPED. THIS IS THE 4TH DOOR TO HAVE SAFETY ISSUES. THE CABLE HAS SNAPED AND IS HANGING FROM THE BACK REAR WINDOW. IT'S FRAYED AND RUSTY! THE DOOR NOW WILL NOT OPEN.....VERY SCARY IN THE CASE OF HAVING TO EXIT THE VEHICLE QUICKLY!!WHEN I PURCHASED A TOYOTA (AT A PREMIUM COST , I BELIEVED THAT I WAS PAYING FOR QUALITY!). THIS VEHICLE'S DOOR ISSUES ARE A TIME BOMB! I HAVE READ ENOUGH TO KNOW THAT THIS IS A COMMON PROBLEM AMONG SIENNA OWNERS YET THERE IS NO RECALL! UNBELIEVABLE! SHAME ON TOYOTA FOR NOT STANDING BY THEIR "QUALITY" PRODUCT! *TR MURRYSVILLE PA Failure Date: 12/05/2009

13 10294661 2004 TOYOTA SIENNA STRUCTURE DRIVER SIDE SLIDING DOOR WILL NOT STAY LOCKED AND LATCHED. THE FASTENERS THAT HOLD THE LOCKING MECHANISM PLACE PULLED THROUGH THE DOOR SHEET METAL. DEALER STATES IT CANNOT BE FIXED AND A NEW DOOR WOULD BE NEEDED AT $3500. DOOR CAN OPEN AT ANY TIME. *TR POTTSTOWN PA Failure Date: 06/15/2008

13 10294660 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
AUTOMATIC SLIDING PASSENGER SIDE DOOR CABLE BROKE. DOOR WILL NOT OPEN OR CLOSE. OCCUPANTS ARE TRAPPED IN VEHICLE. MUST CLIMB OVER FRONT SEAT OR OUT DRIVERS SIDE SLIDING DOOR (WHICH ALSO BROKE) TO EGRESS VEHICLE. *TR POTTSTOWN PA Failure Date: 10/14/2009
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13 10294640  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
SLIDING SIDE DOORS FREEZE SHUT AND CAN NOT BE OPENED WHEN TEMPERATURE DROPS BELOW FREEZING. *TR  MCLEAN  VA
Failure Date:  12/06/2009

13 10294613  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
1. POWER SLIDING DOOR WORKED.  2. WENT TO OPERATE POWER DOOR, LOUD SOUND OF PLASTIC BREAKING, DOOR WOULD NOT OPEN OR CLOSE COMPLETELY.  3. AT HOME SAW THAT CABLE TO OPERATE POWER SLIDING DOOR HAD SNAPED. CALLED DEALER SAID THEY WOULDN'T DO ANYTHING, OUT OF WARRANTY. CALLED TOYOTA SAID ISOLATED CASE SORRY CAN'T DO ANYTHING. CUT CABLE SO I WAS ABLE OPERATE DOOR MANUALLY. APPROX. 1 YEAR LATER CABLE ON OTHER DOOR SNAPED. SAME PROCESS, SAME RESPONSE. *TR  MONMOUTH JUNCTION  NJ  Failure Date:  06/28/2006

13 10294477  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
SLIDING PASSENGER DOOR PRONE TO FREEZING AND SQUEAKING IN COLD WEATHER. *TR  SHOREWOOD  MN  Failure Date:  12/04/2009

13 10294258  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. WHILE THE CONTACT WAS ATTEMPTING TO CLOSE THE PASSENGER SIDE SLIDING DOOR SHE NOTICED THAT THE DOOR WAS STUCK IN THE OPEN POSITION. SHE WAS UNABLE TO OPEN OR CLOSE THE DOOR NORMALLY. A TOYOTA DEALER INFORMED THE CONTACT TO TAKE THE VEHICLE TO A LOCAL BODY SHOP. THERE WERE NO PRIOR WARNINGS. NO REPAIRS HAVE BEEN MADE TO THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE 140,000. UPDATED 2/22/10 *CN  THE REAR PASSENGER POWER SLIDING DOOR BECAME STUCK IN THE OPEN POSITION DUE TO A RUSTED AND FRAYED CORD. THE DEALER STATED THEY COULD NOT FIX IT, BECAUSE IT WAS A BODY SHOP ISSUE. UPDATED 06/18/10.*JB  EAST TAUNTON  MA  Failure Date:  11/28/2009
13 10294007 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR CABLE ON RIGHT POWER SLIDING DOOR ASSEMBLY WAS RUSTED. PRESENTED PROBLEM TO TOYOTA DEALER 10/27/09. WAS TOLD THAT THE ENTIRE MECHANISM WOULD NEED REPLACING SINCE CABLE ITSELF IS NOT SOLD ALONE. IN THE PROCESS OF CLOSING DOOR TODAY, THE CABLE SNAPPED. DOOR IS NOW INOPERABLE BOTH IN POWER AND MANUAL MODE. SAFETY CONCERN SINCE CHILDREN RIDE IN THAT PART OF VEHICLE AND NEED TO EXIT ON RIGHT SIDE AT SCHOOL (CURBSIDE). *TR WARNER ROBINS GA Failure Date: 11/30/2009


13 10293495 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR WE OWN A 2004 TOYOTA SIENNA AND THE CABLE IN THE AUTOMATIC DOOR GOT FRAYED AND CAUGHT IN THE MOTOR. THE DOOR WAS STUCK OPEN. MY HUSBAND HAD TO FORCE IT CLOSED SO WE COULD DRIVE OUR FOUR KIDS HOME AND THE DOOR FELL OFF! HE HAD TO FORCE IT BACK ON AND LOCK IT SO WE COULD GET HOME. ONLINE SEARCHES SHOW ME MANY OTHER PEOPLE HAVE HAD THIS SAME PROBLEM WITH THE AUTOMATIC DOOR FOR THAT YEAR'S MODEL. *TR BALTIMORE MD Failure Date: 11/22/2009

13 10292979 2004 TOYOTA SIENNA STRUCTURE:BODY POWER SLIDING DOOR ON RIGHT SIDE (DRIVER SIDE) OF VEHICLE FAILED. CABLE BROKE AND DOOR WOULD NOT CLOSE. ATTEMPTED TO MANUALLY CLOSE THE DOOR BUT CABLE HAD JAMMED THE DOOR IN THE OPEN POSITION. WIFE DROVE THE CAR HOME THIS WAY. I CUT THE BROKEN CABLE AND REMOVED THE ENDS SO DOOR FUNCTIONS MANUALLY. $1200 DOLLARS TO REPAIR DOOR. I ELECTED NOT TO SPEND $1200 TO REPAIR A
CABLE. CABLE IS PART OF AN ASSEMBLY THAT INCLUDES THE MOTOR. I INSPECTED THE REASON FOR THE PREMATURE FAILURE AND DETERMINED THE REASON THE CABLE BROKE WAS BECAUSE OF A DOOR REAR HINGE FAILURE. PIN HAD WORN OUT SLIGHTLY CAUSING THE REAR OF THE DOOR TO SAG AND THEREFORE CATCHING THE CABLE AND BREAKING IT. I REPLACED THE HINGE MYSELF COSTING $100 AND THE DOOR FUNCTIONS MANUALLY. THIS CAR WAS MAINTAINED REGULARLY BY TOYOTA AND DOOR HINGES GREASED. A HINGE SHOULD NEVER HAVE FAILED AT 4 YEARS OF LIFE. WHAT KIND OF STEEL IS TOYOTA USING? *TR

MOUNT PROSPECT IL Failure Date: 07/16/2007

13 10292494 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR
I HAVE A 2004 TOYOTA SIENNA XLE MINIVAN. A SMALL WIRE SNAPPED ON THE PASSENGER SIDE POWER DOOR. I AM NOT ABLE TO OPEN THE DOOR AUTOMATICALLY OR MANUALLY. THE ONLY WAY TO FIX IS TO HAVE TOYOTA INSTALL NEW MOTOR FOR $1800 WHICH IS WAY TOO EXPENSIVE FOR SOMETHING THAT IS A NECESSARY COMPONENT IN A VAN. *TR

CRYSTAL LAKE IL Failure Date: 11/07/2009

13 10291812 2004 TOYOTA SIENNA STRUCTURE 2004 TOYOTA SIENNA SLIDING DOORS MALFUNCTIONING. OVER TIME, THE DOORS APPEAR TO WEAR OUT AND WILL NOT OPEN FROM THE INSIDE OR THE OUTSIDE OF THE VEHICLE. THEY CANNOT BE OPENED MANUALLY OR BY USING THE POWER OPERATION FEATURE. THE DEALER WAS ABLE TO OPEN IT AND ADJUST IT BUT TOLD US THAT IT WILL HAPPEN AGAIN UNLESS WE PAID APPROXIMATELY $1200 PER DOOR TO REPLACE THE WORN PARTS. WE ARE CONCERNED ABOUT GETTING TRAPPED IN THE VEHICLE. *TR

CASTROVILLE TX Failure Date: 03/10/2008

13 10291646 2004 TOYOTA SIENNA STRUCTURE THE PASSENGER AND DRIVER SIDE MIDDLE (SLIDING) DOORS OF OUR 2004 TOYOTA SIENNA HAVE FROZEN SHUT EACH WINTER FOR 5 YEARS. AFTER MELTING FREE THE DRIVERS SIDE DOOR CAME SUDDENLY OPEN A FEW TIMES WHILE WE WERE DRIVING DOWN THE ROAD. NOW THE AUTOMATIC OPEN/
CLOSE HAS STOPPED WORKING AT ALL.  *TR  CERRILLOS NM  
Failure Date:  07/10/2009

13  10291641  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA SLIDING DOOR CABLE SNAPPED, CAR WAS PARKED ON HILL AND DOOR SLIDE CLOSED ON RIGHT HAND OF DRIVER WHO WAS ENTERING VEHICLE.  *TR  MOUNTAINSIDE  NJ  Failure Date:  11/01/2008

13  10291084  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
POWER PASSENGER SIDE SLIDING DOOR CABLE SNAPPED DOOR IS INOPERABLE FROM INSIDE AND OUTSIDE.  *TR  BALTIMORE MD  Failure Date:  10/21/2009

13  10290838  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA VAN AUTO SLIDING DOOR CABLE FAILED AND DOOR WAS STUCK OPEN. CABLE CAN NOT BE REPLACED BY ITS SELF MOTOR AND CABLE NEED TO BE INSTALLED AT A PRICE OF $1,000.99 IN PARTS NOT INCLUDING THE 5 HOURS OF LABOR.  *TR  PAW PAW  MI  Failure Date:  11/03/2007

13  10290760  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
THE POWER SLIDING DOOR ON MY SIENNA STOPPED WORKING BECAUSE THE CABLE SNAPPED. THE CABLE HAS A PLASTIC COATING WHICH FELL OFF PART OF IT AND ALLOWED THE WIRE UNDERNEATH TO RUST SINCE IT IS EXPOSED TO THE ATMOSPHERE. I MANAGED TO FORCE THE DOOR CLOSED AND IT IS NOW INOPERABLE. THIS IS A SAFETY PROBLEM - WHAT IF THERE WERE A WRECK? THIS IS POOR DESIGN AND COULD CAUSE LOSS OF LIFE AND SHOULD BE FIXED BY TOYOTA. IT IS AN EXPENSIVE REPAIR - DUE TO THE DESIGN FLAW OF HAVING THIS CABLE BE SO DIFFICULT TO REPLACE, SO PEOPLE - LIKE ME - AREN'T HAVEING IT DONE BECAUSE WE CAN'T AFFORD IT. THIS ISN'T "NORMAL WEAR AND TEAR".  *TR  DEPAUW  IN  Failure Date:  08/11/2009

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13 10290741 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TOYOTA SIENNA MINIVAN SLIDING DOOR WILL NOT OPEN/CLOSE - GOT
STUCK IN THE OPEN POSITION. *TR NEW CITY NY Failure Date:
10/31/2009

13 10290698 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TL* THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE PASSENGER SIDE
DOOR WILL NOT OPEN. THE DEALER WILL DISABLE THE DOOR BECAUSE THE
COMPLETE REPAIR WAS TOO EXPENSIVE. THE TOYOTA MANUFACTURER HAS
NOT BEEN NOTIFIED. THE FAILURE MILEAGE WAS 43,000. DAVIS
CA Failure Date: 09/28/2009

13 10290430 2004 TOYOTA SIENNA STRUCTURE DURING
THE NORMAL OPERATION OF THE DRIVER'S SIDE AUTOMATIC SLIDING DOOR,
THE CABLE SNAPPED AND GOT CAUGHT SO THAT THE DOOR COULD NOT
FULLY OPEN OR FULLY CLOSE. IT WAS NECESSARY TO CUT THE CABLE OUT
AND OPERATE THE DOOR MANUALLY TO GET THE DOOR TO SHUT AT ALL. THE
QUOTE TO REPAIR THE PROBLEM WAS $1232.12. *TR EL CAJON
CA Failure Date: 10/29/2009

13 10289815 2004 TOYOTA SIENNA STRUCTURE MY 2004
TOYOTA SIENNA AUTOMATIC SLIDING DOOR MECHANISM STOPPED WORKING
AND WE WERE UNABLE TO OPEN THE DOOR ON THE PASSENGER SIDE. IT IS
CLEAR FROM FORUMS ON THE INTERNET THAT THIS IS A WIDESPREAD
PROBLEM. *TR LEXINGTON MA Failure Date: 10/20/2009

13 10289753 2004 TOYOTA SIENNA STRUCTURE TOYOTA
SIENNA 2004 SLIDING DOOR MOTOR CABLE WAS TOTALLY RUSTED AND
SNAPPED. SLIDING DOOR IS NOT OPERABLE. SLIDING DOOR WIRE IS TOTALLY
RUSTED DURING NORMAL USE. AS A RESULT, DOOR WAS JAMMED AND
NEITHER CAN BE CLOSED NOR OPENED. TOYOTA DOES NOT SELL CABLE
SEPARATELY, SHOULD PURCHASE WHOLE MOTOR ASSEMBLY INSTEAD.
SIMILAR CABLE COST IS AROUND 10 DOLLAR (FROM HARDWARE STORE) BUT
MOTOR ASSEMBLY IS AROUND 1500 DOLLAR. *TR

GRANGER

IN

Failure Date: 10/24/2009

13 10289203 2004 TOYOTA SIENNA STRUCTURE WE HAVE A 2004 TOYOTA SIENNA XLE THAT HAS JUST SUFFERED A FAILURE OF THE POWER SLIDING DOOR, CAUSING IT TO BECOME STUCK IN THE OPEN POSITION. MY WIFE WAS FORCED TO DRIVE WITH TWO YOUNG CHILDREN IN THE BACK SEAT AND THE SIDE DOOR WIDE OPEN. THIS IS EXTREMELY UNSAFE AND DEMANDS A RECALL. APPARENTLY THE CABLE WAS FRAYED BY A FAILED HINGE, AND I HAVE READ MANY COMPLAINTS ABOUT THIS PROBLEM. THIS IS A 5-YEAR-OLD MINIVAN WITH 84,000 MILES. HOW IS TOYOTA ALLOWED TO IGNORE SUCH A BLATANT SAFETY DEFECT TO THEIR CARS THAT OCCURS WITHIN THE FIRST 3 TO 5 YEARS? IT IS OUT OF WARRANTY AND THEY WILL PROVIDE NO MEASURES FOR REPAIR, BUT NO REASONABLE PERSON WOULD EVER EXPECT THE DOORS OF A CAR TO BE THE FIRST THING TO STOP WORKING, AND IN THAT SHORT A PERIOD OF TIME. THIS IS UNACCEPTABLE AND DANGEROUS AND SIMPLY SHAMEFUL FROM A QUALITY MANUFACTURER ON A $38,000 VEHICLE. I AM SURE YOU ARE HEARING LOTS OF COMPLAINTS ABOUT THIS DOOR HINGE AND CABLE MOTOR. THE DEALER HAS QUOTED A REPAIR AROUND $2,000 INCLUDING WORK AT A BODY SHOP WELDING ON THE NEW HINGE. MEANWHILE, I'M WONDERING ABOUT THE OTHER DOOR. WILL IT BE ANOTHER $2,000? PLEASE ISSUE A RECALL NOW!!! *TR

ATASCADERO  CA  Failure Date: 10/19/2009

KIDS IN THE VAN. IF THE DOOR IS STUCK IN THE WINTER TIME, IT IS A BIG PROBLEM. *TR WAYLAND MA Failure Date: 10/18/2009

I own a 2004 TOYOTA SIENNA XLE model. The sliding door cables plastic/rubber shield began to peel off and now the door won't close in automatic mode because it always sense resistance. I tried to disable the automatic mode and put the doors on manual mode, but it's nearly impossible to move this door as something seems to be stuck. Did a search on the web and it seems like almost everyone is having this problem now that this model is getting to be 4-5 years old. Some says to cut the cable in order to get the door to operate smoothly in manual mode. But I don't want to take the chance. Toyota really should have a recall on this major design flaw and safety hazard. Thank you. *TR FLANDERS NJ Failure Date: 10/16/2009

The doors on my 2004 TOYOTA MINIVAN have been freezing every winter season since 2006. Canada Toyota has made this a recall item, but the United States will not? I find this to be absurd - especially when children have to climb up through the front seats to get out of vehicles. This could be fatal in an accident if the doors can not be opened. I have contacted Toyota dealer and they claim to use wrench grease to lube the doors to help and prevent from sticking. I live in New England and the doors have already starting freezing shut this year (OCT 2009). This is extremely frustrating, this isn't a cheap vehicle and it was purchased for family use. Toyota has really failed the American public with their minivans. I would have used this avenue to complain years ago - I have been wasting my time trying to work with the Toyota company. Please HELP *TR SOUTH HADLEY MA Failure Date: 01/02/2006
13 10287476 2004 TOYOTA SIENNA STRUCTURE WE HAVE A 2004 TOYOTA SIENNA. WE HAVE DISCOVERED THAT THE CABLE ON DRIVER SIDE OF THE SLIDING DOOR HAS RUSTED/ROTTED AND SNAPPED OFF. WE HAVE CALLED TOYOTA ABOUT THIS ISSUE AND THEY INFORMED US THAT THE DOORS ARE NOT COVERED. WE FEEL THAT THIS IS A SAFETY ISSUE AS THE DOORS ONLY OPEN PART WAY. WE HAVE FOUND THAT THERE WAS NO RECALL ON THIS ISSUE. PLEASE LOOK INTO THIS ASAP. JUST PICTURE YOUR CHILDREN TRAPPED IN THE VAN DURING AN ACCIDENT- THESE DOORS ARE TOO HEAVY FOR THEM IN MANUAL MODE. THIS IS HAPPENING TO MANY TOYOTA VEHICLES, TO THE POINT WHERE THIS NEEDS TO BE AIRED ON NATIONAL TELEVISION FOR TOYOTA TO STEP UP AND STAND BEHIND THEIR VEHICLES. THIS IS ABOUT SAFETY AND OUR CHILDREN - NOT JUST A BONUS FEATURE. HELP US TO KEEP OUR CHILDREN SAFE IN THESE FAMILY BUILT VEHICLES! PLEASE!!! *TR SOUTH HADLEY MA Failure Date: 10/13/2009

13 10286778 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE POWER SLIDING DOOR ON AN '04 TOYOTA SIENNA WOULD NOT STAY OPEN WHEN THE VEHICLE WAS ON A SLIGHT INCLINE. OTHER TIMES, IT WOULD NOT CLOSE PROPERLY. ON A NUMBER OF OCCASIONS, AFTER THE DOOR WAS OPENED IT BEGAN TO CLOSE BY ITSELF HITTING THE PERSON WHO WAS REACHING INTO THE VEHICLE, WHILE THE DOOR WAS CONTINUING TO TRY TO CLOSE. IT TOOK A LOT OF FORCE TO STOP THE DOOR FROM CLOSING. ON ONE OCCASION THE FORCE OF THE DOOR CLOSING BRUISED MY WIFE’S RIGHT ARM. THIS IS A DEFINITE SAFETY ISSUE. SOMEONE COULD BE SERIOUSLY INJURED, INCLUDING BEING CRUSHED BETWEEN THE DOOR AND PILLAR. THIS PROBLEM WAS REPORTED TO THE DEALER ON THREE DIFFERENT VISITS OVER A SIX MONTH PERIOD. ON EACH VISIT THE TECHNICIAN REPORTED "NO PROBLEM FOUND" OR "WORKING PER DESIGN AND INTENT AT THIS TIME." ON THE LAST VISIT, AFTER THE TECHNICIAN FOUND NOTHING AGAIN, I WENT OUT WITH THE SERVICE ADVISOR AND WAS ABLE TO DEMONSTRATE THE PROBLEM. AFTERWARD THE SHOP FOREMAN FOUND THAT THE REAR HINGE BUSHINGS WERE WORN. AFTER THE BUSHINGS WERE
REPLACEMENT, THE DOOR WORKED AS IT SHOULD. TOYOTA CLAIMS THIS
WOULD HAVE BEEN COVERED UNDER THE ORIGINAL 36 MO. / 36,000 MILE
WARRANTY, BUT NOT UNDER THEIR EXTENDED WARRANTY. *TR LAS
VEGAS NV Failure Date: 04/30/2009

13 10286246 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
MY 2004 TOYOTA SIENNA VAN'S PASSENGER SIDE POWER SLIDING DOOR
CABLE SNAPPED. MAKING IT ONLY OPEN 1/4 OF THE WAY, I HAD TO CUT THE
REST OF THE CABLE ON BOTH SIDES AND PUSH THE MANUAL OVERRIDE
BUTTON TO USE THE DOOR MANUALLY. I HAVE READ IN EDMUNDS.COM
FORUMS THERE HAVE BEEN MANY OTHERS WITH THE SAME PROBLEMS AND
THE COST OF FIXING IT RANGES FROM $1200 - $2000 FOR THEY HAVE TO
REPLACE THE WHOLE MOTOR. I THINK THIS CAN BE A SAFETY ISSUE IF YOUR
IN A ACCIDENT AND NEED TO OPEN THE DOOR, AND THE CABLE SNAPS, THEN
IT WILL NOT OPEN. *TR KEARNY NJ Failure Date: 10/04/2009

13 10285940 2004 TOYOTA SIENNA STRUCTURE:BODY
POWER SLIDING DOOR ON 2004 TOYOTA SIENNA XLE AWD FAILS TO
OPERATE. THE DOOR IS ACTUATED BY A CABLE AND THE CABLE HAS BROKEN.
THE REPLACEMENT IS EXTRAORDINARILY EXPENSIVE AT APPROX $1500 OR
MORE. AS A RESULT, THE DOOR MUST BE OPENED OR CLOSED BY HAND,
WHICH IS A DIFFICULT PROPOSITION, AND IF THE VEHICLE IS PARKED ON AN
INCLINE, NEARLY IMPOSSIBLE. FURTHER, THE DOOR DOESN'T STAY OPEN
WHEN ON AN INCLINE POSEING A DANGER TO EXITING PASSENGERS. *TR
WESTBOROUGH MA Failure Date: 08/01/2009

13 10285852 2004 TOYOTA SIENNA STRUCTURE:BODY
BROKEN CABLE IN SIDE SLIDING DOORS (AUTOMATIC). WOULD NOT
OPEN MANUALLY. CHILDREN STUCK INSIDE HAD TO EXIT THROUGH FRONT
DOORS. MANUAL OVERRIDE NOT FUNCTIONING. DEALER WANTS $2,000.00 PER
DOOR TO REPAIR. VAN ONLY 4 1/2 YEARS OLD WHEN CABLES BROKE.
*TR REDONDO BEACH CA Failure Date: 03/09/2008
13 10285581 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 2004 SIENNA - POWER SLIDING DOOR CABLE SNAPPED. *TR Lisle IL Failure Date: 01/10/2008


13 10285441 2004 TOYOTA SIENNA STRUCTURE I HAVE A TOYOTA SIENNA 2004 LE 8 PASSENGERS. MY COMPLAINT IS THAT THE DASH OF THE SIENNA IS CRACKING LIKE SOMEONE HAS SLICED IT WITH A BLADE. PLEASE INVESTIGATE THIS DEFECT. I KNOW THAT I'M NOT ALONE WITH THIS COMPLAINT. THANK YOU, JESUS *TR Aguadilla PR Failure Date: 01/04/2009

13 10284959 2004 TOYOTA SIENNA STRUCTURE:BODY AUTO SLIDING DOOR CABLE RUSTED THROUGH AND BROKE, LEAVING DOOR INOPERABLE. *TR Birmingham AL Failure Date: 07/01/2009
THE CONTACT OWNS A 2004 TOYOTA SIENNA. SHE STATED THAT THE CABLE FOR THE SLIDING DOORS SNAPPED, WHICH ALMOST CAUSED THE DOOR TO SEPARATE FROM THE VEHICLE. THE DEALER WAS CONTACTED. UPON CONTACT A TECHNICIAN ADVISED HER THAT BECAUSE THE WARRANTY HAD EXPIRED, SHE WOULD HAVE TO PAY $2000.00 FOR REPAIRS. NO REPAIRS WERE MADE. THE FAILURE AND CURRENT MILEAGES WERE 65000.

Baltimore MD  Failure Date: 09/21/2009

THE POWER DOORS OF OUR 2004 SIENNA FROZE EACH WINTER SINCE PURCHASE AND WOULD NOT OPERATE UNTIL VEHICLE WARMED - 2 CHILDREN HAD TO CLIMB IN AND OUT THROUGH FRONT DOORS. THIS WINTER, PROBABLY FEBRUARY ONE CABLE SNAPPED ON PASSENGER SIDE, OTHER CABLE FRAYED AND REFUSED TO OPERATE - DEALER ESTIMATED APPROXIMATELY $600 PER DOOR FOR REPAIRS. MY HUSBAND TOLD HIM WE WOULD WAIT UNTIL THE RECALL WAS ISSUED AS THIS WAS A SAFETY CONCERN. MY HUSBAND DISCONNECTED THE DOORS SO THEY WOULD OPERATE MANUALLY - WHICH IN NOT SOMETHING THE TOYOTA DESIGN ALLOWED FOR. SINCE MY HUSBAND DISCONNECTED THE DOOR, WE HAVE EXPERIENCED SOME OTHER ELECTRICAL PROBLEMS, NOT CERTAIN IF THEY ARE RELATED. ALSO HAVE HAD PROBLEMS MAINTAIN AIR PRESSURE IN TIRES ALTHOUGH NOT ALL WHEEL DRIVE MODEL. DEALER WAS SUPPOSED TO CONTACT US TO SCHEDULE ADDITIONAL RECALL WORK ON THE VEHICLE, BUT HAS NOT DONE SO, I BELIEVE BECAUSE WE CONTINUE TO REFUSE OPTIONAL MAINTENANCE WORK AND THE ASSOCIATED EXPENSE. I WORK EXTREMELY CLOSE TO HOME FOR THE LAST 4 YEARS AND OUR VEHICLE HAD APPROXIMATELY 48,000 WHEN THE DOORS BROKE. I NOW HAVE APPROXIMATELY 52,000 MILES.

*TR     Baltimore MD  Failure Date: 02/15/2009

FAMILY LOADED IN VAN TO LEAVE, PUSHED BUTTON ON REAR PASSENGER
AUTOMATIC DOOR TO CLOSE IT AND MADE A WEIRD NOISE THEN FAILED TO CLOSE. SOME HOW THE AUTOMATIC DOOR CABLE CAUGHT IN TRACK OF SLIDING DOOR PREVENTING DOOR CLOSURE PAST HALF WAY. ALL EFFORTS TO CLOSE DOOR FAILED. LUCKILY WE WERE LEAVING HOME NOT RETURNING HOME. VAN HAD TO BE DRIVEN TO SHOP WITH DOOR WIDE OPEN! TOYOTA DEALER CHARGED $450 TO CUT CABLE OFF AND FREE DOOR TO CLOSE MANUALLY, OR OVER $1600 TO REPLACE CABLE AND MOTOR THAT ARE APPARENTLY ALL ONE PIECE. THERE WAS ABSOLUTELY NO WARNING TO THIS FAILURE. IT SEEMS THAT IF AN AUTOMATIC DOOR PART IS GOING TO FAIL, IT SHOULD BE DESIGNED TO AT LEAST FUNCTION IN A MANUAL STATE. CHILDREN CANNOT BE DRIVEN AROUND IN A MINIVAN WITH THE DOOR WIDE OPEN. TOYOTA REFUSED TO ACKNOWLEDGE THAT THIS COULD BE A PROBLEM. *TR

13 10284017 2004 TOYOTA SIENNA STRUCTURE:BODY I OWN A 2004 TOYOTA SIENNA (79K MILEAGE) AND THE CABLE IN MY PASSENGER SIDE SLIDING DOOR JAMMED, LEAVING THE DOOR OPEN. I HAD TO DRIVE THE VAN WITH THE DOOR OPEN (KIDS IN CAR SEATS, WITH RAIN FALLING) TO A MECHANIC TO HELP CLOSE IT. NOW I NOTICE HOW COMMON THIS PROBLEM IS FOR SIENNA OWNERS. TOYOTA WILL NOT FIX THE PROBLEM WITH REPLACING THE ENTIRE ENGINE FOR $1500+ LABOR. THIS WIDESPREAD ISSUE IS A HEALTH AND SAFETY CONCERN, AS IT WOULD LIMIT SOMEONE'S ABILITY TO GET OUT OF THE CAR IN CASE OF ACCIDENT OR EMERGENCY. VERY LARGE PROBLEM THAT TOYOTA IS CHOOSING TO IGNORE. *TR

ROUND ROCKTX Failure Date: 09/12/2009

CHILDREN - HOWEVER I DO NOT HAVE THE MONEY TO FIX THIS ISSUE. OTHERS HAVE BEEN QUOTED FIXING IT IN THE PRICE OF UPWARDS OF $1000. PLEASE MAKE TOYOTA DO THE RIGHT THING AND RECALL THESE VEHICLES TO FIX THEM. *TR WAUKESHA WI Failure Date: 01/01/2008

13 10283790 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
I OWN A 2004 TOYOTA SIENNA. THE CABLE ON BOTH SLIDING DOORS BROKE AND THE DOORS DO NOT OPEN AUTOMATICALLY WE HAVE TO OPEN AND CLOSE THEM MANUALLY WHICH IS VERY DIFFICULT FOR MY SMALL KIDS. SOMETIMES THE DOORS JAM AND DO NOT CLOSE PROPERLY. I AM WORRIED ABOUT THE SAFETY OF MY KIDS. MY VAN HAS ONLY 65K MILES ON IT. I HAVE CONTACTED TOYOTA AND MY LOCAL TOYOTA DEALER. THEY TOLD MY IT WILL COST ME ABOUT $3400 DOLLARS TO FIX BOTH DOORS. I CAN NOT PAY THIS KIND OF MONEY ESPECIALLY ON A PROBLEM THAT SEEMS TO BE COMMON WITH ALL 2004-2006 SIENNA VANS. I THINK TOYOTA SHOULD ISSUE A RECALL AND FIX THEIR DEFECTIVE PRODUCTS. *TR JACKSONVILLE FL Failure Date: 04/10/2009

13 10283596 2004 TOYOTA SIENNA STRUCTURE:BODY
POWER SLIDING DOOR IS INOPERATIVE, INTERMITTENTLY INOPERATIVE, DOES NOT CLOSE PROPERLY AND RETURNS TO THE OPEN POSITION WHILE BEING CLOSED USING THE POWER SWITCH OR REMOTE CONTROL. *TR SAN RAMON CA Failure Date: 06/01/2009

13 10283374 2004 TOYOTA SIENNA STRUCTURE CABLE SNAPPED ON REAR POWER SLIDING DOORS. IT APPEARS THAT THE OUTER PLASTIC COATING DRIED AND BROKE OFF OF THE CABLE. CABLE IS HANGING OUTSIDE OF THE CAR AS I DRIVE DOWN THE ROAD. THE DOOR IS VERY HEAVY AND MY CHILDREN ARE UNABLE TO OPEN THE DOOR THEMSELVES. *TR NEWTON MA Failure Date: 08/16/2009

13 10282860 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE REAR POWER SLIDING DOOR ON THE TOYOTA HAS A SAFETY DEFECT WHERE THE POWER SLIDING DOOR CLOSES COMPLETELY BUT THEN
POPS OPEN SLIGHTLY AT THE REAR OF THE DOOR. THE RESULT IS THAT THE DOOR IS NOT FULLY CLOSED OR LATCHED. HOWEVER, THE "OPEN DOOR" INDICATOR IN THE VEHICLE DOES NOT LIGHT INDICATING THAT THE DOOR IS NOT IN A FULLY CLOSED POSITION. THE "POP OPEN" SCENARIO WAS OCCURRING OVER THE COURSE OF SEVERAL WEEKS, BEFORE GOING OVER A BUMPY ROAD THE VIBRATIONS MUST HAVE BEEN SUFFICIENT ENOUGH TO WARRANT THE "OPEN DOOR" INDICATOR TO LIGHT. UPON BRINGING TO TOYOTA FOR REPAIR THEY INFORMED ME THE MOTOR WAS DAMAGED ALONG WITH THE LATCHING MECHANISM FOR THE DOOR. *TR

PITTSPURGH  PA  Failure Date: 08/21/2009

13  10281941  2004  TOYOTA SIENNA  STRUCTURE:BODY:DOOR
WE HAVE A TOYOTA SIENNA WHOSE SLIDING DOORS ARE INOPERABLE. SIX MONTHS AGO ARE DRIVER SIDE SLIDING DOOR WOULD NOT CLOSE. WE WERE AT A STORE AND HAD TO DRIVE TO OUR MECHANIC WITH THE DOOR STUCK OPEN - NOT VERY SAFE AT ALL WITH CHILDREN IN THE CAR - TO DISABLE THE MOTOR AND UNJAM THE DOOR. IT NOW ONLY OPERATES IN A MANUAL MODE.NOW OUR PASSENGER SIDE DOOR HAD THE SAME THING HAPPEN! ONCE AGAIN, THE DOOR WOULD NOT CLOSE AND WE HAD TO FORCE IT SHUT - AND CANNOT USE THAT DOOR UNTIL IT IS FIXED. WE DO NOT FEEL SAFE HAVING CHILDREN USE THE DOORS BECAUSE NOW THEY ARE DIFFICULT TO OPEN AND CLOSE. IF THEY NEEDED TO EXIT QUICKLY - CHILDREN CANNOT OPEN THE HEAVY DOORS ON THEIR OWN. ALSO THERE IS NO LONGER THE SAFETY FEATURE OF HAVING THE DOOR NOT CLOSE IF SOMETHING OR SOMEONE IS IN ITS PATH. *TR  MENDON  VT

Failure Date: 08/25/2009

13  10281692  2004  TOYOTA SIENNA  STRUCTURE I HAVE 2004 TOYOTA SIENNA WITH 1 POWERDOOR. THE MOTOR AND CABLE ASSEMBLY IS NOW BROKEN, AND TOYOTA WILL NOT MAKE IT MANUAL. I NOW HAVE TO PAY $1,600.00 FOR A NEW ASSEMBLY. *TR  SEWELL  NJ  Failure Date: 08/23/2009

13 10281311 2004 TOYOTA SIENNA STRUCTURE:BODY  I AM THE 2ND OWNER OF A 2004 TOYOTA SIENNA. RECENTLY, THE PASSENGER SIDE POWER SLIDING DOOR WOULD START TO CLOSE BEFORE FULLY OPENING. THEN IT QUIT OPENING AT ALL. WHEN MANUALLY OPENED, THERE IS A CABLE THAT STICKS OUT UNDER THE REAR WINDOW. I TOOK IT TO THE LOCAL TOYOTA DEALER AND THEY SAID IT WOULD BE $1800 TO REPAIR! THEY SAID THE PART ALONE IS OVER $1000 AND THE REPAIR ISN'T COVERED UNDER MY EXTENDED WARRANTY. AFTER RESEARCHING THE PROBLEM ON THE INTERNET, I DECIDED TO FILE A COMPLAINT AS THIS SEEMS TO BE A VERY PREVALENT PROBLEM THAT TOYOTA WOULD RATHER IGNORE. PLEASE HELP! *TR  POWDER SPRINGS  GA  Failure Date: 07/04/2009

13 10280644 2004 TOYOTA SIENNA STRUCTURE  BOTH LEFT AND RIGHT SLIDING DOOR CABLES BROKE ON VAN. RIGHT DOOR WILL NOT OPEN AT ALL TWO MONTHS LATER LEFT BROKE AND OPENS ABOUT 12IN. THAT FOUR KIDS HAVE TO GET IN AND OUT. WILL COST $1500 EACH TO FIX. *TR  MOUNT PLEASANT  PA  Failure Date: 08/14/2009

13 10280601 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  TOYOTA SIENNA 2004 LXE LIMITED ,POWER DOOR PROBLEM. THE CABLE BROKE AND DOORS ARE SHUT AND CANNOT BE OPENED FROM INSIDE OR OUTSIDE. ALSO IN THE WINTER DOORS FREEZE UP AND WILL NOT OPEN AS WELL. DRIVES SIDE DOOR RETURN ARM .. THE WELD BROKE AND CAUSES THE DOOR TO NOT CLOSE PROPERLY. THERE ARE A VERITY OF COSMETIC THINGS BUT I AM MOST CONCERNED ABOUT THE DOORS NOT BEING ABLE TO OPEN. THERE SEEMS TO BE ALOT OF TALK ABOUT THIS PROBLEM, I GUESS
PEOPLE WILL HAVE TO DIE IN SOME KIND OF ACCIDENT BEFORE TOYOTA DOES ANYTHING...LORD FORBID THAT SHOULD HAPPEN. THANK FOR LISTENING. PS

*TR  DALLAS  PA  Failure Date:  04/18/2006

13  10280269  2004 TOYOTA SIENNA STRUCTURE  TOYOTA SIENNA ELECTRIC SLIDING DOOR DOES NOT OPEN WITH BUTTON. CAN ONLY BE OPENED BY PULLING HARD ON OUTSIDE HANDLE. DEALER SUGGESTED REPLACING DOOR MOTOR.  *TR  RIDGWOOD  NJ  Failure Date:  07/14/2009

13  10279765  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  MY 2004 TOYOTA SIENNA DOOR CONTINUES TO OPEN WHILE I AM DRIVING DOWN THE ROAD. I DO NOT FEEL IT IS SAFE TO HAVE PASSENGERS ANYMORE. IT IS A POWER DOOR.  *TR  PELHAM  NH  Failure Date:  07/26/2009

13  10279720  2004 TOYOTA SIENNA STRUCTURE:BODY  INITIAL NOTE:  THIS IS A DANGEROUS DEFECT. TOYOTA SHOULD BE ORDERED TO RECALL THIS VEHICLE TO FIX THIS PROBLEM.  WE HAVE A 2004 SIENNA LE, WITH ABOUT 70,000 MILES ON IT. A FEW WEEKS AGO, WE NOTICED SOME DIFFICULTY WITH THE PASSENGER SIDE POWER DOOR. THE PROBLEMS BEGAN WITH THE DOOR NOT OPENING WHEN WE USED THE REMOTE CONTROL OR THE BUTTON IN THE FRONT OF THE CAR. THE DOOR SEEMED TO FUNCTION NORMALLY WHEN PULLING THE HANDLE, SO WE THOUGHT THE PROBLEM WAS LIMITED TO THE REMOTE CONTROLS. WHEN WE WERE AWAY AT A CAMPING TRIP FROM JULY 24 - 26, I NOTICED THE PROBLEM HAD STARTED TO AFFECT THE HANDLE AS WELL. THE DOOR WOULD HESITATE, BUT WOULD OPEN NORMALLY IF I PULLED IT A SECOND TIME. WHEN WE RETURNED HOME, AFTER MY FAMILY EXITED THE VEHICLE, I TRIED TO OPEN THE DOOR TO UNLOAD THE CAR. IT DID NOT OPEN, SO I PULLED THE HANDLE A SECOND TIME. THE DOOR BEGAN TO OPEN. I THEN HEARD A "POP" AS THE REAR SIDE WINDOW, NEXT TO THE THIRD ROW OF SEATS, SHATTERED. THERE WAS A PLASTIC STRIP LYING ON THE DRIVEWAY ALONG WITH SHATTERED GLASS. SHATTERED GLASS COVERED THE
INTERIOR AS WELL. THE DOOR WAS HANGING DOWN SLIGHTLY. THE INTERNAL "WHEELS" FOR THE DOOR HAD COME OFF THEIR TRACK; THE INTERNAL CABLES WERE FRAYED. I COULD NOT CLOSE THE DOOR COMPLETELY. WE FOUND NUMEROUS COMPLAINTS ABOUT THIS DOOR MALFUNCTIONING ON 2004 SIENNAS. WE REPORTED OUR PROBLEM TO TOYOTA, REFERRING TO THE OTHER COMPLAINTS, BUT TOYOTA HAS DONE NOTHING. WE ARE THANKFUL THAT OUR CHILDREN WERE NOT IN THE CAR WHEN THIS HAPPENED, AS THEY COULD HAVE BEEN SEVERELY INJURED! WE ARE ALSO THANKFUL THAT THIS DID NOT HAPPEN WHILE WE WERE AWAY ON OUR CAMPING TRIP, AS WE WERE AT A REMOTE LOCATION WITH NO MECHANICS FOR MANY, MANY MILES! *TR BAINBRIDGE ISLAND WA

Failure Date: 07/26/2009

PATTERSON NY Failure Date: 05/30/2009

13 10278688 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE PASSENGER SIDE POWER SLIDING DOOR FAILED. THE DEALER STATED THAT THE ENTIRE MOTOR ASSEMBLY FOR THE DOOR NEEDED TO BE REPLACED AT THE COST OF $1,000. THERE WERE NO RECALLS FOR THIS
COMPONENT: THE FAILURE MILEAGE WAS 60,000.

WEST LAWN
PA  Failure Date: 07/27/2009

13 10278409  2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS  TL

ZEELAND  MI  Failure Date: 06/17/2009

13 10278056  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
WHILE ATTEMPTING TO OPEN THE POWER SIDE DOOR, THE CABLE TO OPEN IT SNAPPED CAUSING THE DOOR TO NOT OPEN. THIS RENDERS THE POWER DOOR INOPERABLE. TOYOTA HAS A SERVICE NOTICE ON THIS BUT THE COST TO FIX IT ACCORDING TO TOYOTA IS $850. *TR

ROYALTON  VT  Failure Date: 07/09/2009

13 10277657  2004 TOYOTA SIENNA  STRUCTURE
******2004 SIENNA POWER SLIDING DOOR FELL OFF******
HOUR ROAD TRIP TO ATTEND A LACROSSE TOURNAMENT FOR OUR SON ABOUT A WEEK LATER.***** OUR DAUGHTER WHO WAS 4 AT THE TIME ALWAYS SAT IN THE PASSENGER SEAT FURTHEST TO THE BACK. AFTER WE ARRIVED AT THE TOURNAMENT, MY HUSBAND WENT BACK TO THE VAN TO RETRIEVE A CHAIR. HE UNLOCKED THE VAN, OPENED THE SIDE, REAR PASSENGER DOOR AND THE DOOR WENT ROLLING DOWN THE TRACK, DISENGAGED, SLID OFF THE TRACK, ALL THE WAY BACK AND SMASHED IN THE SMALL REAR SIDE WINDOW NEXT TO WHERE MY DAUGHTER NORMALLY SAT COVERING THE ENTIRE BACK INTERIOR WITH GLASS.***** IT TOOK 90 MINUTES TO GET THE DOOR BACK ONTO THE TRACK AND ENGAGED SO THAT WE COULD DRIVE HOME. I CONTACTED TOYOTA IMMEDIATELY THE NEXT DAY TO FIND OUT WHAT COULD BE DONE TO HAVE THE CAR FIXED AND WAS TOLD THAT I NEEDED TO FILE A CLAIM, WHICH I DID. AFTER THE CLAIM WAS FILED I WAS TOLD THAT THIS WAS NOT A PROBLEM WHICH HAD BEEN REPORTED AND THAT THERE WAS NO RECALL IN EFFECT, SO TOYOTA WOULD NOT COVER PAYMENT TO REPAIR THE DAMAGE. THEY SUGGESTED I CALL THE DEALERSHIP WHERE I HAD PURCHASED THE VAN TO SEE IF THEY WERE WILLING TO HELP. I CONTACTED MY DEALER’S SERVICE DEPARTMENT AND GOT THE SAME RESPONSE THAT NOTHING COULD BE DONE EXCEPT FOR US TO PAY OUT OF POCKET FOR THE REPAIR.********** SINCE WE CANNOT AFFORD THE EXTENSIVE BODY/MECHANICAL REPAIRS, THE DOOR MUST STAY CLOSED NOW BECAUSE IF OPENED, IT FALLS OFF. *TR DRACUT MA

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<td>2004 TOYOTA SIENNA STRUCTURE DEFECT</td>
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<td>WITH TOYOTA SIENNA POWER DOOR. THE DOOR MOTOR / TRAIN MECHANISM IS PRONE TO BREAKING LEAVING THE DOOR STUCK IN AN OPEN POSITION. THIS MAKES THE CAR UNUSABLE AND/OR VERY UNSAFE. CLEARLY A MINIVAN</td>
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IS MEANT TO TRANSPORT CHILDREN. THIS HAS HAPPENED TO MY 2004 SIENNA TWICE IN THE LAST 12 MONTHS. THIS CLAIM IS FOR THE MOST RECENT INCIDENT. *TR

LARCHMONT NY Failure Date: 06/15/2009

13 10276296 2004 TOYOTA SIENNA STRUCTURE

TOYOTA SIENNA'S DRIVER SIDE AUTOMATIC SLIDING DOOR FELL OFF OF THE VEHICLE AS THE CABLE CAME OFF OF ITS TRACK AND WOUND TIGHTLY AROUND THE MOTOR [LOCATED INSIDE THE DOOR]. THE VERY TIGHTLY WOUND CABLE AROUND THE MOTOR PULLED THE DOOR OFF THE TRACK CAUSING A QUOTED $1,800 IN REPAIRS. *TR

SOUTHINGTON CT Failure Date: 07/02/2009

13 10276209 2004 TOYOTA SIENNA STRUCTURE:BODY

THE POWER SLIDING DRIVER-SIDE DOOR OF OUR 2004 TOYOTA SIENNA JAMMED OPEN RECENTLY. TURNING IT TO MANUAL MODE, WE WERE FINALLY ABLE TO CLOSE THE DOOR. THEN IT WOULD ONLY OPEN ABOUT 10 INCHES WIDE WITH GREAT FORCE APPLIED TO IT. THERE IS NO CHANCE WHATSOEVER MY 10 YEAR OLD DAUGHTER COULD OPEN OR CLOSE THAT DOOR EVEN IN MANUAL MODE BECAUSE SHE IS SIMPLY NOT STRONG ENOUGH. IN ADDITION, THE PASSENGER-SIDE POWER DOOR WOULD MAKE A GRINDING NOISE AS IT WOULD OPEN AND CLOSE. I TOOK THE VAN TO THE LOCAL TOYOTA DEALERSHIP WHO INFORMED ME IT WOULD BE $1,700 TO REPAIR EACH DOOR BECAUSE IT IS OUT OF WARRANTY! IRONICALLY, I MENTIONED A POPPING NOISE WHENEVER THE DRIVER'S DOOR IS OPEN OR CLOSED. TURNS OUT TOYOTA HAS DECIDED TO FIX THAT DEFECT FOR FREE WHICH IS NOT NEARLY THE SAFETY ISSUE OF POWER SLIDING DOORS NOT FUNCTIONING WHERE SMALL CHILDREN NEED TO OPEN AND CLOSE THEM. AFTER BROWSING THIS ISSUE ON THE WEB, IT IS CLEAR TOYOTA KNOWS ABOUT THIS DEFECT BUT HAS CHOSEN TO IGNORE IT. I CAN ONLY SUSPECT BECAUSE OF THE LARGE AMOUNT OF REVENUE THEIR DEALERS OBTAIN WITH EACH DOOR REPAIR. FOR SAFETY REASONS, I FELT COMPelled TO HAVE BOTH POWER SLIDING DOORS FIXED. THE DEALER'S FINAL BILL FOR THIS REPAIR OF BOTH DOORS WAS $3,800 DOLLARS... BUT THEY FIXED THE
POPPING DRIVER’S DOOR FOR FREE AS PART OF SOME CUSTOMER SUPPORT PROGRAM. THERE ARE HUNDREDS OF 2004 SIENNA SLIDING DOOR COMPLAINTS POSTED ALL OVER THE WEB. SO FAR, TOYOTA HAS NOT TAKEN ANY INTEREST IN OR RESPONSIBILITY FOR THIS DEFECT. THIS IS MY FIRST TOYOTA PURCHASE EVER AND WAS BASED ON SUPPOSED TOYOTA QUALITY. NOW I SEE THAT IS A JOKE AND THIS WILL BE MY LAST TOYOTA. I’VE BEEN TOLD I SHOULD HAVE BOUGHT A HONDA AND NOW I SEE WHY. *TR

HIGHLAND UT Failure Date: 06/10/2009

13 10275930 2004 TOYOTA SIENNA STRUCTURE I OWN A 2004 TOYOTA SIENNA AND MY SLIDING MOTOR HAS GIVEN OUT AND I SEE THIS PROBLEM IS JUST NOT HAPPENING TO A FEW VEHICLES AND FROM WHAT I UNDERSTAND IT ALSO COULD POSSIBLY LEAD TO A SAFETY ISSUE. I OFFICIALLY WOULD LIKE TO SEE THIS PROBLEM RESOLVED BEFORE IT IS TOO LATE. *TR

MIRAMAR FL Failure Date: 05/20/2009

13 10275368 2004 TOYOTA SIENNA STRUCTURE THE PASSENGER SIDE POWER SLIDING DOOR ON MY 2004 TOYOTA SIENNA HAS FAILED -- WE HAVE JUST UNDER 45K MILES ON THE VEHICLE. WE PRESSED THE BUTTON TO CLOSE THE DOOR AND, AS IT WAS CLOSING, HEARD A GRINDING NOISE. UPON FURTHER INSPECTION, THE CABLE WAS BROKEN. FORTUNATELY WE WERE ABLE TO GET THE DOOR CLOSED, BUT NOW THE DOOR IS UNABLE TO OPEN MORE THAN 12 INCHES OR SO. I TOOK THE VEHICLE IN FOR SERVICE AND FOUND THAT PARTS/LABOR IS $1800+. SOME QUICK RESEARCH ON THE WEB POINTS TO THIS BEING A FAIRLY COMMON PROBLEM WITH THE VEHICLE. THIS IS CLEARLY A MANUFACTURING DEFECT AS THE CABLE SIMPLY FRAYS AND FAILS OVER TIME. FOR SOMEONE WITH A NEWBORN AND TWO OTHER CHILDREN, LOSS OF ACCESS TO THIS DOOR IS A PROBLEM. *TR

NISKAYUNA NY Failure Date: 06/24/2009

13 10274632 2004 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS POWER SLIDING DOOR CABLE SNAPPED, REAR PANEL WINDOW SHATTERED, HINGE FAILED - MY SON WENT TO OPEN DOOR FROM OUTSIDE AND IT SEEMED TO FALL OFF TRACK - BACK WAS LOWER AND IN TRYING TO
SHUT DOOR, WHEN PRESS POWER BUTTON AGAIN THE REAR PANEL WINDOW SHATTERED; DEALERSHIP SAID HINGE NEEDS TO BE REPLACED, AND THAT THE CABLE HAD SNAPPED BUT THEY HAD NEVER SEEN ANYTHING LIKE THIS BEFORE. HAD SHOWN THE CAR TO DEALERSHIP LAST MONTH AND THEY SAID DOOR WAS "A LITTLE MISALIGNED" AND COULD BRING IN WHEN I HAD A CHANCE FOR DOOR TO BE REALIGNED - DEALER NOW SAYS ALL 4 CASTERS THE DOOR RIDES ON IN THE UPPER TRACK HAD COMPLETELY WORN AWAY. ALSO CAR DOOR INOPERABLE PART OF EVERY WINTER - "FREEZES" CLOSED - WAS TOLD THAT IT WAS WEATHER RELATED BUT APPARENTLY THIS IS AN ISSUE WITH THIS CAR - WE DO NOT USE THAT DOOR IN WINTER BECAUSE IT DOES NOT OPEN AND KIDS CANNOT GET IN OR OUT FROM THAT SIDE.

*TR SPARTA NJ Failure Date: 06/21/2009

13 10274286 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

THE VAN WAS SITTING IN THE GARAGE. WHEN THE DOOR WAS OPENED WITH THE REMOTE CONTROL DEVICE, THE CABLE BROKE AND JAMMED THE DOOR OPENED. IT TOOK 1 HOUR TO GET THE DOOR CLOSED. IT HAS BEEN JAMMED SHUT EVERY SINCE. THE COST TO REPAIR IT IS $1500. *TR

AURORA IL Failure Date: 07/15/2007

13 10274185 2004 TOYOTA SIENNA STRUCTURE THE SLIDING REAR PASSENGER DOOR ON OUR 2004 SIENNA FAILED AS A RESULT OF A RUSTED / FRAYED CABLE. THE DOOR IS STUCK IN THE CLOSED POSITION SO THAT MY CHILDREN MUST EXIT INTO TRAFFIC. IN CASE OF AN ACCIDENT WE WOULD BE UNABLE TO EXIT THAT DOOR. THIS APPEARS TO BE A COMMON SAFETY PROBLEM THAT TOYOTA HAS FAILED TO ADDRESS. *TR

RIDGWOOD NJ Failure Date: 06/14/2009

13 10273905 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

TOYOTA SIENNA 2004 ELECTRIC SLIDING DOOR PASSENGER SIDE BROKE - CABLE SNAPPED. A METAL SKINNY CABLE IS NOW HANGING FROM THE OUTSIDE OF THE CAR, NEXT TO THE THIRD ROW WINDOW. MY CAR HAS 43,000 MILES, SO NOT COVERED BY WARRANTY ANYMORE. THE DEALER TELLS ME THAT THE COST OF REPAIR IS $1,500!!! THE DEALER CLAIMS THAT THE
MOTOR AND ALL CABLES HAVE TO BE REPLACED. *TR

TEANECK NJ Failure Date: 05/22/2009

13 10272406 2004 TOYOTA SIENNA STRUCTURE:BODY
NOTICED THAT THE DRIVER SIDE SLIDING DOOR WAS NOT SEATING PROPERLY. ON INVESTIGATION, DISCOVERED THAT THE BOLTS HOLDING THE LATCH AT THE REAR OF THE DRIVER'S SIDE SLIDING DOOR CUT THROUGH THE SHEET METAL OF THE DOOR ITSELF, CAUSING THE DOOR TO BE UNLATCHABLE. *TR

RALEIGH NC Failure Date: 03/30/2009

13 10270262 2004 TOYOTA SIENNA STRUCTURE:BODY
2004 TOYOTA SIENNA POWER SLIDING DOOR DOES NOT WORK. SCANNED INTERNET AND FOUND MANY PEOPLE FACING SIMILAR ISSUE. THIS IS SO COMMON A PROBLEM THAT TOYOTA SHOULD FIX THIS. *TR

FREMONT CA Failure Date: 05/25/2009

13 10270241 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
I HAVE TOYOTA SIENNA 2004 AND THE AUTOMATIC SLIDING DOOR JUST BROKE DOWN AFTER A LOUD BANG AND A PEACE OF HARD PLASTIC FLEW OFF AND HIT THE GARAGE FLOOR. I WAS ALONE AND DID NOT GET HURT. ALTHOUGH I HAVE ECP, THE DEALERSHIP SAID IT IS NOT COVERED AND CHARGED ME $95.00CAD+TAX AND GAVE ME AN ESTIMATE OF $1700.00CAD +TAX. SO I AM COMPLAINING ABOUT TWO THINGS, ONE THAT IT COULD HAVE HURT MY KIDS IF THEY WERE WITH ME AT THAT TIME AND SECONDLY THE ECP DOES NOT COVER THIS DEFECT. *TR

OTTAWA 00 Failure Date: 05/27/2009

13 10269975 2004 TOYOTA SIENNA STRUCTURE DOOR
CHECK ON 2004 TOYOTA SIENNA IS BROKEN AND IS MAKING A LOUD POPPING NOISE AND WAS TOLD BY DEALERSHIP IT IS DOOR CHECK. TOYOTA HAS PUT IN PLACE A WARRANTY ENHANCEMENT BUT HAS EXTENDED THE WARRANTY FOR 100,000 MI OR 5 YEARS IN SERVICE. I AM WITHIN THE 5 YEARS BUT OVER THE 100,00 MILES AND TOYOTA REFUSES TO ASSIST WITH THIS PROBLEM. I DO NOT SEE HOW MILEAGE SHOULD AFFECT THIS PROBLEM AND BUT DO SEE
HOW TIME IN SERVICE DOES. I WAS TOLD BY DEALERSHIP THAT THIS CAN
CAUSE DOOR CLOSURE PROBLEM IF NOT FIXED *TR
CHESAPEAKE VA Failure Date: 04/20/2009

13 10269420 2004 TOYOTA SIENNA STRUCTURE TOYOTA
SIENNA 04 SLIDING DOOR CABLE IS FRAYED AND ABOUT TO SNAP. TOYOTA
SAID IT WILL REPLACE THE CABLE & MOTOR FOR $1500. OUR 5 YR.
WARRANTY JUST EXPIRED AND THE CAR ONLY HAS 77000 MILES. ACCORDING
TO SITES I HAVE READ, EVENTUALLY THE DOOR WILL NO LONGER OPEN OR
MAY RANDOMLY OPEN AS YOU DRIVE DOWN THE ROAD. WHEN THE CABLE
SNAPS, IT ALSO COULD HURT ANYONE STANDING NEAR. *TR
TALLAHASSEE FL Failure Date: 05/13/2009

13 10269316 2004 TOYOTA SIENNA STRUCTURE:FRAME AND
MEMBERS THE AUTOMATIC SLIDING DOOR ON MY 2004 TOYOTA SIENNA
STOPPED WORKING. THE DOOR NOW ONLY OPENS ABOUT 12 TO 18 INCHES.
*TR POWAY CA Failure Date: 05/14/2009

13 10269029 2004 TOYOTA SIENNA STRUCTURE THE
SLIDING DOOR CABLE SNAPED AS THE DOOR OPENED. LEAVING IT WIDE
OPEN AND UNABLE TO BE CLOSED. I HAD COMPLAINED ABOUT SQUEAKING
NOISES AND THEY HAD LUBED THE DOOR TWICE. THE DEALERSHIP ALSO
REPLACED A RECALLED PART IN THAT DOOR. *TR
NAPERVILLE IL Failure Date: 05/16/2009

13 10268956 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE CABLE AND MOTOR ASSEMBLY FOR OUR 2004 TOYOTA SIENNA XLE
SLIDING DOOR BROKE. MY WIFE WAS UNABLE TO CLOSE THE DOOR AND HAD
TO DRIVE HOME WITH FOUR CHILDREN IN CAR SEATS IN THE BACK. I WAS
ABLE TO CLOSE THE DOOR, BUT NOW WE DON'T OPEN IT FOR FEAR OF IT
BEING STUCK OPEN. I RECEIVED A QUOTE TO FIX OF OVER $1,800. I
RESEARCHED ON THE INTERNET AND THIS SEEMS TO BE A VERY COMMON
PROBLEM . TOYOTA SHOULD ISSUE A RECALL AS THIS IS OBVIOUSLY
DEFECTIVE AND IT IS A SAFETY CONCERN. *TR LAS VEGAS NV
Failure Date: 04/01/2009

13 10268523 2004 TOYOTA SIENNA STRUCTURE AUTOMATIC SLIDING DOOR CABLE CORRODED AND SNAPPED. *TR EAST WINDSOR NJ Failure Date: 01/10/2009

13 10268493 2004 TOYOTA SIENNA STRUCTURE MY 2004 TOYOTA SIENNA VAN'S POWER DOOR CABLE SNAPPED. THE VAN HAD ABOUT 120,000 MILES WHEN IT HAPPENED. I HAVE NOT HAD IT REPAIRED AFTER SEEING THE COSTS INVOLVED. I CAN CLOSE THE DOOR MANUALLY. *TR ELLICOTTVILLE NY Failure Date: 08/01/2008

13 10268376 2004 TOYOTA SIENNA STRUCTURE NO APPARENT DIFFICULTIES, SIGNS OF SYMPTOMS HAD BEEN OBSERVED, BUT MY CHILDREN WERE PLACED IN POTENTIAL HARM DUE TO A PART THAT APPEARS TO BE DEFECTIVE AND COSTLY TO REPAIR. HERE IS THE SITUATION. THE POWER SLIDING DOOR ON THE PASSENGER SIDE WAS OPENED TO DISCHARGE SOME PASSENGERS FROM THE REAR OF THE VAN. WHEN WE ATTEMPTED TO CLOSE THE DOORS VIA THE POWER BUTTON, THE DOOR WOULD NOT RESPOND (CLOSE). WE TURNED THE POWER ELEMENT OFF, BUT WERE UNABLE TO CLOSE THE DOOR MANUALLY. ULTIMATELY, THE VAN HAD TO BE DRIVEN SEVERAL MILES TO THE DEALERSHIP WITH THE DOOR OPEN IN ORDER TO HAVE THEM CUT THE CABLE TO DISENGAGE THE POWER ELEMENTS SO THAT THE DOOR COULD BE USED MANUALLY. BASED ON ONLINE INFORMATION AND FROM INFORMATION GATHERED FROM THE DEALERSHIP, THIS IS A COMMON PROBLEM IN THIS MAKE AND MODEL OF VAN. UNFORTUNATELY, IT IS UNDER REPORTED AS THE COST TO REPAIR THE DOOR IS SUBSTANTIAL AND MOST CUSTOMERS ELECT NOT TO MAKE THE REPAIRS. WITH THAT DECISION, THERE IS A LIMITED NUMBER OF PARTS/DETAILS SUBMITTED FOR REVIEW, BUT IT IS THE SAFETY AND/OR POCKETBOOK OF THE CONSUMER THAT SUFFERS FROM WHAT APPEARS TO BE A POORLY MADE PART AND THE INABILITY TO DISENGAGE THE POWER SYSTEM EASILY. I WOULD APPRECIATE IT IF THIS PROBLEM WOULD BE INVESTIGATED AND THAT
TOYOTA BE REQUIRED TO FIX THE POWER MECHANISMS ON THESE POWER DOORS SO THAT THEY WORK PROPERLY (PREFERRED), BUT THAT AT THE MINIMUM THEY ARE REQUIRED TO INSTALL AN EASY RELEASE TO DIENAGE THE POWER SYSTEM IN CASE OF FAILURE. THERE IS NO SINCE IN JEOPARDIZING THE SAFETY OF PASSENGERS FOR SUCH A COMMON MALFUNCTION. A RECALL OF THIS MECHANISM NEEDS TO BE ENFORCED.

*TR SEARCY AR Failure Date: 05/10/2009


EAU CLAIRE WI Failure Date: 04/25/2009

13 10266078 2004 TOYOTA SIENNA STRUCTURE:BODY ON THE AUTOMATIC PASSENGER SIDE DOOR, CABLE THAT OPENS AND CLOSES THE DOOR, RUSTED AND SNAPPED AFTER THE PLASTIC COATING WORE AND FAILED, HAD TO REMOVE CABLE SO I CAN OPEN IT MANUALLY. THE WEAR OF THE CABLE SEEMS PREMATURE SINCE THE VEHICLE IS ONLY 4 YEARS OLD.

*TR FLORIDA NY Failure Date: 10/01/2008

13 10265493 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE AUTOMATIC SIDE DOOR ON MY TOYOTA SIENNA 2004 STOPPED WORKING, HAVE TO OPEN IT MANUALLY. HAVE SEEN QUITE A FEW COMPLAINTS OF THE SAME NATURE ON MYCARSTATS.COM AND IT SEEMS TOYOTA IS AWARE BUT NOT DOING ANYTHING ABOUT IT. *TR

HALETHORPE MD Failure Date: 12/16/2008
13 10264976 2004 TOYOTA SIENNA STRUCTURE 2004
TOYOTA SIENNA ELECTRIC SLIDE DOOR PASSENGER SIDE ON MINI VAN. I WENT TO OPEN IT AND WHEN IT CAME TIME TO CLOSE DOOR, THE DOOR WOULD NOT WORK. I WENT TO DEALER SHIP TO HAVE IT LOOKED AT, AND THIS IS WHAT THEY SAID. TOYOTA HAS MANY BULLETINS ON THIS SAME ISSUE BUT NO RECALLS. IT WILL BE $1800.00 TO FIX IT. NEVER EVEN SAID WHAT HAPPENED. I TOLD TOYOTA ABOUT THIS PROBLEM AND THEY BASICALLY SAID TOUGH I DON'T CARE PAY THE PRICE AND GET IT FIX. WE WILL NOT STAND BEHIND IT. THIS IS OUT OF WARRANTY. AND BERGSTROMS DEALER SHIP CHARGED ME $100.00 TO EVALUATE IT AND TELL ME IT WOULD COST ME $1800.00. I WILL NOT BUY ANOTHER TOYOTA WHEN THEY CAN FIX DEFECTIVE ITEMS. *TR OSHKOSH WI Failure Date: 02/23/2009

13 10264102 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE CABLE ON THE SLIDING SIDE DOOR OF OUR 2004 TOYOTA SIENNA SNAPPED IN DECEMBER 2008. THE CABLE (UNKNOWN METAL) WHICH WAS EXPOSED & DANGLING APPEARED TO BE FRAYED, AS WELL AS RUSTED. THERE IS NO DOUBT IN ANYONE'S MIND, INCLUDING PROFESSIONALS, THAT THIS IS, INDEED, A DANGER CREATED BY A FLAW IN THE VEHICLE'S DESIGN. WHEN THE CABLE BROKE, I IMMEDIATELY TOOK OUR SIENNA TO THE LOCAL TOYOTA DEALERSHIP WHO INFORMED ME IT WOULD BE $1200 TO REPAIR IT BECAUSE IT IS OUT OF WARRANTY (MORE THAN 3 YEARS OLD). WHEN THE TOYOTA SERVICE REP CLOSED THE DOOR AND TRIED TO RE-OPEN IT, THE DOOR WAS FROZEN IN PLACE AND WOULD NOT OPEN. HE SAID THE OTHER PIECE OF THE SNAPPED CABLE MUST BE CAUGHT IN THE MECHANISM WHICH IS JAMMING THE DOOR. IN ADDITION TO THE STRESS OF NOT BEING ABLE TO OPEN MY DOOR, THIS IS A SIGNIFICANT SAFETY ISSUE WHICH COULD RESULT IN ENTRAPMENT OF PASSENGERS, PARTICULARLY, OUR YOUNG GRANDCHILDREN SECURED IN THEIR CAR SEATS. AS I WAIT TO COME UP WITH FUNDS TO HAVE THIS DOOR REPAIRED, I CONSISTENTLY WORRY ABOUT THE OTHER SLIDING DOOR, BECAUSE FROM WHAT I HAVE HEARD, IT, TOO, WILL LIKELY SNAP WITHIN A SHORT PERIOD OF TIME. THOUGH I HAVE BEEN DEALING WITH THIS FOR A FEW MONTHS NOW, I JUST LEARNED TODAY
THAT TOYOTA DISCOVERED THE FLAW 4 OR 5 YEARS AGO, AND MADE AN 
ADJUSTMENT ON THE NEWER MODELS. HOWEVER, THEY NEVER BOTHERED 
TO PROVIDE NOTIFICATION--NOR TO RECALL--THE VEHICLES WHICH HAD 
ALREADY BEEN PRODUCED. ISN'T THIS ILLEGAL?? THERE ARE HUNDREDS OF 
2004 SIENNA SLIDING DOOR COMPLAINTS POSTED ON THE WEB, AS WELL AS 
MANY HORRIFIC AND LIFE-THREATENING STORIES ABOUT THE DANGERS OF 
THE DOORS, INCLUDING CABLES SNAPPING CAUSING INJURY, DOORS STUCK 
IN THE CLOSED POSITION, DOORS NOT BEING ABLE TO BE CLOSED, AND EVEN 
DOORS OPENING WHILE IN TRANSIT. WHAT CAN 2004 SIENNA OWNERS DO 
ABOUT THIS SAFETY-RELATED ISSUE AND THE REFUSAL OF TOYOTA TO TAKE 
RESPONSIBILITY FOR ITS DESIGN PROBLEM & CORRECT IT WITHOUT 
EXUBERANT CONSUMER COSTS & TO WARN/NOTIFY ALL ITS CONSUMERS?

THANKS *TR WALTON KY Failure Date: 12/22/2008

13 10263956  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 
DRIVERS SIDE SLIDING DOOR JAMMED AND CABLE HAD TO BE CUT BY 
DEALER. I HAVE SEEN THIS IS A COMMON ISSUE IN SIENNAS. SEEMS TO BE A 
SAFETY AND QUALITY ISSUE. 1500 DOLLARS FOR REPAIR AT DEALER. 
*TR BOULDER CO Failure Date: 03/26/2009

13 10262967  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 
POWER SIDE SLIDING DOOR ON PASSENGER SIDE OF TOYOTA SIENNA 
2004 LE VAN GETS JAMMED, STUCK, UNOPENABLE, UNCLOSABLE IN BOTH 
COLD AND WARM WEATHER. *TR OAK BROOK IL Failure Date: 03/23/2009

13 10262736  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 
2004 TOYOTA SIENNA POWERSIDE DOOR FAILURE TO OPEN /CLOSE. 
*TR TULLAHOMEA TN Failure Date: 02/20/2009

13 10262429  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 
2004 TOYOTA SIENNA PASSENGER SLIDING DOOR 
(AUTOMATIC),STOPPED WORKING, SCRAPES PAINT OFF OF BODY WHEN USED

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MANUALLY, NEARLY IMPOSSIBLE TO OPEN AND SHUT. *TR
VISTA
CA Failure Date: 12/15/2008

13 10261971 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
CABLE AND PULLEY SYSTEM ON REAR POWER DOOR ON TOYOTA
SIENNA FRAYED AND BROKEN. DOOR DOESN'T SLIDE ON TRACK AND COMES
OFF WHILE DRIVING. *TR
FRIDLEY MN Failure Date: 12/17/2008

13 10261854 2004 TOYOTA SIENNA STRUCTURE 1. A
DEFECTIVE WELD ON THE DRIVER SIDE DOOR CHECK ATTACHMENT CAUSED
LOUD POPPING NOISE EVERY TIME THE DOOR WAS USED. PROBLEM
PROGRESSED INTO A FULL FAILURE OF STRAP/CHECK MECHANISM. 2.
PASSENGER SIDE SLIDER DOOR MOTOR FAILED, DOOR WOULD NOT OPEN
AUTOMATICALLY. CABLE ON DOOR WAS REPAIRED UNDER WARRANTY, BUT
SINCE COMPLETE DOOR MOTOR FAILURE HAPPENED AFTER WARRANTY
EXPIRED, DEALER WOULD NOT CONSIDER IT RELATED PROBLEM. WE GOT
THE SAME $1700 REPAIR QUOTE NOTED BY MANY OTHERS ONLINE. AFTER
MUCH HAGGLING, TOYOTA RELUCTANTLY AGREED TO REPAIR IT FOR LABOR
COSTS ONLY AND SUPPLY THE PART. DOOR HAS CHIPPED THE TINTED
COATING OFF REAR QUARTER WINDOW AND STILL SOUNDS BALKY AT TIMES,
ESPECIALLY WHEN IT'S COLD OUT. LOOKING AT OTHER SIMILAR REPORTS,
THIS IS CLEARLY A DESIGN DEFECT. PLEASE MAKE TOYOTA RECALL THESE
VANS AND MAKE GOOD ON THIS ISSUE! *TR
SPRINGFIELD
MA Failure Date: 08/01/2007

13 10261644 2004 TOYOTA SIENNA STRUCTURE:FRAME AND
MEMBERS PASSENGER SIDE SLIDING DOOR CABLE SHREDDED AND NO
LONGER OPERATES DOOR. *TR
ZIONSVILLE IN Failure Date: 03/05/2009

13 10261643 2004 TOYOTA SIENNA STRUCTURE
PASSENGER AND DRIVER SIDE SLIDING DOORS FREEZE SHUT AND WILL
NOT OPEN. *TR
ZIONSVILLE IN Failure Date: 01/07/2009
NHTSA Consumer Complaints as of July 21, 2014

13 10261050 2004 TOYOTA SIENNA STRUCTURE:BODY 2004 TOYOTA SIENNA XLE - PREMATURE FAILURE OF DRIVER SIDE SLIDER DOOR - DOOR DIAGNOSED BY DEALER WITH FAULTY MOTOR, CABLE ASSEMBLY AND HINGE, THIS IS A DANGEROUS CONDITION IN THAT DOOR MAY FREEZE IN EITHER FULL OPEN OR CLOSED POSITION AND NOT BE ABLE TO ACTIVATE TO OPEN OR CLOSE. TSB EL004-00 ADDRESSES THIS ISSUE, BUT TOYOTA HAS NOT NOTIFIED BUYERS OF DEFECT. ONLY COVER REPAIRS WITHIN 36 MONTH OR 36,000 MILES. MANY INCIDENTS REPORTED ON INTERNET SITES ABOUT THIS BEING A KNOWN DEFECT AND VERY HIGH COST TO REPAIR (APPROX $1,700). REQUEST HELP TO COMPEL TOYOTA TO SUPPORT A RECALL ACTION ON THIS PROBLEM. *TR CUPERTINO CA Failure Date: 01/01/2009

13 10260442 2004 TOYOTA SIENNA STRUCTURE:BODY DRIVER'S SIDE DOOR WELD HAS FAILED. DOOR MAKE LOUD POPPING SOUND AND HAS NOW AFFECTED WINDOW OPERATION. *TR WEST MONROE LA Failure Date: 02/16/2006

13 10260375 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR BOTH SLIDING DOORS ON 2004 TOYOTA SIENNA LE FREQUENTLY FREEZE SHUT IN WINTER. ONE DOOR IS POWER, ONE IS MANUAL, AND BOTH FREQUENTLY FREEZE. ONLY SOLUTION SO FAR IS TO WAIT FOR VAN TO WARM UP. MAJOR SAFETY ISSUE AS IT PREVENTS EASY EXIT FOR CHILDREN IN REAR OF VAN - THEY MUST CRAWL BETWEEN THE FRONT SEATS TO EXIT. *TR LENEXA KS Failure Date: 02/28/2009

13 10260156 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR I OWN A 2004 TOYOTA SIENNA XLE. STARTING ABOUT A MONTH AGO (RIGHT WHEN IT TURNED 100K MILES) THE REAR DRIVER'S SIDE POWER DOOR STARTED GETTING STUCK CLOSED AND WOULD NOT OPEN. IT MADE A CLICKING SOUND LIKE IT WAS TRYING TO OPEN BUT IT WAS LIKE IT WOULDN'T UNLOCK (EVEN THOUGH THE ORANGE PART OF THE LEVEL STILL MOVED INSIDE TO INDICATE IT WAS UNLOCKED). AT FIRST LOCKING AND UNLOCKING THE DOOR A FEW TIMES WOULD SOLVE THE PROBLEM AND THEN IT WOULD OPEN FINE. THE PROBLEM HAS BECOME INCREASINGLY FREQUENT AND NOW
THE DOOR WON'T OPEN AT ALL. I TOOK IT TO THE DEALER AND THEY COULDN'T GET IT TO OPEN AND THE TECHNICIAN SAID THAT JUST ABOUT EVERYONE WITH THIS MODEL HAS THIS PROBLEM AND QUOTED ME $1600+ DOLLARS TO FIX IT - AND THAT'S IF THE DOOR WILL OPEN AGAIN. THEY ALSO SHOWED ME HOW THE REPLACEMENT MOTOR IS A RE-ENGINEERED PART WHICH IS FURTHER INDICATIVE OF THE DEFECTIVENESS OF THE ORIGINAL. THERE ARE HUNDREDS IF NOT THOUSANDS OF INSTANCES OF THIS VERY SAME FAILURE HAPPENING TO OTHER SIENNA OWNERS OF THIS VINTAGE YET TOYOTA WON'T ISSUE A RECALL. I CALLED TOYOTA CUSTOMER SERVICE AND THEY JUST KEPT SAYING IT HAS A HUNDRED THOUSAND MILES AND TOUGH LUCK. NEVER MIND IT'S A 4 YEAR OLD CAR. THEY SAID I'D HAVE TO MEET WITH THE DISTRICT MANAGER WHO'D MADE THIS DECISION AND THAT THERE WAS NO POSSIBLE WAY TO EVER ESCALATE THIS MATTER ABOVE THAT INDIVIDUAL. I DON'T BUY THAT. THEY ALSO REFUSED TO GIVE ME THIS INDIVIDUAL'S CONTACT INFORMATION. THIS IS WHOLLY UNACCEPTABLE. I HAVE MANY MORE CARS TO PURCHASE IN MY LIFETIME AND THEY WON'T BE TOYOTA'S IF THIS IS HOW THEY'RE GOING TO TREAT THEIR CUSTOMERS. IT SEEMS AS THOUGH THEY HAVE NO INCENTIVE TO ADDRESS THIS ISSUE AS THE $3,000 IT SOUNDS LIKE EVERYONE IS HAVING TO SPEND ON THEIR DEFECTIVE DOORS IS A MIGHTY LUCRATIVE INCOME SOURCE FOR THEM.
HELP. *TR SAINT PAUL MN Failure Date: 02/26/2009

13 10259814 2004 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS DRIVER SIDE PASSENGER DOOR ON THE TOYOTA SIENNA 2004 VEHICLE WITH LESS THAN 51,000 MILES MUST NOW BE REPLACED AT A COST OF $1,800. THIS IS CERTAINLY NOT NORMAL FOR A CAR THIS NEW WITH ONLY NORMAL DAILY USE IN A NON-WEATHERED ENVIRONMENT. *TR
NEWPORT BEACH CA Failure Date: 02/24/2009

13 10259466 2004 TOYOTA SIENNA STRUCTURE:BODY CABLE TO OPERATE AUTOMATIC SLIDING DOOR SNAPPED. I'VE CLIPPED THE CABLES SO IT NOW OPERATES AS A MANUAL DOOR. *TR
MOULTONBOROUGH NH Failure Date: 11/15/2008
13 10259096  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
SLIDING DOORS FREEZE SHUT ON MINIVAN EVERY TIME THAT THE
TEMPERATURE GETS BELOW FREEZING AND THERE IS MOISTURE IN THE AIR.
DOOR HANDLE BROKE OFF ON THE DRIVER SIDE SLIDING DOOR AND HAD THE
HANDLE REPLACED. THE TOYOTA DEALERSHIP PUT BABY OIL ON THE
WEATHER STRIPPING TO HOPEFULLY RECONCILE THIS FROM HAPPENING
AGAIN, HOWEVER 2 DAYS LATER THE TEMPERATURE WAS 24 F AND BOTH OF
THE SLIDING DOORS WERE AGAIN FROZEN SHUT. IN ORDER TO OPEN THE
DOORS YOU HAVE TO CLIMB OVER THE FRONT SEATS TO PUSH AGAINST THE
DOORS FROM THE INSIDE. IT DOES NOT MATTER IF THE CAR WARMS UP FOR
20 MINUTES THEY STILL REMAIN FROZEN AND THEY HAVE FROZEN SHUT
AFTER DRIVING LESS THAN 10 MILES AFTER GETTING THEM OPEN. *TR
Rapid City  SD  Failure Date: 02/13/2009

13 10258919  2004 TOYOTA SIENNA  STRUCTURE
ORIGINALLY, REAR GATE PROBLEMS BEGAN WITH MY GATE DROPPING
CLOSED WITHOUT WARNING. SIMILAR TO OTHER COMPLAINTS NOTED ON
MYCARSTATS.COM THE STRUTS WERE NO LONGER FUNCTIONING SAFELY OR
PROPERLY. I FILED A COMPLAINT AT THAT TIME AND WAS CONTACTED FOR
MORE INFORMATION. MEANWHILE, THIS ISSUE CONTINUED AND WE USED THE
REAR GATE FUNCTION ONLY WHEN THERE WERE TWO ADULTS PRESENT,
WITH ONE TO HOLD THE GATE UP DURING USE. STARTING LAST AUGUST, IN
ADDITION TO THE PREVIOUSLY NOTED REAR GATE STRUT ISSUE, WHEN THE
REAR GATE IS OPENED, AND REACHES THE TOP, TO THE FULLY OPENED
POSITION, IT THEN IMMEDIATELY BEGINS CLOSING DOWN FORCEFULLY. IF
ANYONE OR ANYTHING IS IN THE WAY OF THE GATE IT CONTINUES TO CLOSE
DOWN CRUSHING WHATEVER OR WHOMEVER IS IN THE WAY. WE WILL NO
LONGER USE THE REAR GATE UNTIL IT IS REPAIRED AND WORKS PROPERLY.
*TR  Plano  TX  Failure Date: 08/28/2008

13 10258910  2004 TOYOTA SIENNA  STRUCTURE:BODY:DOOR
VAN HAS LESS THAN 40,000 MILES AND SO FAR ALL DOORS ON VAN HAVE
FAILED. SLIDING DOOR CABLE SNAPPED AND PIECES CAME FLYING OUT AND

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HIT ME. SLIDING DOORS FREEZE SHUT IN COLD WEATHER MAKING GETTING A CHILD IN OR OUT OF THE IN THE CASE OF AN EMERGENCY IMPOSSIBLE. BOTH SEAT HEATERS HAVE FAILED. THE VAN HAS REQUIRED 3 BRAKE JOBS AND 2 SETS OF TIRES IN LESS THAN 40,000 MILES. *TR MELROSE MA Failure Date: 01/01/2009

13 10258904 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR MY 2004 TOYOTA SIENNA SLIDING DOOR FELL OFF THE TRACK. IT HAS LESS THAN 40,000 MILES ON IT. I HAVE TO DRIVE IT HOME WITH THE DOOR HANGING BY A CABLE. IT WAS KIND OF DANGEROUS, ESPECIALLY WITH MY DAUGHTERS IN IT. *TR SAN DIEGO CA Failure Date: 02/16/2009

13 10258245 2004 TOYOTA SIENNA STRUCTURE MY 2004 TOYOTA SIENNA SLIDING DOORS KEEP FREEZING UP. I START TO OPEN THE DOOR BUT IT WONT OPEN MORE THAN A FEW INCHES. AND IT WONT' CLOSE. THE DOORS ARE FROZEN. SO MY DOOR IS PARTIALLY OPEN, STUCK, AND THE INTERIOR LIGHTS ARE ON. *TR FAIRFAX VA Failure Date: 12/15/2008

13 10258077 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR WELDS ON DRIVER SIDE AND PASSENGER SIDE ARE DAMAGED. NEVER RECEIVED INFORMATION FROM TOYOTA. BROUGHT INTO DEALER IN DECEMBER. THERE IS SOME SORT OF MODEST SERVICE PROGRAM, BUT MY CAR IS TOO OLD, ALTHOUGH UNDER THE MILEAGE RULES. CURRENTLY I AM WAITING TO HEAR FROM REGIONAL REP, WITH NO REPLY FROM 1/14/09 CALL. OURS WAS A VERY EARLY PURCHASE OF THE NEW MODEL IN ITS FIRST YEAR, SO EXCLUDING A FEW EARLY VEHICLES AND COVERING THE REST SEEMS TOTALLY UNFAIR. THERE OUGHT TO BE A RECALL OF ALL MODELS TO FIX THIS OBVIOUS DEFECT. *TR NORTH ANDOVER MA Failure Date: 09/15/2008

13 10257815 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE AUTOMATIC SLIDING DOOR DOES NOT OPEN & CLOSE AUTOMATICALLY LIKE IT SHOULD WHEN THE DOOR OPEN/CLOSE BUTTON IS PRESSED. I HAVE TO GET IT STARTED MANUALLY, AND THEN OPEN/CLOSE IT
LIKE A MANUAL DOOR. ALSO BOTH SLIDING DOORS (EVEN THE MANUAL SLIDING DOOR) FREEZE SHUT ON A DAILY BASIS IN THE WINTER. THIS IS A HUGE SAFETY ISSUE AS I HAVE CHILDREN IN THE REAR OF THE VAN. *TR

AUBURN MA Failure Date: 12/20/2008

13 10257116 2004 TOYOTA SIENNA STRUCTURE GAS STRUTS FOR REAR LIFTING DOOR GAVE OUT SUDDENLY. NOW DOOR SLAMS DOWN UNLESS PHYSICALLY HELD UP. HAPPENED DAY AFTER WE RETURNED FROM SKIING IN LAKE TAHOE FOR 3 DAYS. *TR

ORINDA CA Failure Date: 01/27/2009

13 10256869 2004 TOYOTA SIENNA STRUCTURE THE CABLE OF THE MOTOR ON THE RIGHT SIDE OF DOOR (SECOND ROW PASSENGER SIDE), WHICH IS AUTOMATIC DOOR HAD SNAPPED! COULD BARELY OPEN AND/OR CLOSE THE DOOR AFTER THAT. I WENT TO TOYOTA AND THEY TOLD ME THERE WAS NO WARRANTY ON IT, SO SINCE I COULD BARELY OPEN THE DOOR, I HAD TO PAY TO GET IT FIXED. OVER $1600! I SHOULD MENTION, WE HAVE HAD PROBLEMS WITH THIS DOOR IN THE PAST. IT WOULD STICK, NOT OPEN PROPERLY, SO WE'D HAVE TO CLOSE IT AND RE-OPEN IT. I BROUGHT THIS UP TO TOYOTA DEALERSHIP MANY TIMES, BUT THEY CHECKED AND SAID THERE WAS NOTHING WRONG WITH IT. ALSO, ON THE RIGHT SIDE, WHICH IS MANUAL, IT SOMETIMES WOULD BE "STUCK" OR, IT WOULD OPEN, BUT WOULD NOT "LATCH". IT IS SUPPOSED TO KIND OF LOCK WHEN ALL THE WAY OPEN, BUT IT WOULDN'T. I HAVE COMPLAINED ABOUT THIS IN THE PAST ALSO, BUT OF COURSE WHEN I GET TO THE DEALERSHIP IT WORKS FINE. I HAVE CALLED AND COMPLAINED TODAY TO CORPORATE AND WILL RECEIVE SOME SORT OF RESPONSE TOMORROW. SO, BOTH DOORS HAVE PROBLEMS, WHERE THE CABLE LITERALLY SNAPS AND THEY CANNOT JUST REPLACE THE CABLE. THEY HAVE TO REPLACE THE ENTIRE MOTOR. *TR

STREAMWOOD IL Failure Date: 01/27/2009

13 10256571 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR CABLE BROKE ON PASSENGER SIDE SLIDING DOOR. CABLE SHOT UP
BETWEEN DOOR PANEL AND WINDOW. NEARLY STRIKING A PASSENGER. 
*TR PORTLAND ME Failure Date: 10/22/2008

13 10255585 2004 TOYOTA SIENNA STRUCTURE THE 
POWERED REAR LIFTGATE STRUTS WERE REPLACED AS PART OF THE NHTSA 
RECALL CAMPAIGN ON 12/18/2008. THE NEW STRUTS NO LONGER LIFT THE 
TAILGATE TO ITS PREVIOUS HEIGHT. THE TAILGATE NOW OPENS ABOUT 2" TO 
3" LOWER THAN THE MAXIMUM EXTENSION. THE TAILGATE MUST BE 
MANUALLY PUSHED TO ITS FULL EXTENSION. AT ITS LOWER HEIGHT, IT IS 
EASY TO GET BUMPED IN THE HEAD AS YOU ASSUME THE DOOR WILL OPEN 
FULLY. THE DEALER STATES THAT THE TAILGATE CANNOT BE ADJUSTED FOR 
GREATER TRAVEL TO OPEN ALL THE WAY. *TR NEW BRIGHTON 
MN Failure Date: 01/15/2009

13 10255581 2004 TOYOTA SIENNA STRUCTURE RIGHT 
SLIDING DOOR CABLE SNAPPED AND STOPPED OPENING AUTOMATICALLY. 
THIS HAPPEN RIGHT AFTER WARRANTY ENDED AND THEY WOULD ONLY 
REPAIR IT FOR 2000 +. *TR CENTREVILLE VA Failure Date: 
10/21/2006

13 10255496 2004 TOYOTA SIENNA STRUCTURE WE OWN A 
2004 TOYOTA SIENNA XL. WHEN TEMPS GET COLD THE REAR DOORS FREEZE SHUT. EVEN AFTER LETTING THE VAN WARM UP FOR 20 MINUTES THE DOORS ARE FROZEN AND THEY STAY FROZEN THE ENTIRE TRIP. I HAVE TO CLIMB INTO THE BACK FROM THE FRONT SEAT. I DRIVE 25 MILES TO WORK AND CROSS A RIVER WHAT IF THE DOORS ARE FROZEN AND I AM IN AN ACCIDENT HOW WOULD THEY OR ME GET MY BABY OUT OF THE BACK!!!! TOYOTA DEALER SAID TOYOTA IS AWARE OF THE PROBLEM!! ARE THEY WAITING FOR SOMEONE TO DIE BEFORE THEY FIX IT. PLEASE HELP! KIM STOKES *TR 
SHAVERTOWN PA Failure Date: 01/18/2009

13 10255456 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 
I HAVE A SIENNA 04 VAN. THE POWER SLIDER DOOR WOULD NOT OPEN COMPLETELY. WE TOOK IT TO THE DEALER AND FOUND OUT THE CABLE IN THE
POWER DOOR WAS BAD, THEY WANT 2,000 TO FIX IT. I CAN'T AFFORD THAT. WE HAD THEM CUT THE CABLE SO WE COULD CLOSE THE DOOR. WE HAVE YOUNG KIDS WHO CAN NOT OPEN THE NON POWER DOOR CREATING A SAFETY ISSUE. READING THE AUTO DISCUSSION SITES IT IS OBVIOUS HOW MUCH OF A COMMON FAILURE THIS IS. FOR ME A COUPLE MONTHS OUT OF WARRANTY. THIS SHOULD NOT BE A REGULAR OCCURRENCE BUT IT MOST CERTAINLY IS ONE. NEVER MIND HOW MUCH TOYOTA MAKES ON THIS ISSUE. YOU CAN NOT GET AN OEM PART AND YOU HAVE TO BUY THE WHOLE MOTOR ASSEMBLY WITH IT FOR 1200 DOLLARS. WHAT A MARKUP. THEY WILL MAKE AS MUCH ON REDOING THESE DOORS AS THEY DO SELLING THE VAN, MAYBE MORE. AND I THOUGHT TOYOTA WAS GOOD, I HAVE HAD MANY REPAIRS AND CALL BACKS ON THIS VAN. SOMEBODY NEEDS TO GET TOYOTA TO REPAIR THEIR DOORS AND FIX THE DESIGN, WHICH NOT A NEW ISSUE.

CASTLE ROCK CO Failure Date: 11/20/2007

13 10255141 2004 TOYOTA SIENNA

AND THEY EXPLAINED THEY HAVE HAD MANY COMPLAINTS. THEY WENT ON TO EXPLAIN THAT APPARENTLY COLD WEATHER IS TO BLAME RESULTING IN THE STRUTS NOT FUNCTIONING PROPERLY. THE DEALER WENT ON TO EXPLAIN THAT TOYOTA TO DATE DOES NOT HAVE A SOLUTION. I'M AMAZED, THIS IS A POTENTIAL HAZARD.

13 10255139 2004 TOYOTA SIENNA STRUCTURE CONTROL ARM ON DRIVER'S SIDE DOOR MAKES A LOAD NOISE UPON OPENING AND CLOSING DOOR. TOOK TO DEALER AND INFORMED THAT I NEEDED TO TAKE IT TO AN AUTOBODY SHOP TO REPAIR THE BROKEN WELD.

WINONA 00 Failure Date: 10/05/2008

13 10255008 2004 TOYOTA SIENNA STRUCTURE THE AUTOMATIC SLIDING DOOR (PASSENGER SIDE) ON MY 2004 SIENNA SUDDENLY BECAME INOPERABLE AND UNABLE TO BE CLOSED. IT HAD A HISTORY OF FREEZING CLOSED - NOT SURE IF THIS IS RELATED. IT APPEARS THE CABLE BROKE AND DANGED OUTSIDE OF THE CAR. A PLASTIC MECHANISM POPPED OUT OF THE DOOR AND BLOCKED THE DOOR FROM BEING CLOSED. THIS IS A SAFETY ISSUE!!!!! HOW CAN YOU DRIVE A CAR WITH THE SIDE PASSENGER DOOR STUCK WIDE OPEN AND CHILDREN INSIDE???? THE CAR APPARENTLY HAD A TSB DATED APRIL 19, 2004 ON IT THAT ADDRESSES THIS ISSUE. I WAS UNAWARE OF IT. MY CAR IS NOW PAST THE WARRANTY PERIOD AND IT WILL COST $1800 TO REPAIR. THIS IS CLEARLY NOT NORMAL WEAR AND TEAR. IT IS A KNOWN PROBLEM THAT TOYOTA MUST TAKE RESPONSIBILITY FOR.

LARCHMONT NY Failure Date: 01/11/2009

13 10254864 2004 TOYOTA SIENNA STRUCTURE: FRAME AND MEMBERS MY 2004 TOYOTA SIENNA XLE HAS THE DRIVER'S SIDE AUTOMATIC SLIDING DOOR (FOR PASSENGERS IN THE BACK) THAT OCCASIONALLY WILL NOT OPEN, OTHER TIMES WILL NOT CLOSE, AND SOMETIMES AFTER OPENING IT WILL CLOSE UNCOMMANDED. IN MY OPINION THIS IS DEFINITELY A SAFETY ISSUE THAT TOYOTA IS UNWILLING TO RECOGNIZE. THIS PROBLEM IS WIDELY REPORTED BY SEVERAL TOYOTA SIENNA OWNERS. ALSO, SHOULD A RAPID ESCAPE FROM THE CAR BE NECESSARY, IT WOULD BE IMPOSSIBLE TO USE
THE PASSENGER SLIDING DOOR AS AN EMERGENCY EXIT. *TR
CORONA CA Failure Date: 09/15/2008

13 10254658 2004 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS WHEN THE TEMPERATURE DROPS BELOW FREEZING BOTH SLIDING DOORS ON MY SIENNA 2004 FREEZE SHUT. *TR
LIVINGSTON NJ Failure Date: 12/01/2007

13 10254456 2004 TOYOTA SIENNA STRUCTURE:BODY I HAVE A 2004 TOYOTA SIENNA XLE LIMITED BOTH THE DRIVER’S SIDE SLIDING DOOR (JANUARY 2009) AND THE PASSENGER’S SIDE SLIDING DOOR (OCTOBER 2008) HAVE INCURRED PROBLEMS WITH THE CABLE AND MOTOR MECHANISM THAT LED TO BOTH TO NEED NEW MOTORS AND CABLES. THIS OCCURRED WITHIN 3 MONTHS OF EACH OTHER !!! A HINGE WEARS OUT IN THE DOOR AND IT CAUSES A WEARING ON THE CABLE UNTIL THE CABLE FRAYS AND BREAKS. THIS SEEMS TO BE A WIDESPREAD PROBLEM AS INDICATED BY NUMEROUS COMPLAINTS BY SIENNA OWNERS.. IT IS DEFINITELY A MANUFACTURER DEFECT BUT TOYOTA IS NOT ACKNOWLEDGING IT AT THIS POINT. THE REPAIR AT THE TOYOTA DEALER IS $1600 PLUS AND IS NOT COVERED DUE BEING OUT OF WARRANTY. THE REPAIR TIMES 2 WITHIN THREE MONTHS IS JUST RIDICULOUS !!! AND I HOPE THAT WITH ENOUGH COMPLAINTS TOYOTA MIGHT RECOGNIZE THEIR DEFECT PROBLEM. *TR STATEN ISLAND NY Failure Date: 10/08/2008

13 10254171 2004 TOYOTA SIENNA STRUCTURE:DOOR:RIGHT POWER SLIDING DOOR ON VAN WAS FROZEN AND DOOR WOULDN'T OPEN. RESULT WAS A FAULTY CABLE THAT FRAYED. THE DOOR WAS TAKEN TO A REPAIR SHOP AND THE CABLE WAS REMOVED TO MAKE THE DOOR MANUAL AND NOW THE DOOR SLIDES EASILY OFF THE HINGES/TRACK. *TR FRIDLEY MN Failure Date: 12/19/2008

13 10253973 2004 TOYOTA SIENNA STRUCTURE PASSENGER SLIDING DOOR WILL NOT OPEN OR CLOSE FROM ANY BUTTONS. TRIES TO OPEN BUT IS LOCKED OPEN OR CLOSED. WHEN DOOR
HANDLE IS PULLED FROM OUTSIDE IT UNLOCKS AND WILL OPEN OR CLOSE MANUALLY. *TR

ASHLAND   VA   Failure Date:  12/10/2008

13  10253601  2004 TOYOTA SIENNA STRUCTURE ON 12/13/08 THE PASSENGER SIDE SLIDING DOOR ON OUR 2004 TOYOTA SIENNA "FROZE" AND WOULD NOT OPEN MANUALLY OR AUTOMATICALLY. ON 12/28/08, THE DOOR STOPPED FUNCTIONING COMPLETELY. ON 1/2/09 THE VEHICLE WAS BROUGHT TO KINGS TOYOTA IN CINCINNATI FOR REPAIR. I HAVE BEEN ADVISED THAT THE CABLE AND MOTOR SYSTEM WITHIN THE DOOR IS COMPLETELY BAD AND NEEDS TO BE REPLACED. ($1,634). *TR

LOVELAND   OH   Failure Date:  12/28/2008

13  10253271  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE POWER DOOR ON OUR 2004 TOYOTA SIENNA STARTED FAILING BEFORE THE VEHICLE WAS 4 YEARS OLD. THE DOOR HAS DIFFICULTY OPENING AND CLOSING LEAVING US TO FACE THE POSSIBILITY OF DRIVING WITH THE DOOR OPEN AND POSSIBLY HAVING A CHILD IN THE SEAT NEXT TO IT. THIS IS THE PRIMARY VEHICLE FOR MY WIFE AND CHILDREN AND I AM CONCERNED THEY WILL BE STRANDED OR PLACED IN AN UNSAFE SITUATION. TOYOTA DIAGNOSED IT AS NEEDING A MOTOR & CABLE ASSEMBLY, CENTER HINGE AND BRACKET. THE REPAIR ESTIMATE IS $1,474.60. WE HAVE TRIED TO WORK WITH TOYOTA ON THIS BUT HAVE NOT HAD ANY SATISFACTION. *TR CASTLETON NY Failure Date:  01/04/2007

PERSISTS. THE CURRENT AND FAILURE MILEAGES WERE 62,000.

MIDDLESEX VT   Failure Date: 12/09/2008
13  10252642  2004 TOYOTA SIENNA STRUCTURE  2004
SIENNA POWER DOOR CABLE BREAKING CAUSING DOOR TO BE INOPERATIVE. CREATING UNSAFE CONDITIONS WITH CHILDREN AND BABY SEATS IN VEHICLE. TOYOTA STATES $1500 REPAIR. AFTER RESEARCH PROBLEM SEEMS WIDESPREAD NOT VEHICLE SPECIFIC. VEHICLE HAS 58,000 MILES. *TR
TAPPAN   NY   Failure Date: 12/20/2008
13  10252624  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR WELDING ISSUE WITH TOYOTA SIENNA 2004 FRONT DRIVER'S DOOR.
*TR   WINSTON-SALEM NC   Failure Date: 12/02/2008
13  10252558  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR DRIVERS SIDE PASSENGER POWER DOOR DOES NOT CLOSE WHEN THE POWER MOTOR FAILS. WE WERE UNABLE TO DRIVE THE CAR BECAUSE THE DOOR WOULD NOT CLOSE. THIS WAS VERY DANGEROUS WITH CHILDREN IN THE BACK SEAT. EVENTUALLY, WE WERE ABLE TO FORCE THE DOOR CLOSED, BUT WE CANNOT OPEN THE DOOR NOW. THIS IS VERY DANGEROUS BECAUSE WE MAY NOT BE ABLE TO GET OUT OF THE CAR QUICKLY IN AN EMERGENCY.  *TR
RANCHO SANTA MARGARITA CA   Failure Date: 11/24/2008
13  10252536  2004 TOYOTA SIENNA STRUCTURE DRIVER SIDE PASSENGER AUTOMATIC DOOR CABLE WAS RUSTED AND BROKEN ON A 2004 TOYOTA SIENNA XLE. NEED TO REPLACE ENTIRE ASSEMBLY, EST. COST IS $1800-2000. *TR   MOKENA   IL   Failure Date: 12/21/2008
13  10252232  2004 TOYOTA SIENNA STRUCTURE  2004 TOYOTA SIENNA POWER SLIDING DOOR DESIGN IS DEFECTIVE. CENTER HINGE BENDS CAUSING MOTOR AND CABLE TO FAIL. DOOR WILL NOT OPEN WHICH IS A SAFETY CONCERN IN THE EVENT ON AN EMERGENCY. *TR   ORO VALLEY CA   Failure Date: 11/01/2008
13 10252197  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. SHE NOTICED THAT IN COLD WEATHER CONDITIONS BOTH REAR DOORS FREEZE EVEN WITHOUT PRECIPITATION. AS A CONSEQUENCE SHE IS NOT ABLE TO OPEN THE DOORS OR CLOSE THEM ONCE THEY ARE AJAR. SHE NOTIFIED THE DEALER AND THE TECHNICIAN STATED THAT SHE WOULD HAVE TO HAVE A ROOF RAIL WEATHER STRIP APPLIED TO HER VEHICLE. A REPRESENTATIVE FOR THE MANUFACTURER STATED THAT SINCE THERE WAS NOT A RECALL THEY COULD NOT PROVIDE ANY ASSISTANCE. THE FAILURE AND CURRENT MILEAGES WERE 57,000. UPDATED 01/29/09. *LJ UPDATED 01/30/09. *JB

   NEW HAVEN

   MO       Failure Date:  12/02/2008

13 10251819  2004 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS   I HAVE 2004 SIENNA AND SLIDING DOORS HAVE BEEN FREEZING DURING WINTER. I CALLED TOYOTA AND THEY SAID THERE WILL NOT COVER BECAUSE ITS OUT OF WARRANTY. THE PUT THE TSB 0028-08 ON APRIL 3, 2008 WAY AFTER 36 MONS/36,000 MILE WARRANTY MY VAN WAS PUT IN SERVICE. IF I WOULD HAVE TAKEN ON THE SAME DAY WHEN THIS BULLETIN WAS RELEASED, MY VAN WOULD HAVE BEEN OUT OF WARRANTY. EITHER THEY SHOULD HAVE PUT THIS BULLETIN EARLIER OR THEY SHOULD HAVE EXTENDED THE COVERAGE PERIOD. *TR

   WHEATON   IL       Failure Date:  11/28/2008

13 10251657  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

   OPENED THE AUTOMATIC SLIDING DOOR WHEN PICKING MY SON UP AT SCHOOL, HEARD A CRUNCHING NOISE. THE DOOR WOULD NOT CLOSE AUTOMATICALLY AND HAD A DIFFICULT TIME GETTING IT SHUT MANUALLY. ONCE SHUT I COULD SEE THAT THE STEEL CABLE THE DOOR RAN ON HAD FRAYED/BUSTED. TOOK IT TO THE TOYOTA DEALERSHIP FOR REPAIR AND WAS TOLD THE CABLE AND MOTOR WOULD HAVE TO BE REPLACE SINCE THEY WERE ONE UNIT AT A COST OF $1300. FORTUNATELY FOR US, WE PURCHASED AN EXTENDED WARRANTY AT THE TIME OF PURCHASE AND THE PARTS AND LABOR WERE COVERED. WE HAD TO PAY A $50 DEDUCTIBLE AS PARTY OF THE
WARRANTY AGREEMENT. *TR  ST. PETERSBURG FL  Failure Date: 12/09/2008

13  10251613  2004 TOYOTA SIENNA STRUCTURE I OWN A 2004 TOYOTA SIENNA XLE AND MY CONCERN LIES IN THE SLIDING DOORS FREEZING UP WHEN THERE WAS ANY SNOW OR RAIN FOLLOWED BY FREEZING TEMP'S. ONCE FROZEN, THE DOORS CAN NOT BE OPENED WITHOUT BRINGING THE VEHICLE INTO A WARM GARAGE. THE DEALER ACKNOWLEDGED OTHER COMPLAINTS LIKE THIS BUT SAID IT WAS NOT COVERED BY ANY WARRANTY OR RECALL. I PAID FOR NEW SEALS SO AS TO AVOID THE POTENTIAL OF HAVING MY CHILDREN TRAPPED IN THE BACK OF MY VAN. I WAS ALSO TOLD THE NEW SEALS HAVE ANEWS DESIGN AND WILL PREVENT THIS FROM OCCURRING AGAIN. WE SHOULD KNOW VERY SHORTLY AS IT IS WINTER. THIS BEGAN LAST WINTER BUT WE WERE FORTUNATE ENOUGH TO ALWAYS PARK IN A WARM GARAGE AT NIGHT. *TR

BARTLETT  IL  Failure Date: 11/28/2008

13  10251111  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR POWER DOOR ON MY 2004 SIENNA HAS FAILED. $600 REPAIR BILL AND IT STILL IS NOT RIGHT. THIS WAS AN EXPENSIVE VEHICLE, IT SHOULD NOT FALLING APART THIS SOON. *TR  PLEASANTON  CA  Failure Date: 12/01/2008

13  10250866  2004 TOYOTA SIENNA STRUCTURE:BODY CABLE SNAPPED ON SLIDING DOOR OF 2004 SIENNA, CAUSING DOOR TO REMAIN OPEN UNTIL I COULD FORCIBLY CLOSE IT. THIS WAS A POTENTIALLY DANGEROUS SITUATION IN THAT 1) CABLE SNAPPING COULD HAVE HURT SOMEONE, AND MORE IMPORTANTLY 2) CAR HAD TO BE DRIVEN WITH DOOR OPEN UNTIL GOT HOME AND COULD FORCIBLY CLOSE IT. TOYOTA PUT OUT A TSB FOR THIS PROBLEM IN APRIL 2004 BUT ONLY COVERED THE PROBLEM FOR 3 YR/36K MILE. ADDITIONALLY THEY IMPLEMENTED PRODUCTION LINE FIXES TO PREVENT THIS PROBLEM IN THE FUTURE. BUT THOSE OF US UNFORTUNATE ENOUGH TO ENCOUNTER PROBLEM AFTER 36K MILES HAVE TO PAY $1800 PARTS AND LABOR TO FIX JUST ONE DOOR. I BELIEVE THAT THIS IS
A PREVALENT PROBLEM IN THE 2004 SIENNA AND TOYOTA SHOULD ISSUE A RECALL FOR THEIR CUSTOMERS DUE TO THE POTENTIAL DANGER INVOLVED.

*TR HOPEWELL JUNCTION NY Failure Date: 10/30/2008

13 10250786 2004 TOYOTA SIENNA STRUCTURE:BODY SLIDING DOOR ON OUR VAN WOULD NOT CLOSE PROPERLY. TOOK IT TO THE DEALERSHIP, THEY TOLD US THE DOOR HAD TO BE FIXED, AND THE METAL AND BOLTS WERE GETTING READY TO COME THROUGH THE DOOR PARTS. IT IS CURRENTLY BEING FIXED, BUT SINCE THE VAN IS A 2004 TOYOTA SIENNA, IT IS OUT OF WARRANTY, AND WE WILL HAVE TO PAY THE $1,800.00 REPAIR BILL. *TR FOGELSVILLE PA Failure Date: 12/02/2008

13 10250659 2004 TOYOTA SIENNA STRUCTURE I HAVE 2004 TOYOTA SIENNA WITH AUTOMATIC SLIDING DOORS. THIS MORNING THE PASSENGER SIDE SLIDING DOOR BEGAN TO MAKE A GRINDING NOISE, AND WOULD MAKE THE SAME SOUND WHEN I CLOSE IT. - I LOOKED THE DOOR AND IT SEEMS TO HAVE PARTS OF THE CABLE COMING OFF- THE DOOR AT TIMES WILL OPEN HALF WAY AND THEN CLOSE. - TOOK THE CAR TO THE DEALER AND TOLD ME THAT THIS IS A KNOW ISSUE AND PROBLEM WITH THE DOORS. BUT TOYOTA HAS NOT DONE A RECALL ON THIS - ONLY HAS POSTED A TSB (TECHNICAL SERVICE BULLETIN). *TR GREENVALE NY Failure Date: 12/03/2008

13 10250478 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR I OWN A 2004 TOYOTA SIENNA, WITH ABOUT 50,000 MILES ON IT. THE POWER DOOR ON THIS VEHICLE DOES NOT STOP UNLESS IT HAS FORCE ON IT IF IS ACCIDENTALLY CLOSED WHILE SOMEONE IS ONE THE WAY, DOESN'T BOUNCE BACK LIKE A GARAGE DOOR DOES. MY POWER DOOR CABLE SNAP YESTERDAY AS I WAS TRYING TO OPEN IT AND CAME BACK ON ME. IT STOPPED AND THEN FINALLY CLOSED, AND WOULD NOT OPEN MORE THAN AN INCH. TOOK IT TO THE DEALER AND WAS TOLD THAT THE CABLE BROKE AND WOULD HAVE TO BE REPLACED ALONG WITH THE MOTOR TO THE TUNE OF 1100 JUST FOR THE PART AND THEN LABOR CHARGES. I PURCHASED THE EXTENDED WARRANTY WHICH IS GOOD UNTIL NOV 2010 AND 75000 MILES.
HOWEVER THEY SAY THIS IS NOT COVERED. TOYOTA HAS A PROBLEM WITH HINGES ON THERE DOORS FOR THIS MODEL YEAR. SOMETHING NEED TO BE DONE BEFORE THERE IS INJURY. *TR ROCKAND MA Failure Date: 12/01/2008

13 10250044 2004 TOYOTA SIENNA STRUCTURE:BODY THE DRIVER'S SIDE REAR POWER DOOR CABLE SNAPED (RUSTED AND FRAYED). THIS IS CLEARLY A POTENTIAL SAFETY ISSUE, AS I HAD TO CUT THE CABLE WITH WIRE CUTTERS IN ORDER TO BE ABLE TO CLOSE THE DOOR. I CONTACTED BOTH THE DEALER AND TOYOTA CUSTOMER SERVICE, WHO SAY IT IS NOT COVERED UNDER WARRANTY, AND WILL COST $2000 TO FIX. THERE HAVE BEEN MANY OTHER REPORTS OF THE SAME PROBLEM, AND IT SEEMS THIS SHOULD BE CONSIDERED A RECALL ISSUE. *TR CALGARY 00 Failure Date: 09/16/2008

13 10249726 2004 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS REAR SLIDING DOOR CABLE BROKE. VERY EXPENSIVE TO REPAIR ($1600) NO HELP FROM DEALERSHIP. TOLD ME TO CALL MANUFACTURER. CAR HAD 50,000 MILES. SEEMS LIKE THIS SHOULD NOT FAIL AT ALL. *TR NORTH ANDOVER MA Failure Date: 05/15/2008


13 10249092 2004 TOYOTA SIENNA STRUCTURE:BODY THE DRIVERS SIDE AUTOMATIC SLIDING DOOR OF MINIVAN IS STUCK OPEN. WHILE
THE DOOR WAS OPENING I HEARD A STRANGE CRUNCHING NOISE, WHEN I PUSHED THE AUTOMATIC CLOSE BUTTON THE DOOR WOULD NOT CLOSE. I DISABLED THE POWER DOOR AND THE DOOR WOULD NOT CLOSE MANUALLY.  

*TR SCOTCH PLAINS NJ Failure Date: 11/14/2008

13 10248957 2004 TOYOTA SIENNA STRUCTURE RETURNING HOME IN HEAVY RAIN ONE WEEKEND AND WASHED OFF DIRT BEFORE GARAGED THE VEHICLE, OCCASIONALLY REQUIRED TO OPEN THE PASSENGER SIDE AUTOMATIC SLIDING DOOR. A WEEK LATER FOUND OUT THE SLIDING DOESN'T OPERATED AUTOMATICALLY. *TR NEW YORK NY Failure Date: 11/16/2008

13 10248804 2004 TOYOTA SIENNA STRUCTURE LEFT SLIDING DOOR ON 2004 SIENNA XLE LIMITED IS FAILING TO WORK PROPERLY AND FRONT SEAT HEATER DRIVER SIDE STOPPED WORKING- HAD IT "REPAIRED" AND IT STILL DOESN'T WORK. *TR UNIVERSITY PARK FL Failure Date: 11/10/2008


13 10248723 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR I HAVE A 2004 SIENNA WITH POWER SLIDING DOORS. THE DRIVER SIDE DOOR GOT STUCK AND WOULDN'T CLOSE WHILE MY WIFE AND 2 CHILDREN WERE OUT RUNNING ERRANDS. MY WIFE HAD TO DRIVE HOME WITH THE DOOR OPEN BECAUSE IT WAS LATE AT NIGHT AND I WAS OUT OF TOWN AND COULDN'T PICK HER UP. THIS WAS OBVIOUSLY A HAZARD TO MY FAMILY INCLUDING THE FACT THAT THEY WERE FREEZING FROM THE WIND BLOWING
IN THROUGHOUT THE CAR. I TALKED TO THE SERVICE CENTER AT MICHAEL'S TOYOTA IN BELLEVUE, AND THEY SAID IT WOULD PROBABLY COST AT LEAST $1500 (PROBABLY MORE) SINCE MY CAR IS OUT OF WARRANTY. OBVIOUSLY, I THINK THIS IS RIDICULOUS SINCE THE CAR IS LESS THAN 5 YEARS OLD AND ONLY HAS ~66K MILES. *TR

ISSAQUAH WA Failure Date: 11/13/2008

13 10248655 2004 TOYOTA SIENNA STRUCTURE:BODY 2004 TOYOTA SIENNA XLE AWD VAN. POWER PASSENGER SLIDER WILL NO LOCK IN OPEN POSITION AND WILL CLOSE ON OWN AS PASSENGERS ARE IN DOOR WAY, IF PARKED ON SLOPE. *TR

NEWARK CA Failure Date: 09/01/2008

13 10248443 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR AUTOMATIC SLIDING SIDE DOOR (2004 TOYOTA SIENNA,MALFUNCTIONS WHEN PARKED ON INCLINE. DOOR OPENS AND SHUTS ERRATICALLY AND DOES NOT "STOP" (AUTOMATIC STOP SEEMS TO HAVE DISAPPEARED ALSO) CAUSING CHILDREN TO BECOME PINNED IN DOOR. *TR

LYNCHBURG VA Failure Date: 08/25/2008

13 10248020 2004 TOYOTA SIENNA STRUCTURE:BODY 1. NO UNUSUAL EVENTS TO VEHICLE. USUAL SCHOOL DROP OFF OF PASSENGER. POWERED SLIDING DOOR WAS ACTIVATED FOR OPENING ON NOV. 5TH 2008. DOOR IS WELL LUBRICATED AND NO OTHER SYMPTOMS OF FAILURE WERE NOTICED BEFORE FAILURE. 2. POWERED, REAR, SLIDING, PASSENGER SIDE DOOR (RH) WILL NOT OPEN FULLY. DOOR CANNOT BE OPENED IN MANUAL OVER-RIDE. DOOR ONLY OPENS 4 INCHES, THEN JAMS. DIFFICULT TO CLOSE AFTER JAM. 3. ROOT CAUSE OF FAILURE IS SHEDDING CABLE JACKET JAMMING DOOR CENTER HINGE PULLEYS. DOOR WILL REQUIRE A NEW MOTOR, CABLE ASSEMBLY, CENTER BRACKET NO 1, AND CENTER HINGE. *TR

LIVERMORE CA Failure Date: 11/05/2008

13 10247915 2004 TOYOTA SIENNA STRUCTURE MY 2004 TOYOTA SIENNA XLE HAD THE POWER SLIDER DOOR CABLES SNAP WITHIN 3 WEEKS OF ONE ANOTHER, ONE AT 39,000 MILES, THE OTHER AT 40,000 MILES.
THIS IS AN EXTREMELY UNSAFE VAN FOR MY KIDS NOW. THERE ARE NO HANDLES TO CLOSE THESE DOORS, AND MY KIDS HAVE A LOT OF TROUBLE WITH THEM. I HAVE READ THAT THIS HAS HAPPENED TO NUMEROUS SIENNA OWNERS, YET TOYOTA DOES NOT RECOGNIZE THIS AS A RECALL ITEM. I USED TO LOVE MY TOYOTA’S, BUT AFTER THIS, I WILL HAVE TO RETHINK MY POSITION. I THINK TOYOTA SHOULD MAKE THIS A RECALL AND PROTECT THEIR REPUTATION. *TR

CICERO NY Failure Date: 05/19/2008

13 10247829 2004 TOYOTA SIENNA STRUCTURE: FRAME AND MEMBERS 2004 TOYOTA SIENNA - MANUAL SLIDING DOOR LATCH HAS BOLTS THAT HAVE RIPPED THROUGH THE SHEET METAL OF THE DOOR CAUSING THE DOOR TO NOT CLOSE PROPERLY. TOYOTA STATES THIS IS BEYOND WARRANTY BUT I ARGUE THAT IT'S A SAFETY ISSUE AND A DEFECT WHICH SHOULD NOT BE LIMITED TO THE WARRANTY. THEY DISAGREE. *TR

STEWARTSVILLE NJ Failure Date: 11/06/2008

13 10247278 2004 TOYOTA SIENNA STRUCTURE PASSENGER SIDE DOOR HAS AUTOMATIC OPEN/CLOSE FEATURE. THE DOOR BROKE WITHIN WEEKS OF OUR PURCHASE OF SIENNA FROM DEALER. SOMETHING SNAPPED. OTHERS HAVE COMPLAINED OF THIS EXACT FAILURE. *TR

PASSAIC NJ Failure Date: 07/01/2008

13 10247189 2004 TOYOTA SIENNA STRUCTURE: BODY: HATCHBACK/LIFTGATE "CLUNKING" NOISE NOTED ON STEERING THE 2004 TOYOTA SIENNA JUST A FEW MONTHS AFTER IT WAS BOUGHT. IT HAD GONE THROUGH 3 RECALLS ALREADY WHEN FIRST THE FUEL TANK, THEN THE DOOR SILLS, THEN THE MIDDLE ROW SEATBELT BEZEL, AND FINALLY RECENTLY, THE REAR HATCH STRUTS WERE ALL REPLACED. VEHICLE WAS TEST DRIVEN, BUT NO MENTION OF "CLUNKING" DOCUMENTED. HOWEVER, ALL THIS TIME, THE CLUNKING HAD BECOME MORE NOTICEABLE, AND VEHICLE HAD GONE THROUGH 2 ALIGNMENTS ALREADY, WITH ONLY ABOUT 42,000 MILES ON IT. LAST SERVICED FOR ALIGNMENT, DEALER DID NOTE CLUNKING AND RECOMMENDED REPLACEMENT OF INTERMEDIATE STEERING SHAFT. IT IS NOW BECOMING MORE DIFFICULT TO STEER THE
VEHICLE, ESPECIALLY AT LOW SPEEDS, AND "K-TURNS" NOW REQUIRE MORE MANEUVERS, AND THE STEERING RADIUS HAS INCREASED POTENTIALLY CAUSING COLLISIONS WITH OBJECTS OR PEDESTRIANS IF COMPENSATORY ACTION IS NOT INITIATED. (STEERING OUTPUT HAS SOMETIMES BEEN UNPREDICTABLE). SECOND COMPONENT IS LACK OF TPMS SENSORS WHEN TIRES WERE CHANGED AT A FACILITY, AND I HAD Failure Date: //

13 10246980 2004 TOYOTA SIENNA STRUCTURE:BODY HAVE AN 04 TOYOTA SIENNA WITH POWER SLIDING DOORS. BOTH SLIDING DOOR CABLE SNAPPED OR JAMMED AND STOPPED WORKING. ONE CABLE WAS HANGING ON THE OUTSIDE. IT WAS FRAYED AND RUSTY. THE DOOR NOW IS NOT FUNCTIONAL BY MANUAL OR ELECTRIC. WHEN I TOOK THE VEHICLE TO THE TOYOTA DEALERSHIP, I WAS TOLD THAT THE REPAIR COST WAS $3,000.00 AND THAT THE MOTOR, MOUNTING BRACKETS AND OTHER VARIOUS PARTS WOULD NEED TO BE REPLACED. I HAVE A HARD TIME SWALLOWING THE THOUGHT OF THIS COST CONSIDERING THE CABLE IS RUSTED AND BROKE IN HALF WITH NO FAULT OF MY OWN. ALTHOUGH I AM OUT OF WARRANTY PERIOD, I WOULD THINK THIS PROBLEM SHOULD BE CONSIDERED A DEFECT AND A RECALL ISSUED BECAUSE THIS IS A VERY COMMON COMPLAINT WITH SIENNA?S. NEITHER THE DEALER NOR TOYOTA WAS ACCOMMODATING, TOYOTA NEVER EVER RESPONDED TO MY LETTER. I HAVE OWNED TOYOTAS FOR MANY YEARS, SO WHEN I PAID A PREMIUM PRICE FOR MY TOYOTA SIENNA, I THOUGHT I WAS GETTING A QUALITY MINI VAN. I WILL NEVER BUY ANOTHER TOYOTA! THIS PROBLEM SHOULD BE CLASSIFIED AS A RECALL.

*TR CINCINNATI OH Failure Date: 07/01/2007

13 10246803 2004 TOYOTA SIENNA STRUCTURE:BODY NO EVENT OR WARNING OF PENDING FAILURE. PASSENGER SIDE SLIDING POWER DOOR. CABLE SNAPPED. MOTOR/CABLE ASSEMBLY FAILURE. ESTIMATE OF $1800.00 TO REPLACE REPAIR. *TR MANLIUS NY Failure Date: 04/30/2008
13 10246703 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER SIDE AUTOMATIC SLIDING DOOR STOPPED WORKING
ONE DAY WITHOUT WARNING. THE DOOR THAN JAMMED IN THE OPEN
POSITION. WITH 3 CHILDREN IN THE CAR THERE WAS NO WAY TO SAFELY
DRIVE THE CAR WITHOUT CLOSING DOOR. THANKFULLY WE WERE ABLE TO
FREE THE FRAYED CABLE, UNJAM THE DOOR, AND CLOSE IT. BECAUSE THE
CAR WAS NO LONGER COVERED BY THE WARRANTY TOYOTA WANTS $2000+
TO FIX THE DOOR. *TR BRISTOW VA Failure Date: 07/15/2008

13 10246279 2004 TOYOTA SIENNA STRUCTURE:BODY
SLIDING SIDE DOOR CABLE SNAPPED. I HAVE HAD IT IN FOR REPAIRS
SEVERAL TIMES (THE CABLE WAS REPLACED AS WELL AS MANY OTHER PARTS
COSTING $1,500). I AM NOT AT THE POINT FOR THE THIRD TIME THAT THE
DOOR WILL NOT OPEN AND TOYOTA BELIEVES IT IS YET ANOTHER PART
RELATED TO THE DOOR. *TR PITTSBURGH PA Failure Date: 10/18/2007

13 10246092 2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS THE DRIVER SIDE
REAR PASSENGER SLIDING DOOR MOTOR BURNED UP AND DESTROYED THE
CABLE AND THE DOOR HINGES BROKE AND WENT OFF TRACK. WE WERE
TOLD IT WAS NOT UNDER WARRANTY AND WOULD BE $1700 TO FIX. *TR
ORO VALLEY AZ Failure Date: 02/01/2007

13 10245823 2004 TOYOTA SIENNA STRUCTURE:BODY
THE CABLE ON THE PASSENGER SIDE SLIDING REAR DOOR SNAPPED, MAKING IT
IMPOSSIBLE TO CLOSE THE DOOR. I HAD TO DRIVE MY 5 YEAR OLD HOME
WITH THE DOOR STUCK OPEN, WHICH IS EXTREMELY UNSAFE, BUT THERE
WAS NO APPARENT ALTERNATIVE. AFTER MUCH WRESTLING WITH THE DOOR,
WE FINALLY SUCCEEDED IN GETTING IT CLOSED AGAIN, SO AT LEAST WE'RE
NOW DRIVING WITH IT CLOSED, BUT IT'S UNUSABLE EVEN MANUALLY. DID
SOME RESEARCH AND FOUND THAT A TSB (EL004-04) WAS ISSUED IN APRIL OF
2004 AND PRODUCTION FIXES WERE MADE, BUT THE DRIVERS OF VEHICLES
MANUFACTURED PRIOR TO THE PRODUCTION FIXES WEREN'T EVEN NOTIFIED,
AND THE TSB AUTHORIZED REPAIRS ONLY TO VEHICLES SHOWING PROBLEMS PRIOR TO 3 YEARS/36,000 MILES, DESPITE THE KNOWN DESIGN PROBLEM. OF COURSE IT'S WELL OUT OF WARRANTY NOW AND TOYOTA CUSTOMER SERVICE REFUSES TO HELP IN ANY WAY WITH A REPAIR ESTIMATED AROUND $2000. THIS IS ABSURD FOR A KNOWN DESIGN PROBLEM THAT POSES A SUBSTANTIAL SAFETY HAZARD. *TR CRAB ORCHARD KY Failure Date: 10/17/2008

13 10245558 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
CABLE BROKE OFF THE MOTOR THAT CONTROLS THE RIGHT SIDE SLIDING DOOR. VEHICLE WAS LESS THAN 4 YEARS OLD WHEN BREAKAGE OCCURRED. SINCE OWNING THE VEHICLE THE DOOR WOULD ON OCCASION NOT OPEN PROPERLY. BROUGHT THE VEHICLE BACK TO DEALERSHIP ON SEVERAL OCCASIONS WHILE STILL UNDER WARRANTY AND THEY STATED THEY COULD NOT DUPLICATE THE PROBLEM. WHEN BROUGHT TO THE DEALER FOR REPAIR OF THE CABLE I WAS TOLD THE REPAIR WOULD COST $1600.00. *TR SALT POINT NY Failure Date: 07/30/2008


13 10245356 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA AUTOMATIC SLIDING DOOR JAMMED. UNABLE TO CLOSE DOOR AND NEEDED TO SHIFT TO MANUAL MODE. CABLE SNAPPED AND COULD HAVE CAUSED INJURY IF SOMEONE WAS BY THE DOOR. *TR JEFFERSONMA Failure Date: 10/13/2008
13 10244952 2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS 2004 SIENNA
BACK DOOR LEFT STRUTS BROKEN... WILL CLOSE THE DOOR WHEN ALL
OPEN ..ALMOST HIT ME..NO WARRANTY AND NEED TO PAY $CA 800 TO FIX.
*TR  SURREY  AK  Failure Date:  09/15/2008

13 10244683 2004 TOYOTA SIENNA STRUCTURE:BODY
POWER SIDE DOOR (PASSENGER SIDE) STUCK IN THE OPEN POSITION.
CABLE FRAYED AND PREVENTS DOOR OPENING OR CLOSING.  *TR  SAN
JOSE  CA  Failure Date:  10/01/2008

13 10244581 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
CABLE USED TO OPEN/CLOSE THE PASSENGER SLIDING DOOR
SNAPPED AND CAUSED DOOR TO CLOSE WITHOUT WARNING AND ALMOST
PINCHED FINGERS.  *TR  ASHBURN  VA  Failure Date:  10/05/2008

13 10244289 2004 TOYOTA SIENNA STRUCTURE
PASSENGER SLIDING DOOR ON MY '04 LE, 36,000 MI. MINIVAN JUST
FAILED. THERE IS A SNAPPED AND BROKEN CABLE/WIRE HANGING OUT THE
BACK. I CANNOT GET THE DOOR MORE THAN A FEW INCHES OPEN BY
WRESTLING WITH IT.  *TR  BROOKLYN  NY  Failure Date:  10/02/2008

13 10244207 2004 TOYOTA SIENNA STRUCTURE:FRAME AND
MEMBERS  TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA.  THE CONTACT
STATED THAT THE CABLE THAT RUNS THROUGH THE DOOR WAS RUSTED.
AFTER USE, THE CABLE SNAPPED IN HALF AND WAS HANGING OUTSIDE THE
VEHICLE.  THE CONTACT CUT THE CABLE BECAUSE SHE DID NOT WANT THE
VEHICLE TO BE SCRATCHED.  THE DEALER STATED THAT THE ENTIRE DOOR
NEEDED TO BE REPAIRED AT THE CONTACT'S EXPENSE.  THE FAILURE AND
CURRENT MILEAGES WERE 67,000.  JACKSONVILLE  FL  Failure Date:
09/22/2008

13 10244040 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE AUTOMATIC SLIDING DOOR FOR OUR 2004 TOYOTA SIENNA MINIVAN
FAILED AND THEN FELL OFF, THE DOOR WEIGHS OVER ONE HUNDRED POUNDS, AND IS INOPERABLE IN CASE OF AN ACCIDENT, AND AMY HAVE HURT SOMEONE WHEN IT FELL OFF. *TR EUGENE OR Failure Date: 09/28/2008

13 10243917 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR '04 TOYOTA SIENNA XLE DRIVER SIDE, PASSENGER SLIDING DOOR FAILURE WITHOUT WARNING OR INCIDENT. CABLE BROKEN AND HANGING FROM REAR END OF DOOR. DOOR ONLY OPENS A FEW INCHES WITH BRUTE STRENGTH. DIAGNOSIS BY TOYOTA SERVICE NOT COMPLETE. ERNIE PALMER TOYOTA OF JACKSONVILLE SAYS NOT UNDER WARRANTY AND THAT THEY HAVE NEVER HEARD OF THIS TYPE INCIDENT. I SEE MANY COMPLAINTS FOR THIS MODEL ONLINE. IS THIS A MFGR. DEFECT THAT TOYOTA SHOULD COVER? *TR IVOQ V JACKSONVILLE FL 20080910 Failure Date: //

13 10243168 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR TOYOTA SIENNA SLIDING DOORS DO NOT WORK PROPERLY AND COST OVER $1,600.00 TO FIX EACH DOOR. I JUST HAD THE DRIVER SIDE REPLACED. NO ONE EXPLAINED WHAT WAS WRONG. NOW THE RIGHT SIDE DOES NOT WORK PROPERLY. IT KEEPS CLICKING AND CLACKING. I HAVE TO MANUALLY OPEN IT PART WAY FOR IT TO CATCH ON. I HAVE TO ALSO MANUALLY CLOSE IT PART WAY TO CATCH ON. I'M AFRAID SOMETHING BAD IS GOING TO HAPPEN. I'M TRYING TO SAVE UP $2,000.00 TO GET IT FIXED. I WILL NOT BUY ANOTHER SIENNA AGAIN. *TR FRESH MEADOWS NY Failure Date: 09/01/2008

13 10243152 2004 TOYOTA SIENNA STRUCTURE AFTER OPENING AND CLOSING THE FUEL CAP DOOR ON THE 2004 SIENNA CAUSES THE DRIVER SIDE SLIDING DOOR TO INTERMITTENTLY JAM AND NOT OPEN. THIS HAS HAPPENED SEVERAL TIMES IN THE PAST 2 YEARS. TO FIX, ONE MUST SQUEEZE HAND INTO DOOR CRACK AND PUSH DOWN THE LEVER THAT IS STOPPING THE DOOR FROM SLIDING. SOMETIMES THIS JAM CAUSES THE DOOR TO NOT CLOSE. *TR STATEN ISL NY Failure Date: 09/22/2008
MY 2004 TOYOTA SIENNA XLE HAS THE DRIVER'S SIDE AUTOMATIC SLIDING DOOR (FOR PASSENGERS IN THE BACK) THAT OCCASIONALLY WILL NOT OPEN, OTHER TIMES WILL NOT CLOSE, AND SOMETIMES AFTER OPENING IT WILL CLOSE UNCOMMANDED. IN MY OPINION THIS IS DEFINITELY A SAFETY ISSUE THAT TOYOTA IS UNWILLING TO RECOGNIZE. THIS PROBLEM IS WIDELY REPORTED BY SEVERAL TOYOTA SIENNA OWNERS. EVIDENTLY THE AUTOMATIC DOOR HAS A MECHANISM THAT WILL PREVENT THE DOOR FROM OPENING, OR CLOSE IT AUTOMATICALLY IS ALREADY OPEN IF IT "THINKS" THE FUEL CAP IS OPEN. LUCKILY MY KIDS WERE NOT INJURED, BUT HAD THEY BEEN STANDING NEAT THE DOOR THEY WOULD HAVE BEEN TRAPPED BY IT. ALSO, SHOULD A RAPID ESCAPE FROM THE CAR BE NECESSARY, IT WOULD BE IMPOSSIBLE TO USE THE PASSENGER SLIDING DOOR AS AN EMERGENCY EXIT.

*TR  SAN DIEGO CA  Failure Date:  09/19/2008

I HAVE AN 04 TOYOTA SIENNA WITH POWER SLIDING DOORS. THE LEFT SLIDING DOOR CABLE SNAPED AND STOPPED OPENING AUTOMATICALLY. THE CABLE WAS HANGING ON THE OUTSIDE. IT WAS FRAYED AND RUSTY. THE DOOR NOW IS NOT FUNCTIONAL BY MANUAL OR ELECTRIC. WHEN I TOOK THE VEHICLE TO THE TOYOTA DEALERSHIP, I WAS TOLD THAT THE REPAIR COST WAS $2498.00 AND THAT THE MOTOR, MOUNTING BRACKETS AND OTHER VARIOUS PARTS WOULD NEED TO BE REPLACED. I HAVE A HARD TIME SWALLOWING THE THOUGHT OF THIS COST CONSIDERING THE CABLE IS RUSTED AND BROKE IN HALF WITH NO FAULT OF MY OWN. ALTHOUGH I AM OUT OF WARRANTY PERIOD, I WOULD THINK THIS PROBLEM, WOULD NEED TO BE CONSIDER OR LOOKED INTO AS A RECALL FOR THIS VEHICLE CONSIDERING IT IS A VERY COMMON COMPLAINT WITH 04 SIENNA'S. YOU WOULD LIKE THAT WITH THE COST OF THE VEHICLE, SOMETHING LIKE A RUSTY CABLE CORD WOULD NOT NEED TO BE WORRY. NOR WOULD HAVING TO PAY AN ADDITIONAL $2500 OUT OF POCKET TO CORRECT A VEHICLE DEFECT. I HAVE HAD 4 TOYOTA VEHICLES NOT INCLUDING THIS ONE. I CURREN...
OF MONEY FOR THIS VEHICLE NOT THINKING THAT A TOYOTA NOR THE MODEL WOULD NEED AN EXTENDED WARRANTY. ANY CONSIDERATION IN THIS MATTER WOULD BE GREATLY APPRECIATED. I HAVE A SPOUSE WHO IS SERVING 15 MONTHS IN IRAQ TO TRY AND MAKE A DIFFERENCE IN OUR SOCIETY AND IT IS A SHAME THAT I CAN NOT GET ANY ASSISTANCE OR HELP WITH AN ISSUE THAT SEEMS TO BE A MANUFACTURER DEFECT. *TR

JACKSONVILLE   FL   Failure Date:  09/14/2008

13 10242813  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

PLAINFIELD IN

Failure Date:  09/17/2008

13 10242024  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE POWER PASSENGER SIDE SLIDING DOOR ON MY 2004 TOYOTA SIENNA LE WITH JUST OVER 50,000 BECAME JAMMED IN THE OPEN POSITION DUE TO A CABLE RUSTING AND BREAKING. THIS RESULTED IN HAVING TO DRIVE WITH CHILDREN IN THE VEHICLE WITH THE DOOR OPEN. ONCE A SECOND FRAYING CABLE WAS CUT, THE DOOR IS NOW IN STUCK IN THE LOCKED POSITION AND OCCUPANTS HAVE TO ENTER THE VEHICLE FROM THE
DRIVERS DOOR WHICH FACES TRAFFIC. WORKING ON GETTING THIS PROBLEM FIXED, BUT TOYOTA IS AWARE OF THE PROBLEM SINCE THEIR IS A
TSB EL004-04, BUT IS NOT HELPING IN GETTING IT DONE. INITIAL ESTIMATES ARE OVER $2000. THIS PROBLEM SHOULD BE CLASSIFIED AS A RECALL.
*TR SLEEPY HOLLOW NY Failure Date: 09/09/2008

13 10241744 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
The sliding doors on my 2004 Toyota Sienna freeze up in the winter. This concerns me because I can not open the doors. Therefore my children need to climb into the front of the van to get out or climb in the back and exit the vehicle through the hatchback. They must also enter the van through the front driver's door or the front passenger door. In the event of an emergency, my children will be at risk because they are not able to exit the vehicle properly. *TR PASCOAG RI Failure Date: 01/21/2007

13 10241659 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
I have owned toyotas all my life, so when I bought my 2004 Toyota Sienna XLE, I thought I was getting a quality mini van. Beginning in July 2007, the automatic doors on both sides began not working. Sometimes they would close, sometimes I would manually have to shut them. I brought the van to Toyota and was told that it would be $1500 plus to fix it. Not in my budget, I decided to deal with the problem. A year later, my van was in for it's 60,000 mile check up and I was told that the hinges on the doors needed replacing and it would cost $500. I reported this discrepancy to the service manager and was given the run around as to what the problem with the doors really is. I still have the problem and I hope that this is not the beginning of a series in costly repairs that I will have to make. Maybe it's time to trade in my mini van. *TR HENDERSON NV Failure Date: 07/17/2007
13 10241217 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
PROBLEM WITH SLIDING DOORS WITHOUT WARNING PASSENGER SIDE
SLIDING POWER FEATURE STOPPED WORKING. THERE WAS A BROKEN CABLE
HANGING FROM REAR PASSENGER WINDOW. WHEN DOOR WAS OPENED
AGAIN BY HANDLE THERE WERE SOUNDS OF PARTS BREAKING INSIDE DOOR.
TOOK THE VAN TO TOYOTA DEALERSHIP THEY SAID THEY HAD NEVER SEEN
THE PROBLEM BEFORE, WE WOULD HAVE TO PAY FOR REPAIR.
APPROXIMATELY 1 YEAR LATER THE DRIVERS SIDE SLIDING DOOR WENT,
SAME PROBLEM. I NOW USE BOTH DOORS MANUALLY AND HAVE THE POWER
FEATURE TURNED OFF I CAN'T AFFORD TO HAVE THE DOORS POWER
FEATURE REPAIRED, APPROXIMATELY $3600.00. I CONTACTED TOYOTA BOTH
TIMES THEY SAID THERE WAS NOTHING THEY COULD DO ABOUT IT. I'VE SEEN
MANY COMPLAINTS ABOUT THIS ON THE INTERNET AND CAN'T BELIEVE
TOYOTA WILL DO NOTHING FOR US. *TR MONMOUTH JUNCTION
NJ Failure Date: 09/01/2007

13 10241202 2004 TOYOTA SIENNA STRUCTURE 2004
TOYOTA SIENNA MINIVAN - AUTOMATIC DOOR CABLE BECOME JAMMED
CAUSING THE DOOR TO NOT CLOSE (AND AS A RESULT MAKING THE CAR
UNDRIVABLE - SAFETY ISSUE). IN ORDER TO CLOSE THE DOOR THE CABLE
HAD TO BE CUT. A SIMPLE SEARCH WILL FIND DOZENS OF SIMILAR
COMPLAINTS ABOUT THESE CABLES SNAPPING OR BECOMING JAMMED
RESULTING IN REPAIR BILLS OF BETWEEN $1500 AND $2000. THIS DEFECT
NEEDS TO BE ADDRESSED BY THE MANUFACTURER. *TR
ASHBURN VA Failure Date: 09/06/2008

13 10241163 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
LEFT REAR MANUAL SLIDING DOOR ON 2004 TOYOTA SIENNA MINIVAN
WILL NOT OPEN FROM INSIDE OR OUT. 1ST OCCURRENCE WAS
APPROXIMATELY AUGUST 2007. WAS REPAIRED AND BROKE AGAIN
APPROXIMATELY MAY 2008. *TR MARLBOROUGH MA Failure Date:
08/01/2007
NHTSA Consumer Complaints as of July 21, 2014

13 10241020 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
POWER SIDE DOOR CABLE SNAPPED MAKING IT DIFFICULT TO OPEN
DRIVER SIDE SLIDING DOOR AND EXTRACT CHILD FROM CHILDSEAT. *TR
GROVE CITY PA Failure Date: 09/04/2008

13 10240671 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER SLIDING DOOR WILL NOT OPEN DUE TO FAULTY LATCH.
THE DRIVER'S SIDE SLIDING DOOR LATCH WAS ALREADY REPLACED OUTSIDE
WARRANTY. I CONTACTED THE DEALER AND TOYOTA. BOTH PARTIES SAID
THERE WAS NOTHING THEY COULD DO. *TR STORMVILLE
NY Failure Date: 09/02/2008

13 10240565 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
SLIDING DOOR ISSUES. I TOOK THE VEHICLE IN BECAUSE THE DRIVER'S
SIDE DOOR WASN'T FUNCTIONING AT ALL AUTOMATICALLY AND THE
PASSENGER SIDE DOOR WAS FREEZING AND NOT WORKING AUTOMATICALLY
ALL THE TIME. THE DEALERSHIP REPLACED THE CABLE AND MOTOR ON THE
DRIVERS SIDE AND TOLD ME THAT THERE WAS AN OBSTRUCTION CAUSING
MY PROBLEMS WITH THE PASSENGER SIDE DOOR (A POKEMON CARD). THE
WAS IN THE SPRING OF 2008. NOW IN THE FALL OF 2008 I WENT TO THE
DEALER BECAUSE THE PASSENGER DOOR ISN'T WORKING AT ALL. THEY HAVE
TOLD ME IT WILL BE $2400.00 FOR THE REPAIR. *TR AMHERST
NH Failure Date: 05/10/2008

13 10240560 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
BOUGHT 2004 TOYOTA SIENNA IN SEPT. 06. VAN HAS 40K MILES AND HAS
AN OUT OF ALIGNMENT RIGHT PASSENGER MOTORIZED DOOR FAILURE. DOOR
RUBS AGAINST BODY AND MAKES GRINDING NOISE AS IT CLOSES. ALSO
DRIVER DOOR HAS COLLAPSED GLASS. DEALER WANTS 100-300 JUST TO
INSPECT AND REPORT PROBLEM TO EXTENDED PLATINUM CARE WARRANTY I
PURCHASED. I CALLED EXTRA CARE (PLATINUM CARE 7 YEAR OR 100K) WHO
MENTIONED THAT PROBLEM MIGHT POSSIBLY BE COVERED. TOYOTA NEEDS
TO RECALL THE PASSENGER SLIDING DOOR TOO MANY PROBLEMS POSTED
13 10240359  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
     2004 TOYOTA SIENNA - PASSENGER SIDE SLIDING DOOR WON'T OPEN.
     AT FIRST, IT WOULDN'T OPEN FROM THE OUTSIDE, BUT USING THE POWER
     BUTTON INSIDE WOULD LET IT OPEN. NOW EVEN THAT DOESN'T WORK AND
     THE DOOR IS USELESS. DEALER SAID THE PART TO FIX THIS (ACTUATOR) IS
     $700, PLUS LABOR. I SEE MANY PEOPLE REPORTING THIS PROBLEM ON
     VARIOUS FORUMS, SO IT SEEMS TO BE A WIDESPREAD DEFECT.  *TR
     WEXFORD   PA   Failure Date:  08/01/2008

13 10240290  2004 TOYOTA SIENNA STRUCTURE:POWER
     SIDE DOOR DOES NOT SHUT PROPERLY.  NO CRASH OR ACCIDENTS HAVE
     OCCURRED ON THIS CAR.  THE DOOR WILL REOPEN AFTER THE DOOR
     APPEARS TO BE SHUTTING PROPERLY, RIGHT BEFORE IT SHUTS IT WILL
     REOPEN.  WE HAVE OFTEN FOUND THE CAR DOOR OPEN AFTER RETURNING
     TO THE CAR AFTER ENTERING THE STORE OR HOME, MAKING BATTERY GO
     LOW DUE TO THE INTERIOR LIGHTS REMAINING ON, AND THE SECURITY OF
     THE CAR COMPROMISED INCLUDING CONTENTS LIKE OUR ADDRESS, AND
     OTHER IDENTITY THEFT INFORMATION.  CEDAR HILLS    UT
     Failure Date:  08/28/2008

13 10240264  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
     I HAVE A 2004 TOYOTA SIENNA MINIVAN THAT WE HAVE HAD NUMEROUS
     PROBLEMS WITH THE PASSENGER SIDE REAR AUTOMATIC DOOR.  TONIGHT
     WHEN OPENING THE DOOR TO TAKE MY NEWBORN OUT I HEARD A LOUD SNAP,
     THE CABLE HAD SNAPPED.  AFTER CLOSING THE DOOR I AM STILL UNABLE TO
     OPEN IT AT ALL, EVEN AFTER TURNING OFF THE AUTOMATIC DOOR BUTTON.
     LOOKING AT THE CABLE IT APPEARS TO BE RUSTED AND FRAYED.  IT IS MY
     UNDERSTANDING THAT THIS IS NOT AN ISSUE THAT TOYOTA WILL REPAIR
     UNDER WARRANTY AND FEEL THAT IT SHOULD BE.  THIS APPEARS TO BE A
     DEFECT IN THEIR WORKMANSHIP AND PARTS.  I FEEL THIS NEEDS TO BE
     INVESTIGATED.  *TR   WALDEN   NY   Failure Date:  08/29/2008
WEEKS AGO MY REAR PASSENGER SIDE AUTOMATIC DOOR WOULDN'T OPEN. I CAN SEE THE CABLE SNAPPED OUTSIDE THE DOOR. I HAVEN'T FIXED IT YET.

OUR 2004 TOYOTA SIENNA VAN DRIVER SIDE SLIDING DOOR FAILED TO CLOSE ONE EVENING, JUST AS IT WAS BEGINNING TO RAIN. OUR CHILDREN HAD JUST GONE INTO THE HOUSE. WE CLOSED THE DOOR AS MUCH AS WE COULD AND TOOK IT TO A REPAIR SHOP THE NEXT MORNING. ON THE WAY TO THE SHOP, THE DOOR NEARLY FELL OFF THE VAN! WITH OUR 3 CHILDREN (AGES 8 TO 4 INSIDE)! THEY WERE FREAKED, AND SO WERE WE! NOW WE HAVE JUST PAID NEARLY $2000 TO REPLACE THE DOOR MOTOR, CABLE, AND SOME OTHER PARTS AND LABOR. THE BODY WORK IS COVERED BY INSURANCE LESS DEDUCTIBLE, BUT WE STILL HAVE RENTAL CAR COSTS, SOME COVERED BY INSURANCE. WE ARE HEARING THAT THIS IS A COMMON PROBLEM FOR THESE VANS. WE BELIEVE THIS ISSUE WARRANTS A RECALL FOR SAFETY REASONS!

WE BOUGHT (AND PAID A PREMIUM FOR) A TOYOTA BECAUSE THEY ARE SUPPOSED TO BE A MODEL OF SAFETY AND VALUE. THIS IS THE FIRST TIME THIS HAS HAPPENED TO US, BUT OUR WEB RESEARCH LEADS US TO BELIEVE THIS IS A MANUFACTURING DESIGN OR EQUIPMENT DEFECT. OUR LOCAL TOYOTA DEALER HAS NOT BEEN WILLING TO ACCEPT THIS AS A WARRANTY ISSUE, NOR TO COVER THE COST OF THESE REPAIRS, NOR TO ASSURE US THIS WILL NOT HAPPEN TO THIS DOOR AGAIN, OR THE OTHER DOOR! WE BELIEVE THERE IS A BASIC FLAW IN THE DESIGN OR MATERIALS FOR THIS VAN. WE BELIEVE THIS WARRANTS A SAFETY RECALL. WE WOULD APPRECIATE ANY ADVICE YOU COULD PROVIDE AS TO HOW TO BE REIMBURSED FOR THESE EXPENSES, AND MORE IMPORTANTLY, HOW TO BE ASSURED THIS WILL NOT HAPPEN AGAIN. WE BELIEVE THIS IS AN IMPORTANT SAFETY ISSUE! THANK YOU!

13 10240197  2004 TOYOTA SIENNA STRUCTURE TWO

Failure Date: 08/15/2008

13 10240120  2004 TOYOTA SIENNA STRUCTURE OUR 2004

Failure Date: 08/10/2008

*TR  JACKSONVILLE  FL  Failure Date: 08/10/2008
13 10240016 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
2004 TOYOTA SIENNA - PASSENGER-SIDE AUTOMATIC SLIDING DOOR CABLE SNAPPED. DOOR WILL NOT OPEN OR CLOSE. REPAIR SHOP REMOVED DOOR, FOUND MOTOR AND CABLE ASSEMBLY BROKEN AND LATCHES AND CABLES SPRUNG. SERVICE ADVISOR SAID WE HAD TO REPLACE MOTOR AND CABLE ASSEMBLY AND BOTH FRONT AND REAR LATCH AND CABLE ASSEMBLIES. PARTS ARE $2671, LABOR ESTIMATE $446. PARTS WERE PREPAID. REPAIR IS SCHEDULE FOR 8/28/08. *TR VESTAL NY Failure Date: 08/20/2008

13 10239979 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE REAR PASSANGER POWER DOOR STOPPED OPENING AND CLOSING UNDER POWER. WILL ONLY WORK NOW IF WE MANUALLY OPEN AND CLOSE IT. *TR WINDSOR CT Failure Date: 06/19/2008

13 10239957 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
RIGHT SIDE PASSENGER DOOR WILL NOT OPEN. IT IS AN AUTOMATIC SLIDING DOOR, BUT THE DOOR FAILED TO OPEN 6 MONTHS AGO AND WILL NOT OPEN MANUALLY. THIS IS AN EXTREME DANGER AND HAVE BEEN TOLD IT WILL COST 1800 DOLLARS TO FIX. IT SHOULD AT LEAST OPEN MANUALLY, BUT WILL NOT. NOW I WOULD HAVE TO SPEND 1,800 DOLLARS I DO NOT HAVE. *TR ANAHEIM CA Failure Date: 03/10/2007

13 10239951 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE PASSENGER SIDE SLIDING DOOR CABLE CAM LOOSE AND SNAPPED. *TR SAINT SIMONS ISLAND GA Failure Date: 08/26/2008

13 10239873 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
MY 2004 SIENNA SLIDING DOORS HAVE FAILED NUMEROUS TIMES BY NOT OPENING. THIS HAPPENED OFF AND ON FOR A YEAR. IN SPRING OF 2008 THE DRIVER SIDE SLIDING DOOR OPENED AND WOULD NOT SLIDE BACK. THE CABLE WAS BROKEN AND IT COST US OVER $1100 TO HAVE IT FIXED AND THAT WAS WITH A $500 GOODWILL CREDIT FROM THE DEALERSHIP. NOW THE PASSENGER SIDE DOOR HAS THE EXACT SAME PROBLEM. AFTER READING
SOME OTHER COMPLAINTS AND LOOKING IT UP ON THE INTERNET I HAVE TO ASK HOW TOYOTA CAN IGNORE SUCH A SERIOUS AND DANGEROUS ISSUE WITH A CAR THAT IS ONLY 4 YEARS OLD. I HAVE A TOYOTA SERVICE BULLETIN FROM APRIL 19, 2004 THAT STATES THERE WAS A PRODUCTION CHANGE MADE ON THE DOORS, BUT MY CAR WAS PRODUCED BEFORE THIS. WHY WOULDN'T TOYOTA BE RESPONSIBLE ENOUGH TO FIX THE CARS PRIOR TO THE CHANGE?

*CINCY*  
CINCINNATI OH  
Failure Date: 08/24/2008

13  10239628  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR  
I HAVE A 2004 TOYOTA SIENNA XLE LIMITED. MY PASSENGER SLIDING DOOR FAILED. YOU COULDN'T OPEN IT FROM THE OUTSIDE AND IF YOU OPENED IT FROM THE INSIDE THE DOOR WOULD NOT STAY CLOSED. IT COST ME $1800 TO FIX THE SENSOR AND THE MOTOR THAT HOLDS THE DOOR CLOSED. I CALLED TOYOTA TO COMPLAIN AND OUT OF GOOD WILL, THEY OFFERED TO PAY HALF OF THE BILL. THE DAY AFTER I GOT THE PASSENGER SIDE DOOR FIXED, THE OTHER SLIDING DOOR HAS NOW FAILED - THE DRIVERS SIDE DOOR. IT WILL NOT STAY CLOSED. I HAVE A CALL IN TO THE DEALER TO DISCUSS THIS. ALSO, MY REAR HATCH WOULD NOT STAY UP AND ALMOST TOOK OFF MY 6 YEAR OLD SON'S HEAD WHEN IT CAME FLYING DOWN ON HIM. TOYOTA FINALLY ISSUED A RECALL ON THE PISTONS, SO THEY WERE REPLACED FOR FREE. SO, ALL THREE OF MY MECHANICAL DOORS HAVE FAILED.  
*DOVER*  
DOVER MA  
Failure Date: 08/22/2008

13  10239624  2004 TOYOTA SIENNA STRUCTURE:BODY  
AS I PULLED UP TO THE AIRPORT TO TAKE A FLIGHT, WE NOTED THAT THE RIGHT SLIDING DOOR WOULD NOT CLOSE. AFTER MUCH STRUGGLE AND EFFORT, WE WERE ABLE TO CLOSE THE DOOR; HOWEVER, THE CABLE FOR THE DOOR WAS RUSTED AND SNAPPED. WE ARE UNABLE TO USE THE DOOR FOR FEAR THAT THE DOOR MAY FALL OFF OR CAUSE BODY DAMAGE. WHEN I DID A SEARCH ON THIS WEBSITE, I NOTED MANY SIMILAR COMPLAINTS FILED FOR THE SAME PROBLEM. AS AN ATTORNEY IN THE STATE OF NEW YORK, I CAN ONLY CONCLUDE THERE IS A MANUFACTURING DESIGN OR DEFECT IN THE SLIDING DOOR AND THAT THE VEHICLE SHOULD BE RECALLED. THIS IS A
DANGEROUS DEFECT THAT COULD HAVE CAUSED BODILY INJURY. I RESPECTFULLY REQUEST THAT THIS AGENCY LOOK DEEPLY INTO ALL COMPLAINTS REGARDING THE SLIDING DOOR AND ISSUE A RECALL. MY VEHICLE HAS APPROXIMATELY 61,000 MILES ON IT. IN ADDITION, THE FACT THAT MANY CONSUMERS ARE DESCRIBING SIMILAR CONDITIONS, NAMELY THAT THE CABLE SNAPPED AND APPEARED TO BE RUSTED, IS FURTHER INDICATION THAT THE VEHICLE WAS DESIGNED POORLY. I APPRECIATE THE NHTSA'S ATTENTION IN THIS MATTER AND I LOOK FORWARD TO HEARING FROM YOU. CATERINA RANIERI GRASSO *TR FAYETTEVILLE NY

Failure Date: 08/07/2008

CAUGHT IN ITS PATH COULD BE SEVERELY INJURED, ESPECIALLY A CHILD. I
HAVE NOT ATTEMPTED TO SEEK REPAIR OF THE DOOR YET. BUT MY
RESEARCH ON THE INTERNET SHOWS THAT THERE ARE MANY Instances OF
THIS TYPE OF FAILURE. I WILL BE TAKING THIS UP WITH THE TOYOTA
CONSUMER AFFAIRS. *TR ARLINGTON VA Failure Date: 08/20/2008

13 10237514 2004 TOYOTA SIENNA STRUCTURE: FRAME AND
MEMBERS ON 2/13/2008, I TRIED TO OPEN MY PASSENGER SLIDER DOOR
WITH THE AUTO BUTTON. THE DOOR OPENED APPROXIMATELY A FOOT THEN
CLOSED ITSELF. I TRIED THIS A SECOND TIME AND AGAIN IT HAPPENED. MY
HUSBAND THEN TRIED TO OPEN THE DOOR MANUALLY AND THE DOOR WOULD
NOT OPEN FURTHER THAN ABOUT A FOOT AGAIN. MY HUSBAND CHECKED THE
DOOR AND UPON INSPECTION NOTICED THAT THE CABLE WAS BROKEN. WE
CALLED TOYOTA AND FOUND THAT AT THE TIME THERE WERE NO RECALLS
RELATED TO THIS PROBLEM. THE REPRESENTATIVE STATED TO GO TO AN
AUTHORIZED DEALER AND HAVE THEM DIAGNOSE THE PROBLEM THEN CALL
TO SEE WHAT TOYOTA COULD DO FOR US. WHEN WE ARRIVED AT THE
DEALERSHIP, I INFORMED THE SERVICE TECH BEHIND THE COUNTER THAT I
WAS BRINGING IN MY 2004 SIENNA TO HAVE THE SLIDING DOOR CHECKED. HIS
REPLY WAS "LET ME GUESS, THE CABLE SNAPPED". HE THEN PROCEEDED TO
tell us that they were having a lot of issues with this. The
dealership checked my vehicle over, confirmed the cable had
snapped and stated that it would cost roughly $1,600.00. I told
them that their customer relations mgr. needed to contact
Toyota to see what they would do for us, as my everyday mechanic
had stated to me that for a 4 year old vehicle this should never
have happened. The tech consulted with his manager (who never
even picked up the phone) returned and stated that they would
pay for the part and we would be responsible for the roughly
$500-600 for labor. I agreed as I really had no choice. Please help
not only me, but the other Sienna owners get this problem into a
recall status, as if this ever shuts on a child serious injury or a

NHTSA Consumer Complaints as of July 21, 2014
DEATH MAY OCCUR. *TR NORTH PROVIDENCE RI Failure Date: 02/13/2008

13 10236480 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

APPROXIMATELY 10 MONTHS TO A YEAR AGO, COMPLAINED OF NOISE WITH FRONT DRIVER DOOR. NOTHING WAS DONE BY TOYOTA DEALERSHIP. MOST RECENTLY, DOOR BEGAN MAKING A POPPING SOUND UPON OPENING AND CLOSING. LEARNED FROM DEALERSHIP THAT DOOR WELD NEEDS REPLACING. CONTACTED TOYOTA COMPANY, HOWEVER, THEY WILL NOT FIX. RESEARCHED WEB AND LEARNED OTHER CONSUMERS ARE HAVING THE SAME PROBLEM IN THEIR 2004 - 2007 SIENNAS. *TR BOWIE MD Failure Date: 11/11/2007

13 10235316 2004 TOYOTA SIENNA STRUCTURE:FRAME AND MEMBERS

ABOUT A WARRANTY ON THIS OR A FUTURE SIGN TO LOOK FOR, THE ANSWER WAS ØIT SHOULDN'T HAPPEN, IT CAN'TØ. BUT IT JUST DID, RIGHT? I WANT TO MENTION THAT THE CAR HAS NEVER BEEN INVOLVED IN ANY ACCIDENTS AND IT'S VERY WELL CARED FOR. I HAD TO PAY FOR THE REPAIR OVER $100 WHICH I'M GUESSING TOYOTA WILL NEVER REFUND. I WILL FOREVER BE THANKFUL TO THAT WOMAN AND HER DAUGHTER WHO QUITE POSSIBLE SAVED OUT LIVES. *TR LANSING NY Failure Date: 07/28/2007

13 10235303 2004 TOYOTA SIENNA STRUCTURE THE RIGHT POWER SLIDING DOOR CABLE ON THE 2004 TOYOTA SIENNA LE BROKE. THE CAR WAS 5.1 YEARS OLD, BOUGHT NEW IN 2003, AND HAD 69,000 ML. ON THE DAY OF PROBLEM. NO INDICATIONS ON A SLIDING MECHANISM WERE PRIOR TO THE INCIDENT. AS ALWAYS THE DOOR WAS ACTIVATED BY THE REMOTE CONTROL. IT DID NOT OPEN ON SEVERAL ATTEMPTS. WHEN I APPROACHED IT AND TRIED TO OPEN BY THE HANDLE I SAW THE CABLE BEING RUSTY AND BROKEN. THE DEALER WORKED WITH TOYOTA ON THE ISSUE AND TOYOTA OFFERED TO PAY 50% OF PARTS AND LABOR, BUT MY FEE IS STILL ABOVE $800. TOYOTA REFUSED TO COVER IT ENTIRELY, ALTHOUGH THE PROBLEM IS WELL KNOWN TO THEM. HTTP://TOYOTA.JUSTANSWER.COM/UPLOADS/SND27613/2008-07-05_074916_SIENNA_SLIDING_DOOR_INOP.PDF. NO EXTENDED WARRANTY ON THIS PART WAS OFFERED BY TOYOTA. I CAN NOT USE THIS DOOR IN ANY WAY UNTIL IS REPAIRED, EVEN IF I SET IT TO ACT MANUALLY, IT WON'T OPEN MORE THAN 1/2 FT. THE ONLY WAY MY TWO CHILDREN CAN GET IN/OUT THE CAR IS FROM THE LEFT SIDE DOOR. WHERE ONE'S CAR SEAT IS INSTALLED. NEEDLESS TO SAY THIS IS A SERIOUS SAFETY ISSUE AS THE LEFT SIDE IS THE ONE TO THE ROAD AND CHILDREN JUMP OUT OR RUN TO THE CAR IN A BLINK OF AN EYE. *TR LANSING NY Failure Date: 07/08/2008

GATE, BUT IT WOULD NOT OPEN. IN ORDER TO LIFT THE GATE, HE HAD TO TRIP THE HANDLE. THE LIFTGATE WOULD NOT REMAIN OPEN AND HAD TO BE HELD OPEN MANUALLY. IF THE REAR DOOR WAS RELEASED, IT WOULD SLAM DOWN HARD ENOUGH TO POSSIBLY CAUSE AN INJURY. THE VIN AND MILEAGES WERE UNAVAILABLE.

KIRKSVILLE MO Failure Date: 06/30/2008

13 10233636 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
THE LEFT SLIDING DOOR LOCK FAILED. IT CANNOT BE LOCKED OR UNLOCKED FROM THE OUTSIDE OR BY USING THE DOOR REMOTE. THE ONLY WAY TO LOCK OR UNLOCK IT IS BY MOVING THE LOCK BUTTON AT THE INSIDE OF THE DOOR MANUALLY. THE DEALER ADVISED TO REPLACE THE DOOR ACTUATOR WHICH COSTS $1200! THE DEALER CHARGED $90 FOR JUST CHECKING WHAT'S WRONG WITH IT. *TR IRVINE CA Failure Date: 06/20/2008

13 10233341 2004 TOYOTA SIENNA STRUCTURE:BODY 2004 SIENNA XLE LIMITED -- ELECTRIC SLIDING/REAR DOOR ON DRIVER SIDE CLOSES BY ITSELF WHEN PARKED FACING DOWN INCLINE. DEALER DIAGNOSED FAULTY 'DOOR CHECK' BUT REFUSED TO REPAIR UNDER WARRANTY. THERE IS A TSB FOR FRONT DOOR 'DOOR CHECK' BUT NOT REAR SLIDING DOOR. THIS ISSUE IS A SAFETY CONCERN, AS PASSENGERS COULD BE PINNED IF DOOR WERE TO CLOSE UNEXPECTEDLY. *TR HOOVER AL Failure Date: 06/01/2007

13 10232459 2004 TOYOTA SIENNA STRUCTURE:BODY:TAILGATE
2004 TOYOTA SIENNA POWER REAR LIFT TAILGATE MALFUNCTION. TAILGATE LIFTED NORMALLY THEN SUDDENLY AND WITHOUT WARNING BEGAN POWERED CLOSING, STRIKING MY WIFE IN THE BACK. I WAS ABLE TO REPRODUCE THE MALFUNCTION REPEATEDLY. THE MALFUNCTION OCCURS CONSTANTLY. THE CONSEQUENCE SHOULD A CHILD OR ELDERLY PERSON BE STRUCK BY THE REAR GATE. IT HAS NOT BEEN REPAIRED YET. *TR OCEAN PINES MD Failure Date: 06/19/2008
THE CABLE ATTACHED TO THE DOOR IS STUCK IN THE DOOR MECHANISM. THE DOOR WAS ACTIVATED VIA THE REMOTE CONTROL ON THE DAY OF THE MALFUNCTION AND IT SIMPLY JAMMED OPEN. THE DOOR WONT CLOSE WITH THIS CABLE JAMMED INTO THE GEARs. WE HAD TO DRIVE HOME WITH THE DOOR IN AN OPEN POSITION. TOYOTA'S DEALERS SAY THAT THIS IS A KNOWN DEFECT. WHEN I BROUGHT THE TOYOTA TECHNICAL SERVICE BULLETIN - POWER SLIDING DOOR INOPERATIVE ? EL004-04 DOCUMENT TO THEIR ATTENTION, THEY STILL REFUSED TO REPAIR THE PROBLEM BECAUSE MY VEHICLE IS OVER THE 36,000 MILES TSB WARRANTY, BUT SINCE WHEN DOES A DEFECTIVE PART ON SAFETY OF A DOOR BECOME LIMITED TO A MILEAGE ISSUE? THEY INSISTED THAT I PAY A $120 FEE TO 'DIAGNOSE' THE PROBLEM, BUT THEN STATE THAT THE COSTS FOR REPAIRS ARE AT LEAST $1800, AS THEY KNOW EXACTLY WHAT THE PROBLEM IS. I HAVE CONTACTED NATIONAL TOYOTA AT 800-331-4331 AND THEY SAY THAT THERE'S NOTHING THEY CAN DO TO ASSIST ME. I HAVE SWITCHED OFF THE ELECTRONIC CONTROLS OF THIS DOOR, BUT IT STILL WONT CLOSE ALL THE WAY. IT IS A TOTAL SAFETY HAZARD. *TR BROOKLYN NY Failure Date: 06/10/2008

THE CABLE ON THE POWER DOOR OF MY MINIVAN HAS SNAPPED. THE DOOR WILL NOT OPEN, LEAVING ONLY 1 ACCESS DOOR OUT OF THE REAR OF THE VAN. *TR NEWTON MA Failure Date: 05/15/2008

THE REAR LIFTGATE ON MY VAN WILL OPEN THEN CLOSE SUDDENLY. IF A PERSON WERE TO GET IN THE WAY THEY COULD BE CRUSHED AND SERIOUSLY INJURED. *TR SUNSET UT Failure Date: 06/03/2008

THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE PARKING THE VEHICLE THE PASSENGER SLIDING DOOR...
DISENGAGED WHICH CAUSED DAMAGED TO THE BODY OF THE VEHICLE. THE
CONTACT FELT THAT RUSTED CABLES CAUSED THE FAILURE. THE CURRENT
AND FAILURE MILEAGES WERE 103,000. UPDATED 07/08/08. *BF
GILLETTE  NJ  Failure Date:  05/23/2008

13  10228765  2004  TOYOTA  SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE  REAR HATCH STRUTS ON 2004
TOYOTA SIENNA FAILED ON APPROXIMATELY 01MAY08. LIFTGATE CLOSED ON
MY WIFE AND SIX YEAR OLD NEPHEW. HAD TO USE CONSIDERABLE FORCE TO
REVERSE THE ACTION OF DOOR. TOOK THE CAR WITH REAR LIFTGATE STRUT
WARRANTY ENHANCEMENT TO THE DEALER ON 21MAY08 AND THE REPAIR
WAS MADE, BUT THE LIFTGATE STILL FAILS TO STAY UP. *TR
AUSTIN  TX  Failure Date:  05/01/2008

13  10225844  2004  TOYOTA  SIENNA  STRUCTURE:BODY  I OWN
A 2004 TOYOTA SIENNA XLE 7 PASSENGER LIMITED VAN. MY REAR LIFTGATE
WILL NOT STAY OPEN. IT WILL RAISE TO FULLY OPEN AND IMMEDIATELY BEGIN
RAPIDLY CLOSING. I BARELY GOT OUT OF THE OPENING BEFORE IT CLOSED.
NO SENSORS REACTED TO STOP THE AUTOMATIC POWERED DOOR FROM
CLOSING. THIS OCCURS EITHER FROM USING THE REMOTE BUTTON ON THE
KEYHOLDER OR FROM THE BUTTON INSIDE THE VAN NEAR THE SUN ROOF
SWITCH. THIS DEFECT CAN AND WILL HURT, INJURE OR COULD KILL A CHILD
OR ADULT USING THIS VEHICLE. *TR  ORLANDO  FL  Failure Date: 04/27/2008

13  10224323  2004  TOYOTA  SIENNA
STRUCTURE:BODY:TAILGATE:HINGE AND ATTACHMENTS  THE
POWER LIFTGATE OF MY 2004 TOYOTA SIENNA HAS FAILED. THE LIFTGATE HAS
UNEXPECTEDLY CLOSED, BUT IS NOW INOPERABLE DUE TO STRUT FAILURE.
THE LIFTGATE IS VERY HEAVY AND CLOSES WITH MUCH FORCE. *TR
DUNNN  NC  Failure Date: 08/01/2007

13  10223171  2004  TOYOTA  SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS  2004 TOYOTA
SIENNA XLE - DRIVER'S SIDE DOOR HINGE POPS, CALLED DEALER, ASKED IF THERE WAS A SERVICE BULLETIN ON THIS PROBLEM. THERE IS, BUT THEY SEND THE VAN TO A BODY SHOP FOR REPAIRS (RE-WELDING) AND THAT WILL TAKE 4 DAYS. BECAUSE IT IS UNDER A SERVICE BULLETIN AND NOT A RECALL, THEY DO NOT PROVIDE A "LOANER" OR RENTAL VEHICLE. *TR

ALBUQUERQUE  NM  Failure Date: 03/31/2008

13  10221862  2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTACHMENTS
FOR THE PAST MONTH OR SO, THE POWER LIFT GATE SEEMED TO NOT GO UP/RAISE AS HIGH AS I THOUGHT IT DID. THEN YESTERDAY THE POWER LIFT GATE UNEXPECTEDLY CLOSED DOWN. USING THE KEY FOB/REMOTE I RAISED IT ONLY TO HAVE IT CLOSE AGAIN. I TRIED LIFTING IT MANUALLY AND IT CLOSED AGAIN. I LOCKED THE CAR AND TRIED THE LIFT GATE AGAIN AND IT CLOSED DOWN. THIS MAKES THE REAR OF THE CAR INACCESSIBLE SINCE IT IMMEDIATELY CLOSES DOWN. THIS IS VERY DISCONCERTING SINCE THE DOOR IS VERY HEAVY AND THIS IS A MINI-VAN WHICH IS FREQUENTLY PURCHASED BY FAMILIES WITH CHILDREN. IT WOULD HAVE BEEN TERRIFYING AND POSSIBLY FATAL TO MY YOUNG CHILDREN IF THEY WERE BY THE REAR OF THE MINI-VAN WHEN THIS THING UNEXPECTEDLY CLOSED. *TR
MISSION HILLS  KS  Failure Date: 03/18/2008

13  10221326  2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE: SUPPORT DEVICE
2004 TOYOTA SIENNA CE (MANUAL HATCH): THE HATCH IS HARD TO LIFT OPEN AND DOES NOT STAY UP--JUST SLAMS DOWN SHUT. VERY DANGEROUS!! NEED 1 PERSON TO HOLD HATCH OPEN WHEN ACCESSING INTERIOR. *TR
WINDERMERE  FL  Failure Date: 03/10/2008

13  10221299  2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE
2004 SIENNA'S TRUNK HYDRAULICS FAILED, CAUSING SERIOUS INJURY RISK. *TR
PALM HARBOR  FL  Failure Date: 12/12/2007
13 10221061 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE REAR HATCH LIFT GATE CAME DOWN ON MY DAUGHTERS BACK....NOT SURE WHAT HAPPENED, BUT IT TOOK A LOT OF FORCE TO FREE HER. LATER THE SAME DAY THE LIFT GATE OPENED ALL THE WAY AND THEN CAME DOWN ABOUT A FOOT AND HIT MY WIFE ON THE HEAD....KNOCKED HER TO THE GROUND AND CAUSED A PRETTY BAD HEADACHE FOR A DAY. AFTER THE GATE HIT HER, IT CONTINUED TO CLOSE. RIGHT NOW THE LIFT GATE OPENS HALF WAY AND THEN SLAMS SHUT. *TR SALINE MI Failure Date: 03/09/2008

13 10219842 2004 TOYOTA SIENNA STRUCTURE:BODY:TAILGATE AUTOMATIC REAR TAILGATE DOOR SOMETIMES CLOSES BY ITSELF AFTER OPENING, CAUSING POTENTIAL INJURIES TO PEOPLE WHO ARE LEANING INTO THE VEHICLE TO UNLOAD THE VAN. THIS HAPPENS OFTEN, MOSTLY IN THE WINTER ON COLD DAYS. *TR FOX POINT WI Failure Date: 02/25/2008


13 10219068 2004 TOYOTA SIENNA STRUCTURE THE AUTOMATIC SLIDING DOORS ON MY TOYOTA SIENNA DO NOT ALWAYS CLOSE. I FIRST NOTICED IT IN THE SUMMER OF 2007 WHEN OCCASIONALLY THE DRIVERS SIDE DOOR WOULD ATTEMPT TO CLOSE BUT THEN WOULD RE-OPEN. I TOOK THE VEHICLE TO THE DEALER IN DECEMBER 2007 AND IT WAS DETERMINED THAT THE REAR HINGE PIN AND BUSHING WAS WORN OUT CAUSING THE REAR OF THE DOOR TO SAG AND NOT ALLOW IT TO BE CLOSED
WITHOUT MANUAL INTERVENTION. IF THERE IS NO MANUAL INTERVENTION AND YOU JUST TRY TO CLOSE IT BY PUSHING THE BUTTON THE DOOR ATTEMPTS TO CLOSE A SECOND TIME BUT STILL DOES NOT CLOSE ALL THE WAY AND WILL NOT AUTOMATICALLY RE-OPEN. THUS YOU THINK THE DOOR IS CLOSED BUT IN REALITY IT IS STILL NOT. I CONTACTED TOYOTA'S CUSTOMER CARE ABOUT THE PROBLEM BUT THEY ARE NOT INTERESTED IN EVEN TAKING A FURTHER LOOK SINCE THE VEHICLE IS OUT OF WARRANTY. IF THE PINS AND BUSHINGS CONTINUE TO WEAR THEY WILL EVENTUALLY BREAK DOOR WILL FALL OFF.  

**TR**  
MESA, AZ  
Failure Date: 07/01/2007

13 10218549 2004 TOYOTA SIENNA  
STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTACHMENTS  
1. EVENTS LEADING UP TO THE FAILURE: PRESSING EITHER BUTTON (IN THE MAIN CABIN OR ON THE KEY FOB) TO OPEN THE POWER REAR LIFT GATE  
2. FAILURE AND ITS CONSEQUENCES: UPON REACHING THE FULLY OPENED POSITION (OR VERY CLOSE TO?), THE POWER REAR LIFT GATE REVERSES AND AUTOMATICALLY CLOSES ON THE OPERATOR WITHOUT USER INTERVENTION. SINCE IT'S COMMON TO PROCEED TO EXTRACT CONTENTS FROM THE REAR OF THE VEHICLE AFTER OPENING THE REAR LIFT GATE, INJURY ENSUES DUE TO THE POWERED CLOSING OF THE REAR LIFT GATE ON YOUR HEAD/ARM/SHOULD/CHILD. THIS HAS CAUSED NUMEROUS MINOR INJURIES DUE TO THE SIGNIFICANT FORCE REQUIRED TO PREVENT THE DOOR FROM CLOSING ON THE OPERATOR  

**TR**  
SAN MARCOS, CA  
Failure Date: 02/10/2008

13 10217599 2004 TOYOTA SIENNA  
STRUCTURE: BODY: HATCHBACK/LIFTGATE: SUPPORT DEVICE  
THE LIFT GATE ON THE VAN SUDDENLY FAILED AND STRUCK ME IN THE HEAD.  

**TR**  
LEAGUE CITY, TX  
Failure Date: 01/09/2008
NHTSA Consumer Complaints as of July 21, 2014

13  10217495  2004 TOYOTA SIENNA
    STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE TOYOTA SIENNA 2004 REAR POWER LIFT GATE - GAS STRUTS FAILED CAUSING THE LIFT GATE TO FALL BELOW NORMAL OPENING.  *TR   TUCSON AZ   Failure Date: 02/08/2008

13  10217367  2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
    AUTOMATIC REAR DOOR ON MY 2004 TOYOTA SIENNA XLE CLOSES WHILE REMOVING ITEMS FROM TRUNK. I WAS REMOVING A STROLLER AND THE THING STARTED CLOSING ON ME AND I HAD TO FALL TO THE FLOOR TO GET OUT OF THE WAY.  *TR   SAN DIEGO CA   Failure Date: 02/07/2008

13  10216604  2004 TOYOTA SIENNA
    STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS   POWER SLIDING DOOR INOPERATIVE STOPPED WORKING NOT REALLY SURE OF THE DATE IT STOPPED WORKING(OUR LEASE WAS APPROACHING THE END) AS WE FOUND SLIDING DOOR TO BE TOO SLOW AND NOT SAFE THEREFORE WE TURNED IT OFF. WE LEASED VEHICLE AND THEREFORE RETURNED IT. TOYOTA PARKWAY IN HAMILTON,ONTARIO,CANADA SERVICE PERFORMED A DIAGNOSTIC TEST TO TELL ME THE CABLE AND MOTOR ON THE POWER DOOR NEEDED REPLACING. WE WERE INFORMED IT WOULD COST OVER $2,000 TO FIX THE DOOR(CABLE AND MOTOR) I WAS GIVEN THE OPTION TO TAKE ELSEWHERE FOR A QUOTE. WHERE I HAD IT FIXED SAID THERE WAS NOTHING WRONG WITH THE MOTOR IT DID NOT COST ME $2,000. I RETURNED IT TO TOYOTA WITH THE DOOR WORKING. I SPOKE TO THE GENERAL MANAGER (PARKWAY TOYOTA) AND HE MENTIONED THERE WERE PROBLEMS WITH THE POWER DOORS. HE REFUSED TO COVER MY COSTS AS I DID NOT HAVE IT FIXED AT TOYOTA. I WAS NOT TOLD THAT THEY WOULD TAKE CARE OF IT IN THE BEGINNING. BOTH SLIDING DOORS FREEZING SHUT IN COLD WEATHER- PASSENGERS HAD TO GO OUT THE HATCH DOOR I HAVE HEARD OF MELTING ICE POOLING ON THE DOOR BUT NOTHING DONE TO CORRECT. WE RETURNED VEHICLE FED UP BY THIS POINT. TOO MANY RECALLS AND ISSUES FOR A TOYOTA.  *TR   HAMILTON,ON,CANADA   00   Failure Date: 03/01/2007

THE REAR AUTOMATIC LIFT-GATE OF MY 2004 TOYOTA SIENNA IS DEFECTIVE. APPROXIMATELY 50% OF THE TIME THE LIFT-GATE OPENS AND IMMEDIATELY STARTS TO CLOSE ON TOP OF YOUR HEAD. IT'S GOTTEN SO BAD THAT MY FAMILY NOW PUSHES THE BUTTON TO OPEN THE REAR LIFT-GATE WHILE WE STAND CLEAR AND THEN WHEN IT REVERSES, WE KEEP PUSHING THE BUTTON ON THE REMOTE OVER AND OVER UNTIL FINALLY THE REAR LIFT-GATE WILL STOP REVERSING AND STAY UP. ONLY THEN CAN WE DUCK UNDER THE DOOR TO GET WHAT WE NEED OUT OF THE BACK. IN THE EARLY STAGES OF THE PROBLEM, FAMILY MEMBERS WERE WHACKED OVER THE HEAD AT LEAST A DOZEN TIMES. IT DIDN'T TAKE LONG TO LEARN THAT THE REAR LIFT-GATE CANNOT BE TRUSTED. IT BEGAN AS AN INTERMITTENT PROBLEM, BUT IT HAPPENS EVERY DAY NOW. THE DEALERSHIP SAID THIS MORNING THAT THE PROBLEM IS NOT UNDER WARRANTY.
13 10215500 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS

13 10215208 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE
I HAVE A TOYOTA SIENNA 2004 XLE WITH POWER ASSIST LIFT GATE. THE REAR LIFT PATE OPENED THEN IMMEDIATELY CLOSED. IT HAS HIT ME ON THE HEAD SEVERAL TIMES. AND MY 18 MONTH OLD DAUGHTER ONCE. *TR VIRGINIA BEACH VA Failure Date: 12/05/2007

13 10215044 2004 TOYOTA SIENNA
STRUCTURE:BODY:TAILGATE:HINGE AND ATTACHMENTS
2004 TOYOTA SIENNA WITH TAILGATE FAILURE. CONSUMER STATES THAT TAILGATE FELL WHEN IT WAS OPENED. LUCKILY THE CHILD WAS ABLE TO MOVE QUICK ENOUGH SO NO INJURY OCCURRED. CONSUMER BELIEVES THE HYDRAULIC SYSTEM FAILED. *KB THE CONSUMER WAS TOLD THE TRUNK STRUTS AND
BRACKETS NEEDED TO BE REPLACED. *JB         FARMINGTON   CT
Failure Date:  11/01/2007

13  10214398  2004 TOYOTA SIENNA

SYCAMORE IL   Failure Date:  08/12/2007

13  10214301  2004 TOYOTA SIENNA
   STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE TOYOTA SIENNA LE, REAR HATCH LIFT GATE STRUTS FAILED - STRUTS DO NOT SUPPORT LIFT GATE ANYMORE, MUST BE HELD OR PROPPED OPEN TO PREVENT CLOSING ON PERSON. *TR         BURNSVILLE   MN
Failure Date:  08/18/2007

13  10213035  2004 TOYOTA SIENNA
   STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE THE LIFT GATE STRUTS ON MY 2004 TOYOTA SIENNA WITHOUT THE POWER FUNCTION Failed unexpectedly and smacked my wife in the head. Fortunately, she only had a little knob on her head and nothing more serious. Thanks goodness one of my kids wasn't loading something at the time. They might have been crushed. I was looking for replacement parts online and saw that there's quite a few people having this same issue and thought I'd register a complaint. I'm 38 and have never had any sort of lift strut failure on any of my vehicles. This is particularly troubling given the weight of the gate and immediate failure of the part. *TR         WAUSAU
WI   Failure Date:  11/28/2007
13 10212980  2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE
TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. WHILE ATTEMPTING TO OPEN THE REAR DOOR WITH LIFT GAGE BUTTON THE DOOR OPENS A FEW INCHES AND WILL NOT STAY OPEN, IT CLOSED WITH FORCE AND WITHOUT WARNING. THE STRUTS HAVE FAILED WHEN ATTEMPTING TO MANUALLY HOLD THE DOOR IN THE UPRIGHT POSITION. THE POWER CYCLES AUTOMATICALLY ENGAGED WHILE ATTEMPTING TO MANUALLY LIFT THE DOOR. THE DEALER ADVISED THE CONTACT TO DISCONNECT THE BATTERY THEN RECONNECT IT TO RESET THE COMPUTER; HOWEVER, THAT DID NOT CORRECT THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 29,000. UPDATED 01/17/08 *BF THE CONSUMER STATED THE DEFECT IS STILL AFFECTING THE VEHICLE TO DATE. UPDATED 01/17/08 *TR RETON WA Failure Date: 11/27/2007

13 10212604  2004 TOYOTA SIENNA  STRUCTURE: BODY: TAILGATE
MY TOYOTA SIENNA WITH POWER LIFT GATE HAS BECOME UNRELIABLE AND WILL INITIATE CLOSURE WITHOUT WARNING OR INITIATION. REPLACING THE HYDRAULIC SUPPORT STRUTS HAS NOT CORRECTED THIS PROBLEM. WHEN I SEARCH THE INTERNET I FOUND THAT THIS WAS A COMMON COMPLAINT. IT COULD CAUSE INJURY OR DEATH IF THE DOOR INITIATES CLOSURE WHEN A PERSON IS NOT EXPECTING IT AND VULNERABLE.
*TR   THE WOODLANDS TX Failure Date: 12/17/2007

13 10212525  2004 TOYOTA SIENNA  STRUCTURE: BODY: DOOR
IN THE PAST 5 MONTHS, I HAVE BEEN HAVING PROBLEMS WITH THE AUTOMATIC SLIDING DOORS ON BOTH SIDES OF THE VAN. AFTER ACTIVATING THE CLOSE BUTTON ON THE SIDE OR WITH THE REMOTE, THE DOORS CLOSE AND THEN RE-OPEN BY THEMSELVES REPEATEDLY. ON SEVERAL OCCASIONS WE HAD CLOSED THE DOOR AND DRIVEN OFF AND THE DOOR WOULD OPEN BY IT SELF. THIS IS DANGEROUS, SOMEONE OR SOMETHING COULD HAVE FALLEN OUT. WHEN THE DOORS WILL NOT STAY CLOSED, YOU HAVE TO PHYSICALLY USING YOUR BODY TO PUSH AND HOLD THE DOOR IN THE CLOSE POSITION TO MAKE IT STAY CLOSED. I TOOK IT TO THE DEALER AND THEY
CHARGED ME 2 HRS LABOR TO LOOK AT IT AND THEY COULD NOT REPLICATE THE PROBLEM. THEY SAID IF IT KEEPS HAPPENING HE SUGGESTED CHANGING ALL THE LOCK BUTTONS AND A NEW ECU FOR ABOUT $900 AS I AM OUT OF WARRANTY AS OF THIS PAST MARCH. THIS IS CRAZY AND DANGEROUS. *TR

ALAMEDA CA Failure Date: 08/14/2007

13 10212129 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE AFTER OPENING THE POWER REAR HATCH ON MY SIENNA 2004 MINIVAN THE REAR HATCH CLOSES AUTOMATICALLY. WHEN IT STARTS TO CLOSE YOU CAN NOT STOP IT FROM CLOSING. LUCKILY NO ONE HAS BEEN INJURED. *TR SILVER SPRING MD Failure Date: 11/27/2007


13 10210404 2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE
POWER REAR HATCH WILL NOT FULLY OPEN AND CLOSES ON ITS OWN. VEHICLE HAS 36100 MILES AND ITS WARRANTY EXPIRED IN AUG 2007. COULD CAUSE POTENTIAL INJURY AND OR DEATH. *TR HUNTINGTON BEACH CA Failure Date: 11/26/2007

13 10210226 2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE
THE CAR HAS A POWER LIFTGATE. THE GAS STRUTS THAT HOLD UP THE REAR LIFTGATE INTERMITTENTLY FAIL AND THE LIFTGATE WILL NOT STAY UP. THIS WILL ALSO CAUSE THE POWER LIFTGATE TO ENGAGE AND IT WILL ATTEMPT TO SHUT THE LIFTGATE WHILE YOU ARE STANDING UNDER IT. THE DOOR HAS CLOSED ON ME SEVERAL TIMES AND HAS CAUSED INJURY. *TR ALLENDALE NJ Failure Date: 11/22/2007

13 10209759 2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE
(1) WE WERE PACKING OUR CAR TO RETURN HOME FROM VACATION. I USED MY KEY FOB TO REMOTELY OPEN THE POWER HATCH. WE HAD NO PRIOR PROBLEMS WITH THE HATCH. (2) THE HATCH ROSE TO THE TOP BUT DID NOT CATCH. WE ATTEMPTED SEVERAL TIMES MORE USING THE KEY FOB, DEPRESSING THE INSIDE POWER HATCH BUTTON, AND OPENING IT MANUALLY, BUT THE SAME THING HAPPENED EACH TIME. WE OBVIOUSLY HAD TO STORE THINGS IN THE BACK SO WE HELD IT OPEN MANUALLY. UPON RETURNING HOME, WE TRIED TO HOLD IT OPEN USING A LACROSSE STICK, BUT THAT STICK SLIPPED AND THE DOOR BEGAN CLOSING. IT DID NOT STOP WHEN IT APPROACHED MY WIFE AND WORSE CONTINUED TO CLOSE AFTER SHE PUSHED BACK ON IT. LUCKILY, WE SHE WAS ABLE TO GET OUT OF THE WAY. (3) WE ARE TAKING IT TO A DEALERSHIP THIS WEEK. IT DOES NOT OPEN MORE THAN 1/2 WAY NOW. *TR PAWLING NY Failure Date: 08/04/2007

13 10209542 2004 TOYOTA SIENNA
STRUCTURE: BODY: DOOR: HINGE AND ATTACHMENTS
TOYOTA REF #200711200190 (CUSTOMER SATISFACTION REFERENCE #) MY HUSBAND MINI
VAN SLIDING DOOR CABLE SHOOT A VERY HARD PIECE OF PLASTIC OUT AND THE CABLE DISLODGED FROM ITS HINGE. LUCKILY THAT WE DID NOT HAVE ANY ONE SITTING IN THE PATH OF THE HARD PLASTIC WHICH HAS A LOT OF SHARP ANGLES, AND A POINTING CORNER. I SEE THIS IS MAJOR SAFETY ISSUE. BUT THE CUSTOMER SAT. REP (DANNER ??) IS NOT TAKING THIS SERIOUSLY. I TALKED W/ THE DEALER REPAIR PERSON THAT HE SAID THAT HE HAD SAW A FEW OF THE SAME PROBLEM. I KNOW MY CAR IS OUT OF WARRANTY, BUT I WOULD FEEL VERY BAD SOMEONE ELSE IS HARM BY THIS DEFECT. I TOLD TOYOTA THAT I INTEND TO REPORT THIS TO THE CONSUMER SAFETY TO MAKE SURE PEOPLE AWARE OF THIS DESIGN DEFECT. *TR

GRANITE BAY CA Failure Date: 11/17/2007

13 10209517 2004 TOYOTA SIENNA
STRUCTURE:BODY:TAILGATE:HINGE AND ATTACHMENTS POWER TAILGATE/REAR HATCH COMES DOWN WITHOUT WARNING. IT WOULD ONLY DO IT ONCE AND A WHILE BUT NOW ITS EVERYTIME. MY WIFE HAS BEEN CAUGHT WHEN IT COMES DOWN. EVEN WHEN MANUALLY PULLING THE TAILGATE UP IT DOES NOT STAY UP. THIS IS A VERY HEAVY TAILGATE AND IS DANGEROUS IF A CHILD WOULD GET CAUGHT IN BETWEEN THE OPENING AND THE TAILGATE. *TR

CLARKSVILLE MD Failure Date: 11/17/2007

13 10209384 2004 TOYOTA SIENNA
STRUCTURE:BODY:TAILGATE:HINGE AND ATTACHMENTS OUT OF THE BLUE OUR TAILGATE NO LONGER STAYS UP. THE TRUNK STRUTS NEED REPLACING ACCORDING TO THE DEALER. OUR FIVE YEAR OLD TOLD US OF THIS PROBLEM WHEN HE WAS TRYING TO GET SOMETHING OUT OF THE BACK. LUCKILY HE WAS NOT INJURED. WE ARE GOING TO GET THE PROBLEM FIXED. I'VE READ ONLINE THAT AN INVESTIGATION THROUGH YOU HAS BEEN GOING ON SINCE DEC. 2006. I'M CONCERNED THAT WE HAD NEVER BEEN TOLD THIS IS A POTENTIAL PROBLEM IN A RELATIVELY NEW CAR. I'VE READ OF OTHER CLOSE CALLS FOR INJURIES AND AM SURPRISED THAT THERE HAVE BEEN NONE CONSIDERING THE WEIGHT OF THE TAILGATE AND THE FORCE WITH WHICH IT CLOSES. *TR

FARMINGTON CT Failure Date: 11/05/2007
13 10209366 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE THE REAR DOOR OF MY 2004 SIENNA COLLAPSED ON ME. THE DOOR WAS NOT TOUCHED AND IT JUST COLLAPSED ON ME. I REPORTED THIS EVENT TO MY LOCAL TOYOTA DEALER. THEY SAID THAT I WAS OUT OF WARRANTY AND HAD TO PAY OUT OF POCKET FOR THE REPAIRS. I THEN REPORTED THIS FAILURE TO TOYOTA USA WHO THEN REFERRED ME BACK TO THE LOCAL TOYOTA DEALER. THE LOCAL DEALER AGAIN INFORMED ME THAT I NEED TO PAY OUT OF POCKET FOR THE REPAIR. MY VEHICLE WAS OUT OF WARRANTY BY 1 MONTH. THE LOCAL DEALER WANTED APPROXIMATELY $200-$300 FOR THE REPAIR. THROUGH THE SUPPORT OF THE ONLINE SIERRA OWNER’S CLUB, I FOUND OUT THAT THE STRUT ON THE BACK RIGHT SUPPORT WAS BROKEN. I ORDERED 2 STRUTS FROM AN AUTOPARTS DEALER AND REPAIRED IT MYSELF IN ABOUT 2 MINUTES FOR ABOUT $50. I INSTALLED 2 STRUTS BECAUSE I DON’T TRUST THE TOYOTA STRUT AT ALL. *TR BROOKLYN NY
Failure Date: 10/24/2004

13 10208885 2004 TOYOTA SIENNA
WALDWICK NJ Failure Date: 10/01/2007

13 10208686 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE WHILE REMOVING ITEMS FROM THE REAR SECTION OF THE VEHICLE THE LIFT GATE DROPPED DOWN AND BEGIN CLOSING ON ME. AS THOUGHT THE LOCKING DEVICE FAILED HOLDING IT UP AND OPEN, IT DID NOT STOP ONCE GENTLY TOUCHING ME AND I HAD TO USE FORCE TO STOP IT FROM CLOSING FURTHER UNTIL I COULD GET OUT FROM UNDER IT. THE ONLY THING I HAVE NOTICED
PRIOR TO THIS INCIDENT IS THAT THE GATE SEEMS TO OPEN/CLOSE SLOWER THAN PREVIOUSLY. NOW I DO NOT USE THE REAR STORAGE UNLESS ABSOLUTELY NECESSARY AND EVEN THEN, I DO NOT ALLOW ANYONE TO WORK UNDERNEATH IT WITHOUT A SECOND PERSON BEING THERE FOR SUPPORT.  

*TR PLANO TX Failure Date: 10/13/2007

13 10208565 2004 TOYOTA SIENNA STRUCTURE HEADLIGHT, HID, PASSENGER SIDE. LENS FILLED WITH WATER (CONDENSATION?) AND WOULD NOT DRY. WATER WOULD ACTUALLY STREAM DOWN THE INSIDE OF THE LENS. SOON MY HID BULB STOPPED WORKING. DEALER WANTED $350.00 FOR A NEW BULB. I TOLD THE DEALER I HAD SWITCHED THE DRIVER AND PASSENGER BULBS AND THEY BOTH WORKED ON THE DRIVER SIDE AND NEITHER WORKED ON PASSENGER SIDE. DEALER THEN QUOTED $1,000 FOR NEW HEADLIGHT ASSEMBLY. DEALER TOLD ME THE WATER IN THE PASSENGER SIDE LENS WAS NORMAL BUT HAD NO EXPLANATION FOR WHY THE DRIVER SIDE WAS DRY. I DID AN INTERNET SEARCH AND ALSO CHECKED SIENNACLUB.ORG AND FOUND VERY MANY COMPLAINTS ABOUT WET PASSENGER SIDE LENSES AND PASSENGER SIDE FAILED HID BULBS. BY THE WAY, I BOUGHT A NEW SYLVANIA HID BULB, NEW IN THE BOX ON E-BAY FOR $45.00 (DEALER WANTED $350.00 FOR THE BULB!) TOYOTA CARE DENIED MY REQUEST FOR NO-CHARGE REPLACEMENT OF THE PASSENGER SIDE HEADLIGHT LENS ASSEMBLY.  

*TR INGLEWOOD CA Failure Date: 05/15/2006

13 10207894 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE SINCE I BOUGHT IT, MY 2004 SIENNA BACK DOOR WON'T LIFT UP EASILY. I NEED TO LIFT IT UP. I NEED TO PULL HARD TO GET IT DOWN AND CLOSE. RIGHT AFTER 3 YEARS OF STRUGGLE, ONE OF THE AIR STRUT FAILED. IT WON'T GO IN AND THE ROD WAS BENT.  

*TR FREMONT CA Failure Date: 11/04/2007

13 10207855 2004 TOYOTA SIENNA STRUCTURE:BODY:TAILGATE 2004 TOYOTA SIENNA OPENED BACK DOOR DROPPED UNEXPECTEDLY
CAUSING MINOR HEAD INJURY AND PROPERTY DAMAGE. *JB
PALO ALTO CA  Failure Date: 10/01/2007

13 10207554 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE POWER LIFT GATE ON 2004
TOYOTA SIENNA DROPPED DOWN AND STRUCK DRIVER ON BACK OF NECK
CAUSING INJURY. AS IN PAST, THERE WAS NO WARNING PRIOR TO LIFTGATE
COMING DOWN APPROX 1-2 FEET. VEHICLE WAS REPAIRED TWO WEEK PRIOR
BY DEALER, WITH NEW LIFTGATE STRUTS AND BRACKETS FOR SAME
REPORTED PROBLEM. VEHICLE ONLY HAD 31,000 MILES AND WAS 3 MONTHS
PAST 36 MONTH WARRANTY PERIOD. HAD TO REPAIR UNDER EXTENDED
WARRANTY. *TR NEWARK CA  Failure Date: 10/31/2007

13 10207499 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE WE HAVE A SIENNA 2004
LIMITED. BUT RECENTLY THE REAR DOOR CLOSED IT ITSELF AND HURT MY
DAUGHTER AND SON. THE PROBLEM IS A SERIOUS THREAT TO SAFETY OF KID
AND PLEASE MAKE A RECORD OF THIS PROBLEM. WE HOPE YOU MAY HELP TO
FIND A SOLUTION TO THIS PROBLEM. BTW, THE CARD WAS NOT INVOLVED IN
ANY SIGNIFICANT ACCIDENTS. *TR LOS ANGELES CA  Failure Date: 10/25/2007

13 10207346 2004 TOYOTA SIENNA STRUCTURE
DASHBOARD CRACKED ON THE RIGHT SIDE. DEALERSHIP ARRANGED
REPAIR AT MY EXPENSE. SIX MONTHS LATER ANOTHER CRACK OF A 18" IN
LENGTH APPEARED IN FRONT OF THE PASSENGER SIDE ABOVE THE GLOVE
BOX. OLD CRACK IS ALSO VISIBLE AGAIN. *TR FORT
LAUDERDALE FL  Failure Date: 11/10/2006

13 10206903 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE TL*THE
CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE
STRUTS ON THE REAR DOOR THAT SUPPORT THE LIFT GATE FAILED. THE LIFT
GATE COULD BE OPERATED MANUALLY OR ELECTRONICALLY. THE REAR
DOOR CLOSES ON THE PERSON UNDER THE DOOR, BUT THERE HAVE BEEN NO INJURIES. THERE IS AN OPEN INVESTIGATION (EA06020). THE CURRENT MILEAGE WAS 37,302 AND FAILURE MILEAGE WAS 30,000.

GLEN ELLEN IL Failure Date: 03/01/2007

13 10206828 2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE POWER LIFT GATE
UNEXPECTEDLY CLOSES UPON OPENING AND HAS CLOSED ON THE PERSON STANDING THERE. AND HAS ON OCCASION NOT REPELLED BACK AFTER MAKING STRONG CONTACT WITH THE PERSON STANDING THERE. AS A RESULT, THE INDIVIDUAL HAD TO QUICKLY SQUEEZE THEIR WAY OUT WHILE THE LIFT GATE CONTINUED TO CLOSE COMPLETELY. *TR

WARWICK NY Failure Date: 10/24/2007

13 10206467 2004 TOYOTA SIENNA
STRUCTURE: BODY: DOOR: HINGE AND ATTACHMENTS NO WARNING GIVEN. DRIVER’S DOOR CHECK (NOT SURE IF THAT IS TECHNICAL NAME- NOT THE HINGE) STARTED MAKING POPPING AND CLUNKING NOISE WHEN OPERATING DOOR. TRIED LUBE, NO IMPROVEMENT. TOOK TO DEALER AND THEY SAID THE WELD MUST BE BROKE. THEY AGREED TO FIX IT UNDER WARRANTY EVEN THOUGH WE ARE JUST OUT OF THE WARRANTY PERIOD. BODY SHOP CALLED TO TELL US IT CANNOT BE FIXED, BROKEN TOO BADLY. THEY WILL HAVE TO REPLACE THE DOOR! *TR

WHITE BEAR LAKE MN Failure Date: 10/02/2007

13 10206449 2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE: SUPPORT DEVICE THE REAR LIFTGATE STRUTS ON OUR 2004 TOYOTA SIENNA FAILED TO HOLD UP THE BACK TAILGATE. IT COLLAPSED ON MY WIFE AND BRUISED HER NECK. SHOULD THIS HAVE HAPPENED TO A SMALL CHILD I THINK WITH THE WEIGHT OF THIS DOOR COULD SEVERELY INJURY. WE HAVE NOT REPLACED THESE SHOCKS YET AS THEY ARE VERY EXPENSIVE. WE DO NOT USE TAILGATE WITHOUT SOMEONE TO HOLD IT UP. TOYOTA NEVER MENTIONED THAT THERE WAS A PROBLEM WITH THESE LIFTGATES OR HAVE EVEN UPGRADED THE
REPLACEMENTS SO THIS WILL NOT HAPPEN AGAIN. *TR BENSON
MN Failure Date: 08/10/2007

13 10206200 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
WE OWN A 2004 TOYOTA SIENNA LIMITED MINIVAN AND SEVERAL TIMES
THE BACK DOOR HAS STARTED TO SHUT ON MY WIFE AND SON. THE BACK
DOOR IS AUTOMATIC, AND WHEN MY WIFE OR SON HAS LEANED IN TO GET
SOMETHING OR PUT SOMETHING IN, IT HAS ATTEMPTED TO SHUT ON THEM.
FORTUNATELY IT WILL SENSE THAT THEY ARE THERE AND NOT CONTINUE TO
CLOSE, ALTHOUGH IT DOES TAKE some FORCE BEFORE IT REVERSES.
*JB SAN RAMON CA Failure Date: 10/18/2004

13 10206180 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE TOYOTA SIENNA 2004
LIFTGATE SLIPPED DOWN AND HIT CAR OWNER IN THE HEAD WHILE
UNLOADING GROCERIES FROM TRUNK. NOW, IT SLIPS DOWN EVERY TIME WE
OPEN IT. THIS IS DANGEROUS. CALLED TOYOTA AND THEY TOLD US THERE
WAS NOTHING THEY COULD DO ABOUT IT. CONTACTED OUR TOYOTA REPAIR
SHOP TO SCHEDULE REPAIR. IS THIS DEFECT STILL UNDER INVESTIGATION?
PLEASE INFORM. THANK YOU. *JB BRONX NY Failure Date:
10/13/2007

13 10205956 2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS DRIVER’S DOOR
STOP IS DEFECTIVE AND REQUIRES A WELDING PROCEDURE IN ORDER TO FIX
THE PROBLEM. WARRANTIES DO NOT COVER THE REPAIR AND TOYOTA HAS
NOT ISSUED A RECALL ALTHOUGH THEIR ARE NUMEROUS COMPLAINTS
REGARDING THIS MANUFACTURERS DEFECT. THE DOOR WILL MAKE A VERY
LOUD BANGING SOUND WHEN WHILE IT IS BEING OPENED OR CLOSED. I HAVE
2 OTHER FRIENDS WITH THE AME VEHICLE AND THE SAME PROBLEM. 2004
TOYOTA SIENNA. *TR FAIRFAX STATION VA Failure Date: 10/01/2007

13 10205468 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE VEHICLE WAS

SAN DIMAS  CA
Failure Date:  06/01/2007

13  10205194  2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS
WE OWN A 2004 TOYOTA SIENNA. IT HAS 41,789 MILES. AT APPROXIMATELY 41,000 MILES MY DRIVESIDE DOOR STARTED MAKING A POPPING SOUND WHEN OPENING AND CLOSING THE DOOR. IT SOUNDS AS IF IT IS CATCHING ON SOMETHING WHEN THE DOOR IS OPENED AND CLOSED. I HAD TAKEN THE VAN IN TO THE DEALERSHIP IN DECEMBER 2005 BECAUSE IT WAS MAKING A HORRIBLE GRINDING SQUEAKING SOUND WHEN THE DOOR WAS OPENED AND CLOSED. THE DEALER LUBED AND ADJUSTED THE HINGES AT THAT TIME. NOW 2 YEARS LATER, I WAS TOLD BY THE DEALERSHIP THAT THE WHOLE DOOR HAS TO BE REPLACED AT THE COST OF OVER $3,000.00 AND SINCE I AM OUTSIDE OF MY WARRANTY IT IS MY RESPONSIBILITY. THE MAN AT THE DEALERSHIP SAID "THIS IS A COMMON PROBLEM, WE SEE IT ON THESE SIENNAS ALL THE TIME". IF THIS IS THE CASE WHY ISN'T TOYOTA DOING A RECALL ON THE DOOR WELD/ HINGE. TOYOTA IS AWARE OF THE PROBLEM BECAUSE THEY SENT OUT A TECHNICAL SERVICE BULLETIN WITH THE VIN NUMBERS OF THE VEHICLES THAT IT AFFECTS, BUT ONLY TO FIX IT IF THE CAR IS UNDER 36,000 MILES OR 3 YEARS. THE SERVICE BULLETIN IS FOR SIENNAS YEAR 04 - 06. I WOULD BE VERY SURPRISED IF THERE ARE STILL 04 OUT THERE THAT ARE STILL UNDER THE 36,000 MILE WARRANTY. THIS VEHICLE HAS ALREADY HAD 4
RECALLS, WHY AREN'T THEY RECALLING THE DOOR? *JB  SAN DIMAS  CA  Failure Date: 10/08/2007


13  10203892  2004 TOYOTA SIENNA  STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE POWER REAR GATE DID NOT STAY OPEN AND CLOSED AFTER THE GATE REACHED OPENED POSITION. BECAUSE IT DID NOT STAY OPEN, REAR CARGO SPACE WAS USELESS. IN ORDER TO STORE SOME THINGS, IT NEEDED TO BE HELD BY ANOTHER PERSON. *TR  SUWANEE  GA  Failure Date: 09/23/2007


TO GO UP VIA THE BACK DOOR SWITCH OR BY USING THE REMOTE, IT WOULD NOT GO UP AND IF SHE RAISED IT BY HAND IT WOULD NOT STAY UP. *JB
CHESTERFIELD   VA   Failure Date:  01/01/1901

13  10203700  2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE POWER LIFTGATE FAILED AND DOOR CAME DOWN ON MY BACK AS I WAS RETRIEVING ITEMS. HAD TO HAVE THE LEAKING LIFTGATE STRUTS REPLACED AT TOYOTA. THEY CHARGED AN OUTRAGEOUS $450.00 TO REPLACE AN OBVIOUS POTENTIALLY DANGEROUS PART DEFECT. *JB    SARASOTA   FL
Failure Date:  09/11/2007


13  10203537  2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE THE STRUTS ON THE MANUAL LIFTGATE OF MY 2004 TOYOTA SIENNA FAILED AT AROUND 65,000 MILES. THE REPLACEMENT COST AT THE LOCAL TOYOTA DEALER WHERE THE VEHICLE WAS PURCHASED, WAS $391.07. THIS APPEARS TO BE A FREQUENT COMPLAINT AMONG SIENNA OWNERS. IT WOULD SEEM THAT TOYOTA SHOULD ISSUE A RECALL FOR THIS PROBLEM. *JB
ANDERSON   SC   Failure Date:  09/01/2007

CAUSE THE POWER LIFTGATE TO ENGAGE AND IT WILL ATTEMPT TO SHUT THE LIFTGATE WHILE YOU ARE STANDING UNDER IT. THE DOOR HAS CLOSED ON ME SEVERAL TIMES, BUT I HAVE NOT BEEN INJURED.  *JB

VIENNA     VA     Failure Date:  09/16/2007

13  10203023  2004  TOYOTA  SIENNA

Failure Date:  07/01/2006

13  10202928  2004  TOYOTA  SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS   THIS IS FOR A 2004 TOYOTA SIENNA. THE DRIVER SIDE DOOR IS NOT CLOSING COMPLETELY. IT APPEARS THE WELDING FOR THE DOOR CHECK IS THE CULPRIT. THE DOOR DOES NOT FEEL SECURE WHEN CLOSED. I BROUGHT THE DOOR TO THE TOYOTA DEALERSHIP AND THEY SAID IT WAS OUT OF WARRANTY. YOU ARE SOL. I CALLED TOYOTA CUSTOMER SERVICE AND THEY TOLD ME TO CALL THE DEALERSHIP. BERKELEY HEIGHTS     NJ     Failure Date:  08/01/2007

13  10202796  2004  TOYOTA  SIENNA
13 10202410 2004 TOYOTA SIENNA

13 10202146 2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS TL*THE CONTACT OWNS A 2004 TOYOTA SIENNA. THE CONTACT HEARD A CLICKING SOUND WHEN OPENING AND CLOSING THE DRIVER SIDE DOOR. THE DEALER STATED THAT THE DOOR LATCH HINGE MADE THE NOISE BECAUSE THE WELD FAILED. THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT MILEAGE WAS 39,000 AND FAILURE MILEAGE WAS 36,000. THE CONSUMER STATED TOYOTA CORPORATE OFFICE OFFERED A GOOD-WILL REIMBURSEMENT OF $750 AND VEHICLE WAS TAKEN TO DEALER FOR REPAIRS AT NO COST TO OWNER. UPDATED 12/12/07 *TR MORRIS PLAINS NJ Failure Date: 03/01/2007

13 10201963 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS I HAVE A 2004 TOYOTA SIENNA XLE WITH POWER LIFTGATE. LAST MONTH ONE OF THE TWO SUPPORTING STRUT IS FAILING AND I HEARD A LEAKING SOUND, THEN THE DOOR JUST AUTOMATICALLY POWERING CLOSING ON ME WITHOUT MY OPERATION. I USE A LOT OF STRENGTH TO FIGHT IT BACK, ALMOST HURT ME. THIS IS A SERIOUS SAFETY PROBLEM WITH THE
DEFECTED STRUT. AFTER THIS INCIDENT, THE LIFTGATE CAN POWER OPEN IT BUT NOT ALL THE WAY, AND VERY EASILY FALL DOWN TO CLOSE WITH JUST A LITTLE TOUCH OF THE PINKY FINGER STRENGTH. I DID SOME RESEARCH AND FOUND OUT THAT TOYOTA DIDN'T RECALL FOR THIS SAFETY ISSUE WITH THE DEFECTED STRUT, THEY ONLY ISSUE A TECHNICAL SERVICE BULLETIN BO001-07 TO ADDRESS IT. SINCE MY WARRANTY JUST EXPIRED ON APRIL 07, I MIGHT NOT BE ABLE TO REPLACE IT UNDER WARRANTY. FOR ME, THIS IS A VERY SERIOUS SAFETY PROBLEM THAT IT MIGHT RESULT INJURY IF A CHILD IS UNDER THE POWERED LIFTGATE WITH THIS DEFECTED STRUT WHEN IT UNEXPECTED CLOSING DOWN WITH POWER LIFT. PLEASE INVESTIGATE THIS SAFETY ISSUE. THANK YOU! *TR UPDATED 01-16-08. *KB UPDATED *JB FREMONT CA Failure Date: 08/18/2007

13 10201888 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR DRIVER'S SIDE PASSENGER DOOR INTERNAL MECHANISM IS BROKEN. AUTO BODY SHOP STATES THEY HAVE SEEN THIS FAILURE ON MULTIPLE TOYOTA SIENNA VANS OF THIS MODEL ERA 2004 AND LATER. WILL COST $1,500 TO REPAIR INCLUDING WELDING OF FAILED METAL PART IN INTERNAL DOOR MECHANISM. UPDATED 11/1/07 *TR NEWBURY MA Failure Date: 07/15/2007


LIFTGATE AND THE REAR BUMPER. HAS BUMPED ME, SQUEEZED MY WIFE MULTIPLE TIMES. I FEAR THIS COULD SERIOUSLY INJURE THE KIDS IF THEY EVER FIND THEMSELVES IN THE MOUTH OF THIS HUNGRY MINIVAN! *JB

SHALIMAR FL Failure Date: 09/02/2007

13 10199843 2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/LIFTGATE: SUPPORT DEVICE COMPLAINING IN REGARDS TO THE LIFTGATE STRUT ON MY 2004 TOYOTA SIENNA LE. THE LIFTGATE CAME DOWN ON MY HEAD AFTER ANTICIPATING THE STRUTS WOULD HOLD AND CONTINUE TO RAISE THE LIFTGATE. THIS INCIDENT IS A COMPLETE HAZARD TO CONSUMERS THAT TOYOTA SHOULD DO SOMETHING ABOUT. THIS HAPPENED TWO MONTHS AFTER MY WARRANTY HAD EXPIRED, BUT STILL 10,600 + MILES BELOW THE 36,000 MILE WARRANTY. A TOYOTA DEALER HAD TOLD ME THAT THESE STRUTS ARE OFTEN CHANGED. THAT TELLS ME THESE STRUTS ARE ALREADY KNOWN TO BE DEFECTIVE AND AT $175 - 181.00 EACH STRUT, THEY'RE NOT CHEAP. THIS IS A SERIOUS SAFETY HAZARD TO BUYERS AND ESPECIALLY FOR KIDS WHO HELP TAKE OUT GROCERIES FROM THE TRUNK. A SIMILAR CONCERN HAS BEEN ADDRESSED BY ANOTHER PERSON TO CONSUMER REPORTS.ORG. DEFECTIVE PARTS ARE AVAILABLE AND WILL BE ADDRESSED TO TOYOTA. THANKS FOR THE HELP. *JB CHULA VISTA CA

Failure Date: 08/12/2004

13 10199698 2004 TOYOTA SIENNA
NHTSA Consumer Complaints as of July 21, 2014

13 10198923 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE 1) REAR LIFTGATE OPERATED NORMALLY - NO INDICATION OF POTENTIAL ISSUES. 2) REAR LIFTGATE STRUTS FAILED, CAUSING THE DOOR TO CLOSE UNEXPECTEDLY, HITTING MY WIFE WHILE SHE WAS UNDERNEATH THE LIFTGATE. LIFTGATE WILL NO LONGER STAY IN THE OPEN POSITION. USING THE POWER ASSISTED FEATURE TO OPEN THE LIFTGATE WORKS, BUT IT WILL CLOSE IMMEDIATELY AFTER THE OPENING MECHANISM DISENGAGES. 3) NO RESOLUTION FROM TOYOTA AMERICA CUSTOMER ASSISTANCE SINCE THE VEHICLE IS PAST 36,000 MILE WARRANTY (CURRENTLY @ 42,000 MILES). *JB MORTON IL Failure Date: 08/02/2007


WAY. THE DEALER STATED THAT THE STRUTS NEEDED TO BE REPLACED. THERE WAS AN OPEN INVESTIGATION ACTION # EA06020. THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE IS 18,791 AND FAILURE MILEAGE WAS 18,500. UPDATED 02/01/08. *LJ SEAFO RD NY Failure Date: 05/15/2007

13 10196872 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS I HAVE A TOYOTA SIENNA 2004 XLE. IN LATE DECEMBER 2006, WE STARTED HAVING PROBLEMS WITH THE POWER REAR DOOR CLOSING ONCE OPENED. I JUST RESEARCHED AND LEARNED OF CASE EA06020 OF THE INVESTIGATION INTO THIS PROBLEM. THE DOOR IS COMPLETELY NON-FUNCTIONING, SOMETIMES CLOSING SLOWLY AND SOMETIMES SLAMMING WITH SUCH FORCE WE WERE AFRAID IT WOULD TAKE OFF AN ARM OR LEG. THE DOOR CAME SLAMMING DOWN ON OUR SON’S LEG WHO LUCKILY HAD A SKI BOOT ON WHICH PROTECTED HIM FROM HIS FOOT BEING SEVERELY DAMAGED. TOYOTA SAYS IT NEEDS NEW STRUTS AND WILL NOT PAY TO CORRECT THE PROBLEM. AFTER MY RESEARCH IT SEEMS THAT EVEN THE NEW STRUTS THEY ARE INSTALLING DO NOT WORK. WE HAVE NOT HAD THE STRUTS REPLACED - WE JUST DON’T USE THE DOOR UNLESS WE HAVE AN ADULT TO PHYSICALLY HOLD IT OPEN. WE DID SEE FLUID LEAK FROM THE STRUTS WHEN THE PROBLEM STARTED IN DECEMBER 2006. WE ARE HOPING TOYOTA WILL HAVE TO RECALL THIS SERIOUS PROBLEM AND FIX IT CORRECTLY. *JB MOUNT PLEASANT SC Failure Date: 12/27/2006

13 10196789 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS FAILURE OF THE LIFTGATE STRUTS ON MY 2004 TOYOTA SIENNA. TODAY I WAS OPENING MY REAR DOOR TO REMOVE AN ITEM, I CONTINUED TO FULLY OPEN THE REAR DOOR AND RELEASED THE DOOR WHEN IT SUDDENLY BEGAN TO CLOSE RAPIDLY AT FULL FORCE. I PUSHED MY TWO CHILDREN, 1 AND 4, OUT OF THE WAY OF THE FALLING DOOR TO PREVENT IT FROM FALLING ON THEIR HEADS. NO ONE WAS INJURED AND
THERE WAS NO WARNING. I WILL CONTACT TOYOTA TO FIX THE PROBLEM IF NOT I WILL HAVE TO PAY FOR IT MYSELF. IT IS SOMETHING THAT I USE DAILY AND IT MUST BE FIXED. *TR VICTORVILLE CA Failure Date: 07/18/2007

13 10196660 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR RIGHT NOW OUR MIDDLE ROW SEATBELT IS NOT RETRACTING. I SEE THE RECALL NOTICE AND AM TAKING IT IN. OUR OTHER ISSUE IS THIS. ABOUT A YEAR AGO, WHEN THE CAR WAS ONLY TWO YEARS OLD BUT OVER 36,000 MILE WARRANTY, OUR AUTOMATIC SLIDING SIDE DOORS BEGAN TO MALFUNCTION. THE ONE ON THE DRIVER'S SIDE HAS TO BE MANUALLY CLOSED AND THE ONE ON THE PASSENGER SIDE IS SLUGGISH TO RESPOND. WE THOUGHT IT WAS A BATTERY OR ALTERNATOR PROBLEM. BOTH WERE REPLACED. THE PROBLEM REMAINED SO WE TOOK THE SIENNA IN TO THE DEALER. THE DEALER REPORTED THAT BOTH DOOR MOTORS WOULD NEED TO BE REPLACED AT A COST OF OVER $6,000. *TR

SHEPHERDSTOWN WV Failure Date: 06/01/2006

13 10195601 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE THE REAR POWER REAR LIFTGATE DID NOT STAY OPEN. IT SLAMMED CLOSE EVERY TIME IT WAS OPENED. THIS HAS TWICE CAUSED UNSUSPECTING VEHICLE OPERATORS TO BE STRUCK, ONCE IN THE HEAD AND ONCE IN THE BACK. *AK COCKEYSVILLE MD Failure Date: 06/30/2007

13 10195061 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE MY 2004 TOYOTA SIENNA REAR LIFTGATE FAILED NUMEROUS TIMES - INCLUDING FALLING WITHOUT WARNING ON MY 5 YEAR OLD DAUGHTER - SHE WAS NOT HURT THANKFULLY. NO WARNING - THE GATE WOULD JUST START TO FALL. IT DID NOT MATTER IF IT WAS IN "POWER LIFT MODE" OR MANUAL. I TOOK THE VAN TO TOYOTA, HOPING THEY WOULD FIX THE PROBLEM. THEY SAID SINCE I HAVE 60K MILES IT IS OUT OF WARRANTY. I TOOK THE VAN TO MY MECHANIC AND HE REPLACED THE STRUTS WITH OTHERS, THAT DO NOT ALLOW ME TO USE THE POWER OPTION. *TR CASTLE ROCK CO Failure Date: 04/26/2007

13 10195040 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE ON 6/29/07 I OPENED THE BACK DOOR OF MY 2004 TOYOTA SIENNA TO PUT THE STROLLER IN. WHILE I PUT THE STROLLER IN, THE BACK DOOR SUDDENLY COME DOWN AND HIT MY HEAD. I TRY TO OPEN IT AGAIN BUT IT WON'T STAY OPEN AND KEEP FALLING BACK DOWN. I CALL TOYOTA DEALER AND ASK THEM ABOUT THE PROBLEM. THEY TOLD ME THAT I MAY NEED TO REPLACE THE BACK DOOR SHOCK. I ASKED THEM IF IT IS STILL UNDER WARRANTY AND THEY TOLD ME THAT IT IS NOT BECAUSE MY VEHICLE IS 38,000 MILES AND MORE THAN 3 YEARS. I BELIEVE THIS IS A SAFETY ISSUE AND IT CAN CAUSE SERIOUS INJURY. I BELIEVE TOYOTA SHOULD RECALL AND FIX THIS PROBLEM FREE OF CHARGE. THEY TOLD ME IT WILL COST ME $270 TO FIX THEM AND I MAKE APPOINTMENT WITH THEM FOR REPAIR NEXT WEEK. *TR RANCHO CUCAMONGA CA Failure Date: 06/29/2007

13 10194975 2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS DRIVER'S DOOR DETENT WELD FAILURE. I HAVE AN '04 TOYOTA SIENNA THAT ON THE DRIVER'S SIDE DOOR USES A DETENT STRAP TO HOLD THE DOOR OPEN AT CERTAIN POINTS. WHERE THE STRAP IS HELD AT, ON THE DOOR, THERE ARE TWO SPOT WELDS THAT ATTACH THE BRACKET TO THE DOOR. THE STRAP IS BOLTED TO
THE Bracket. THE PROBLEM SEEMS TO BE THAT TWO SPOT WELDS ARE NOT STRONG ENOUGH TO HOLD THIS Bracket. AFTER I FOUND OUT THERE WAS A PROBLEM WITH THE DOOR, I CONTACTED MY LOCAL TOYOTA DEALER, AND THE SERVICE PERSON WAS WARE OF THIS CONDITION. THEY SAID IT WOULD HAVE TO BE SENT OUT TO A BODY SHOP TO BE REPAIRED. AFTER DISCUSSING IT WITH THIS PERSON AND THE SERVICE MANAGER THE DEALERSHIPS POSITION WAS THAT IT WAS OUT OF WARRANTY AND THAT THERE WERE NO RECALLS ON IT AT THIS TIME. I CHECKED A WEBSITE FOR TOYOTA SIENNA VANS AND FOUND THAT THIS PROBLEM WAS BIGGER THAN THE DEALER WANTED TO ADMIT, AND THOUSANDS OF THESE DOOR WELDS FAILED. ONE PERSON POSTED THAT A LOCAL BODY SHOP WAS REPLACING 7 DOORS A WEEK ON AVERAGE. I CALLED THE DEALER THAT I BOUGHT THE VAN FROM AND WITHOUT EVEN SEEING IT THEY KNEW OF THE PROBLEM AND SAID THAT THEY WILL TAKE CARE OF IT UNDER WARRANTY. THEY CLAIMED THAT TOYOTA WAS WORKING WITH THEM TO TAKE CARE OFF THE PROBLEM. SO, I WANT TO KNOW WHAT IT TAKES TO MAKE THIS OR ANYTHING A"RECALL. IS IT UP TO THE MANUFACTURER TO DECIDE OR JUST NUMBER OF COMPLAINTS. I URGE ANYONE WHO HAS A PROBLEM LIKE THIS, EVEN IF IT WAS TAKEN CARE OF UNDER WARRANTY, TO CALL TOYOTA CONSUMER AFFAIRS AND LET THEM KNOW ABOUT IT. THE PHONE NUMBER IS 800-331-4331. *AK LA QUINTA

CA Failure Date: 06/05/2007

13 10194937 2004 TOYOTA SIENNA

STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE FAILURE OF GAS STRUTS ON LIFTGATE OF 2004 TOYOTA SIENNA RESULTED IN LIFTGATE NOT FULLY OPENING AND PROCEEDING TO CLOSE, MOTOR-DRIVEN), IMMEDIATELY UPON REACHING THE END OF TRAVEL OF THE POWERED OPENING. FIRST OCCURRENCE APPROXIMATELY 3 WEEKS AGO, NOW OCCURS CONTINUOUSLY. LIFTGATE MUST BE HELD OR PROPPED OPEN. NO INJURIES TO-DATE. HOWEVER, SEVERAL NEAR-MISSES, BUMPING HEAD/SHOULDER INTO GATE AS IT IS AUTOMATICALLY CLOSING, HAVE OCCURRED. SO FAR, NO REPAIR HAS BEEN MADE. AWAITING RESOLUTION BY DEALER.
DEFECTIVE STRUTS WERE STILL INSTALLED. *AK COPLAY PA Failure Date: 06/06/2007

13 10193708 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS THE REAR LIFTGATE ON THE TOYOTA SIENNA DOES NOT HOLD AND WILL NOT STAY UP. THIS CREATES A SERIOUS HAZARD, ESPECIALLY WHEN CHILDREN ARE NEARBY. *AK PLYMOUTH MI Failure Date: 06/16/2007

13 10192872 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:POWER LIFTGATE STARTS CLOSING IMMEDIATELY AFTER OPENING. DOES NOT STAY OPEN. WHEN LIFTGATE "POWER" IS TURN OFF, THE GATE SLAMS DOWN HARD WHEN RELEASED; IF MY CHILD WAS STANDING BEHIND DOOR HE WOULD HAVE BEEN CRUSHED. *TR NEVADA CITY CA Failure Date: 06/10/2007

13 10192712 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE REAR DOOR STRUTS FAILURE. JOHNS CREEK GA Failure Date: 06/05/2007

AN ESTIMATE TO HAVE THE STRUTS REPLACED (ABOUT $411-$435). SHE WAS TOLD THAT THE HAVE SEEN THIS PROBLEM ON OTHER SIENNAS OF THE SAME YEAR. I HAVE CALLED TOYOTA AND WAS BASICALLY TOLD THAT THEY WOULD OPEN A CASE WITH THE DEALER TO WHAT CAN BE DONE TO HELP ME OUT. I AM CURRENTLY WAITING FOR THE CALL FROM THE DEALER. *TR KALKASKA MI Failure Date: 05/31/2007

13 10192112 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE POWER LIFT GATE GAS STRUT FAILED. GATE HIT SPOUSE FROM BEHIND. LIFT GATE DROPPED UNEXPECTEDLY. IT CURRENTLY DOES NOT WORK AT ALL PASSENGER SIDE GAS STRUT IS LEAKING FLUID. *TR NEW PORT RICHEY FL Failure Date: 05/28/2007


13 10189731 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR MY PROBLEM STARTED APPROXIMATELY BACK IN NOV 2006. I HAVE A 2004 TOYOTA SIENNA THAT HAS IT'S DRIVER SIDE DOOR HINGE/LATCH DEFECTIVE. IT STARTED MAKING A CLICKING SOUND WHEN THE DOOR IS OPENED ALMOST AS IF IT IS GETTING CAUGHT. NOW THAT MY WIFE HAS TAKEN THE CAR TO THE DEALER SHE WAS INFORMED THAT THIS IS A RARE OCCURRENCE ON THIS MODEL AND THAT THE ONLY REMEDY IS TO GET A NEW DOOR AT A COST OF AROUND $2300. I UNDERSTAND THAT ALTHOUGH THE CAR IS PASSED THE WARRANTY PERIOD (I USE MY CAR FOR LONG FAMILY TRIPS AND THEREFORE HAVE HIGH- HIGHWAY MILEAGE--AROUND 65K) I FEEL THAT THIS IS EITHER A DESIGN DEFECT OR A STRUCTURAL PROBLEM SINCE IT STARTED WITHIN 2.5 YEARS OF PURCHASE. I HAD MY WIFE CONTACT AN INDEPENDENT MECHANIC WHO ACTUALLY POINTED OUT THE PROBLEM BY SHOWING US THAT THE CONNECTING AREA OF THE DOOR IS ACTUALLY
CRACKED!!! I PROCEEDED TO CALL TOYOTA OF NA AND THEY INFORMED ME THAT THEY'VE NEVER HEARD OF SUCH A THING AND THAT MY CAR WAS OUT OF WARRANTY. A SEARCH AT YOUR SITE UNCOVERED WHAT I FEEL IS A SIMILAR COMPLAINT (ODI ID NUMBER 10167890). LIKE THAT PERSON I FEEL THAT THIS IS A STRUCTURE DEFECT AND IT HAS NOTHING TO DO WITH THE HIGH MILEAGE OF MY CAR. I HAVE OWNED OVER 18 CARS OF ALL CLASSES, MILEAGE, AND AGES AND HAVE NEVER EXPERIENCED THIS OR EVEN HEARD OF SUCH A THING. I'M NOT A STRUCTURAL ENGINEER BUT IT SEEMS TO ME THAT THIS IS A CASE OF METAL FATIGUE. COULD YOU PLEASE CONTACT ME AS I'M CONCERNED THAT THIS WILL ONLY WORSEN WITH TIME TO THE POINT THAT THIS DOOR WILL NOT BE USABLE OR ACTUALLY BECOME A HAZARD. WHAT ACTIONS CAN I TAKE TO GET THE MANUFACTURER TO AT LEAST ACKNOWLEDGE THIS DEFECT? WHAT'S WORSE, NOW THAT MY CAR HAS THIS DEFECT I FEEL MY VEHICLE'S RESALE VALUE IS SIGNIFICANTLY REDUCED. THANK YOU FOR YOUR HELP! *TR LAND O LAKES FL Failure Date: 11/16/2006

13 10189680 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE THE TWO LIFTGATE SUPPORT ARMS FAILED AND THE DOOR FELL ON MY HEAD. I WAS NOT SERIOUSLY HURT, BUT HAD A KNOT ON MY HEAD. TOYOTA AND THE LOCAL DEALERSHIP REFUSED ANY RESPONSIBILITY. THIS DOOR HAS NOT YET BEEN FIXED BECAUSE IT IS EXPENSIVE ($520) AND SINCE THEY ARE CONTINUING TO USE THE SAME PARTS, THIS WILL PROBABLY HAPPEN AGAIN!

*JB GOSHEN KY Failure Date: 04/07/2007

CURRENT AND FAILURE MILEAGES WERE 48,000.*AK  UPDATED 05/23/07

*TR  CARY NC  Failure Date: 05/01/2007

13  10189132  2004 TOYOTA SIENNA
  STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE RIGHT SIDE
  REAR HATCH SUPPORT STRUT FAILED CAUSING THE HATCH TO SELF-CLOSE
  INSTANTANEOUSLY AFTER OPENING. I BEGAN TO LOAD GROCERIES AS THE
  HATCH OPENED AND THE HATCH CLOSING STARTLED ME TO JUMP INTO THE
  TRAFFIC LANE OF THE PARKING LOT. NO TRAFFIC. STRUT REPLACED AT
  DEALER AT MY COST. OLD PART RETAINED BY DEALER. *JB  ALTAMONTE
  SPRINGS  FL  Failure Date: 03/15/2007

13  10188461  2004 TOYOTA SIENNA
  STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE STRUTS ON
  LIFT GATE OF 2004 TOYOTA SIENNA FAILED SUDDENLY, MAKING LIFT GATE
  DANGEROUS, AND CAUSING MINOR INJURIES WHEN BEING USED TO MYSELF
  AND MY CHILDREN.  *JB  GREENWICH  CT  Failure Date: 04/13/2007

13  10187710  2004 TOYOTA SIENNA
  STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE 2004
  TOYOTA SIENNA, REAR LIFT GATE HOLD OPEN GAS STRUTS FAILED WITH REAR
  HATCH IN FULL OPEN POSITION CAUSING REAR HATCH TO SLAM SHUT
  NARROWLY MISSING MY WIFE. FAILURE MAY CAUSE SEVERE INJURY IF
  PERSON STRUCK BY FALLING DOOR. TOYOTA CONTACTED, VEHICLE OUT OF
  WARRANTY BY 6 MONTHS & 2500 MILES. NO ASSISTANCE OFFERED. PARTS
  ORDERED FROM LOCAL PARTS DEALER.  *JB  NEW CASTLE
  PA  Failure Date: 04/11/2007

13  10187557  2004 TOYOTA SIENNA
  STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS  TL* - THE
  CONTACT OWNED A 2004 TOYOTA SIENNA. WHILE DRIVING THE VEHICLE AT
  VARIOUS SPEEDS THE DRIVER'S SIDE AND PASSENGER'S SIDE SLIDING
  DOORS WILL OPEN WITHOUT WARNING. THE CONTACT HAD NOT TAKEN THE
  VEHICLE TO A REPAIR SHOP FOR A DIAGNOSIS. THE FAILURE MILEAGE WAS

NHTSA Consumer Complaints as of July 21, 2014
130,000, AND THE CURRENT MILEAGE WAS 142,000.*AK
OCONOMOWOC WI Failure Date: 02/01/2007

13 10187318 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE TL*THE CONTACT OWNS A
2004 TOYOTA SIENNA. THE CONTACT STATED THAT THE LIFTGATE FAILED AND
COMES CRASHING DOWN IF YOU DO NOT MANUALLY HOLD THE TAILGATE.
THE CURRENT AND FAILURE MILEAGE WERE 54,000.*AK THE CONSUMER
STATES THAT HIS WIFE HAD A PERSONAL EXPERIENCE WHERE THE LIFTGATE
HIT HER IN THE HEAD WHILE UNLOADING THE GROCERIES. UPDATE 4/30/07*TR
OCEAN CITY NJ Failure Date: 03/01/2007

DELLNO IL Failure Date: 03/27/2007

13 10186605 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE REAR TAILGATE STRUTS BIND AND FAIL TO HOLD UP TAILGATE. *JB
SWAMPSCOTT MA Failure Date: 02/15/2007

13 10185843 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE TOYOTA SIENNA REAR POWER LIFTGATE ABRUPTLY REVERSES DIRECTIONS AND
BEGINS TO CLOSE IMMEDIATELY AFTER IT HAS OPENED UP. LIFTGATE WILL
NOT REMAIN IN OPEN POSITION. IF LIFTGATE IS OPENED MANUALLY THE
STRUTS PROVIDE NO LIFT ASSISTANCE OR SUPPORT - LIFTGATE DOOR IS
VERY HEAVY. THIS IS A SAFETY HAZARD & LIFTGATE IS NOT ABLE TO BE USED
WITH THIS DEFECT. EACH ATTEMPT TO OPEN THE LIFTGATE RESULTS IN
FAILURE.*AK
OCEAN CITY NJ Failure Date: 03/01/2007

13 10184765 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE THE
LIFTGATE STRUTS ON MY 2004 TOYOTA SIENNA MINIVAN FAILED. THE
LIFTGATE (MANUAL, NOT POWER) SLAMMED DOWN WITH NO WARNING WHILE I
WAS PUTTING GROCERIES IN THE BACK. IF I HAD BEEN IN THE WAY, I COULD
EASILY HAVE BEEN INJURED. IF EITHER OF MY CHILDREN HAD BEEN HELPING

NHTSA Consumer Complaints as of July 21, 2014
ME, THEY CERTAINLY WOULD HAVE BEEN HURT! *JB LAKEWOOD CO Failure Date: 10/09/2006


13 10181252 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS IN DECEMBER, 2006, MY TAILGATE CLOSED ON ITS OWN, INJURING MY WIFE. TOYOTA REPLACED THE REAR STAYS (STRUTS) UNDER WARRANTY, INCLUDING THE ADDITION OF SOME BRACKETS. AT FIRST EVERYTHING WAS FINE. BUT WHEN THE WEATHER TURNED COLDER (BELOW 20F), THE REAR HATCH WOULD NOT OPEN ON ITS OWN UNLESS OPENING UNDER POWER. AND THEN A COUPLE OF DAYS AGO (STILL VERY COLD), THE HATCH CLOSED ON ITS OWN UNDER POWER AGAIN. THIS TIME, MY DAUGHTER AND I WERE BOTH IN ITS PATH, BUT FORTUNATELY, SO WAS A SHOPPING CART. THERE WERE FORTUNATELY NO INJURIES THIS TIME. I AM FRUSTRATED THAT JUST 45 DAYS AFTER THE PROBLEM WAS "REPAIRED" IT IS ALREADY HAPPENING AGAIN. PEWEE VALLEY KY Failure Date: 01/28/2007
NHTSA Consumer Complaints as of July 21, 2014

13 10180815 2004 TOYOTA SIENNA

01/25/2007

13 10178933 2004 TOYOTA SIENNA

11/01/2005

13 10178912 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE AUTO POWERED REAR DOOR; WHEN POWERED OPENED WILL OPEN ALL THE WAY AND A FEW SECONDS LATER SUDDENLY CLOSE WITHOUT WARNING. IT HAS HAPPENED A FEW
TIMES, ONLY IN COLD WEATHER. THIS HAS HAPPENED AFTER TOYOTA FIXED
THE HATCH STUDDERING PROBLEM. I WAS INJURED (BRUISED) IN THE HEAD
DUE THE DOOR HITTING ME AS IT AUTOMATICALLY CLOSED BY ITSELF (NOTE
IT DID NOT STOP CLOSING AFTER IT HIT MY HEAD). *NM STATEN
ISLAND NY Failure Date: 01/17/2007

13 10178887 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND
ATTACHMENTS IN DECEMBER WE TOOK OUR 2004 SIENNA IN BECAUSE THE
REAR LIFTGATE BEGAN CLOSING ON US EXPECTEDLY. WE HAVE 3 YOUNG
CHILDREN AND FEAR THEY WILL BE SERIOUSLY INJURED OR KILLED. I SEE
THERE IS AN INVESTIGATION INTO THIS EXACT PROBLEM. BOTH TOYOTA
CORPORATE & THE DEALERSHIP HAVE REFUSED TO FIX IT BECAUSE IT IS OUT
OF WARRANTY. *NM HUNTSVILLE AL Failure Date: 12/14/2006

13 10178873 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE I OWN A
2004 TOYOTA SIENNA, PURCHASED NEW, FROM THE PALMER'S AIRPORT
TOYOTA IN MOBILE, AL. IN LATE 05, THE BACK HATCH LIFT STRUTS STARTED
FAILING. FIRST IT OPENED SLUGGISHLY, AND PROCEEDED TO SHUT
SPONTANEOUSLY. THESE FOLLOWING ARE THE 5 INCIDENTS OCCURRING
BETWEEN DEC. 05 - JAN. 07: HATCH CAME DOWN ON HUSBAND'S HEAD;
HATCH COMPLETELY CLOSED ON MY 9 YEAR OLD SON'S HAND; HATCH
STRUCK ME IN THE BACK OF HEAD AND NECK; CAME DOWN ON MY FATHER'S
HEAD; AND STRUCK MY BROTHER ACROSS BROW. MY HUSBAND HAS
NOTIFIED THE DEALERSHIP OF THE PROBLEM. HUSBAND FILED REPORT WITH
TOYOTA US HQ. HOWEVER, WE DON'T FEEL TOYOTA HAS TAKEN THIS
SERIously. WE FOLLOWED UP W/TOYOTA ON GETTING THE PARTS
REPLACED AS THEY HAVE DECIDED THIS ISN'T "IMPORTANT" ENOUGH TO
ISSUE A RECALL. (WE RESEARCHED MANY SIMILAR CASES ON THE
INTERNET). WE WERE TOLD THESE PARTS WERE SO "NEW" NO ONE WOULD
HAVE THEM BUT TOYOTA. THE COST WILL BE $400+ FOR PARTS. AS A FAMILY
WITH AN AUTISTIC CHILD, WE ARE FORCED TO TAKE MONEY DESIGNATED FOR
HIS NECESSARY MEDICAL BILLS TO PAY FOR THIS REPAIR TO PREVENT SERIOUS INJURY! THE LIFTS FAILURE HAS MADE IT DIFFICULT FOR ANYONE TO OPEN. THE DOOR IS UNPREDICTABLE, SO AS A PRECAUTION, I HAVE TO GET MY AUTISTIC SON TO STAND IN THE OPENING WHILE I LOAD MY GROCERIES! I HAVE TO DO IT QUICKLY, BECAUSE THE DOOR IS SO HEAVY HIS ARMS GET TIRED. IF HE IS NOT WITH ME THAN I HAVE TO USE A 5 FT. WOODEN POLE, THAT I CARRY WITH ME FOR THIS ISSUE, TO PROP OPEN THE DOOR. SOON, I WILL HAVE TO LOAD MY PACKAGES THROUGH THE PASSENGER DOORS, FORGETTING ALL ABOUT THE BACK 3 SEATS, AND CARGO AREA THAT I PAID FOR. I HOPE SOMEONE WILL TURN UP THE HEAT ON TOYOTA TO ISSUE A NECESSARY RECALL ON THESE HATCH STRUTS. I DON'T FEEL THAT I SHOULD PAY FOR A COMMONLY OCCURRING VEHICLE DEFECT THAT PEOPLE NATIONWIDE ARE DEALING WITH! I HOPE IT DOESN'T TAKE THE DEATH OF AN INNOCENT TODDLER BEFORE SOMEONE INTERVENES WITH A TIMELY RECALL! THANK YOU FOR YOUR ATTENTION TO THIS MATTER! *NM SARALAND AL Failure Date: 12/22/2005

13 10178580 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE 2004 TOYOTA SIENNA MINIVAN POWER LIFT GATE CLOSES IN AN UNCOMMANDED MANNER. THIS HAS HAPPENED WITH SEVERAL TIMES WITH MYSELF AND MY WIFE WHILE LOADING ITEMS IN THE REAR OF THE VAN. I FEAR THAT IT IS A REAL SAFETY ISSUE IF MY WIFE OR CHILD WOULD HAPPEN TO BE UNDER THERE AND NOT MOVE OUT OF THE WAY FAST ENOUGH. *NM FINDLAY OH Failure Date: 12/25/2006

13 10177716 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE LIFTGATE CLOSES UNEXPECTED WITHOUT ANY INPUT AFTER BEING OPENED. IT HAS CLOSED ON MY WIFE'S HEAD, MY 4 YR OLD, THE BAGGER AT THE GROCERY STORE, AND MYSELF. MY 4 YR OLD HAD A BRUISE ON HER HEAD. THIS HAS BEEN HAPPENING FOR ABOUT 2 MONTHS. IT WAS JUST ONCE IN A WHILE AT FIRST, BUT NOW IT WON'T STAY OPEN AT ALL WITHOUT BEING SUPPORTED BY
HAND. I'VE GONE TO THE LOCAL TOYOTA DEALER AND THEY WANT TO
REPLACE THE "STAYS" AT A COST TO ME OF SEVERAL HUNDREDS OF
DOLLARS. NO REPAIR HAS BEEN MADE YET. *JB HORSE SHOE
NC Failure Date: 11/03/2006

13 10177200 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE 2004
TOYOTA SIENNA LIFT-GATE STRUTS ON THE REAR HATCH FAILED. BOTH
STRUTS LEAKED, THEN COMPLETELY FAILED CAUSING THE LIFT GATE TO FALL.
LIFT GATE NO LONGER STAYS OPEN, BUT COMPLETELY DROPS. *JB
COLUMBIA MD Failure Date: 12/20/2006

13 10176875 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE THE
LIFTGATE ON MY 2004 TOYOTA SIENNA CLOSES UNINTENTIONALLY AND
UNEXPECTEDLY. THIS PROBLEM STARTED A COUPLE OF MONTHS AGO. IT
HAS TRAPPED ME SEVERAL TIMES NOW. I HAVE TO USE THE KEY (IN MY HAND
OR POCKET) TO GET IT TO REOPEN. IT CLOSES SILENTLY SO THAT YOU
DON'T KNOW THAT IT IS HAPPENING UNTIL IT IS TOO LATE. IT POSES A VERY
DANGEROUS SITUATION FOR MY WIFE AND KIDS (9 AND 12) IF THEY WERE TO
BE TRAPPED. I NOW AM CONSCIOUS OF THIS FAILURE AND WATCH FOR THE
DOOR CLOSING AND SIMPLY QUICKLY MOVE OUT OF THE WAY. *NM
BOWIE MD Failure Date: 11/23/2006

13 10175436 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE
INTERMITTENTLY THE BACK LIFT DOOR ON OUR 2004 TOYOTA SIENNA
XLE MINIVAN CLOSES UNEXPECTEDLY. SO FAR, NO ONE HAD BEEN INJURED
BY THE CLOSING DOOR, BUT WE HAVE HAD A COUPLE OF VERY CLOSE CALLS.
THIS HAPPENS WHEN ONLY THE DOOR HAS BEEN RAISED USING THE REMOTE
CONTROL AND MOST OFTEN ON COOL WET DAYS.. *NM
SIMPSONVILLE SC Failure Date: 12/01/2006


13 10173870 2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/ LIFTGATE: SUPPORT DEVICE REAR
POWER HATCH CAME DOWN ON MY BACK 2 TIMES ABOUT AN 1 HOUR APART. ABOUT A MONTH AGO THEY REPLACED THE REAR STRUTS FOR THE SAME PROBLEM, THE HATCH CAME DOWN ON A CAR WASH ATTENDANT. *NM
LINWOOD NJ Failure Date: 11/19/2006

13 10173734 2004 TOYOTA SIENNA
GERMANTOWN MD Failure Date: 11/09/2006

13 10171912 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR
THE POWER SLIDING DOOR DOES NOT STAY OPEN WHEN ON A DOWNHILL SLOPE - THE DOOR OPENS FULLY THEN CLOSES IMMEDIATELY. THE DEALER HAS TRIED TO FIX IT THREE TIMES WITHOUT SUCCESS. *NM
PORTLAND OR Failure Date: 07/15/2006

13 10171626 2004 TOYOTA SIENNA
FORT ATKINSON WI Failure Date: 10/18/2006

13 10170964 2004 TOYOTA SIENNA
STRUCTURE: BODY: HATCHBACK/ LIFTGATE: SUPPORT DEVICE REAR
HATCH STRUTS FAILED ON 2004 TOYOTA SIENNA, CAUSING REAR HATCH TO SLAM SHUT. *NM BEAVERTON OR Failure Date: 09/14/2006

13 10170706 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS STRUTS ON TAILGATE FAILED TO KEEP DOOR OPEN. *JB PRAIRIE DU SAC WI Failure Date: 10/16/2004

13 10170436 2004 TOYOTA SIENNA STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE THE LIFTGATE "SLIPPED", FAILED AND CAME DOWN ON THE OWNER. BECAUSE IT WAS SET FOR AUTO CLOSURE, IT CAME DOWN WITH A MECHANICAL FORCE BEHIND IT. I HAD TO DISABLE THE AUTO CLOSURE BECAUSE OF THIS AND THEN IT JUST CAME CRASHING DOWN BY GRAVITY. IT WOULD START TO SLIP SLOWLY SO YOU DIDN'T KNOW IT WAS HAPPENING, THEN PAST A CERTAIN POINT, JUST CAME FLYING DOWN. *JB MONTCLAIR NJ Failure Date: 03/01/2006

13 10169874 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR MY 4 YEAR OLD DAUGHTER HAD HER HAND CAUGHT AND HELD IN THE TRAILING EDGE (REAR EDGE) OF THE POWER SLIDING DOOR ON OUR 2004 TOYOTA SIENNA LX WE REVERSED THE DOOR AS SOON AS POSSIBLE, BUT SHE WAS HELD FOR ABOUT 10 SECONDS WITH THE DOOR TOTALLY CLOSED OVER HER MID PALM. THIS LED TO A CUT OVER THE PALM, BUT SHE IS NOW USING THE HAND NORMALLY. I DO NOT THINK THERE IS ANY LONG TERM DAMAGE. I AM A HAND SURGEON BY PROFESSION AND AM CONCERNED THAT THE DOOR HAS NO SENSORS FOR REVERSAL WHEN CLOSING AGAINST RESISTANCE, OTHER THAN SOME SENSORS ON THE FRONT EDGE OF THE DOOR IN THE MOLDING. IN MY OPINION, SERIOUS INJURY COULD OCCUR TO ANY LIMB THAT GETS CAUGHT IN THE TRAILING EDGE SINCE THERE IS NOTHING TO SENSE OR PREVENT THE DOOR CLOSING ON A LIMB. I WOULD HOPE SOME SORT OF SENSOR COULD BE PLACED AT THE MOTOR LEVEL SIMILAR TO THE ANTI PINCH MECHANISM OF POWER WINDOWS. I DESCRIBED THE PROBLEM TO TOYOTA AND THEIR RESPONSE WAS LESS THAN
ENCOURAGING OR HELPFUL. THE DOOR IS FUNCTIONING NORMALLY AND
THIS IS JUST HOW THE DESIGN WORKS. THE DESIGN NEEDS HELP IMO.
*NM PRESCOTT AZ Failure Date: 09/27/2006

13 10169013 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE I HAD A PROBLEM WITH THE
HATCH DOOR ON MY 2004 TOYOTA SIENNA CLOSING WITHOUT WARNING AND
CONTINUING TO CLOSE WHEN IT CAME IN CONTACT WITH MY BACK. I WROTE
TO MY DEALER (SLOANE TOYOTA IN GLENSIDE, PA) ABOUT THE PROBLEM IN
MARCH 2005 (I HAVE COPIED THE TEXT OF THAT MESSAGE AT THE BOTTOM OF
THIS COMPLAINT), AND THEY TOLD ME TO TAKE IT IN TO HAVE IT CHECKED
OUT. I TOOK IT TO A LOCAL DEALER (PERUZZI TOYOTA IN HATFIELD) AND THEY
"FIXED" IT, BY REPLACING A SWITCH, I BELIEVE. I ASKED IF THIS WAS A KNOWN
DEFECT AND THEY TOLD ME NO. I RECENTLY SAW AN ARTICLE IN THE
PHILADELPHIA INQUIRER THAT IDENTIFIED THIS AS AN ISSUE THAT HAS
INJURED SOME PEOPLE. I BELIEVE THAT THIS IS A THREAT TO CAUSE
SERIOUS, POTENTIALLY, FATAL INJURY. TEXT OF MESSAGE FROM MARCH
2005: TO SLOANE TOYOTA SENT VIA E-MAIL ON MARCH 22, 2005 I BOUGHT
A 2004 SIENNA FROM MICHAEL LISS AT SLOANE IN MAY 2004. I RECENTLY HAD
A PROBLEM OCCUR WITH THE REAR HATCH DOOR CLOSING WITHOUT BEING
PROMPTED AND WITHOUT AUDIBLE WARNING. IT CAME DOWN ON MY BACK
AND COULD HAVE SERIOUSLY INJURED ME. IT DID NOT GO BACK UP WHEN IT
CAME IN CONTACT WITH MY BODY, BUT RATHER CONTINUED TO SHUT. WE
HAVE SCHEDULED SERVICE WITH LOCAL TOYOTA DEALER, BUT I WANTED TO
NOTIFY TOYOTA OF THIS ISSUE. I COULD NOT FIND A WAY TO SUBMIT AN E-
MAIL NOTE TO TOYOTA CORP., SO I'M SENDING ONE TO YOU. IS THIS A KNOWN
DEFECT WITH THE 2004 SIENNA? HAS THEIR BEEN A RECALL NOTICE ISSUED?
THIS DEFECT COULD CAUSE PERMANENT INJURY (OR DEATH TO A YOUNG
CHILD). *NM PENNSBURG PA Failure Date: 03/22/2005

13 10168683 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE DT*: THE
CONTACT STATED THE HYDRAULICS THAT HELD THE HATCH OPEN FAILED AND
CAUSED THE HATCH TO FALL. THE DEALERSHIP REPLACED THE HYDRAULIC ASSEMBLY.

*AK UPDATED 1/25/2006 - *NM BEAVERTON OR Failure Date: 09/19/2006


LITTLE ROCK AR Failure Date: 07/05/2006


13 10167284 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR THE RIGHT REAR AUTOMATIC DOOR CLOSURE MECHANISM EXPLODED SENDING PLASTIC SHRAPNEL FORWARDS HITTING MY WIFE IN THE FACE. SHE WAS SITTING SIDEWAYS WITH HER FEET OUT OF THE VAN SHE REACHED BACKWARDS AND PRESS THE CLOSE BUTTON LOCATED ON THE PILLAR. THERE WAS A BIG NOISE THAT SOUNDED LIKE A ROCK HITTING THE VAN. WE LOOKED FOR DAMAGE TO VAN THEN DISCOVERED THE BROKEN CABLE DANGLING AND THE DOOR WOULD NOT CLOSE. LUCKILY MY WIFE HAD SUNGLASSES ON. *NM TILLSONBURG 00 Failure Date: 08/24/2006
13 10166865 2004 TOYOTA SIENNA

STRUCTURE: BODY: HATCHBACK/LIFTGATE: SUPPORT DEVICE

DT*: THE CONTACT STATED WHILE THE LIFT GATE WAS OPENED AUTOMATICALLY WITH THE KEYLESS REMOTE, IT FELL DOWNWARD WITHOUT WARNING. NO INJURIES WERE SUSTAINED. THE VEHICLE WAS INSPECTED BY A DEALER WHO DETERMINED THE HYDRAULIC LIFT GATE ARM SUPPORT DEVICE NEEDED TO BE REPLACED. AFTER THE REPLACEMENT, THE PROBLEM LATER RETURNED. THE MANUFACTURER WAS NOT ALERTED.

PITTSBURGH PA Failure Date: 08/29/2006

13 10166640 2004 TOYOTA SIENNA

STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTACHMENTS

I OWN A 2004 TOYOTA SIENNA AND THE LIFTGATE STRUTS HAVE FAILED. NO INJURIES AS OF 8/27/06. *JB INDIANAPOLIS IN Failure Date: 08/20/2006

13 10166605 2004 TOYOTA SIENNA

STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTACHMENTS

REAR HATCH UNEXPECTEDLY FELL ONTO HEAD. *JB

LOS ANGELES CA Failure Date: 08/24/2006

13 10166084 2004 TOYOTA SIENNA

STRUCTURE: BODY: TAILGATE

THE LIFTGATE ON MY 2004 TOYOTA SIENNA MINIVAN, WHICH IS EQUIPPED WITH A AUTOMATIC OPENING AND CLOSING FEATURE, WILL SOMETIMES START TO CLOSE WHEN IT IS IN THE OPEN POSITION. ALTHOUGH I REPORTED IT AS ONE INCIDENT DATE PER YOUR FORM BELOW, THE PROBLEM REALLY OCCURS INTERMITTENTLY THROUGHOUT THE WINTER SEASON. THE PROBLEM SEEMS TO ALWAYS OCCUR ONLY WHEN THE TEMPERATURE IS BELOW FREEZING. BOTH MY WIFE AND I HAVE HIT OUR HEAD ON NUMEROUS TIMES WHEN WE ARE UNPACKING THE CAR FROM THE REAR AND THE LIFTGATE STARTS TO CLOSE WITHOUT ANY PROMPTING FROM US. I REPORTED THE CAR TO THE DEALER ONCE AND THEY TOOK A LOOK AT IT AND COULD FIND NO PROBLEMS. ONCE AGAIN, THE PROBLEM SEEMS TO BE TRIGGERED BY THE COLD WEATHER. TOYOTA NEEDS TO BE RESPONSIBLE
AND FIX THE PROBLEM BEFORE SOMEONE LOOSES AND EYE OR
POTENTIALLY GETS KILLED BY WALKING FULL SPEED INTO THE CLOSING
LIFTGATE. *JB DOWNERS GROVE IL Failure Date: 12/21/2004

13 10166060 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND
ATTACHMENTS 2004 TOYOTA SIENNA VAN TAILGATE DROPS, HYDRAULIC
NOT FUNCTION FELL ON MY HEAD IT IS PERMANENTLY MALFUNCTIONING.
*JB GENEVA IL Failure Date: 05/08/2006

13 10166039 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE 2004
SIENNA HATCH FAILING (LIFT-GATE STRUTS). *NM DECATUR
GA Failure Date: 07/01/2006

13 10165505 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE 2004
TOYOTA SIENNA REAR HATCH HYDRAULICS NO LONGER HOLD UP THE HATCH.
THE COST TO REPLACE THESE IS $167.71 EACH!! I HAVE HAD NUMEROUS
OTHER PROBLEMS ALREADY WITH THE VEHICLE IN THE TWO YEARS I HAVE
OWNED IT....CRACK IN RADIATOR, FAILED MOTOR ON AUTOMATIC WINDOW,
DRIVE SHAFT HAD TO BE REPLACED...WAND WITH WIPERS ETC..HAD TO BE
REPLACED. I AM BEGINNING TO THINK I GOT A LEMON. BUT THE HYDRAULICS
ON THE HATCH...AFTER ONLY TWO YEARS. FOUND AN ARTICLE THAT THIS WAS
BEING INVESTIGATED BY YOU GUYS INVOLVING APPROXIMATELY 400,000
VEHICLES. HAS THERE BEEN ANY RESOLUTION TO THIS? *NM
NEWARK NY Failure Date: 08/04/2006

13 10164153 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE JULY 15,
2006 NOTED THAT REAR HATCH WOULD NOT RISE WHEN COMMANDED NOR
WOULD IT STAY UP WHEN OPENED MANUALLY. TOOK TO AUTHORIZED DEALER
SHOP AND WAS TOLD THAT BOTH REAR HATCH STAYS (STRUTS) HAD LEAKS
AND WOULD NEED TO BE REPLACED. QUOTE WAS 430$+ FOR REPAIR.
VEHICLE IS LESS THAN 36 MONTHS OLD, BUT HAS MORE THAN 36,000 MILES.
FOUND SIENNA OWNERS WEBSITE ON INTERNET WHICH DIRECTED ME TO
TOYOTA TECHNICAL SERVICE BULLETIN #BO003-4. IDENTIFIES THIS PART AS A
KNOWN DESIGN DEFICIENCY. *JB MCKINLEYVILLE CA Failure Date: 07/15/2006

13 10161884 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE AFTER PICKING UP OUR
VEHICLE FROM NAPERVILLE TOYOTA SERVICE ON JUNE 20TH, 2006, WHERE IT
WAS BROUGHT IN FOR AN OIL CHANGE AND CHECK-UP, IT WAS DISCOVERED
THE REAR HATCH STRUTS HAD FAILED OVERNIGHT, SIMULTANEOUSLY, AND
WITHOUT WARNING. THIS FAILURE CAUSED THE REAR DOOR TO OPEN AS
USUAL BUT SUBSEQUENTLY SLAM DOWN ON THE VEHICLE OWNER WITH FULL
FORCE ONTO THEIR HEAD. ALTHOUGH THE INJURY SUSTAINED WAS MINOR,
THE REAR DOOR WAS UNABLE TO OPERATED AUTOMATICALLY AND HAD TO BE
PHYSICALLY HELD OPEN TO LOAD OR UNLOAD ANY CARGO IN THE BACK.
BOTH THE DEALERSHIP AND THE NATIONAL TOYOTA CONSUMER SERVICE
HOTLINE WERE INFORMED OF THE SAFETY ISSUE. THE REPAIRS TO THE
VEHICLE WERE QUOTED AT $430.00 BECAUSE THE WARRANTY WAS OVER BY
ONLY 431 MILES. (CASE # 200607080129). THERE WAS AN OFFER OF A 50
DOLLAR LABOR DISCOUNT UPON COMPLAINT. *JB
NAPERVILLE IL Failure Date: 07/08/2006

13 10157257 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
5 YEAR OLD SON HAD WRIST BROKEN BY AUTOMATIC SLIDING DOOR IN
MINIVAN. DOOR CLOSED ON HIS WRIST, FRACTURING BOTH ARM BONES.
DOOR CLOSED ON HIS ARM AND DID NOT RE-OPEN IMMEDIATELY AS DOOR IS
DESIGNED TO DO. *NM RUTLEDGE PA Failure Date: 05/04/2006

13 10157081 2004 TOYOTA SIENNA
STRUCTURE:BODY:HATCHBACK/LIFTGATE THE REAR DECK LID ON MY
2004 SIENNA XLE LIMITED VAN HAS A REMOTE AUTOMATIC OPEN & CLOSE
FEATURE. I USED THE AUTO OPEN AND WHILE PLACING ITEMS IN THE REAR
STORAGE AREA, THE DECK LID CLOSED (UNDER POWER) WITHOUT COMMAND,
STRIKING ME AND MY SON. THE AUTO-STOP FEATURE DIDN’T ENGAGE UNTIL I PUSHED VERY HARD AGAINST THE LID. AS SOON AS I LET GO, IT CAME DOWN AGAIN. THERE WERE NO PRIOR INCIDENTS OR ANY UNUSUAL BEHAVIOR TO INDICATE A PROBLEM WITH THE OPERATION OF THE DECK LID. THE LID HASN’T WORKED SINCE AND IT WON’T STAY OPEN WITHOUT SOMEONE HOLDING IT. A WEEK AFTER THE INCIDENT I FOUND A TOYOTA TECHNICAL SERVICE BULLETIN BO0003-04 THAT STATES "BACK DOOR STAYS FOR 2004 MODEL YEAR SIENNA VEHICLES HAVE BEEN REDESIGNED IN ORDER TO PROVIDE IMPROVED RESISTANCE TO SEAL DAMAGE AND PREVENT LEAKAGE." I CHECKED MY BACK DOOR STAYS (GAS OR HYDRAULIC FILLED STRUTS) AND THEY WERE BOTH LEAKING. I CHECKED THE INTERNET USER FORUM "SIENNACLUB.ORG" AND FOUND SEVERAL SIMILAR COMPLAINTS FROM SIENNA OWNERS IN THE U.S. AND CANADA. IN MY OPINION, THE UNCOMMANDED CLOSING OF A REAR DECK LID IN A MINI-VAN CONSTITUTES A SERIOUS SAFETY HAZARD. JUST A GUESS, MOST MINI-VAN OWNERS HAVE OR TRANSPORT CHILDREN. THERE IS NO WAY A CHILD COULD HAVE STOPPED AND REVERSED THE LID THAT CLOSED ON ME AND MY SON. THIS SHOULD BE A RECALL ISSUE, NOT A SERVICE BULLETIN THAT TOYOTA IS NOT REQUIRED TO DISCLOSE AND IN FACT, CAN CHARGE TO REPAIR. *NM

COMPTON

CA

Failure Date: 03/05/2006

13 10154671 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

ON MARCH 19, 2006 WE FOUND THE REAR CARGO AREA OF OUR 2004 TOYOTA SIENNA FILLED WITH ABOUT AN INCH OF RAIN AND MILDEW BEGINNING TO GROW. AFTER INSPECTING OUR VEHICLE THE DEALER FOUND A POOR SEAL UNDER OUR DOOR AND THE REMEDY WAS CAULKING. AND ACCORDING TO THEM THERE WAS NO MOLD IN THE CARPET. SO I HAVE DECIDED TO HIRE A MILDEW SPECIALIST TO TEST MY VEHICLE. SINCE REPORTING MY SITUATION TO THEM (GOING ON 3 WEEKS) THEY HAVE STILL NOT CHANGED MY CARPET AND THEY ARE NOT PERMITTING US TO USE A LOANER SAYING IT IS NOT COVERED IN THE WARRANTY AND ITS STILL DRIVABLE. BUT I HAVE THREE CHILDREN UNDER THE AGE OF 10 AND I REFUSE TO DRIVE THEM AROUND IN A CARE THAT COULD HARM THEM. I DON’T KNOW
HOW TO PROVE IT BUT I THINK THE REASON MY CHILDREN AND I GOT SICK 2 WEEKS PRIOR TO FINDING THE LEAK WAS DUE TO THE MILDEW GROWTH THAT WAS BEGINNING. I VISITED THE DOCTOR WITH DRY MOUTH, HEADACHES, DIZZINESS, VOMITING AND ETC. WITH NO DIAGNOSIS OR ANSWERS AVAILABLE FROM MY DOCTOR, I VISITED THE ER TWICE WITH PNEUMONIA AND SO ON. BUT SINCE WE DECIDED NOT TO USE OUR CAR UNTIL THEY FIX IT, MY CHILDREN AND I HAVE BEEN TEMPORARILY CURED. WE NEED TO HAVE BETTER WAYS OF GETTING EFFECTIVE OUTCOMES. THIS INVESTMENT HAS TOTALLY TURNED OUT FOR THE WORST. WHAT A WASTE OF $31,000. *JB

13 10150919 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR DT*: THE CONTACT STATED UPON ENTERING THE VEHICLE, THE AUTOMATIC SLIDING DOOR SHUT ON A PASSENGER'S FINGER RESULTING IN MINOR INJURIES. THE VEHICLE HAS AN AUTOMATIC PINCH PROTECTION FEATURE THAT FAILED TO ENGAGE. THE VEHICLE WAS SEEN BY A DEALER. THE DEALER SUGGESTED THIS WAS A DESIGN ISSUE THAT ULTIMATELY FAILED AND NO REPAIRS WERE MADE. LINCOLNWOOD IL Failure Date: 03/19/2006


13 10142680 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR 2004 SIENNA POWER SLIDING DOOR PROBLEMS- SIDE POWER SLIDING
DOORS NOT FUNCTIONING PROPERLY AT ALL TIMES. AT TIME THE DOOR WILL SHUT TO HALF WAY POINT AND STOP AND I WILL HAVE TO MANUALLY SHUT IT MYSELF. OR AT TIME THE DOOR WILL NOT SHUT WHEN ANY BUTTONS ARE PRESSED TO PUSH AND NEED TO BE SHUT MANUALLY. TOOK TO THE DEALER AND THEY SAID THEY COULD NOT DUPLICATE PROBLEM, BUT STATED THEY MADE A FEW ADJUSTMENTS. THEY WORKED FINE FOR 3 DAYS THEN PROBLEMS HAPPENED AGAIN TODAY! CONCERNED THAT THE DOOR WILL NOT FUNCTION PROPERLY AND OPEN WITH THE KIDS IN THE CAR WHILE DRIVING! IT IS DIFFICULT TO ASK THE SERVICE PERSON TO FIX A PROBLEM THAT IS NOT HAPPENING AT THE TIME WHEN I TAKE THE CAR IN! BUT, THEY SHOULD BE FAMILIAR WITH THIS PROBLEM AND ABLE TO FIX IT!! *JB

LAS VEGAS NV  Failure Date: 11/14/2005

13 10140527 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR

A DEFECT EXISTS WITH THE 2004 TOYOTA SIENNA MINI VAN, AUTOMATIC POWER SIDE DOOR. THIS POWER SIDE DOOR HAS STOPPED FUNCTIONING. THIS FAILURE OCCURRED SUDDENLY, WITHOUT WARNING. THE POWER SIDE DOOR BECAME JAMMED, THROUGH NO FAULT OF ME OR MY FAMILY, AND IS NO LONGER OPERABLE. IT WAS NECESSARY FOR ME TO DRIVE TO THE TOYOTA DEALERSHIP WITH THE POWER SIDE DOOR IN A PARTIALLY OPENED POSITION. THERE IS NOT A MANUAL OVERRIDE FOR THE AUTOMATIC POWER DOOR. I WAS INSTRUCTED BY THE DEALER REPAIR TECHNICIAN TO NOT USE THE POWER SIDE DOOR. I FEEL THIS IS A SERIOUS SAFETY CONCERN. IN THE EVENT THAT IT BECOMES NECESSARY TO USE THE DOOR IN AN EMERGENCY SITUATION, MY FAMILY MAY BECOME TRAPPED. I WAS OFFERED BY THE DEALER TO PAY HALF OF THE APPROXIMATELY $1600.00 REPAIR COST. I FEEL THAT THE POWER SIDE DOOR SHOULD NOT HAVE FAILED IN SUCH A SHORT PERIOD OF TIME IN WHICH I HAVE OWNED THE VEHICLE AND THAT THE REPAIR AND/OR REPLACEMENT SHOULD BE AT THE EXPENSE OF TOYOTA.  *NM

VERNON  CT  Failure Date: 09/02/2005

13 10139638 2004 TOYOTA SIENNA STRUCTURE HANDLES IN SECOND ROW WHERE PASSENGERS HOLD ON WHEN THEY ENTER THE
VEHICLE ARE LOOSE WHICH MAY EVENTUALLY FALL OFF AND CAUSE INJURY TO PASSENGER WHEN THEY GET ON THE VEHICLE. *JB LOS ANGELES CA  Failure Date: 10/05/2005

13 10138797 2004 TOYOTA SIENNA STRUCTURE 2004 TOYOTA SIENNA DEVELOPED PROBLEMS WITH THE BRAKE EQUIPMENT.***NO ANSWER REQUIRED*** *MR ON FOUR OCCASIONS, THE BRAKES HAD BEEN INSPECTED BY MECHANICS AND IN SOME CASES REINSTALLED. THE CONSUMER ALSO EXPERIENCED A GRINDING NOISE ON TWO DIFFERENT TRIPS. THE CONSUMER WAS INFORMED THAT THE GRINDING NOISE WAS COMING FROM THE REAR BRAKES AND DID NOT CONSTITUTE SERIOUS BRAKE PROBLEMS. THE CONSUMER TRIED TO USE THE HITCH MOUNT/BIKE RACK ONLY TO FIND THAT THE HITCH WOULD BOTTOM OUT WHILE ENTERING GAS STATIONS OR EXITING DRIVEWAYS. ALSO, AS AN ALTERNATIVE TO THE HITCH NOT OPERATING PROPERLY, THE CONSUMER ADDED REAR AIR BAGS ON THE SUSPENSION SYSTEM IN ORDER TO GIVE THE VEHICLE ADDITIONAL CLEARANCE AND THEY HAVE FAILED AND OR BLEW OUT ABOUT THREE TIMES. OTHER PROBLEMS: BATTERY FAILURE, REAR BUMPER CLIP NOT HOLDING THE BUMPER IN PLACE, INTERIOR TRIM PIECE ON SEAT DETACHING, GRAB HANDLE TRIM PIECE BREAKING, AND THE CONSUMER'S DAUGHTER'S HAND HAD GOTTEN STUCK IN THE AUTOMATIC DOOR THAT WAS NOT SUPPOSED TO CLOSE DUE TO RESISTANCE IN THE PATH. *SC NORRISTOWN PA  Failure Date: 09/01/2005

13 10117057 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR POWER SLIDING DOOR MALFUNCTIONED THREE TIMES. THE DOOR MALFUNCTIONED, ALMOST CLOSING THE CONSUMER IN IT. TOOK THE VEHICLE TO THE DEALER, AND WAS TOLD IT NEEDED A NEW MOTOR. *AK THE POWER LIFTGATE GOOR MALFUNCTIONED ONCE CLOSING ON THE CONSUMER'S WIFE. THE VEHICLE WA TAKEN TO THE DEALER WHO INSTALLED A NEW MOTOR. THE POWER SLIDING DOORS FAILED THREE TIMES AND EACH TIME THE MOTOR WAS REPLACED. *BF *NM MAHOPAC NY  Failure Date: 02/01/2005
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<th>NHTSA Consumer Complaints as of July 21, 2014</th>
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<tr>
<td>13 10115721 2004 TOYOTA SIENNA</td>
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<td>STRUCTURE:BODY:HATCHBACK/LIFTGATE THE REAR HATCH IS REVERSING AND COMING BACK DOWN ON ITS OWN WITHOUT PRESSING ON THE REMOTE. THE CONSUMER ANTICIPATES THAT AN INJURY CAN OCCUR BECAUSE IT COMES DOWN WITH GREAT FORCE. *AK  *SC  *JB</td>
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<td>BELLVILLE OH Failure Date: 03/23/2005</td>
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<td>13 10113285 2004 TOYOTA SIENNA</td>
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<td>SUSSEX WI Failure Date: 03/09/2005</td>
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<td>13 10112569 2004 TOYOTA SIENNA</td>
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<td>STRUCTURE: FRAME AND MEMBERS:UNDERBODY SHIELDS 2004 TOYOTA SIENNA. THE VAN CURRENTLY HAS ONLY 5,660 MILES. ODOR PROBLEMS FROM BEGINNING AND EVENTUALLY, IT WAS DISCOVERED THAT WATER HAS BEEN CONTINUALLY FLOODING INTO THE VAN FROM UNDERNEATH. WATER PROBLEM WAS SUPPOSEDLY CORRECTED, BUT THE VAN STILL HAS A STRONG MOLDY ODOR AND PEOPLE DEVELOP CONSTANT HEADACHES WHEN DRIVING IN VAN. VAN WAS BOUGHT AT 2,330 MILES AND MISREPRESENTED AS A DEMO VAN, WHEN ACTUALLY IT WAS PRE-OWNED. APPARENTLY PREVIOUS OWNERS WERE UNABLE TO USE VAN BECAUSE OF BEING SICKENED BY ODOR AND NOW VAN IS STANDING FOR SAME REASON. CURRENTLY IN TALKS WITH DEALER AND MANUFACTURER REGARDING PROBLEM. VAN NEEDS TO BE RETURNED TO DEALER/MANUFACTURER. THIS IS A PROBLEM THAT CANNOT BE CORRECTED SINCE APPARENTLY THERE IS MOLD FROM THE WATER THAT WAS ALLOWED TO STAND FOR ALMOST A YEAR, AND THIS IS A HEALTH ISSUE.*AK</td>
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<td>LIVINGSTON NJ Failure Date: 10/13/2004</td>
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MY TOYOTA SIENNA 2004 MINIVAN AUTOMATIC SLIDING DOORS HAVE FAILED TO OPEN ON EIGHT SEPARATE OCCASIONS SINCE NOVEMBER OF 2004. THE DOORS ARE FROZEN SHUT AND CANNOT EVEN BE OPENED MANUALLY. I HAVE THREE SMALL CHILDREN AND HAVE BEEN FORCED TO HAVE TWO CRAWL IN THROUGH THE REAR TAILGATE OVER THE SEATS OR HAVE THEM CLIMB IN THE DRIVER OR PASSENGER DOOR AND THEN OVER THE SEATS. I HAVE TO LIFT A INFANT IN AN INFANT SEAT INTO THE CAR IN THE SAME MANNER. ONCE YOU TRY TO OPEN THE DOORS THEY FAIL TO RECLOSE COMPLETELY SO WHILE I AM DRIVING THE DOOR OPEN ALARM IS BEEPING BECAUSE THE DOORS ARE NOT FULLY CLOSED, EVEN WHILE THEY STILL CANNOT BE OPENED. I FEEL IT IS A SAFETY ISSUE TO DRIVE WITH THE CHILDREN IN THE REAR THIS WAY, THEY COULD NOT GET OUT QUICKLY IN THE EVENT OF A CRASH OR EMERGENCY AND I AM UNSURE IF THE DOOR IS "OPEN" WHILE WE ARE DRIVING WHILE IT IS BEEPING AND UNABLE TO OPEN/CLOSE. I CALLED THE DEALERSHIP AND WAS TOLD THERE WAS NOTHING THEY COULD DO TO FIX THIS PROBLEM. THE SERVICE DEPARTMENT TOLD ME THAT THEY HAD A HANDFUL OF SIENNAS IN DURING THE LAST FREEZE BECAUSE PEOPLE HAD MANUALLY RIPPED THE DOOR HANDLES OFF TRYING TO OPEN THE DOORS. *AK BIRMINGHAM MI Failure Date: 11/01/2004

SEATS. WHEN I TOOK THE VEHICLE TO THE DEALER THEY TOLD ME THAT MY SUNROOF IS OPERATING NORMALLY AND THAT A CAR WASH IS NOT A NORMAL CONDITION. I DISAGreed W/Them. THEY SUBJECTED THE VEHICLE TO HIGH PRESSURE WATER BUT DID NOT RE-CREATE THE PROBLEM BECAUSE THEY DID NOT TAKE THE VEHICLE THROUGH A CAR WASH. THEY WERE QUESTIONED ON THIS. THEY'RE STILL CONTENDING THAT MY CAR IS FINE. I SAY IT IS NOT, A SUNROOF ON A 2004 VEHICLE W/LESS THAN 10K MILES SHOULD NOT LEAK OR OPEN UP. INVESTIGATING THIS WOULD BE APPRECIATED. *NM UNIONTOWN OH Failure Date: 11/27/2004

I LIVE ON THE US-CANADIAN BORDER IN NORTH DAKOTA. WE HAVE A LOT OF SNOW AND VERY COLD WINTERS. WE HAVE FOUND THAT AS WE DRIVE THE VEHICLE ANY SNOW THAT ACCUMULATES ON THE ROOF THAT MELTS DRIPS DOWN INTO THE SLIDING DOORS ON BOTH SIDES. THE RUBBER SEAL CATCHES THE WATER, AS IT SHOULD, AND THEN THE WATER REFREEZES, SOMETIMES IN A MATTER OF SECONDS DUE TO THE EXTREME COLD. THIS CAUSES THE DOORS TO FREEZE SHUT. NO AMOUNT OF PULLING OR PUSHING WILL OPEN THEM. THIS HAS HAPPENED ON SEVERAL OCCAISIONS. WE HAD HOPED THAT ONCE TEMPS. STAYED BELOW FREEZING AS THEY DO DEC.-FEB. IT WOULD NOT BE A PROBLEM, BUT APPARENTLY JUST DRIVING FOR EXTENDED PERIODS OF TIME IS ENOUGH TO CAUSE THE SNOW TO MELT THUS CAUSING THE FREEZING DOOR PROBLEM. THIS IS A SERIOUS PROBLEM BECAUSE: 1) I CANNOT GET MY 3 CHILDREN INTO THE VEHICLE AND 2) IF WE WERE IN A CRASH AND THE DOORS FROZE SHUT I WOULDN'T BE ABLE TO GET MY CHILDREN OUT OF THE VEHICLE IN A TIMELY MANNER. *AK I HAVE CONTACTED TWO DIFFERENT TOYOTA DEALERS. NEITHER DEALER HAD HEARD OF THE PROBLEM OR OFFERED ANY SOLUTION. I CONTACTED THE NATIONAL NUMBER FOR TOYOTA AND FILED A FORMAL COMPLAINT. THEY TOO, HAD NOT HEARD OF THIS PROBLEM AND DID NOT OFFER ANY SOLUTIONS. CAVALIER ND Failure Date: 01/05/2005
NHTSA Consumer Complaints as of July 21, 2014

13 10101321 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
WHEN THE MANUAL SLIDING DOOR WINDOW WAS OPEN THE DOOR
WOULD NOT STAY IN THE OPEN LOCKED POSITION. IF THE CONSUMER WAS
PARKED ON A HILL THE DOOR WOULD NOT STAY OPEN AND CLOSED ON THE
CHILDREN EXITING THE VEHICLE. *AK *NM LEVITTOWN NY Failure Date: 11/01/2004

13 10091900 2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS REAR DRIVER'S SIDE DOOR CAME OFF THE TRACK. AS A RESULT, DOOR DID NOT SHUT PROPERLY. *AK MEDWAY MA Failure Date: 09/07/2004

13 10083013 2004 TOYOTA SIENNA STRUCTURE:BODY:DOOR
WHEN OUR VEHICLE WAS JUST PURCHASED, WE HAD BROUGHT IT HOME AND WAS SHOWING IT TO FAMILY WHEN OUR 2-YEAR OLD SON PULLED ON THE SLIDING DOOR HANDLE, AND THE DOOR BEGAN TO OPEN (WE THOUGHT THE CHILD LOCKS WERE ON, BUT THIS WAS NOT THE CASE). HE WAS SURPRISED AND WAS AFRAID OF FALLING OUT OF THE VAN, SO HE JUST HELD ONTO THE HANDLE. AS THE DOOR WAS OPENING, HIS HEAD THEN WAS DRAGGED BETWEEN THE SLIDING DOOR AND THE SIDE OF THE VAN. BUT THE VAN DOOR DID NOT STOP OPENING. IT JUST CONTINUED OPENING, EXERTING EVEN MORE FORCE ON OUR SON'S HEAD. FORTUNATELY WE WERE ABLE TO GRAB THE DOOR AND FORCEFULLY PULL IT BACK CLOSED BEFORE OUR SON WAS HORRIBLY INJURED. WE WERE UNDER THE ASSUMPTION THAT THE SAFETY FEATURE OF THE SLIDING DOORS WOULD HAVE STOPPED THE DOOR FROM OPENING WHEN IT FELT RESISTANCE, BUT THAT WAS OBVIOUSLY NOT THE CASE. *AK WEST MELBOURNE FL Failure Date: 06/06/2004

13 10082510 2004 TOYOTA SIENNA
STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS REAR MANUAL PASSENGER DOOR IN TOYOTA SIENNA LE (8 PASSAGER) DOES NOT LATCH UNDER CERTAIN CONDITIONS ( WE HAVE NARROWED IT DOWN TO WHEN WINDOWS ARE LEFT OPENED). IN TEXAS DUE TO HEAT CONDITIONS, WINDOWS ARE LEFT OPEN DURING SPRING AND FALL SEASONS. MY DOGS
HAVE BEEN STRUCK NUMEROUS TIMES BY "NON-LOCKING" DOORS AND IT HAS ALSO CAUGHT MY HAND ONCE (WHEN PARKED AT AN INCLINE). THIS IS VERY DANGEROUS AND WE HAVE INSTRUCTED OUR KIDS TO ONLY USE THE RIGHT SIDE POWER DOOR DUE TO THIS SAFETY ISSUE. DEALER HAS INDICATED THEY CANNOT FIX THE PROBLEM. FOR A VEHICLE DESIGNED FOR FAMILY USE (INCLUDING KIDS), THIS ISSUE NEEDS TO BE RESOLVED BEFORE KIDS GET HURT.*AK

PLANO  TX  Failure Date:  07/05/2004

13  10080311  2004  TOYOTA  SIENNA
   STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS  WHILE DRIVING DRIVER'S SIDE SLIDING DOOR LOCKED AND UNLOCKED FOR NO REASON. VEHICLE WAS TAKEN TO THE DEALERSHIP, WERE THEY REPLACED THE MOTOR LATCH AND A HINGE. *AK  HOBART  IN  Failure Date:  07/02/2004

13  10074835  2004  TOYOTA  SIENNA  STRUCTURE:BODY:DOOR DRIVER SIDE OUTSIDE DOOR HANDLE WOULD GET JAMMED IN THE OPEN POSITION.  THE INTERIOR LIGHTS WOULD BE ON, WHICH WAS NOTICEABLE IF IT WAS DARK OUTSIDE.  BUT IF IT WAS BRIGHT AND SUNNY IT WAS EASY TO MISS.  THE DOOR APPEARS TO BE CLOSED, BUT IT WAS NOT.  A FEW TIMES I STARTED DRIVING WITH THIS CONDITION, AND THE DRIVER SIDE DOOR FLEW OPEN WHEN I TURNED!  YOU WOULD HAVE TO STOP THE CAR, AND GET OUT AND PUSH THE OUTSIDE HANDLE BACK TO ITS NORMAL POSITION FOR THE DOOR TO STAY SHUT.  I TOOK IT TO THE DEALER, AND THEY JUST SQUIRTED SOME LUBRICATION INTO THE HANDLE.  THIS SEEMS LIKE A SHORT TERM FIX, AND IT COULD START HAPPENING AGAIN.  *AK  GENEVA  IL  Failure Date:  12/06/2003

THE REAR WINDOW. THIS DID SEVERAL THOUSAND DOLLARS OF DAMAGE TO
THE CAR... THIS IS HOW HARD THE DOOR SLAMMED OFF THE TRACKS, MY SON
WAS STANDING BY THE DOOR TO GET IN AND WAS KNOCKED BACKWARDS
ONTO THE GROUND. A SMALLER CHILD WOULD HAVE BEEN SERIOUSLY
INJURED! TOYOTA ACTUALLY KEPT OUR CAR FOR 3 WEEK SO THEY COULD
FLY IN ENGINEERS FROM HEADQUARTERS TO INVESTIGATE... WHEN PRESSED
FOR INFORMATION, WE WERE TOLD THIS IS NOT THE FIRST TIME IT HAS
HAPPENED, THE MANAGER AT OUR DEALERSHIP WAS AWARE OF 5 OTHER
CASES. *LA COOL CA Failure Date: 12/01/2003

13 10042975 2004 TOYOTA SIENNA
    STRUCTURE: BODY: DOOR: HINGE AND ATTACHMENTS 2004 TOYOTA
    SIENNA CE MODEL SLIDING DOORS PROBLEM. BOTH SLIDING DOORS INSIDE
    PANELS POP UP AT LEAST 1 INCH FROM THE DOOR FRAME. THIS CAUSING THE
    SLIDING DOOR JAM DURING OPENING & CLOSING. ONE SIDE OF THE DOOR
    FAILED TO OPEN. *LA SCOTTSDALE AZ Failure Date: 10/10/2003

13 10040185 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR
    THE CONSUMER STATED THAT WHILE HIS 4YR OLD CHILD WAS GETTING
    OUT OF CENSORED SLIDING DOOR THE CHILD'S RIGHT LEG BECAME CAUGHT
    IN DOOR AND SUSTAINED A DEEP CUT. THE CONSUMER HAD TO HIT THE DOOR
    TO RETRACT IT. THE DEALERS SERVICE TECHNICIAN COULD NOT DUPLICATE
    THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *NLM
    CRANFORD NJ Failure Date: //

13 10040183 2004 TOYOTA SIENNA STRUCTURE: BODY: DOOR
    THE CONSUMER STATED THAT WHILE THE PASSENGER WAS GETTING
    OUT OF THE CENSORED SLIDING DOOR, THE DOOR DID NOT RETRACT AND
    THE PASSENGERS ARM GOT CAUGHT IN THE DOOR WHICH RESULTED IN
    INJURY. THE DEALER SERVICED THE VEHICLE BUT COULD NOT DUPLICATE
    THE PROBLEM. MANUFACTURER HAS BEEN CONTACTED. PLEASE PROVIDE
    FURTHER INFORMATION. *NLM CRANFORD NJ Failure Date: //