

NHTSA Consumer Complaints as of October 30, 2014

12 10650394 2005 TOYOTA SIENNA STRUCTURE THE  
POWER SLIDING DOOR DOES NOT OPEN. THE DEALER AND TOYOTA  
CORPORATE HAVE SAID "TOUGH LUCK" GET IT FIXED FOR ~\$1,500.  
THERE ARE ENOUGH COMPLAINTS ON THIS ISSUE THAT THIS SHOULD BE A  
RECALL BY NOW. IT'S A SAFETY CONCERN OF THE GREATEST DEGREE.  
THE DOOR WILL NOT OPEN. EXAMPLE BELOW OF TYPICAL COMPLAINT: "TO  
DATE, TOYOTA HAS NOT ISSUED A RECALL FOR THE SIENNA, ALTHOUGH SOME  
OWNERS HAVE REPORTED THAT THE AUTOMAKER HAS ISSUED TECHNICAL  
SERVICE BULLETINS (TSB) FOR THE AUTOMATIC SLIDING DOORS. A TSB IS  
EFFECTIVELY A HIDDEN RECALL, MEANING THAT TOYOTA IS ATTEMPTING TO  
HANDLE THE PROBLEM IN-HOUSE. CONTACT YOUR TOYOTA DEALER FOR  
ASSISTANCE. CHECK THE NHTSA WEBSITE FOR CURRENT RECALL  
INFORMATION." PLEASE FORCE THEM TO FIX THIS PROBLEM.

N. ATTLEBORO MA Failure Date: 08/31/2011

12 10641803 2005 TOYOTA SIENNA STRUCTURE SLIDING  
SIDE DOORS FREEZE SHUT...WILL NOT OPEN AUTOMATICALLY OR MANUALLY  
IN COLD WEATHER CONDITIONS. NOR DO THEY OPEN PROPERLY IN WARM  
WEATHER CONDITIONS. OLATHE KS Failure Date: 01/02/2012

12 10639350 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE KEY  
FOB FAILED TO UNLOCK OR LOCK THE DOORS AND FAILED TO ACTIVATE THE  
SLIDING DOORS. THE CONTACT MENTIONED THAT THE BATTERIES WERE  
CHANGED FROM THE KEY FOB BUT THE FAILURE PERSISTED. THE FAILURE  
OCCURRED ON MULTIPLE OCCASIONS. THE CONTACT WAS ADVISED FROM  
THE DEALER THAT ALL FIVE DOOR ACTUATORS NEEDED TO BE REPLACED. THE  
VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE  
FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 112,000.

ROME GA Failure Date: 07/21/2014

12 10633348 2005 TOYOTA SIENNA STRUCTURE THIS IS  
REALLY AN ONGOING ISSUE THAT STARTED IN WINTER OF 2012 AND CARRIED  
OVER INTO 2013. OUR SIENNA HAS/HAD ISSUES WITH THE POWER SLIDING

## NHTSA Consumer Complaints as of October 30, 2014

DRIVER AND PASSENGER DOORS. WE WERE TOLD BY LITHIA TOYOTA IN GRAND FORKS, ND THAT IT WOULD COST \$1700 TO REPLACE A LATCH AND CABLE IN ORDER FOR THE POWER SLIDING DOOR TO WORK. THERE IS NO WAY I WAS EVEN GOING TO CONSIDER PAYING THAT FOR THE DRIVER OR PASSENGER SIDE, LET ALONE BOTH. AFTER READING ABOUT ALL THE ISSUES TOYOTA SIENNA'S HAVE, MY WIFE AND I LOOKED FOR OTHER OPTIONS. WE TOOK OUR SIENNA TO CORWIN TOYOTA IN FARGO, ND WHERE THEY REMOVED THE POWER CAPABILITY SO WE COULD SIMPLY HAVE A MANUAL SLIDING DOOR ON THE DRIVER SIDE. THAT OPTION WORKED WELL FOR A WHILE, BUT EVENTUALLY IT DIDN'T WORK BETWEEN THE SNOW/ICE AND (FULL DISCLOSURE...WE LIVE ON A GRAVEL ROAD) DUST, OUR DOORS CONTINUOUSLY STICK NO MATTER WHAT TIME OF THE YEAR IT IS, REGARDLESS OF TEMPERATURE. WE OFTEN GO FOR MONTHS AT A TIME WITH ONLY ONE OPERATIONAL MANUAL SLIDING DOOR (WE DID HAVE LAKE TOYOTA IN DEVILS LAKE, ND MAKE THE PASSENGER SIDE DOOR MANUAL LIKE THE DRIVERS SIDE). WHEN BOTH DOORS GET STUCK, WE HAVE ONE REPAIRED (HAVE DONE THAT A COUPLE TIMES). THIS IS A SAFETY ISSUE THAT TOYOTA IS REFUSING TO DO ANYTHING ABOUT. WHY CAN'T WE HAVE A MANUAL OPERATING DOOR? WHY DO WE HAVE TO KEEP GOING TO A DEALER TO HAVE THIS SITUATION TAKEN CARE OF? I HAVE TRIED TO CONTACT TOYOTA CUSTOMER CARE AND WAS TOLD THAT THEIR WARRANTY EXPIRED AT 120K MILE POINT (WE CURRENTLY HAVE 194K MILES ON THE VAN, BOUGHT IT WITH 125K). I JUST WANT TOYOTA TO REPAIR MY SLIDING DOORS SO THEY WORK MANUALLY. I DO NOT CARE ABOUT POWER DOORS. PERHAPS YOU CAN EXPLAIN THIS TO TOYOTA IN A WAY WHICH I HAVE FAILED TO DO.

MEKINOCK ND Failure Date: 01/01/2013

12 10628808 2005 TOYOTA SIENNA STRUCTURE THE FRONT PASSENGER DOOR STARTING POPPING. THE FRONT DOOR CHECK MOUNTING PANEL SPOT WELDS FAILED. TOYOTA HAS ACKNOWLEDGED THERE WAS A PROBLEM AND ISSUED AN EXTENDED WARRANTY, BUT I'M RIGHT OUTSIDE THE WARRANTY PERIOD. TOYOTA REFUSES TO FIX THE ISSUE.

CYPRESS TX Failure Date: 08/06/2014

NHTSA Consumer Complaints as of October 30, 2014

12 10616396 2005 TOYOTA SIENNA STRUCTURE LOUD  
POPPING NOISE HEARD FROM DRIVER'S SIDE DOOR WHEN OPENING AND  
CLOSING THE DOOR. TOYOTA REFUSED TO FIX THIS PROBLEM BECAUSE ITS  
OUTSIDE OF THEIR ENHANCED WARRANTY TIME FRAME. I GUESS THEY WILL  
BE CONCERNED IF THE DOOR POP OPENS WHILE I AM DRIVING AND LEADS TO  
AN ACCIDENT OR DEATH. NEW CITY NY Failure Date: 05/16/2012

12 10615959 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED SHE WAS  
UNABLE TO OPEN AND CLOSE THE PASSENGER SIDE AUTOMATIC SLIDING  
DOOR. THE CONTACT MENTIONED SHE WOULD HAVE TO MANUALLY FORCE  
THE PASSENGER AUTOMATIC SLIDING DOOR OPEN AND CLOSED. THE  
CONTACT STATED THAT CURRENTLY THE PASSENGER AUTOMATIC SLIDING  
DOOR FAILED TO OPEN. ADDITIONALLY THE CONTACT MENTIONED THE  
PASSENGER AUTOMATIC SLIDING DOORS FROZE IN THE WINTER. THE VEHICLE  
WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS NOT MADE AWARE  
OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT  
MILEAGE WAS 66,000. PATERSON NJ Failure Date: 04/08/2014

12 10593045 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA. CONSUMER WRITES IN REGARDS TO RECALL INQUIRY ON  
SLIDING DOORS. \*SMD THE CONSUMER STATED THE RIGHT SIDE SLIDING  
DOOR, WOULD STOP FUNCTIONING AT TIMES. \*JB  
WASHINGTON DC Failure Date: 06/02/2014

12 10592308 2005 TOYOTA SIENNA STRUCTURE POWER  
SLIDING PASSENGER DOOR FAILED IN THE OPEN POSITION. AUTO-DOOR  
TURNED OFF AND FINALLY WITH MUCH EFFORT CLOSED THE DOOR  
MANUALLY. DOOR WILL NOW NOT OPEN WITHOUT THE MAJOR EFFORT OF A  
FULL GROWN ADULT. FAILURE WAS SUDDEN AND UNANNOUNCED. IN CASE  
OF AN ACCIDENT OR EMERGENCY, THERE IS NO WAY ANY MID OR REAR SEAT  
CHILDREN OR SMALL ADULTS COULD OPEN THIS DOOR ENOUGH TO EGRESS  
THE VEHICLE. SEVERAL PEOPLE WITH THE SAME FAILURE REPORT HAVING TO  
DRIVE WITH THE DOOR JAMMED OPEN TO GET TO REPAIR SHOPS. FAILURE

NHTSA Consumer Complaints as of October 30, 2014

OF THIS DRIVE CABLE (AND SOMETIMES THE ASSOCIATED MOTOR) IS WELL DOCUMENTED ON-LINE, EVEN IN MUCH YOUNGER VEHICLES. TOYOTA EVEN ADDED IT TO THE EXTENDED SERVICE PLAN. DARIEN IL

Failure Date: 05/17/2014

12 10588262 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER'S SIDE DOOR MADE A LOUD POPPING NOISE WHEN IT WAS OPENED. THE CONTACT ALSO STATED THAT THE DRIVERS DOOR SWUNG OPEN AND HIT HER LEGS. A LOCAL MECHANIC INSPECTED THE VEHICLE AND NOTICED THAT THE DRIVER'S DOOR HINGE WAS FRACTURED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 117,000. THE APPROXIMATE CURRENT MILEAGE WAS 118,000. HIGHLAND FALLS NY Failure Date: 03/01/2014

12 10587910 2005 TOYOTA SIENNA STRUCTURE AFTER THE REAR HATCH STRUTS WERE REPLACED FOR THE RECALL, THE REAR HATCH WHEN OPENED MANUALLY FLIES OPEN SO FAST IT HAS HIT ME THE HEAD. TOYOTA SAID THE NEW STRUTS HAVE MORE PRESSURE TO HOLD THE DOOR UP SO IT WILL OPEN FASTER, BUT THIS IS DANGEROUS. THE DOOR NEVER OPENED THIS FAST WITH THE OLD STRUTS. TOYOTA NEEDS TO RESOLVED THIS ISSUE. \*TR NORTH OLMSTED OH Failure Date: 08/08/2012

12 10584634 2005 TOYOTA SIENNA STRUCTURE VEHICLE HAD GOT CRACKS SPREADING ACROSS THE DASHBOARD AND THIS COULD CAUSE THE AIR BAD ON THE PASSENGER SIDE OF THE VEHICLE TO INFLATE. \*TR ELLENTON FL Failure Date: 02/11/2014

12 10584453 2005 TOYOTA SIENNA STRUCTURE FIRST DASHBOARD HAS NUMEROUS CRACKS, THEN REAR CAMERA STOPPED WORKING, THEN NAVIGATION SYSTEM STOPPED WORKING, NOW RADIO WORKS INTERMITTENTLY - I BELIEVE THE PROBLEM IS ELECTRICAL BECAUSE OF CONTINUOUS HUMMING SOUND RADIO EMITS. \*TR I AM CONCERNED ABOUT THE AIRBAGS AND ALSO BEING WITHOUT REAR CAMERA FRIGHTENS

NHTSA Consumer Complaints as of October 30, 2014

ME. TOYOTA HAS REFUSED TO FIX PROBLEM 0 STATES OUT OF WARRANTY.

\*TR TAMPA FL Failure Date: 01/17/2011

12 10583155 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHENEVER THE WEATHER WAS COLD, THE REAR SLIDING DOORS FAILED TO OPEN. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 55,000. ELIZABETH NJ

Failure Date: 04/10/2013

12 10577959 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED WHILE OPENING AND CLOSING THE DRIVERS DOOR IT MADE A LOUD GRINDING NOISE. THE DEALER INSPECTED THE VEHICLE AND FOUND THAT THE DOOR WELDING FRACTURED DUE TO DEFECTIVE WELDING. THE DEALER RECOMMENDED THAT THE DRIVERS DOOR BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 119,000. THE CURRENT MILEAGE 121,000. CLIFTON PARK NY Failure Date: 02/01/2014

12 10577851 2005 TOYOTA SIENNA STRUCTURE THE SLIDING BACK DOOR WILL NOT OPEN. THE MOTOR IS STILL WORKING BUT THE DOOR WILL NOT OPEN. IT CAN NOT BE OPENED MANUALLY EITHER. THIS IS A HUGE SAFETY ISSUE FOR MY CHILDREN IN CASE OF AN ACCIDENT. THERE IS NO WAY TO EXIT THE CAR FROM THE BACK SEATS ON THE PASSENGER SIDE. THERE SHOULD ALWAYS BE A WAY TO MANUALLY OPEN THE DOOR. I HAVE RESEARCHED THIS ON THE INTERNET AND THERE ARE A LOT OF COMPLAINTS FROM MANY PEOPLE HAVING THE SAME SAFETY ISSUE. \*TR PALOS PARK IL Failure Date: 02/03/2014

12 10576222 2005 TOYOTA SIENNA STRUCTURE THE DRIVER SIDE DOOR'S SPOT WELD BROKE. THIS CAUSES A HORRIBLE POPPING NOISE WHEN THE DOOR IS OPENED OR CLOSED. I CONTACTED TOYOTA AND

NHTSA Consumer Complaints as of October 30, 2014

THEY TOLD ME THEY ARE AWARE OF THE PROBLEM AND THEY WOULD COVER IT FOR VEHICLES THAT HAVE LESS THAN 100,000 MILES. \*TR

SCHENECTADY NY Failure Date: 03/24/2014

12 10575305 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DASHBOARD WAS CRACKING AND EXPOSING THE AIR BAGS. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 140,000 AND THE CURRENT MILEAGE WAS 148,099.

SAVANNAH GA Failure Date: 02/22/2013

12 10573580 2005 TOYOTA SIENNA STRUCTURE DRIVER AND PASSENGER DOORS ARE FAILING OPEN WIDE DUE TO THE BROKEN FRAME INSIDE THE DOOR. CONSISTENT POPPING NOISES STARTED OCCURRING THEN IT STOPPED. THE DOOR NOW ONLY STOPS WHEN OPENED ALL THE WAY. THIS IS DANGEROUS TO NOT ONLY THE DRIVER/PASSENGER, BUT FOR OTHER CARS. \*TR CLOVIS CA Failure Date: 12/05/2011

12 10573241 2005 TOYOTA SIENNA STRUCTURE IN NOV 2013 MY 2005 SIENNA DRIVER DOOR STARTED POPPING, AND IN RESEARCHING THE ISSUE, I FOUND THOUSANDS OF THE SAME COMPLAINTS ON THE INTERNET WHICH HAS TO DO WITH A BAD SPOT WELD; THE DOOR NOW HAS NO "STOP", AND SWINGS FREELY. LAST APRIL 2013, AND MORE RECENTLY, THE DOOR HAS CLOSED ON MY HAND BECAUSE IT WON'T STAY OPEN BY ITSELF. UNFORTUNATELY, I AM ALLEGEDLY OUT OF THE "EXTENDED 5 YEAR WARRANTY--SHOULD BE A RECALL" WINDOW. WHAT IS TOYOTA DOING TO RESOLVE THIS ISSUE FOR THEIR LOYAL CUSTOMERS? [HTTPS://WWW.FACEBOOK.COM/PAGES/TOYOTA-SIENNA-VAN-DOOR-WELD-ISSUE-CREATING-POPPING-NOISE/101820339938012](https://www.facebook.com/pages/toyota-sienna-van-door-weld-issue-creating-popping-noise/101820339938012) [HTTP://FORUMS.EDMUNDS.COM/DISCUSSION/10450/TOYOTA/SIENNA/QUESTION-ON-TSB-TOYOTA-SIENNA-DOOR-WELDS-CAUSING-CLICKING](http://forums.edmunds.com/discussion/10450/toyota/sienna/question-on-tsb-toyota-sienna-door-welds-causing-clicking) [HTTPS://SITES.GOOGLE.COM/SITE/TOYOTASIENNADEFECTS/](https://sites.google.com/site/toyotasiennamefects/) \*TR

LITTLETON CO Failure Date: 03/30/2013

NHTSA Consumer Complaints as of October 30, 2014

12 10572709 2005 TOYOTA SIENNA STRUCTURE THE REAR DOOR STRUTS ON THIS SIENNA BEGAN FAILING ABOUT A WEEK AGO. THE VEHICLE CURRENTLY HAS 172000 MILES, BUT STILL RUNS VERY WELL, EXCEPT THAT THE REAR DOOR IS NOW BARELY USABLE. MY VEHICLE HAS A MANUAL REAR DOOR WHICH SIMPLY IS SO DIFFICULT TO ACCESS THAT IT IS BARELY USABLE. I HAVE BEEN HIT IN THE HEAD SEVERAL TIMES, BUT MY BIGGEST CONCERN IS FOR KIDS GETTING HIT BY THIS HEAVY DOOR.

\*TR GAITHERSBURG MD Failure Date: 03/16/2014

12 10567089 2005 TOYOTA SIENNA STRUCTURE POWER SLIDING DOOR BECAME STUCK HALF WAY OPEN. WAS NOT ABLE TO OPEN OR CLOSE DOOR. MY INFANT WAS TRAPPED INSIDE. ONLY ABLE TO FREE DOOR AFTER TRYING TO MANUALLY CLOSE DOOR WHICH CAUSED CABLE TO BREAK. WE WERE UNABLE TO DRIVE DO TO DOOR STUCK PARTIALLY OPEN, AND CABLE DEBRIS HANGING OUT UNDER REAR WINDOW. \*TR

BICKNELL IN Failure Date: 03/04/2014

12 10566715 2005 TOYOTA SIENNA STRUCTURE THE DRIVER POWER SLIDING DOOR FAILED. THE DOOR OPENED AND CLOSED ONLY HALFWAY AND WAS STUCK. OUR 2 INFANTS WERE IN THE CAR. THIS WAS DANGEROUS AS MY WIFE WAS AN HOUR AWAY FROM HOME WITH A DOOR THAT WOULD NOT CLOSE IN 15 DEGREE WEATHER. A DOOR THAT WILL NOT CLOSE IS DANGEROUS AS FOR MANY THE ONLY CHOICE IS TO DRIVE HOME WITH THE DOOR OPEN. I WAS ABLE TO CUT THE CABLES TO GET THE DOOR TO CLOSE. \*TR GREENE NY Failure Date: 03/02/2014

12 10566525 2005 TOYOTA SIENNA STRUCTURE THE DRIVER'S SIDE POWER SLIDING DOOR WILL OPEN ABOUT 4 INCHES THEN RETURNS TO CLOSE. THERE IS NOTHING BLOCKING THE TRACK. ESTIMATES THAT I HAVE READ HAVE BEEN ANYWHERE FROM \$1500 - \$2500 TO GET THIS FIXED. I HAVE THREE SMALL CHILDREN, ONE OF WHOM IS DISABLED. IF THERE WAS AN EMERGENCY, I WOULD NOT BE ABLE TO GET MY CHILDREN OUT OF THE VEHICLE QUICKLY. I DO NOT HAVE THE FINANCES TO GET THIS FIXED. AFTER READING ABOUT THIS SAME COMPLAINT FROM HUNDREDS OF

NHTSA Consumer Complaints as of October 30, 2014

OTHER OWNERS, COULD THERE BE AN INVESTIGATION OR RECALL FOR THIS PROBLEM? IS THERE ANY PLACE I CAN GET HELP FOR THIS PROBLEM? MY CHILDREN'S SAFETY IS OF UTMOST IMPORTANCE TO ME. \*TR

MURRAY KY Failure Date: 02/24/2014

12 10565622 2005 TOYOTA SIENNA STRUCTURE POWER LIFT GATE SLAM DOWN HARD TO CLOSE UPON REACHING MAX OPENING LIFT. WAS REACHING OUT TO PUT SOMETHING IN THE BACK AND LIFT GATE STARTED SHUTTING DOWN ON ME, VERY HARD. I WAS ABLE TO GET OUT OF THE WAY ON TIME. \*TR REGO PARKNY Failure Date: 02/23/2014

12 10563980 2005 TOYOTA SIENNA STRUCTURE PASSENGER SLIDING DOOR CABLE IS BROKEN. TOYOTA IS AWARE OF THE WELL KNOWN PROBLEM AND HAS NOT ISSUED A RECALL. \*TR FLUSHING NY Failure Date: 02/10/2014

12 10559529 2005 TOYOTA SIENNA STRUCTURE I HAVE ISSUE WITH MY TOYOTA SIENNA 2005 AND I WANT TOYOTA TO TO RESOLVE THIS ISSUE TECHNICAL SERVICE BULLETIN MARCH 23, 2007 TSB REVISION NOTICE: ?? JULY 6, 2007: THE WARRANTY INFORMATION TABLE HAS BEEN UPDATED WITH SEPARATE ?COMBO A? OP CODES. ?? MAY 29, 2007: THE WARRANTY INFORMATION HAS BEEN UPDATED. THE NOTE BEFORE STEP 1 OF THE REPAIR PROCEDURE HAS BEEN UPDATED. PREVIOUS VERSIONS OF THIS TSB SHOULD BE DISCARDED. SOME CUSTOMERS MAY EXPERIENCE A POPPING NOISE WHEN OPENING AND/OR CLOSING THE FRONT DOORS ON THEIR VEHICLE. USE THE FOLLOWING PROCEDURE TO DIAGNOSE AND CORRECT THE CONDITION. ?? 2004 ? 2006 MODEL YEAR SIENNA VEHICLES PRODUCED BEFORE THE PRODUCTION CHANGE. \*TR BURKE VA Failure Date: 01/10/2014

12 10555403 2005 TOYOTA SIENNA STRUCTURE TRIED TO AVOID ONCOMING TRUCK OVER DOUBLE LINE BY EASING TO R SHOULDER AND CAUGHT ICE. SLIDE, DRIVER SIDE TIRES WENT UP ON GUARDRAIL, WENT AIRBORNE TAKING OUT A MAILBOX, BOUNCED IN A LOWER FRONT YARD WENT



## NHTSA Consumer Complaints as of October 30, 2014

BACK IN AIR. PINGED OFF LARGE TREES X3 THEN PASSED THRU 2 FIELD GOAL AND THE TREE DEAD CENTER AND MY VAN HIT HARD! CRUMPLING MY FRONT END BUT NOT DEPLOYING ANY AIR BAGS. NICE SEATBELT BRUISE AND SHAKEN BUT NO INJURIES. \*TR COUDERSPORT PA Failure Date: 11/26/2013

12 10552835 2005 TOYOTA SIENNA STRUCTURE THE PLATE ON THE DOOR THAT IS CONNECTED TO THE END OF THE STRUT THAT LIMITS HOW FAR THE DRIVER'S SIDE DOOR CAN BE OPENED IS SPOT WELDED TO THE DOOR FRAME. SEVERAL OF THOSE SPOT WELDS HAVE BROKEN AND VERY SHORTLY THE DOOR WILL BE ABLE TO SWING OPEN WITHOUT LIMIT. I AM TOLD THAT TOYOTA HAD AN EXTENDED WARRANTY FOR THIS ISSUE BY THAT IT EXPIRED IN 2012. \*TR BROOKEVILLE MD Failure Date: 11/18/2013

12 10552180 2005 TOYOTA SIENNA STRUCTURE THE SLIDING REAR DOORS DO NOT OPEN WHEN THE WEATHER GETS COLD. \*TR CHICAGO IL Failure Date: 11/21/2007

12 10552078 2005 TOYOTA SIENNA STRUCTURE SLIDING DOORS FREEZE SHUT WHENEVER TEMPERATURE IS BELOW FREEZING. THE TOYOTA SERVICE DEPARTMENTS SOLUTION IS TO SPRAY THE DOOR WEATHER STRIPPING WITH SILICONE SPRAY WHICH DOES SOLVE THE PROBLEM BUT ONLY FOR A SHORT DURATION OF TIME (1 MONTH MAX) AND DOES NOT SOLVE THE PROBLEM AT COLDER TEMPERATURES (BELOW 20 DEGREES F) WHERE THE DOORS ALWAYS FREEZE SHUT. THIS ISSUE IS POTENTIALLY DANGEROUS BY TRAPPING THE PASSENGERS INSIDE WITH NO MEANS OF EGRESS, ESPECIALLY IN THE EVENT OF A FRONT END COLLISION WHERE EVEN THE FRONT DOORS ARE INOPERABLE. THIS IS A KNOW ISSUE WITH THIS YEAR/ MODEL TOYOTA VAN, WITH MANY OTHERS EXPERIENCING THE SAME PROBLEM. I HAVE EXPERIENCED THE PROBLEM WHEN TRYING TO ATTEMPT TO ENTER THE VEHICLE AND EXITING THE VEHICLE AFTER THE TEMPERATURE HAS DROPPED WHILE DRIVING. \*TR SYRACUSE NY Failure Date: 11/13/2013

## NHTSA Consumer Complaints as of October 30, 2014

12 10551945 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE METAL WELDING FOR THE DRIVER'S SIDE DOOR BECAME FRACTURED AND CAUSED THE DOOR CHECK TO SEPARATE. ALSO, THE FRONT PASSENGER'S SIDE VENT WAS EMITTING COLD AIR WHILE THE DRIVER'S SIDE VENT WOULD EMIT HOT AIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 110,000 AND THE CURRENT MILEAGE WAS 114,000. SOUTHPORT FL Failure Date: 10/01/2013

12 10551623 2005 TOYOTA SIENNA STRUCTURE THE REAR DOOR ALMOST CLOSED ON ME AS I WAS LOADING GROCERIES. I OPENED THE REAR DOOR WITH MY KEY REMOTE, STEPPED UNDERNEATH THE DOOR AS IT WAS FULLY LIFTED, AND QUICKLY STEPPED OUT OF THE WAY AS THE DOOR BEGAN AUTOMATICALLY CLOSING. TOYOTA ISSUED A RECALL IN 2008 FOR THIS ISSUE, AND I VERIFIED WITH MY LOCAL TOYOTA DEALERSHIP THAT THEY PERFORMED THIS RECALL. \*TR BLAINE MN Failure Date: 11/08/2013

12 10546106 2005 TOYOTA SIENNA STRUCTURE BOTH AUTOMATIC SLIDING DOORS FAIL TO CLOSE PROPERLY. THE AUTOMATIC DOOR TRIES TO CLOSE BUT THEN SLIDES OPEN. THE PASSENGER HAS TO PUT PRESSURE TO PUSH IN ORDER TO CLOSE THE AUTOMATIC SLIDING DOOR. \*TR FREMONT CA Failure Date: 01/01/2010

12 10546105 2005 TOYOTA SIENNA STRUCTURE BOTH AUTOMATIC SLIDING DOORS FAIL TO CLOSE PROPERLY. THE AUTOMATIC DOOR TRIES TO CLOSE BUT THEN SLIDES OPEN. THE PASSENGER HAS TO PUT PRESSURE TO PUSH IN ORDER TO CLOSE THE AUTOMATIC SLIDING DOOR. \*TR FREMONT CA Failure Date: 01/01/2010

12 10546009 2005 TOYOTA SIENNA STRUCTURE A RECALL WAS ISSUED FOR THE REAR LIFT GATE STRUTS. IMMEDIATELY AFTER HAVING THIS DONE THE REAR LIFT GATE WOULD NOT CLOSE ALL THE WAY AND

NHTSA Consumer Complaints as of October 30, 2014

WOULD OPEN BACK UP AFTER GOING HALF THE WAY DOWN. ON OCCASION THE REAR LIFT GATE HAS FLOWN OPEN HALF WAY DOWN. TOYOTA INFORMED US THAT THE GAS PRESSURE IN THE NEW STRUTS WAS THE PROBLEM AND THEY WOULD NOT FIX IT. I WISH I HAD NOT HAD THE RECALL DONE AS I DID NOT HAVE A PROBLEM BEFORE THEN. IT HAS BEEN AN ON GOING PROBLEM. I HAVE TO APPLY PRESSURE TO THE BACK DOOR TO PREVENT IT OPENING ON CLOSING EVERY TIME. \*TR NORTHLAKE TX Failure Date: 09/01/2010

12 10545639 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER'S SIDE DOOR FAILED TO CLOSE INTERMITTENTLY WITHOUT WARNINGS. THE VEHICLE WAS NOT TAKEN TO A DEALER OR DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 98,000. THE CURRENT MILEAGE WAS 99,000. STAFFORD VA Failure Date: 07/11/2013

12 10543300 2005 TOYOTA SIENNA STRUCTURE DEFECTIVE DOOR, BROKEN DRIVER DOOR WELD & CHECK STRAP CAUSES DOOR TO FAIL TO OPEN WHEN THE WINDOW IS DOWN, WINDOW ONLY GOES DOWN 1/2 WAY WHILE DOOR CLOSED. DOOR FAILS TO REMAIN OPEN OR CLOSED. \*TR RALEIGH NC Failure Date: 09/12/2013

12 10541822 2005 TOYOTA SIENNA STRUCTURE THE DRIVER REAR POWER SLIDING DOOR IS STUCK IN CLOSED POSITION AND DOES NOT OPEN EITHER IN AUTOMATIC POWER MODE OR MANUALLY. THE DOOR GOT STUCK AFTER THE POWER CABLE WAS RIPPED, DUE TO RUST, AND THE DOOR WAS MANUALLY SHUT. IT IS NOW STUCK CLOSED AND CAN'T BE OPENED USING EITHER AUTOMATIC OR MANUAL WAY. \*JB VESTAL NY Failure Date: 09/01/2013

12 10538116 2005 TOYOTA SIENNA STRUCTURE AUTO WAS PURCHASED NEW FROM TOYOTA DEALER IN MARCH OF 2005. RECEIVED AN EXTENDED WARRANTY ENHANCEMENT NOTICE FOR FRONT DOOR CHECK

## NHTSA Consumer Complaints as of October 30, 2014

MOUNTING PANEL FROM TOYOTA IN 2007. THE WARRANTY WAS FOR 5 YEARS OR 100,000 MILES. IN JUNE OF 2011, MY DRIVER DOOR BEGAN MAKING THE POPPING SOUND DESCRIBED IN THE INFORMATION I RECEIVED FROM TOYOTA. I TOOK THE CAR INTO A TOYOTA DEAL AND WAS TOLD THE EXTENDED WARRANTY HAD EXPIRES AND I WOULD NEED TO PAY FOR ANY REPAIR. THIS WAS A MANUFACTURING DEFECT IDENTIFIED BY TOYOTA YET THE REFUSE TO COVER THE REPAIR,\$2,000. AUGUST 2013 TOOK THE SIENNA INTO THE DEALER BECAUSE OF A CLUNKING NOISE WHEN WINDOW WAS BEING LOWERED. I PAID FOR THE "REPAIR" BUT STILL HAVE A MALFUNCTIONING WINDOW. I WAS INFORMED, AFTER DISCOVERING THE WINDOW STILL WOULDN'T WORK, THAT THE DOOR WELD WOULD HAVE TO BE FIXED FOR THE WINDOW TO FUNCTION PROPERLY. I AM CONCERNED BECAUSE NOW I HAVE A NONFUNCTIONING WINDOW AND A DOOR THAT HAS A MANUFACTURING DEFECT THAT TOYOTA REFUSED TO ACKNOWLEDGE AS A LONG TERM SAFETY ISSUE.

INTERESTINGLY ENOUGH, IF YOU WERE LUCKY ENOUGH TO HAVE THE DOOR WELD FAIL PRIOR TO TOYOTA ISSUING THE "EXTENSION" THEY WOULD HAVE REIMBURSED THE OWNER FOR REPAIR. OR, IF YOU EXPERIENCED THE FAILURE DURING THE 5 YEAR PERIOD, IT WOULD ALSO HAVE IT FIXED BY TOYOTA. THIS SHOULD BE A MANDATORY RECALL BASED ON IT BEING A SAFETY ISSUE. MOON PA Failure Date: 06/02/2011

12 10537709 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE PASSENGER'S SIDE SLIDING DOOR FAILED TO OPEN FROM THE INSIDE OR OUTSIDE OF THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 90,000. ROCKLAND MA Failure Date: 08/21/2013

12 10537549 2005 TOYOTA SIENNA STRUCTURE I HAD PROBLEM WITH MY CAR'S SLIDING DOOR. IT GET STUCK HALF THE WAY AND THEN I WAS NOT ABLE TO CLOSE THAT. CABLE IS BROKEN. LAKESHORE TOYOTA IN BURNS HARBOR INDIANA QUOTE \$1800 TO REPLACE THE POWER DOOR MECHANISM. \*TR PORTAGE IN Failure Date: 08/25/2013

## NHTSA Consumer Complaints as of October 30, 2014

12 10536517 2005 TOYOTA SIENNA STRUCTURE I HAD PROBLEM WITH MY CAR'S SLIDING DOOR. IT GET STUCK HALF THE WAY AND THEN I WAS NOT ABLE TO CLOSE THAT. THEN I HAD TO CUT THE CABLE. I USE THIS CAR FOR MY FAMILY BUT UNFORTUNATELY I WENT TO DEALER THEY TOLD ME SOMEHOW THIS IS NOT COVERED BY WARRANTY. I TRIED TO USE THE DOORS MANUALLY BUT STILL THEIR IS A PROBLEM WITH THE DOOR. VERY VERY BAD EXPERIENCE AFTER HAVING THIS CAR AND MY FAMILY DOESN'T LIKE DUE TO THIS REASON. MY KIDS CANNOT USE IT IN A FRIENDLY MANNER. \*TR MONTREAL CANADA WY Failure Date: 07/25/2013

12 10534309 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER'S SIDE DOOR MADE A SQUEAKING NOISE WHEN BEING OPENED OR CLOSED. THE CONTACT INSPECTED THE DRIVER'S DOOR AND DISCOVERED THAT THE SUPPORT BRACKETS WERE BROKEN. THE CONTACT REPLACED THE DOOR WELL. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATELY FAILURE MILEAGE WAS 45,000 AND THE APPROXIMATE CURRENT MILEAGE WAS 60,000. THE VIN WAS NOT AVAILABLE. NEWARK CA Failure Date: 06/01/2011

12 10533740 2005 TOYOTA SIENNA STRUCTURE I PURCHASED MY VAN IN NOVEMBER OF 2012. MY HUSBAND HAS A TOYOTA TUNDRA THAT WE PURCHASED NEW IN 2004 AND IT HAS OVER 300,000 MILES ON IT. WHEN MY BUICK STOPPED RUNNING, I KNEW THAT I WANTED A TOYOTA VAN. WE HAVE A PHYSICALLY CHALLENGED DAUGHTER SO WHEN WE GO ANYWHERE WE HAVE TO TAKE THE WALKER AND HER WHEELCHAIR WITH US. APX. 3 MONTHS AGO THE SLIDING DOOR ON THE PASSENGER SIDE BEGAN TO NOT OPEN EVERY TIME. IT GRADUALLY GOT WORSE AND FINALLY STOPPED COMPLETELY! WE JUST USED THE DRIVER SIDE DOOR AND CRAWLED IN AND OUT. AFTER A WHILE THE SLIDING DOOR ON THE DRIVER SIDE DID THE SAME THING. NOW NEITHER DOOR WILL WORK!!! AFTER READING OTHER POST ON DIFFERENT SITES, I REALIZED THAT I AM NOT ALONE. COME ON TOYOTA, GET

## NHTSA Consumer Complaints as of October 30, 2014

IT TOGETHER!!! I LOVE MY VAN BUT I REALLY NEED THE DOORS TO OPEN!!!

\*TR            NAHUNTA    GA    Failure Date: 06/01/2013

12    10533504    2005 TOYOTA    SIENNA    STRUCTURE    SEVERAL MONTHS AGO, THE PANEL SPOT WELDS ON THE FRONT DOOR (DRIVER'S SIDE) DOOR CHECK MOUNTING PANEL BECAME DETACHED CAUSING A "POPPING" NOISE WHEN OPENING AND CLOSING THE DOOR. TODAY, I HEARD A "CLUNK" NOISE WHEN I OPENED THE DOOR AND THE "POPPING" NOISE STOPPED. HOWEVER, NOW I AM NOT ABLE TO OPEN THE WINDOW MORE THAN 1/2 WAY NOR OPEN THE DOOR PROPERLY WHICH HAS ME RATHER CONCERNED FOR MY SAFETY. IF THE WINDOW IS OPEN AT ALL, I CANNOT OPEN THE DOOR WIDE ENOUGH TO GET OUT EVEN THOUGH I AM NOT OVERWEIGHT NOR AM I A LARGE MAN. IF I CLOSE THE WINDOW FIRST, I CAN OPEN THE DOOR 3/4 OF THE WAY BEFORE IT STOPS. TOYOTA IS FULLY AWARE OF THIS DOOR CHECK PROBLEM. I RECEIVED A NOTICE FROM THEM A NUMBER OF YEARS AGO INDICATING THAT, BECAUSE THIS PROBLEM IS QUITE COMMON, THEY ARE OFFERING AN "ENHANCED WARRANTY" FOR 5 YEARS FROM WHEN THE VEHICLE WAS FIRST PUT INTO SERVICE OR 100,000 MILES, WHICH EVER COMES FIRST, TO FIX THE DOOR. I BOUGHT THE VEHICLE NEW IN 2005 SO THE ENHANCED WARRANTY EXPIRED IN 2010. WHEN I FIRST HEARD THE POPPING NOISE, I BROUGHT THE VEHICLE BACK TO THE DEALER WHO INFORMED ME THAT I WOULD HAVE TO PAY FOR THE REPAIR SINCE THE ENHANCED WARRANTY PERIOD HAD EXPIRED. THE COST, \$2300 DOLLARS. WHEN I ASKED, "WHY SO MUCH?" THEIR BODY SHOP GAVE ME A LONG LIST OF PARTS AND WORK THAT NEEDED TO BE DONE TO "REPAIR" THE PROBLEM IT INCLUDED REMOVING THE HEADLIGHTS, BUMPER, QUARTER PANEL AND REAR DOOR AMONG OTHER THINGS. THE REASON THEY COULD NOT JUST REPLACE THE DOOR WAS THAT TOYOTA REDESIGNED THE ENTIRE DOOR AND HAD TO RETROFIT THE NEWLY ENGINEERED DOOR TO MY VEHICLE. SO UNLESS I PAY \$2300 TO REPAIR WHAT IS, ESSENTIALLY, AN ENGINEERING DESIGN FLAW ON TOYOTA'S PART, I AM LEFT WITH AN UNSAFE SITUATION IF I NEED TO QUICKLY GET OUT OF THE VEHICLE AND CANNOT CLOSE THE WINDOW FIRST AS

NHTSA Consumer Complaints as of October 30, 2014

WOULD HAPPEN IN CASE OF AN ELECTRICAL SYSTEM FAILURE FOR EXAMPLE.

\*TR SCARBOROUGH ME Failure Date: 08/04/2013

12 10532969 2005 TOYOTA SIENNA STRUCTURE MY POWER  
SLIDING REAR DOORS MALFUNCTION. SOMETIMES THE DOOR WILL EVEN  
START TO CLOSE ON ITS OWN AS ME OR MY WIFE ARE PUTTING MY SMALL  
CHILD IN HIS SAFETY SEAT. THE MOST COMMON ISSUE IS THE DOOR NOT  
OPENING OR CLOSING AUTOMATICALLY. I WAS QUOTED ALMOST \$3000 FOR  
THE REPAIR TO BOTH DOORS AS THEY ARE BOTH MALFUNCTIONING. THE  
DEALER REP TOLD ME THIS IS A COMMON ISSUE AND THE MECHANIC EVEN  
SAID IT HAPPENED TO HIS VAN. THIS OBVIOUSLY IS A COMMON ISSUE THAT  
SHOULD BE INVESTIGATED IMMEDIATELY, I FOUND PEOPLE EVEN HERE  
COMPLAINING IF THE SAME/SIMILAR ISSUES. PLEASE HELP! \*TR FORT  
DODGE IA Failure Date: 06/11/2013

12 10532864 2005 TOYOTA SIENNA STRUCTURE AS I  
OPENED THE DRIVER'S SIDE DOOR, I HEARD A LOUD POP. UPON  
INVESTIGATION, IT TURNED OUT THAT THE SPOT WELD ON THE DOOR HAD  
SEPARATED. AFTER TAKING IT TO MY LOCAL TOYOTA DEALERSHIP, I WAS TOLD  
THAT THIS WAS A KNOWN PROBLEM (SEE TSB NV003-07), I WAS TOLD THAT MY  
VEHICLE WAS OUT OF WARRANTY AND THAT THE ONLY FIX WAS TO REPLACE  
THE DOOR AT A COST OF APPROXIMATELY \$2000. ALTHOUGH TOYOTA  
INSISTED THAT THIS IS NOT A SAFETY CONCERN, IT SEEMS THAT THIS FAILURE  
COULD LEAD TO THE DOOR FALLING OFF OR SLIPPAGE OF THE WINDOW AND  
SUBSEQUENT BROKEN GLASS. \*TR GENEVA IL Failure Date:  
07/09/2012

12 10532399 2005 TOYOTA SIENNA STRUCTURE THE  
POWER SLIDING DOOR ON THE PASSENGER SIDE WILL NO LONGER FUNCTION  
WHEN THE HANDLES ARE PULLED OR WHEN THE BUTTONS ARE PUSHED. IT  
LURCHES BUT NEVER MOVES. IT MUST BE DEACTIVATED AND USED  
MANUALLY. WE WERE QUOTED A PRICE OF \$1000 TO REPAIR IT AND TOLD THIS  
WAS VERY COMMON IN THE 2004-2007 TOYOTA SIENNA MODELS. THERE

NHTSA Consumer Complaints as of October 30, 2014

SHOULD BE A RECALL TO HAVE THIS SERVICE PERFORMED FREE OF CHARGE.

\*TR BLOOMINGTON IN Failure Date: 06/28/2013

12 10526181 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER'S SIDE SLIDING DOOR COULD NOT BE UNLOCKED MANUALLY OR WHEN USING THE KEY FOB. THE PASSENGER'S SIDE AUTOMATIC SLIDING DOOR WOULD ONLY OPERATE INTERMITTENTLY. THE LIFT GATE WOULD SPORADICALLY OPEN WHILE THE VEHICLE WAS IN MOTION AND WOULD NOT LATCH WHEN CLOSED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 111,000. \*TR SACOME

Failure Date: 07/15/2013

12 10525805 2005 TOYOTA SIENNA STRUCTURE THE WELD HOLDING THE DRIVER'S SIDE FRONT DOOR CHECK FAILED CAUSING THE DOOR TO SWING OUT OF CONTROL. NO OTHER DAMAGE WAS CAUSED, BUT THIS CREATES A POTENTIALLY DANGEROUS SITUATION. \*TR COLORADO SPRINGS CO Failure Date: 07/15/2013

12 10525111 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THERE WAS A LOUD POPPING NOISE WHEN OPENING AND CLOSING THE FRONT DRIVER'S SIDE DOOR AND THE FRONT DRIVER'S SIDE WINDOW ONLY OPENED HALF WAY. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.

\*TR FAIRFAX VA Failure Date: 05/15/2012

12 10524837 2005 TOYOTA SIENNA STRUCTURE DRIVER-SIDE DOOR STARTED MAKING POPPING NOISES WHEN OPENED OR CLOSED. NOW, THE WINDOW ON DRIVER'S SIDE WILL NOT OPEN FULLY UNLESS THE DOOR IS OPENED AT A CERTAIN ANGLE. THIS IS A KNOWN ISSUE WITH TOYOTA SIENNA'S FROM 2004/2005. HOWEVER, THERE HAS BEEN NO RECALL. IF YOU HAPPEN TO STILL BE UNDER WARRANTY WHEN THE PROBLEM STARTS,



NHTSA Consumer Complaints as of October 30, 2014

TOYOTA WILL PICK UP THE CHARGE. IF NOT, THE COST CAN BE ANYWHERE FROM \$685 TO \$2000, DEPENDING UPON THE EXTENT OF THE PROBLEM. A TECHNICAL SERVICE BULLETIN WAS PUT OUT BY TOYOTA IN 2007 "DOOR CHECK POPPING NOISE", BUT THEY STILL REFUSE TO FIX THE PROBLEM ON THEIR DIME. A MANUFACTURING DEFECT SHOULD BE COVERED REGARDLESS OF WARRANTY TIMES AND CONDITIONS. \*TR

FAIRFAX VA Failure Date: 07/01/2011

12 10523883 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHEN HE OPENED THE FRONT DRIVER SIDE DOOR THERE WAS A LOUD NOISE REMINISCENT OF A FIRECRACKER. THE FAILURE RECURRED NUMEROUS TIMES. HE RECEIVED INFORMATION FROM TOYOTA STATING THAT THE WELDS WERE BROKEN BUT HE DID NOT QUALIFY FOR THE EXTENDED WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 84,000 AND THE CURRENT MILEAGE WAS 95,000. WELLINGTON OH Failure Date: 07/09/2012

12 10523241 2005 TOYOTA SIENNA STRUCTURE POWER SLIDING DOOR FAILS TO OPERATE FROM INSIDE BUTTONS OR REMOTE CONTROL. POWER SLIDING DOOR WILL ONLY WILL WORK WHEN THE OUTSIDE DOOR HANDLE IS PULLED. MOTOR THAT MOVES THE DOOR FRONT/BACK WORKS FINE WHEN THE DOOR IS ACTIVATED FROM THE OUTSIDE HANDLE. THIS CREATES A SAFETY SITUATION IN THE EVENT PASSENGERS NEED TO EXIT THE VEHICLE IN AN EMERGENCY. WARRANTY ENHANCEMENT FAILS TO ADDRESS THIS ADEQUATELY AS TOYOTA DEALER WANTED TO CHARGE \$115 FEE TO ASSESS THE ISSUE AND HE ADVISED THERE ARE SEVERAL PARTS NOT COVERED BY THE EXTENDED WARRANTY ENHANCEMENT. \*TR

GAINESVILLE VA Failure Date: 07/01/2012

12 10523153 2005 TOYOTA SIENNA STRUCTURE PASSENGER SIDE POWER SLIDING DOOR HINGE BROKE AT THE JOINT ATTACHED TO THE DOOR WHICH MADE THE DOOR SAG AND RUB UP AGAINST THE REAR QUARTER PANEL WHICH RESULTED IN SCRATCHED PAINT AND

NHTSA Consumer Complaints as of October 30, 2014

METAL. DOOR WAS NOT ABLE TO BE OPENED BY REMOTE. HAD TO BE 'HELPED ALONG' TO GET IT STARTED OPENING. I THOUGHT IT WAS ELECTRICAL UNTIL I TOOK IT TO THE DEALERSHIP. TOYOTA PART NUMBER IS 68380-0008031. AS A RESULT OF THE BROKEN HINGE, THE DOOR LOCK ACTUATOR HAS BURNED OUT AND WILL NOT OPEN THE DOOR WITH THE USE OF THE REMOTE. TOYOTA ONLY HAS A RECALL FOR THE CABLE IN THE SLIDING DOOR MECHANISM, BUT THE DEALERSHIP WILL NOT REPLACE THE CABLE UNTIL IT IS ACTUALLY BROKEN. THIS SAME TYPE CABLE HOLDS UP THE SPARE TIRE AND THEY DID REPLACE IT. I GUESS A TIRE FALLING INTO THE ROAD IS MORE IMPORTANT THAN MY CHILD FALLING OUT OF THE VAN IF THE DOOR FALLS OFF! \*TR ALLEN TX Failure Date: 06/01/2012

12 10522937 2005 TOYOTA SIENNA STRUCTURE THE DOOR CHECK ON THE DRIVER SIDE FAILED. TOYOTA (LOCAL DEALER AND HEADQUARTERS) DENIED IT WAS THE DOOR CHECK (A KNOWN MANUFACTURING DEFECT) AND GAVE ME AN ESTIMATE OF OVER \$1500 TO REPAIR THE DEFECT. I TOOK THE VEHICLE TO A REPUTABLE BODY SHOP TO LOOK AT THE DOOR AND THEY CONFIRMED THE DAMAGE WAS CAUSED BY A FAULTY DOOR CHECK. THE BODY SHOP DID REPAIR THE DEFECT, WHICH AS I UNDERSTAND IT, IF NOT REPAIRED CAN ALLOW THE DOOR TO SWING FREELY. TOYOTA DID NOT CORRECT OR ACKNOWLEDGE THE FAULTY DOOR CHECK ON THIS 2005 AWD SIENNA. \*TR COLORADO SPRINGS CO Failure Date: 06/10/2013

12 10509552 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER 08V244000 (STRUCTURE LIFT GATE) WAS PERFORMED BUT THE REPAIR DID NOT CORRECT THE FAILURE. THE LIFT GATE DID NOT HAVE A RESISTOR AND CAUSED THE GATE TO SWING OPEN AND WAS DIFFICULT TO CLOSE. THE CONTACT ALSO STATED THAT HER TOYOTA SIENNA WAS A HANDICAP VEHICLE. THE DEALER ADVISED THAT THEY DID NOT KNOW HOW TO CORRECT THE LIFT GATE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND

NHTSA Consumer Complaints as of October 30, 2014

CURRENT MILEAGE WAS 54,189. JACKSON NJ Failure Date:  
04/01/2013

12 10508371 2005 TOYOTA SIENNA STRUCTURE CATALYST  
SYSTEM FAILED/ NOT WORKING PROPERLY. THE LEFT REAR DOOR HAS  
FAILED, THE CABLE NOT WORKING AT ALL. THE DOOR DOES NOT SLIDE, GETS  
STUCK WHEN YOUR TRYING TO OPEN IT. \*TR YONKERS NY  
Failure Date: 03/09/2013

12 10504657 2005 TOYOTA SIENNA STRUCTURE THREE OF  
THE FOUR DOORS OF OUR TOYOTA SIENNA HAVE BROKEN. WHEN THE CABLE  
THAT OPERATES THE REAR SLIDING PASSENGER DOOR SNAPPED, IT BECAME  
ENTANGLED IN THE DOOR MECHANISM. WHEN WE TRIED TO SHUT THE DOOR  
MANUALLY, THE GLASS FROM THE DOOR SHATTERED ON THE CHILDREN  
SITTING IN THE REAR SEAT. PREVIOUSLY, THE DRIVER'S DOOR HINGES  
SNAPPED. WE DISCOVERED THIS PROBLEM WHEN THREE OF FOUR HINGES  
HAD SNAPPED. THE DOOR WAS AT RISK OF FALLING OFF ENTIRELY. WE HAVE  
BROUGHT THIS TO TOYOTA'S ATTENTION (NOW A SMALL CLAIMS MATTER).  
TOYOTA HAS REFUSED TO ACKNOWLEDGE OR REMEDY THE SITUATION AND  
HAS NOT ISSUED A SAFETY RECALL (IT HAS OFFERED REPAIRS IN SOME  
CASES (OURS WAS NOT COVERED BECAUSE OF MILEAGE)AS A LIMITED  
EXTENDED WARRANTY). \*TR WILTON CT Failure Date: 10/29/2011

12 10503332 2005 TOYOTA SIENNA STRUCTURE DRIVERS  
DOOR STARTED TO CREAK AS IF THE HINGES WERE DRY. TRIED TO LUBE THE  
HINGE BUT DID NOT SOLVE THE PROBLEM. THE DOOR THE STARTED TO CLICK  
AND HAVE A BANGING SOUND AS IF SOMETHING WAS LOOSE OR BROKEN. \*TR  
UPON INVESTIGATION FOUND THE LOWER WELD THAT ATTACHES THE DOOR  
OPEN HOLDING ARM TO HAVING BEEN BROKEN. WANTAGE NJ  
Failure Date: 03/04/2013

12 10501988 2005 TOYOTA SIENNA STRUCTURE DASH HAS  
CRACKS ALL OVER. I AM A LITTLE WORRIED THAT THE PASSENGER SIDE AIR

## NHTSA Consumer Complaints as of October 30, 2014

BAG WOULD HAVE AN ISSUE DEPLOYING PROPERLY IN THE EVENT OF A CRASH. \*TR AUSTIN TX Failure Date: 08/01/2012

12 10499989 2005 TOYOTA SIENNA STRUCTURE TOYOTA HAS ISSUED A CSP TO FIX THE POWER SLIDING DOORS IN OUR MODEL. OURS BROKE OVER A YEAR AGO AND THE CABLES WERE THE ONLY PROBLEM AT THE TIME. TOYOTA TOOK ALMOST A YEAR TO GET THE PARTS TO START FIXING THE DOORS. NOW THEY ARE TELLING US THAT MANY OTHER PARTS ARE BROKEN AND NOT COVERED, THIS SEEMS LIKE A BAIT AND SWITCH TACTIC TO ME AS I HAVE READ HUNDREDS OF BLOGS AND POSTS STATING THE EXACT SAME THING HAPPENED TO THEM, WITH A \$1500+ PRICE TAG. I FEEL THAT THE PARTS BROKE DUE TO TOYOTA TAKING SO LONG TO GET THE NOTICE OUT TO CUSTOMERS AFTER THE ISSUE WAS ALREADY HAPPENING. I THINK IT IS A SCAM AND WOULD LIKE IT TO BE INVESTIGATED, I THINK THEY SHOULD BE RESPONSIBLE FOR THE ENTIRE REPAIR COST SINCE WHEN WE WENT IN, ONLY THE CABLE WAS BROKEN. \*TR BRANDON FL Failure Date: 02/22/2013

12 10496280 2005 TOYOTA SIENNA STRUCTURE THE AUTOMATIC REAR SLIDING DOOR ON THE DRIVER SIDE BROKE. I CAN SEE THAT TOYOTA ACKNOWLEDGED THE PROBLEM AND EXTENDED A WARRANTY TO 9 YEARS OR 120,000 MILES (WHICHEVER COMES FIRST). WELL, MY VEHICLE HAS OVER 120,000 MILES AND I AM NOW UNABLE TO USE THE DOOR AT ALL. AFTER DOING RESEARCH I HAVE FOUND THAT MANY PEOPLE ARE EXPERIENCING THE SAME PROBLEM. I THINK THIS SHOULD BE A RECALL AND NOT A WARRANTY EXTENSION. I HAVE NO WAY OF CURRENTLY OPENING THE DOOR. THIS IS A MAJOR SAFETY CONCERN CONSIDERING I HAVE THREE SMALL CHILDREN. IF SOMETHING WERE TO HAPPEN, AN ACCIDENT OR ANY OTHER CIRCUMSTANCE TO GET TO MY CHILDREN QUICKLY, I WOULD NOT BE ABLE TO. THE AUTOMATIC DOORS WAS THE SELLING POINT FOR OUR PURCHASE OF THIS VAN. TOYOTA SAYS TO COME IN AND HAVE THE AUTOMATIC DOOR DEACTIVATED SO THAT WE CAN USE IT MANUALLY. TO HAVE

NHTSA Consumer Complaints as of October 30, 2014

IT FIXED COSTS BETWEEN \$1,000 AND \$3,000. \*TR

BURLINGTON KY Failure Date: 02/01/2013

12 10495217 2005 TOYOTA SIENNA STRUCTURE THE STRUTS OF THE DOOR(LIFTGATE) IS NOT HOLDING THE DOOR PROPERLY WHEN IT IS OPENED. SO THERE IS A POSSIBILITY THE PERSON WHO OPENS THE DOOR WILL HIT THEIR HEAD. THE FAILURE STARTED @ 70K. \*TR

LEWISVILLE TX Failure Date: 11/15/2012

12 10494846 2005 TOYOTA SIENNA STRUCTURE THE VEHICLE HINGE OF THE DRIVER'S DOOR BECOMES UNWELDED FROM THE DOOR CAUSING A CLICKING NOISE. AFTER SEVERAL OPENINGS AND CLOSINGS OF THE DOOR THE HINGE LOOSENS EVEN MORE CAUSING A INTERFERENCE WITH THE WINDOW. THE DRIVER'S SIDE WINDOW IS ONLY ALLOWED TO FALL 2/3RD OF THE WAY DOWN BEFORE THE HINGE STOPS IT CAUSING POTENTIAL BREAKAGE OF THE GLASS WHILE THE MOTOR VEHICLE IS IN OPERATION. \*TR FORT BENNING GA Failure Date: 09/03/2012

12 10493790 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHEN OPENING AND CLOSING THE DRIVER'S SIDE DOOR, THERE WAS A LOUD POP. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED THE CONTACT THAT THE MOUNTING PANEL WAS DAMAGED AND NEEDED TO BE WELDED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 69,000. THE CURRENT MILEAGE WAS APPROXIMATELY 69,900.

CLOVIS CA Failure Date: 12/27/2012

12 10490455 2005 TOYOTA SIENNA STRUCTURE THE TAILGATE FAILS TO STAY OPEN EITHER IMMEDIATELY OR RANDOMLY CLOSES WITHOUT WARNING. THE VAN HAD THE 2008 RECALL PERFORMED AND NOW THE REPLACEMENT PART HAS COMPLETELY FAILED. THE PART NUMBER FOR THE REPLACEMENT IS 04008011AE. \*TR STONE RIDGE VA

Failure Date: 10/01/2012

NHTSA Consumer Complaints as of October 30, 2014

12 10490129 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE FRONT DRIVER'S SIDE DOOR WOULD EXHIBIT A LOUD POP WHENEVER BEING OPENED OR CLOSED. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR INSPECTION OR REPAIRS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 70,000.

RENTON WA Failure Date: 10/04/2011

12 10489595 2005 TOYOTA SIENNA STRUCTURE TOYOTA RECENTLY RECALLED THE POWER SLIDING DOOR CABLES FOR CERTAIN TOYOTA SIENNA YEARS. THE BROKEN CABLE INHIBITS THE DOOR FROM WORKING CORRECTLY. OURS, A 2005 SIENNA, WAS TAKEN IN AND IT TURNED OUT TO BE THE POWER SLIDING DOOR ACTUATOR. FIVE DAYS AGO, THE OTHER SLIDING DOOR ACTUATOR FAILED. BOTH DOORS CANNOT BE OPENING CORRECTLY AND POSES A SERIOUS DANGER TO THE SAFETY OF OUR 2 YOUNG CHILDREN. TOYOTA FAILS TO RECOGNIZE ALL OF THE COMPLAINTS ABOUT FAILING ACTUATORS THAT ARE POSTED ONLINE. THEY ARE CHARGING \$1,100 TO FIX EACH DOOR. THERE SHOULD BE A SAFETY RECALL BECAUSE OF THE ACTUATOR FAILURES. THANK YOU. \*TR MILFORD DE

Failure Date: 11/01/2011

12 10488882 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA AFFECTED BY DRIVER'S SIDE FRONT DOOR "POPPING" SOUND DUE TO FRONT DOOR CHECK MOUNTING PANEL SPOT WELDS BECOMING DETACHED. TOYOTA ISSUED WARRANTY ENHANCEMENT FOR THIS ISSUE, BUT NOT A RECALL AS THEY SHOULD HAVE. VEHICLE IS OUT OF EXTENDED WARRANTY BASED ON YEARS, BUT NOT MILES. TOYOTA WILL NOT CLAIM RESPONSIBILITY AND IS NOT WILLING TO PAY FOR COST OF REPAIR. \*TR

ANKENY IA Failure Date: 12/03/2012

12 10488036 2005 TOYOTA SIENNA STRUCTURE REGARDING NHTSA ID# 08V244000 ALOHA I HAVE A 2005 TOYOTA

NHTSA Consumer Complaints as of October 30, 2014

SIENNA WHICH HAD THE GAS STRUTS RECALL FOR MY POWER TAILGATE WHICH WAS DONE ON 04/13/2009 WORK ORDER# 656115 FROM SERVCO TOYOTA IN HAWAII. HOWEVER ITS BEEN ONLY 3 YEARS AND THE GAS STRUTS ARE FAILING AGAIN. IT SEEMS TO NEED A NEW PAIR EVERY 3 YEARS. I HOPE YOU CAN HAVE TOYOTA RECALL THE NEWLY DESIGNED STRUTS BECAUSE ACCORDING TO TOYOTA THEY ARE SUPPOSED TO HAVE A LONGER LIFE THAN THE ORIGINAL BUT AFTER READING SOME COMMENTS ONLINE I NOTICED I AM NOT THE ONLY ONE WHO HAS THE SAME PROBLEM WITH NEW STRUTS FAILING AGAIN. MAHALO FOR YOUR TIME. \*TR KANEOHE HI

Failure Date: 11/01/2012

12 10486010 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVERS SIDE DOOR MADE A LOUD POPPING NOISE WHENEVER IT WAS OPEN. THE VEHICLE WAS NOT INSPECTED BY A DEALER OR INDEPENDENT MECHANIC. THE MANUFACTURER WAS LATER CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGE WAS APPROXIMATELY 99,487.....UPDATED 01/14/13 \*BF UPDATED 01/14/2013 \*JS

CAPE ELIZABETH ME Failure Date: 11/13/2012

12 10485381 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DOOR WELDS HAVE FAILED AND WHEN OPENING THE DOORS, THEY WOULD MOVE FREELY. THE VEHICLE WAS NOT TAKEN TO A DEALER FOR INSPECTION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND PROVIDED NO ASSISTANCE. THE FAILURE MILEAGE WAS 95,000.

ARLINGTON HEIGHTS IL Failure Date: 11/11/2010

12 10481421 2005 TOYOTA SIENNA STRUCTURE THE PASSENGER SIDE POWER SLIDING DOOR HAS JAMMED AND CANNOT BE OPENED. WE HAD TO LET OUR SON OUT OF THE CAR AT SCHOOL ON THE DRIVER SIDE AND HE WAS ALMOST HIT BY ANOTHER CAR. TOYOTA HAS KNOWN ABOUT THIS ISSUE AND HAS ISSUED AN EXTENDED WARRANTY, BUT THEY SHOULD BE COVERING ALL VEHICLES WHEN IT COMES TO CHILD

NHTSA Consumer Complaints as of October 30, 2014

RELATED ISSUES. OFFERING A LIMITED WARRANTY EXTENSION DOES NOT CURE THEIR FAILURE TO PRODUCE A SAFE VEHICLE FOR THE CONSUMER. WE HAVE ALREADY REPLACED THE PASSENGER SIDE AND NOW THE PASSENGER SIDE HAS FAILED. \*TR ADA MI Failure Date: 10/20/2012

12 10481383 2005 TOYOTA SIENNA STRUCTURE STRUTS WILL NOT PROPERLY HOLD UP THE LIFTGATE CAUSING HEAD INJURY BY BANGING ON THE SIDE OF FOREHEAD OF THE PERSON LIFTING THE LIFTGATE. \*TR SANDY HOOK CT Failure Date: 01/03/2011

12 10480980 2005 TOYOTA SIENNA STRUCTURE REAR SLIDING DOOR ACTUATOR WILL NOT OPEN OR CLOSE USING REMOTE OR PILLAR DOOR SWITCH. THIS IS A TREMENDOUS SAFETY ISSUE FOR CHILDREN WHO CANNOT OPEN THE DOOR PHYSICALLY. \*TR SANDY HOOK CT Failure Date: 10/17/2012

12 10478682 2005 TOYOTA SIENNA STRUCTURE DRIVERS SIDE DOOR WELD BROKEN. TOYOTA FAMILIAR WITH PROBLEM BUT WON'T FIX. TOYOTA EXTENDED THE WARRANTY TO 5 YEARS AND 100,000 MILES BUT MINE IS OLDER THAN 5 YEARS. DOOR WELDS SHOULD NOT BREAK IN LIFE OF CAR. TOYOTA DEALERSHIP BODY SHOP SAYS THEY HAVE FIXED HUNDREDS OF THESE. \*TR BOISE ID Failure Date: 09/12/2012

12 10477386 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE THE VEHICLE WAS PARKED, A CRACK ALONG THE DASHBOARD WAS DISCOVERED. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 90,000 AND THE CURRENT MILEAGE WAS 97,000. THE VILLAGES FL Failure Date: 08/01/2012

12 10476577 2005 TOYOTA SIENNA STRUCTURE THE TOYOTA SIENNA SLIDING DOORS NO LONGER SLIDE. AFTER NUMEROUS COMPLAINTS, TOYOTA ISSUED AN ENHANCED WARRANTY. UNFORTUNATELY,



NHTSA Consumer Complaints as of October 30, 2014

THE PARTS COVERED WILL NOT FIX THE DOORS. THE ADDITIONAL QUOTE IS \$1,000. IF YOU RESEARCH ONLINE, THIS IS A COMMON PROBLEM. I BELIEVE TOYOTA IS TRYING TO AVOID A RECALL ON DOORS AND PARTS THEY KNOW TO BE MALFUNCTIONING. \*TR FORT THOMAS KY Failure Date: 01/02/2012

12 10475805 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DASHBOARD BEGAN TO CRACK. THE CONTACT WAS CONCERNED THAT THE FAILURE WOULD AFFECT AIR BAG DEPLOYMENT IN THE EVENT OF A CRASH. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR INSPECTION OR REPAIRS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO PROVIDED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGE WAS 65,000. BRADENTON FL Failure Date: 09/16/2012

12 10474183 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE THE VEHICLE WAS PARKED, SHE TRIED TO OPEN THE REAR SLIDING DOOR AND THE DOOR COULD NOT BE OPENED. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC BUT WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 122,000. THE CONSUMER STATED THE SLIDING DOOR WAS INOPERATIVE. IT WOULD CLOSE ON HER OR HER KIDS AT ANY GIVEN TIME. UPDATED 12/18/12 HUBERTUS WI Failure Date: 06/28/2012

12 10472479 2005 TOYOTA SIENNA STRUCTURE THE DASHBOARD OF THE TOYOTA SIENNA 2005 IS CRACKING. THE CRACK STARTED FROM THE AC VENT ON BOTH SIDES SO MY OPINION IT IS A BAD DESIGN OR COMPONENT THAT SHOULD BE RECALLED. THE CAR IS ALWAYS INSIDE THE GARAGE AND THE CRACK APPEARED AROUND 72K MILES. \*TR LEWISVILLE TX Failure Date: 07/20/2012

12 10472439 2005 TOYOTA SIENNA STRUCTURE THE POWER SLIDING DOOR OF THE TOYOTA SIENNA IS FAULTY AND ACCORDING TO

NHTSA Consumer Complaints as of October 30, 2014

THE DEALER THE FAILED PART IS THE ACTUATOR. THE CAR HAS 73K MILES AND IT IS UNACCEPTABLE THAT THIS PARTICULAR COMPONENT FAILED. YOU CAN'T OPEN THE DOOR USING THE FOB OR THE REMOTE SWITCHES SO DURING EMERGENCY THIS WILL POSE A PROBLEM WHEN EXITING THE VEHICLE. I SEE A LOT OF SIMILAR OCCURRENCE IN THE INTERNET SO THIS COULD BE A DEFECT IN THE DESIGN. \*TR LEWIVILLE TX Failure Date: 08/03/2012

12 10472415 2005 TOYOTA SIENNA STRUCTURE I TRIED TO CLOSE THE REAR DOOR AFTER PUTTING MY GROCERIES IN THE REAR WELL. THE DOOR CLOSED PART-WAY THEN WENT BACK UP. I DID IT AGAIN MANUALLY AND USING MY REMOTE 'CLICKER'. SAME THING HAPPENED. IN ORDER TO CLOSE THE DOOR I HAD TO PUSH IT MANUALLY TO CLOSE THE DOOR. WE TOOK IT BACK TO THE DEALER WHO SAID THE STRUTS NEEDED TO BE REPLACED (APPROXIMATELY \$500). LATER I REALIZED THERE HAD BEEN A RECALL ON FAULTY STRUTS. THESE ARE THE REPLACEMENTS. I NOTICE ON THE INTERNET WHERE ARE OTHERS ARE NOW HAVING PROBLEMS WITH THE REPLACEMENTS THAT WERE INSTALLED. \*TR AUSTIN TX Failure Date: 08/24/2012

12 10472328 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA XLE. THE CONTACT STATED THAT A LARGE CRACK EXTENDED THE ENTIRE LENGTH OF THE DASHBOARD. THE MANUFACTURER WAS NOTIFIED AND INFORMED THE CONTACT THAT THERE WERE NO RECALLS PERTAINING TO THE DEFECT AND THE SERVICE WARRANTY WAS EXPIRED. THE VEHICLE HAD NOT BEEN REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 91,000. BELLEAIR BLUFFS FL Failure Date: 03/07/2012

12 10472058 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHEN OPENING THE FRONT DRIVER SIDE DOOR, HE WOULD HEAR A LOUD CREAKING NOISE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION WHERE THEY STATED THAT THERE WAS A WELDING ISSUE. THE VEHICLE WAS NOT

NHTSA Consumer Complaints as of October 30, 2014

REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 80,000. COLEMACK NY Failure Date: 04/10/2012

12 10471329 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER'S SIDE DOOR WELD WAS FRACTURED. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE WELD NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 98,000. FOLSOM CA Failure Date: 08/01/2012

12 10470791 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER SIDE DOOR HAD BECOME INOPERABLE. THE RETAINING ROD THAT KEPT THE DOOR FROM OPENING WAS FRACTURED. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED BUT THE VEHICLE WAS NOT REPAIRED. THE VIN WAS UNKNOWN. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 60,000. TRINITY NC Failure Date: 08/10/2012

12 10470779 2005 TOYOTA SIENNA STRUCTURE SLIDING DOOR IS NOT OPEN AND CLOSE WHEN USING ELECTRICAL BUTTON. WE GOT THE EXTEND WARRANTY BUT WHEN WE BRING TO TOYOTA DEALER THEY TOLD US HAVE TO PAY \$295.00 TO CHECK IT . IF A DEFECT IS NOT UNDER WARRANTY. I FILL IT IS NOT FAIR. DOOR IS NOT OPEN BECAUSE THE LATCH WAS NOT RELEASE BY PUSHING BUTTON. IS IT SAFE WHEN CHILDREN ARE IN SIDE? IF WE REMOVE THE LATCH EVERYTHING IS WORKING FINE. PLEASE HELP AMERICAN CONSUMER TO MAKE TOYOTA RESPONSIBLE FOR ANY LACK OF ASSEMBLY. THEY HAVE TO PAY FOR THE TIME OF INCONVENIENT ALSO. PLEASE INVESTIGATE THIS ISSUE. THANK YOU \*TR GARDENA CA Failure Date: 08/30/2007

NHTSA Consumer Complaints as of October 30, 2014

12 10470752 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE SLIDING DOORS WOULD OPEN SPORADICALLY WITHOUT ANY WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE DOOR WELD NEEDED TO BE REPLACED. THE DEALER DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE FAILURE MILEAGE WAS 8,000 AND THE CURRENT MILEAGE WAS 48,499.

BOWIE MD Failure Date: 05/07/2012

12 10470474 2005 TOYOTA SIENNA STRUCTURE OUR CAR STARTED HAVING PROBLEMS IN 2008 WITH THE PASSENGER SIDE REAR SLIDING DOOR. IT BECAME GRADUALLY MORE DIFFICULT TO OPERATE AND EVENTUALLY WOULD NOT OPEN AT ALL. WHEN I TOOK THE CAR TO THE DEALER IN 2009 (IT HAD 99,000 MILES), THE TOYOTA DEALER SAID THAT IT WAS A øKNOWN PROBLEM WITH SIENNAS AND RECOMMENDED CUTTING THE DOOR CABLE. HE SAID IT WOULD COST OVER \$1000 TO FIX. I PAID TO HAVE THE PROBLEM DIAGNOSED. THE SLIDING DOOR FAILURE IS A SAFETY ISSUE FOR US, AND ANYONE WITH CHILDREN. THE DOOR IS NOW OPERATED MANUALLY, WHICH IT WAS NOT DESIGNED TO DO. IT REQUIRES AN UNREASONABLE AMOUNT OF FORCE TO OPEN/CLOSE. THE SAFETY MECHANISMS, WHICH WERE DESIGNED INTO THE DOOR TO PREVENT INJURY, ø THESE SENSORS DO NOT OPERATE NOW. MY PRE-TEEN CHILDREN HAVE TO GET OUT OF THE CAR ON THE STREET SIDE, SINCE THE DOOR IS TOO DIFFICULT TO OPERATE. I FEEL THAT THIS DOOR FAILED BECAUSE OF A DESIGN DEFECT WHICH TOYOTA HAS KNOWN ABOUT FOR SEVERAL YEARS. TOYOTA HAS APPARENTLY INTENTIONALLY DELAYED THE RELEA SE OF THE øWARRANTY ENHANCEMENT IN ORDER TO PURPOSEFULLY EXCLUDE AS MANY OWNERS AS POSSIBLE FROM THIS PROGRAM IN ORDER TO AVOID PAYING FOR REPAIRS. MY CAR, WHICH HAD DEALER-DOCUMENTED REAR DOOR FAILURE IN 2009 AT 99K MILES, IS NOW EXCLUDED FROM THE REPAIR PROGRAM. \*TR WEST BOYLSTON MA Failure Date: 09/17/2008

NHTSA Consumer Complaints as of October 30, 2014

12 10469908 2005 TOYOTA SIENNA STRUCTURE WE HAVE HAD COMPLETE SLIDING DOOR FAILURE FROM THE LATCH RELEASE MOTOR FOR BOTH THE PASSENGER AND DRIVER SIDE DOORS. THE MALFUNCTION IS ELECTRICAL AND WAS IN NO WAY CAUSED BY MIS-TREATMENT OR AN ACCIDENT. THE PASSENGER SIDE DOOR FAILED FIRST AND SEVERAL WEEKS LATER THE DRIVER SIDE SLIDING DOOR FAILED IN THE SAME MANNER. THIS FAILURE HAS RESULTED IN PASSENGERS NOT BEING ABLE TO OPEN THE SLIDING DOORS FROM THE INSIDE OF THE CAR. THE DOORS WILL ONLY OPEN FROM THE OUTSIDE. \*TR LYNNWOOD WA Failure Date: 04/01/2011

12 10469002 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE ENTERING THE VEHICLE, THE FRONT DRIVER'S DOOR MADE CLICKING NOISES. THE VEHICLE WAS TAKEN TO THE DEALER. THE DEALER STATED THAT THE DRIVER'S DOOR HINGE NEEDED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 49,000 AND THE CURRENT MILEAGE WAS 50,000. SOUTH GRAFTON MA Failure Date: 04/10/2012

12 10468959 2005 TOYOTA SIENNA STRUCTURE TOYOTA RECENTLY ISSUED AN EXTENDED WARRANTY NOTICE FOR THE SIENNA VAN REAR POWERED SLIDING DOOR. HOWEVER, THEY CONVENIENTLY EXCLUDED KEY COMPONENTS, FROM THIS WARRANTY, THAT ALLOWS THE DOOR TO OPERATE FULLY AND CORRECTLY, SUCH AS THE ACTUATOR. THE POWER SLIDING DOOR ON MY SIENNA DOES NOT WORK DUE TO A FAULTY ACTUATOR BUT TOYOTA WILL NOT COVER IT BECAUSE IT IS NOT ON THEIR SECRETIVE LIST OF COVERED COMPONENTS. EVEN THOUGH THEY ADMIT OEM COMPONENT FAILURE OF THE POWERED SLIDING DOOR THROUGH THEIR EXTENT WARRANTY NOTICE. SO NOW I AM SIMPLY LOOKING FOR TOYOTA TO COVER A COMPONENT THAT THEY SHOULD BE HELD RESPONSIBLE FOR. THE DEALER WANTS ~\$900 DOLLARS FOR THE FIX! \*TR NORTH ATTLEBOROMA Failure Date: 07/01/2012

NHTSA Consumer Complaints as of October 30, 2014

12 10468362 2005 TOYOTA SIENNA STRUCTURE DOOR  
POPPING WHEN OPENING AND CLOSING DUE TO BROKEN DOOR WELD.  
SECONDLY WHEN THE PASSENGER SIDE SEAT BELT BECOMES FULLY  
EXTENDED IT BINDS AND GETS CAUGHT AND THE SHOULDER BELT WILL NOT  
RETRACT BACK INTO THE DOOR. \*TR GRASS VALLEY CA  
Failure Date: 07/01/2012

12 10468236 2005 TOYOTA SIENNA STRUCTURE  
DASHBOARD CRACKS OVER THE ENTIRE LENGTH OF THE DASHBOARD.  
CRACKS IN AREA ABOVE GLOVE COMPARTMENT THAT HOUSES THE AIRBAG.  
CRACKS IN DASHBOARD IN FRONT OF STEERING WHEEL. \*TR  
SARASOTA FL Failure Date: 03/04/2009

12 10467874 2005 TOYOTA SIENNA STRUCTURE OUR RIGHT  
SIDE-POWER DOOR STOPPED WORKING AND WE THEN RECEIVED A  
WARRANTY ENHANCEMENT NOTICE "CERTAIN 2004 TO 2007 MODEL YEAR  
SIENNA REAR SLIDING DOOR LATCH ASSEMBLIES AND POWER SLIDING DOOR  
CABLE ASSEMBLIES" EXTENDING THE WARRANTY TO 120,000 MILES. WE TOOK  
IT TO THE TOYOTA DEALER AND THEY STATED THAT THE DOOR LATCH  
ASSEMBLY IN OUR VEHICLE IS NOT COVERED BECAUSE THE PART NUMBERS  
ARE DIFFERENT. IT SEEMS IF THEY ARE HAVING AN ISSUE WITH THESE  
COMPONENTS THEY ALL SHOULD BE COVERED. THE PART NUMBER NEEDED IS  
69631-08021 WHICH INCLUDES THE PARTS IN THE RECALL. IT SEEMS IF THERE  
IS A PROBLEM THAT REQUIRED A WARRANTY EXTENSION, AND THOSE PARTS  
ARE SOME HOW DEFECTIVE THEN THE ENTIRE UNIT SHOULD ALSO BE  
COVERED. \*TR HOLLISTON MA Failure Date: 06/08/2012

12 10467263 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
DRIVER AND PASSENGER SIDE POWER SLIDING DOORS WERE INOPERABLE.  
THE VEHICLE WAS TAKEN TO THE DEALER WHO INSPECTED THE DOORS AND  
STATED THEY NEEDED TO REPLACE THE MOTOR AND CABLE ASSEMBLY ON  
THE DRIVER SIDE. ON THE PASSENGER SIDE, THE ACTUATOR NEEDED TO BE  
REPLACED. THE MANUFACTURER WAS NOTIFIED WHO STATED OFFERED NO

NHTSA Consumer Complaints as of October 30, 2014

ASSISTANCE. THE FAILURE MILEAGE WAS 109,847 AND THE CURRENT MILEAGE WAS 128,000. DUXBURY MA Failure Date: 10/24/2011

12 10467126 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE FRONT DRIVER'S DOOR WAS RUSTED AND THE SPOT WELDS WERE DAMAGED. THE CONTACT ALSO STATED THAT THE DOOR WAS ABOUT TO FALL OFF FROM ITS HINGES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE DEALER STATED THAT THE VEHICLE WAS OUT OF WARRANTY AND OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 76,000. SALT LAKE CITY UT Failure Date: 01/03/2012

12 10466752 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER'S DOOR WAS CRACKED AND HAD BECOME INOPERABLE. THE DEALER WAS NOTIFIED WHO STATED THAT BEFORE THEY PERFORMED ANY DIAGNOSIS ON THE VEHICLE, THAT THE CONTACT HAD TO REPORT THE FAILURE TO THE MANUFACTURER. THE MANUFACTURER WAS CONTACTED WHO FILED A CASE ON THE CONTACT'S BEHALF (CASE NUMBER: 1207200426). THE MANUFACTURER DENIED ANY FURTHER ASSISTANCE DUE TO THE WARRANTY BEING EXPIRED. THE FAILURE MILEAGE WAS 110,000 AND CURRENT MILEAGE WAS 150,000. COCONUT CREEK FL Failure Date: 02/03/2012

12 10466603 2005 TOYOTA SIENNA STRUCTURE THE PASSENGER SLIDING DOOR ON THE VEHICLE DOES NOT WORK. THE TOYOTA DEALERSHIP SAID IT'S A MOTOR DEFECT NOT COVERED UNDER TOYOTA'S WARRANTY ENHANCMENT FOR THE DOOR. THIS HAS BECOME A SAFETY ISSUE BECAUSE MY SON IS NOT STRONG ENOUGH TO OPEN THE DOOR MANUALLY AND IN ORDER FOR HIM TO EXIT THE VEHICLE, HE EITHER NEEDS TO EXIT ON THE DRIVER'S SIDE INTO ONCOMING TRAFFIC, OR CLIMB TO THE FRONT SEAT TO USE THE FRONT DOOR. ON MORE THAN ONE OCCASION, WE WERE ALMOST HIT BY A CAR WHILE DROPPING HIM OFF AT SCHOOL. THERE IS NO PARKING LOT THERE AND NEITHER PARENTS NOR CHILDREN ARE

NHTSA Consumer Complaints as of October 30, 2014

SUPPOSED TO EXIT THE VEHICLE AT ALL ON THE DRIVERS SIDE. MY SON COULDN'T GET THE DOOR OPEN SO I HAD TO GET OUT OF THE CAR AND WAS ALMOST HIT BY ANOTHER CAR NOT EXPECTING ME TO BE OPENING THE DOOR. IT IS MORE THAN A MATTER OF CONVENIENCE, IT IS ESSENTIAL THAT THE DOOR CAN BE OPENED AND CLOSED USING THE POWER FEATURE. THE MANUAL SLIDING DOOR IS WAY TO HEAVY FOR A 5 YR OLD TO USE SAFELY.

\*TR FANWOOD NJ Failure Date: 03/01/2012

12 10466479 2005 TOYOTA SIENNA STRUCTURE DOOR  
POPPING WHEN OPENING AND CLOSING DUE TO BROKEN DOOR WELDS.

\*TR VACAVILLE CA Failure Date: 07/18/2012

12 10466061 2005 TOYOTA SIENNA STRUCTURE

CPSC#11260525A. 2005 TOYOTA SIENNA. CONSUMER STATED ABOUT TWO YEARS AGO, SHE STARTED HAVE PROBLEMS WITH THE DRIVERS DOOR ON HER MINI VAN, WHICH WAS MAKING A LOUD CLICKING/GRINDING SOUND EVERY TIME IT WAS OPENED OR CLOSED. SHE STATED SHE GOT IT FIX AND IT'S GIVING HER PROBLEMS AGAIN. \*LN THE CONSUMER STATED SHE CAN ONLY OPEN THE DOOR HALFWAY TO GET IN AND OUT. ALSO, THE WINDOWS WERE NOT OPERATING PROPERLY. \*JB ROSLYN HEIGHTS NY

Failure Date: 06/25/2012

12 10465059 2005 TOYOTA SIENNA STRUCTURE DOOR  
WELDING ON DRIVER'S SIDE DOOR IS CAUSING A CLICKING SOUND WHEN OPENED. THE DRIVER'S SIDE WINDOW ONLY COMES DOWN 1/2 WAY WHEN THE DOOR IS CLOSED. \*TR WEST CHESTER PA Failure Date:

05/02/2012

12 10463469 2005 TOYOTA SIENNA STRUCTURE DRIVERS  
SIDE DOOR STARTED TO MAKE CRACKING POPPING NOISES WHEN THE DOOR IS OPENED AND CLOSED. THE WELD INSIDE THE DOOR IS FAULTY. THIS PROBLEM OCCURRED AFTER THE ADDITIONAL WARRANTY PERIOD BUT WITHIN THE MILEAGE LIMIT. HINGE NEEDS TO BE WELDED OR THE ENTIRE DOOR REPLACED. BOTH OPTIONS AT OWNERS EXPENSE. THIS IS A FAULTY



NHTSA Consumer Complaints as of October 30, 2014

DESIGN THAT SHOULD NOT HAVE A LIMITED WARRANTY. \*TR

CRYSTAL MN Failure Date: 06/20/2012

12 10463210 2005 TOYOTA SIENNA STRUCTURE DRIVER  
DOOR MOUNTING PANEL WELD BROKE AND NOW IS CAUSING A POPPING  
NOISE WHEN OPENING AND CLOSING THE DRIVER SIDE DOOR. TOYOTA SENT  
OUT AN ENHANCEMENT WARRANTY NOTICE ON JUNE 18, 2012 KNOWING FULL  
WELL THAT THE VEHICLE PRESCRIBED WARRANTY HAD EXPIRED AND  
REFUSED TO FIX THE PROBLEM. WHAT IS THE POINT OF NOTIFYING OWNERS  
ABOUT THE DEFECT WHEN THEY REFUSE TO FIX THE PROBLEM. TOYOTA NEED  
TO BE COMPELLED TO ISSUE A RECALL RATHER THAN JUST NOTIFICATION  
SINCE OTHER OWNERS ARE ALSO EXPERIENCING THE SAME PROBLEM.

\*JB FREMONT CA Failure Date: 09/05/2011

12 10462981 2005 TOYOTA SIENNA STRUCTURE RECENTLY  
MY 2005 TOYOTA SIENNA FRONT DOOR(DRIVER SIDE) IS MAKING CRACKING  
NOISES WHEN OPENING/CLOSING THE DOOR BECAUSE OF DEFECTIVE "DOOR  
CHECK SPOT WELDS". PLEASE REFER TO THE BELOW WEBSITE WHICH  
CONTAINS INFORMATION ABOUT THE SAME ISSUE. [HTTP://  
WWW.AUTOBLOG.COM/2007/10/24/TOYOTA-FIXING-600-000-SIENNA-DOORS-  
BUT-ITS-NOT-A-RECALL-MIND-Y/](http://www Autoblog.com/2007/10/24/toyota-fixing-600-000-sienna-doors-but-its-not-a-recall-mind-y/) I WENT TO THE DEALOR AND WAS TOLD IT IS  
A DEFECTIVE PART WHICH TOYOTA FIXED FOR VEHICLES WITH 5 YEARS AND  
LESS THAN 50,000 MILES(REFER TO THE BELOW WEBSITE) AND  
UNFORTUNATELY, I BROUGHT THE CAR IN FEB 2008(WITH 27,000 MILES ON IT)  
AND NEVER MADE AWARE OF THIS ISSUE BY DEALOR(LIBERTYVILLE TOYOTA)  
OR TOYOTA AND NOW I AM OUT OF THE 5 YEARS TIME-SPAN AND GOT AN  
ESTIMATE OF \$575 FROM THE TOYOTA DEALOR TO FIX THIS DOOR CHECK  
WELD. I CALLED TOYOTA AND WAS TOLD THERE ARE NOT GOING TO COVER  
THIS COST EVENTHOUGH IT IS A DEFECTIVE PART? IT WILL BE MY  
RESPONSIBILTY TO FIX THIS. TOYOTA SEEMS TO WASH THEIR HANDS ON  
THIS ISSUE AND WE ENDING PAYING HARD-EARNED MONEY \$575 FROM OUR  
POCKET. I HAVE THE REPAIR ESTIMATE FROM TOYOTA DEALOR AND I CAN E-  
MAIL/MAIL/FAX TO YOU AS NEEDED. GREATLY APPRECIATE YOUR HELP AND

NHTSA Consumer Complaints as of October 30, 2014

SERVICE. [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR NAPERVILLE IL

Failure Date: 06/04/2012

12 10462621 2005 TOYOTA SIENNA STRUCTURE THE VEHICLE WAS TAKEN TO A TOYOTA DEALER TO CORRECT A POSSIBLE STEERING DEFECT, AS PRESCRIBED BY A LETTER RECEIVED FROM TOYOTA MOTORS IN MARCH 2012. WHILE IN THE CUSTODY OF THE DEALERSHIP THE STRUTS FOR THE REAR LIFT GATE WERE REPLACED IN RESPONSE TO A 2008 RECALL ISSUED BY TOYOTA, BUT NEVER COMMUNICATED TO THE OWNER. THE STRUTS THAT WERE INSTALLED WERE NOT THE CORRECT ONES, AND WHEN THE CORRECT PARTS WERE RECEIVED THE VEHICLE WAS RETURNED TO THE DEALER FOR REPLACEMENT. THE REAR LIFT GATE HAS NOT FUNCTIONED CORRECTLY SINCE THE INSTALLATION, EVEN THOUGH IT DID PRIOR TO THAT TIME. AFTER SEVERAL ADDITIONAL ATTEMPTS TO CORRECT THE PROBLEM, THE DEALER SAID THE MALFUNCTION WAS COINCIDENTAL. I THEN CONTACTED TOYOTA, AND THE DEALER'S CUSTOMER RELATIONS REPRESENTATIVE. THE CUSTOMER REPRESENTATIVE HAD THE ASSISTANT SERVICE MANAGER CONTACT ME AND HAD THEIR MASTER MECHANIC REVIEW THE SITUATION. HE DETERMINED THAT THE NEW STRUTS THAT WERE INSTALLED WERE "STIFFER" THAN THE ORIGINAL STRUTS, AND THAT THE MOTOR ON THE LIFT GATE DID NOT HAVE SUFFICIENT POWER TO OPERATE THE LIFT GATE. THE DEALER IS SUPPOSED TO CONTACT TOYOTA FOR A RESOLUTION, THAT HE STATES COULD RESULT IN MY BEING RESPONSIBLE FOR REPLACING ALL OR PART OF THE MOTOR. I AM NOT SURE WHY I SHOULD BE LIABLE FOR ANY OF THE COST TO REPLACE THE DEFECTIVE STRUTS, TO RETURN THEM TO NORMAL OPERATION SPRING BRANCH

TX Failure Date: 04/01/2012

12 10462020 2005 TOYOTA SIENNA STRUCTURE DRIVER SIDE DOOR RETAINER BROKE AND DOOR IS NOT SERVICEABLE. THIS IS A SAFETY DEFECT THAT TOYOTA KNOWS ABOUT AND ISSUED A NOTICE ON BUT

NHTSA Consumer Complaints as of October 30, 2014

DID NOT INFORM US OF DEFECT AND WILL NOT FIX IT. THIS IS OUTRAGEOUS.

\*TR MORAGA CA Failure Date: 06/01/2012

12 10461782 2005 TOYOTA SIENNA STRUCTURE THE LIFTGATE STRUTS WERE REPLACED UNDER THE RECALL IN OCTOBER 2008. REAR LIFTGATE STRUTS DO NOT WORK NOW. THE LIFTGATE WILL NOT STAY OPEN. WE HAVE TO HOLD IT OPEN WHILE ANOTHER PERSON RETRIEVES ITEMS FROM THE REAR CARGO AREA. THE STRUTS BEGAN FAILING INTERMITTENTLY IN THE WINTER OF 2010. I COMPLAINED TO MY DEALERSHIP, BUT THE LIFTGATE WORKED FOR THEM, SO THEY WOULD GREASE THEM. IN THE WINTER OF 2011, LIFTGATE STRUTS QUIT WORKING. THE STRUTS DON'T WORK IN HOT AND COLD CLIMATES. I'VE SHOWN THIS TO MY DEALERSHIP AGAIN THIS YEAR AND THEY REFERRED ME TO TOYOTA CUSTOMER CARE. CUSTOMER CARE ISSUED A CASE NUMBER AND SAID THEY CAN'T HELP ME, BUT MY DEALERSHIP WOULD CONTACT ME. I NEVER WAS CONTACTED AND HAD TO CONTACT THEM MYSELF. THEY REFUSED TO REPLACE FOR FREE, BUT QUOTED ME AN OUTRAGEOUS AMOUNT. I HAVEN'T REPLACED THE STRUTS YET. I HAVE 3 YOUNG CHILDREN WHICH COULD BE SERIOUSLY INJURED BY THE LIFTGATE FALLING. IT HAS ALREADY BUMPED MY HUSBAND AND I IN THE HEAD. \*JB ALTHA FL Failure Date: 12/01/2010

12 10461367 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE PASSENGER SIDE REAR DOOR FAILED TO OPEN FROM BOTH THE INTERIOR AND EXTERIOR OF THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 100,000 AND THE CURRENT MILEAGE WAS 144,000. OCONOMOWOC WI Failure Date: 07/10/2009

12 10461247 2005 TOYOTA SIENNA STRUCTURE THE CAR'S POWER SLIDING DOOR SOMETIMES CANNOT BE CLOSED. AFTER PRESSING ON THE REMOTE CONTROL TO CLOSE THE DOOR, IT MOVES THE DOOR TO THE CLOSE POSITION. HOWEVER, THE DOOR OPENS ITSELF RIGHT AFTER IT GETS TO THE CLOSE POSITION. I BROUGHT THE CAR TO A DEALERSHIP IN

NHTSA Consumer Complaints as of October 30, 2014

CALIFORNIA (ELMORE TOYOTA) BACK IN 2007 SHORTLY AFTER THE WARRANTY WENT OUT, BUT THEY SAID THAT IT WOULD COST ME SEVERAL HUNDRED DOLLARS TO FIX THE PROBLEM. IN MAY 2012, I RECEIVED A LETTER FROM TOYOTA INDICATING THAT THEY WILL EXTEND THE WARRANTY TO COVER THE CABLE AND THE LATCH THAT CAUSES THE ISSUE. THEREFORE, I BROUGHT THE CAR TO ELMORE TOYOTA ONLY TO LEARN THAT THE REASON THE DOOR WOULD CLOSE IS CAUSED BY THE REAR SLIDER HINGE THAT WAS SAGGING DUE TO THE DOOR WEIGHT AND CAUSING THE PROBLEM. SO THE WARRANTY WOULD NOT COVER THE FIX. IN MY OPINION, THE WARRANTY EXTENSION SHOULD COVER ALL ASSEMBLY COMPONENTS CAUSING THE VERY PROBLEM WITH THE DOOR, NOT JUST THE CABLE OR THE LATCH. THE PURPOSE OF THE EXTENSION SHOULD BE TO FIX THE DOOR CLOSING PROBLEM FOR CUSTOMERS NO MATTER WHAT COMPONENT OF THE ASSEMBLY IS CAUSING IT. \*TR FOUNTAIN VALLEY CA Failure Date: 06/01/2007

12 10460349 2005 TOYOTA SIENNA STRUCTURE THE AUTOMATIC SLIDING DOOR NO LONGER ENGAGES WHEN THE BUTTON IS PUSHED (NEITHER THE CAR BUTTON OR THE FOB BUTTON WORK). THE DOOR OCCASIONALLY OPENS WHEN MANUALLY OPENED, BUT IS OFTEN STUCK CLOSED. BEING UNABLE TO EXIT A VEHICLE USING THE PASSENGER SLIDING DOOR IS EXTREMELY DANGEROUS. \*TR DENVER CO Failure Date: 04/02/2012

12 10459829 2005 TOYOTA SIENNA STRUCTURE THIS IS HAPPENING OVER A MONTH NOW. EVERY TIME WHEN WE OPEN THE DRIVER SIDE DOOR A METAL GRATING SOUND COMES OUT. WE THOUGHT THIS WAS DUE TO LACK OF LUBRICATION.. TOOK IT TO THE TOYOTA DEALER HE SUGGESTED TO DISCUSS THIS WITH TOYOTA BODY SHOP. I WAS TOLD THAT THERE IS A PROBLEM WITH DOOR HINGE WELDING AND CANNOT FIX IT. THEY SAYS MY VAN WARRANTY RUNS OUT AND IT IS GOING TO COST ME \$3500 TO REPLACE THE ENTIRE DOOR. TOYOTA DIDN'T DO A GOOD JOB ON MY CAR..

NHTSA Consumer Complaints as of October 30, 2014

DUE TO THIS I HAVE TO PAY \$3500 FROM MY POCKET? \*TR CABIN  
JOHN MD Failure Date: 05/02/2012

12 10458321 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT SHE WAS  
HEARING A CLICKING NOISE WHEN SHE OPENED THE DRIVER SIDE DOOR. IN  
ADDITION, THE DOOR CLOSED ON HER LEGS ABRUPTLY. THE VEHICLE WAS  
TAKEN TO HE DEALER FOR DIAGNOSIS. THE DEALER ADVISED THAT THE  
MANUFACTURER SPOT WELDED THE DOOR INCORRECTLY. THE  
MANUFACTURER WAS CONTACTED AND STATED THAT THEY WERE AWARE OF  
THE DEFECT BUT THE VEHICLE WAS NOT RECALLED, AND PROVIDED NO  
FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 103,000 AND THE  
CURRENT MILEAGE WAS 110,000. WILSON NC Failure Date:  
04/06/2012

12 10457741 2005 TOYOTA SIENNA STRUCTURE OPENED  
DRIVER'S DOOR OF SIENNA VAN AND IT STARTED MAKING A FUNNY NOISE OF  
METAL GRATING ON METAL. NOW THE NOISE IS A CONSTANT POPPING NOISE  
EVERY TIME I OPEN THE DOOR. TOOK VAN TO TOYOTA DEALER AND WAS  
TOLD TO TAKE VAN TO BODY SHOP FOR REPAIR. FILED COMPLAINT WITH  
TOYOTA AND THEN WAS TOLD IT WOULD COST \$2100 FOR NEW DOOR IF  
TOYOTA REPAIRED VEHICLE BECAUSE VEHICLE WAS BEYOND 5 YEAR  
EXTENDED WARRANTY. DOOR WELD IS BAD. \*TR BLACK  
MOUNTAIN NC Failure Date: 03/15/2012

12 10457702 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. WHILE PARKED, THE CONTACT  
OPENED THE FRONT DRIVER SIDE DOOR AND HEARD A LOUD POPPING  
SOUND. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR  
DIAGNOSTIC TESTING. THE MECHANIC STATED THAT THE DOOR PANEL WOULD  
HAVE TO BE REPLACED IF THE BOLT ASSEMBLY COULD NOT BE REPAIRED. THE  
MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THAT  
THERE WAS AN EXTENDED WARRANTY BUT THE VEHICLE WAS NOT COVERED  
UNDER THE WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE

NHTSA Consumer Complaints as of October 30, 2014

FAILURE MILEAGE WAS 70,000. MT VERNONIL Failure Date:  
03/15/2012

12 10454261 2005 TOYOTA SIENNA STRUCTURE I  
ESTIMATED MILEAGE AND DATES BECAUSE IT SEEMS THAT AFTER OUR FIRST  
WINTER WITH THE VEHICLE WE BEGAN TO HAVE ISSUES WITH THE DOORS IN  
COLD WEATHER. I LIVE IN NASHVILLE, TN SO IT'S NOT LIKE WE HAVE  
FEROCIOUS WINTERS. AT THAT POINT, MY KIDS WERE 3 AND 1 AND  
OBVIOUSLY STILL NEEDED TO BE IN CARSEATS. THERE WERE TIMES I HAD TO  
CLIMB THROUGH THE FRONT SEATS WITH EACH OF THEM BECAUSE I COULD  
NOT GET THE DOORS OPEN FOR ANYTHING. I KNOW THIS IS A WIDESPREAD  
PROBLEM AS I HAVE BEEN RESEARCHING IT FOR YEARS. MANY HOME  
REMEDIES I WOULD SEE HAD RAISED CONCERNS WITH OTHERS BECAUSE OF  
THE POTENTIAL TO CORRODE THE GASKET. SO, WHAT I HAVE FOUND TO  
WORK, IS NOT GOOD FOR EVERYONE, BUT IT DOES WORK. WITH MY GLOVES  
ON AND MY HAND STRETCHED FLAT, I BANG THE CRAP OUT OF THE TOP OF  
THE DOOR AT A 45 DEGREE ANGLE. AT TIMES, IT HAS LEFT ME BRUISED AT THE  
HEEL OF MY HAND, BUT I AM ABLE TO GET THE DOOR OPEN AND ALLOW MY  
CHILDREN WHO ARE NOW 8 AND 5, TO ENTER AND EXIT THE VEHICLE  
PROPERLY. I WOULD THINK THE SCHOOL WOULD FROWN ON THEM  
CLIMBING OUT THE FRONT DOOR IN THE CAR RIDER LINE IN THE  
MORNINGS. :) \*TR NASHVILLE TN Failure Date: 12/10/2007

12 10454241 2005 TOYOTA SIENNA STRUCTURE MY TOYOTA  
SIENNA IS GARAGE-KEPT AND FREQUENTLY CLEANED AND WAXED INSIDE  
OUT. HOWEVER ALL THESE HARD WORK STILL COULD NOT PREVENT  
CRACKING BEING FOUND ON THE DASHBOARD ON THE FRONT PASSENGER  
SIDE. I HAVE A FRIEND WHO HAS SIMILAR ISSUE WITH THE DASHBOARD OF HIS  
2005 TOYOTA SIENNA VAN (ALSO GARAGE-KEPT AND WELL MAINTAINED). I AM  
SUSPECTING THAT THIS PREMATURE CRACKING IS A MANUFACTURING  
DEFECT WHICH SHOULD BE HANDLED AS A SERVICE RECALL BY TOYOTA. I  
JHAVE NEVER EXPERIENCED ANY CRACKING ON MY OTHER THREE TOYOTAS I  
BOUGHT BEFORE. \*TR SUGAR LAND TX Failure Date: 04/01/2012

NHTSA Consumer Complaints as of October 30, 2014

12 10453943 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THERE WERE LARGE FRACTURES ALONG THE TOP OF THE DASHBOARD. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE DASHBOARD NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS 66,437 AND THE FAILURE MILEAGE WAS 60,000.

MIAMI FL Failure Date: 12/22/2011

12 10453361 2005 TOYOTA SIENNA STRUCTURE AUTOMATIC SLIDING DOOR WILL NOT WORK PROPERLY. IT WILL NOT SHUT UNLESS DONE MANUALLY. OCCURRED SOON AFTER PASSING 50K MILES. DEALERSHIP "COULD NOT DIAGNOSE PROBLEM" AND WANTED ~\$1200 TO REPLACE MOTOR IN DOOR. APPEARS THIS IS A COMMON PROBLEM THAT TOYOTA WILL NOT ADDRESS. PARKER CO Failure Date: 03/01/2010

12 10453152 2005 TOYOTA SIENNA STRUCTURE CABLE ON DRIVER SIDE SLIDING DOOR SNAPPED AND IS NOW HANGING DOWN ON OUTSIDE OF VEHICLE. CAN ONLY OPEN SIDE DOOR ABOUT A FOOT MANUALLY AND IT LOCKS AND CLOSES. CAN NOT GET KIDS IN AND OUT OF THAT SIDE AT ALL. DOOR CLOSES SHUT VERY QUICKLY AND STRONGLY WHICH IS A SAFETY HAZARD ESPECIALLY WITH CHILDREN SITTING IN THE BACK AND TRYING TO GET OUT OF THE SIDE DOORS. \*TR ROCHESTER NY Failure Date: 03/22/2012

12 10452697 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHEN OPENING OR CLOSING THE FRONT DRIVER SIDE DOOR, THE DOOR WOULD EXHIBIT A LOUD POP. THE VEHICLE WAS TAKEN TO A COLLISION CENTER FOR DIAGNOSTICS WHERE THE TECHNICIAN ADVISED THE CONTACT THAT THE WELDING HAD COME UNDONE, CAUSING THE POPPING SOUND. THE TECHNICIAN ADVISED THAT THE DRIVERS SIDE DOOR WOULD HAVE TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 40,000. MT AIRY NC Failure Date: 03/01/2012

NHTSA Consumer Complaints as of October 30, 2014

12 10452594 2005 TOYOTA SIENNA STRUCTURE DRIVER  
DOOR SPOT WELD FAILURE. DRIVER DOOR MAKES A LOUD POPPING SOUND.  
IT HAS BEEN ABOUT A YEAR SINCE THE PROBLEM BEGAN AND NOW IS  
DIFFICULT TO OPEN/CLOSE. A YEAR AGO, THE DEALER TOLD ME THEY DIDN'T  
KNOW ANYTHING ABOUT IT. YET WHEN I CHECKED ONLINE, I LEARNED THIS IS  
A COMMON FAILURE. TOYOTA EXTENDED THE WARRANTY RATHER THAN DO A  
RECALL, HOWEVER THE WARRANTY DID NOT EXTEND FAR ENOUGH TO COVER  
MOST OF THE PROBLEMS INCLUDING MINE. TOYOTA ALSO DID NOTHING TO  
NOTIFY ME OF THE PROBLEM AND THE DEALER TOLD ME HE DIDN'T KNOW OF  
THE PROBLEM LONG AFTER TOYOTA ACKNOWLEDGED THE DEFECT. THE  
PROBLEM IS SOLELY DUE TO A MANUFACTURING DEFECT AND TOYOTA  
SHOULD FIX THEIR DEFECT. \*JS SARATOGA SPRINGS  
UT Failure Date: 02/01/2011

12 10452271 2005 TOYOTA SIENNA STRUCTURE OUR 2005  
TOYOTA SIENNA HAS HAD MULTIPLE PROBLEMS WITH THE POWER SLIDING  
DOORS. ORIGINALLY, THE DRIVER'S SIDE DOOR STOPPED CLOSING  
AUTOMATICALLY. WHEN BUTTON WAS PUSHED TO CLOSE THE DOOR BY ALL  
METHODS, ON REMOTE CONTROL, ON DRIVER'S HEAD PANEL OR ON PANEL  
NEXT TO SLIDING DOOR, THE DOOR WOULD BEGIN TO CLOSE THEN SLIDE  
BACK OPEN WITHOUT WARNING OR WITHOUT US DOING ANYTHING TO OPEN  
IT BACK UP. OUR LOCAL DEALER FIXED THIS ORIGINAL PROBLEM AS IT WAS  
UNDER WARRANTY, BUT NOW THE PASSENGER SIDE POWER SLIDING DOOR  
HAS THE SAME PROBLEM BUT WE ARE OUT OF WARRANTY AND THE COST IS  
TOO EXUBERANT FOR US TO HAVE IT FIXED. THIS APPEARS TO BE A  
PROBLEM FOR MANY TOYOTA SIENNA OWNERS AND CAN POSSIBLY BE A  
DANGER. \*JS LA MESA CA Failure Date: 01/01/2009

12 10452267 2005 TOYOTA SIENNA STRUCTURE OUR 2005  
TOYOTA SIENNA VAN HAS 82,000 MILES YET THE FRONT DRIVER DOOR HAS  
STOPPED CATCHING WHEN OPENED. IT FLINGS ALL THE WAY OPEN, HITTING  
THE CAR, WALL, POST OR WHATEVER WE PARK NEXT TO, NOT TO MENTION  
CATCHING MY CHILDREN'S FINGERS BETWEEN THE DOOR AND OTHER



NHTSA Consumer Complaints as of October 30, 2014

OBJECT. THE PROBLEM ORIGINATED ABOUT 2 YEARS AGO WHEN THE FRONT DRIVER'S DOOR STARTED TO MAKE A VERY LOUD CLUNKING SOUND WHEN OPENED AND CLOSED. NOW THE SOUND HAS STOPPED BUT THE DOOR NO LONGER CATCHES TO PREVENT IT FROM SLAMMING CLOSED OR OPEN. I FEAR MY CHILDREN'S HANDS WILL INADVERTENTLY GET CAUGHT AND POSSIBLY BROKEN. \*JS LA MESA CA Failure Date: 03/02/2010

12 10452200 2005 TOYOTA SIENNA STRUCTURE DRIVER'S SIDE DOOR WELDS FOR CHECK MOUNT AREA ARE BROKEN AND SHEET METAL ON DOOR IS COMPLETED RIPPED APART. THIS IS A 7 YEAR OLD VEHICLE, BUT WITH ONLY 25,400 MILES CURRENTLY, AN TOYOTA SAYS IT IS OUT OF WARRANTY DUE TO YEARS, SO THEY WILL DO NOTHING TO RESOLVE THE ISSUE. \*JS CORNISH ME Failure Date: 02/01/2012

12 10451754 2005 TOYOTA SIENNA STRUCTURE THE LEFT SIDE PASSENGER POWER SLIDING DOOR DOES NOT STAY CLOSED UNLESS I PUSH ON THE OUTER BACK SIDE OF THE DOOR. THIS PROBLEM HAS GOTTEN PROGRESSIVELY WORSE. AT FIRST, IT WOULD CLOSE WITH THE POWER BUTTON AFTER A FEW TRIES. NOW I HAVE TO MANUALLY PUSH ON THE DOOR EVERY TIME TO GET IT TO STAY CLOSED. \*TR KELLER TX  
Failure Date: 05/02/2011

12 10450833 2005 TOYOTA SIENNA STRUCTURE SLIDING DOORS DO NOT WANT TO OPEN WHEN IT IS COLD OUT. POWER SLIDING DOOR ON THE PASSENGERS SIDE WILL NOT OPEN EVEN WHEN IT IS WARM OUT WITH THE PUSH BUTTONS BUT YOU CAN HEAR THE MOTOR TRYING TO OPEN. THIS IS A DANGEROUS SITUATION WITH 3 SMALL CHILDREN IF THERE IS EVER AN EMERGENCY. ONE CHILD IS HANDICAPPED AND COULDN'T CLIMB UP TO THE FRONT TO BE TAKEN OUT IF NECESSARY. IT HAS HAPPENED NOW THAT THE DOOR WILL NOT OPEN OR CLOSE IF I DO MANAGE TO GET IT OPEN AT ALL. HUGE DISAPPOINTMENT IN TOYOTA. \*TR DOVER PLAINS NY  
Failure Date: 01/07/2012

NHTSA Consumer Complaints as of October 30, 2014

12 10450374 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE PASSENGER SIDE REAR SLIDING DOOR COULD ONLY MANUALLY BE OPENED FROM THE EXTERIOR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT DENIED ANY ASSISTANCE WITH REPAIRS WITH THE VEHICLE. THE DEALER WAS NOT CONTACTED AND THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 92,400 AND THE CURRENT MILEAGE WAS 93,000.

CHASTA LAKE CA Failure Date: 02/01/2012

12 10449974 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT NOISES WERE HEARD FROM THE DASHBOARD. THE NOISE HAD NOT CAUSED ANY PROBLEMS WITH THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE DEALER WAS UNABLE TO DETERMINE WHAT CAUSED THE NOISE. THE FAILURE MILEAGE WAS 112,000 AND THE CURRENT MILEAGE WAS 136,420.

UPDATED 4/2/12 \*CN TAKOMA PARK MD Failure Date: 02/15/2011

12 10449602 2005 TOYOTA SIENNA STRUCTURE PASSENGER SIDE POWER SLIDING DOOR FROZE SHUT. AFTER FINALLY GETTING IT OPEN, IT NO LONGER WORKS PROPERLY. THE DOOR WILL SLIDE OPEN AUTOMATICALLY IF YOU GIVE IT A BOOST BY USING THE HANDLE FROM EITHER THE INSIDE OR OUTSIDE BUT WILL NO LONGER AUTOMATICALLY OPEN WITH THE TOUCH OF BUTTONS. I BROUGHT IT INTO MY TOYOTA DEALER TO BE SERVICED AND THEY TRIED TO REINITIALIZE IT BUT THE PROBLEM THEY SAY IS A BAD POWER DOOR SENSOR. TOTAL COST FOR PARTS AND LABOR WOULD BE \$500! FROM CHECKING ON THE INTERNET, THIS SEEMS TO BE A COMMON PROBLEM WITH TOYOTA SIENNA'S WITH THE POWER SLIDING DOORS. VERY FRUSTRATED THERE IS NOT A RECALL! \*TR BLOOMINGTON

IN Failure Date: 01/02/2012

12 10449264 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE AUTOMATIC SLIDING DOOR WAS FRACTURED AND COULD NOT BE CLOSED OR OPENED. THE DEALER HAD NOT BEEN NOTIFIED OF THE FAILURE. THE

NHTSA Consumer Complaints as of October 30, 2014

MANUFACTURER WAS AWARE OF THE FAILURE BUT FAILED TO OFFER ANY ASSISTANCE. NO REPAIRS WERE PERFORMED. THE CURRENT AND THE FAILURE MILEAGES WERE 136,000. ERIALNJ Failure Date: 02/19/2012

12 10449045 2005 TOYOTA SIENNA STRUCTURE DRIVER SIDE DOOR STARTED MAKING NOISE LAST MARCH. CONTACTED TOYOTA AND THEY SAID THERE WAS NOTHING THEY COULD DO, SINCE I HAD THE CAR FOR 6 YEARS, EVEN THOUGH I ONLY HAD 89,000 MILES ON IT. NOW THE DOOR REQUIRES WELDING OR POSSIBLY NEEDS TO BE REPLACED. TOYOTA KNOWS THIS IS A PROBLEM AND WILL FIX IT ONLY UNDER 5 YEARS OR 100,000 MILES. THEY NEED TO FIX THIS WHENEVER IT HAPPENS, SINCE IT HAPPENS ON ALMOST ALL 2004-2006 SIENNAS. \*TR RALEIGH NC Failure Date: 02/21/2012

12 10448013 2005 TOYOTA SIENNA STRUCTURE I HAVE HAD TROUBLE WITH MY PASSENGER SIDE POWER SLIDING DOOR FOR THE LAST 12-18MONTHS. FIRST THE DOOR WAS STUCK AND WOULDN'T OPEN. A TRIP TO TOYOTA RESULTED IN HAVING THE MECHANISMS REPLACED. FORTUNATELY I WAS UNDER WARRANTY AT THE TIME. NOW THE DOOR OPENS AND PARTIALLY SHUTS BUT WILL NOT LATCH FOR A COMPLETE CLOSE. A TRIP TO TOYOTA SAYS THAT THE LATCHING MECHANISM HAS GONE BAD AND WILL COST \$875 TO FIX. THE OTHER ISSUE IS THAT THE DOORS FREEZE SHUT IN THE WINTER. ANYTIME WE HAVE SNOW OR RAIN AND THEN THE TEMPERATURE DROPS, THE DOORS ARE FROZEN SHUT. I HAVE COMPLAINED ABOUT THIS TO TOYOTA ON MULTIPLE OCCASIONS AND I WAS TOLD THEY COULD LUBRICATE THE DOORS. YEAH, WELL, THAT DOESN'T WORK EITHER. THEY HAVE BEEN WARNED THAT IF MY KIDS ARE IN THE CAR AND I CANNOT GET THEM OUT IN CASE OF AN EMERGENCY BECAUSE THE DOORS ARE FROZEN, THAT I WILL SUE TOYOTA. \*TR CINCINNATI OH Failure Date: 02/01/2010

12 10447494 2005 TOYOTA SIENNA STRUCTURE BOTH DOORS WILL NOT OPEN. CABLES RUSTED IN TOO. \*TR KRYPTON KY Failure Date: 02/02/2012

NHTSA Consumer Complaints as of October 30, 2014

12 10447296 2005 TOYOTA SIENNA STRUCTURE BOTH  
POWER SLIDING DOORS ON MY VAN HAVE STOPPED WORKING. THE FIRST  
DOOR STOPPED WORKING AND WITHIN TWO WEEKS THE OTHER DOOR HAS  
STOPPED. THE DOORS STOPPED WORKING WITH THE KEY FOB AND THE  
BUTTONS IN THE FRONT DRIVERS AREA & THE BUTTONS LOCATED NEAR THE  
POWER DOORS, ONLY OPENING WITH THE ACTUAL DOOR HANDLE. THEY  
HAVE NOW STOPPED WORKING ALL TOGETHER. WE HAVE TURNED THE  
POWER BUTTON OFF SO THEY OPEN MANUALLY NOW. THEY ARE VERY HARD  
TO OPEN MANUALLY(ALMOST IMPOSSIBLE FOR ME AT TIMES?!) I HAVE 3  
SMALL CHILDREN AND THE OTHER DAY I COULD NOT GET THE DOOR TO OPEN  
AT ALL (POWER OR MANUALLY) AND THEY HAD TO CRAWL OVER THE FRONT  
SEAT(RIDICULOUS)!!. IT IS VERY FRUSTRATING AND UNSAFE TO HAVE DOORS  
THAT WON'T OPEN. IT APPEARS THAT THIS PROBLEM HAS BEEN GOING ON  
WITH LOTS OF TOYOTAS SINCE 2008 AND TOYOTA HAS NOT TAKEN CARE OF  
THEIR CUSTOMERS. TOYOTA HAS ALREADY DONE A RECALL ON THE REAR  
LIFT DOOR SO WHY NOT TAKE CARE OF THE DOORS THAT PEOPLE ACTUALLY  
USE TO GET IN AND OUT OF THE VEHICLE. IT IS HARD TO BELIEVE TH AT  
TOYOTA HAS LET THIS PROBLEM GO ON AS LONG AS IT HAS. THEY CAN DO A  
RECALL FOR A CLIP THAT HOLDS CARPET IN PLACE BUT NOT TAKE CARE OF  
THIS SORT OF ISSUE. MY BIGGEST CONCERN IS FOR THE SAFETY OF MY  
CHILDREN, THAT IS WHY I PURCHASED A TOYOTA VAN IN THE FIRST PLACE  
BUT NOW I'M STARTING TO REGRET THAT DECISION. AFTER SPEAKING WITH A  
TOYOTA DEALER AND FOUND OUT THAT IT WOULD COST APPROX. \$1500 PER  
DOOR TO FIX I WAS VERY DEVASTATED. THAT IS ABSOLUTELY ABSURD!! I  
WOULD EXPECT TO PAY THAT MUCH FOR AN ENGINE PROBLEM OR  
TRANSMISSION BUT FOR THE DOORS??? AND WITH ALL THE PROBLEMS  
REPORTED BY OTHER SIENNA OWNERS!? TOYOTA STEP UP AND TAKE CARE  
OF YOUR CUSTOMERS!!! HOW WOULD THEY FEEL IF THEY COULDN'T GET OUT  
OF THEIR DOOR???? \*TR BOONE NC Failure Date: 02/09/2012

12 10446637 2005 TOYOTA SIENNA STRUCTURE THE  
DRIVER'S SIDE AUTOMATIC SLIDING DOOR ON OUR 2005 TOYOTA SIENNA XLE  
NO LONGER WORKS AUTOMATICALLY. IT STILL WORKS IF WE MANUALLY HOLD

NHTSA Consumer Complaints as of October 30, 2014

THE EXTERIOR DOOR KNOB OR THE INTERIOR DOOR KNOB OUT FOR A FEW MOMENTS. I GUESS THAT MEANS THAT THE CABLE HAS NOT BROKEN (YET). NONE OF THE BUTTONS WORK TO OPEN THE DOOR ANYMORE. THE DEALER SAYS IT IS AN \$1100 DOOR MOTOR ASSEMBLY REPLACEMENT JOB. WHEN THE CABLE DOES BREAK, OTHER PEOPLE REPORT THAT THE DOOR REMAINS STUCK WHEREVER IT IS - OPEN OR CLOSED. IS THAT NOT A SAFETY ISSUE? I ASK THE NHTSA TO REQUIRE TOYOTA TO RECALL THESE FAULTY DEVICES AND IMPLEMENT A PERMANENT FIX. \*KB WEST LAFAYETTE IN Failure Date: 08/01/2011

12 10444743 2005 TOYOTA SIENNA STRUCTURE WE HAVE A SIENNA XLE LIMITED 2WD VAN WITH AUTOMATIC SLIDING PASSENGER DOORS. UPON TRYING TO OPEN THE DRIVER'S SIDE PASSENGER DOOR, THE WIRE SNAPPED AND MADE IT VIRTUALLY IMPOSSIBLE TO EITHER OPEN OR CLOSE THE DOOR ALL THE WAY. WE TURNED THE DOOR'S AUTOMATIC FEATURE OFF IN ORDER TO TRY AND CLOSE IT MANUALLY WITH ONLY LIMITED SUCCESS. THIS IS THE SECOND SUCH INCIDENT AS THIS HAS HAPPENED BEFORE, BUT ON THE PASSENGER SIDE. VERY UNSAFE, ESPECIALLY FOR THOSE PASSENGERS IN THE BACK WHO NOW HAVE NO WAY OF ESCAPE EXCEPT THROUGH BREAKING OF WINDOWS. \*TR BOTHELL WA Failure Date: 01/20/2012

12 10442621 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHENEVER ENTERING THE VEHICLE FROM THE FRONT DRIVER'S DOOR, THE DOOR WOULD ABRUPTLY OPEN VERY WIDE AND EMIT A POPPING SOUND. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO STATED THAT THE DOOR WELDING WAS FRACTURED. IN ADDITION, THE DOOR STOP REQUIRED REPLACEMENT. THE VEHICLE HAD NOT BEEN REPAIRED. THERE WAS A TECHNICAL SERVICE BULLETIN ASSOCIATED WITH NHTSA ITEM NUMBER 10021711 (STRUCTURE: BODY: DOOR). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 47,000.  
TEANECK NJ Failure Date: 09/13/2011

NHTSA Consumer Complaints as of October 30, 2014

12 10441926 2005 TOYOTA SIENNA STRUCTURE TOYOTA  
SIENNA 2005 DEVELOPED TWO MAJOR PROBLEMS ABOUT 6 YEARS AND 40,000  
MILES ON IT (RIGHT AFTER WARRANTY RUNS OUT). 1. PASSENGER SIDE  
FRONT AIRBAG MALFUNCTION RESULTING IN AIRBAG LIGHTS BEING ON.  
DEALER IS QUOTING \$700 DOLLARS. MORE IMPORTANTLY, THE FACT THAT THIS  
IMPORTANT LIFE SAVING DEVICE MALFUNCTIONING AT JUST 6 YEARS AND  
RIGHT AFTER WARRANTY RUNS OUT. SEVERAL OTHER PEOPLE HAVE HAD  
EXACT SAME ISSUE AS EVIDENCED BY DISCUSSIONS IN CONSUMER FORUMS  
ON THE INTERNET. 2. DRIVER SIDE DOOR MAKES LOUD POPPING NOISE  
WHILE OPENING AND CLOSING. DEALER CONFIRMED THAT THE WELDS IN THE  
DRIVER HINGES HAVE BROKEN. COST TO REPAIR (REPLACE DOOR !!) IS \$2400.  
TOYOTA CUSTOMER EXPERIENCE CENTER CLAIMED THAT A NOTIFICATION  
ABOUT THIS ISSUE WAS MAILED OUT, WHICH I HAVE NEVER RECEIVED. THEY  
EXTENDED THE WARRANTY TO COVER 5 YEARS AND GUESS WHAT? IT BREAKS  
AT 6 YEARS. BOTH ISSUES ARE IMPORTANT SAFETY CONCERNS AND SPEAKS  
VOLUMES ABOUT TOYOTA QUALITY AND CUTTING CORNERS BY DESIGNING  
PRODUCTS THAT WORK ONLY UNTIL WARRANTY IS VALID. TOYOTA CUSTOMER  
EXPERIENCE REPRESENTATIVE REFUSED TO ESCALATE THE MATTER TO  
HIGHER UPS IN TOYOTA SAYING THAT SHE HAS THE AUTHORITY TO DECIDE  
WHAT SHOULD BE DONE. THEY ALSO REFUSED TO SHOULDER THE COST TO  
REPAIR. THE REPRESENTATIVE WAS ALSO UNAWARE OF THE REASONS WHY  
THE AIRBAG WOULD MALFUNCTION. NHTSA SHOULD INVESTIGATE THESE  
ISSUES AND FORCE TOYOTA TO RECALL. \*KB SAN DIEGO CA Failure Date:  
12/01/2010

12 10441721 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
DASHBOARD WAS FRACTURED IN SEVERAL AREAS AND RANGED IN SIZE FROM  
APPROXIMATELY 8-9 INCHES IN LENGTH. THE CONTACT WAS CONCERNED  
WITH THE SAFETY OF THE AIR BAGS AND WAS CONCERNED OF  
UNINTENTIONAL DEPLOYMENT OR IF THEY WOULD DEPLOY AT ALL IN THE  
EVENT OF A CRASH. THE VEHICLE HAD NOT BEEN INSPECTED BY A DEALER  
NOR REPAIRED. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED

## NHTSA Consumer Complaints as of October 30, 2014

NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 32,500.

BRADENTON FL Failure Date: 09/30/2011

12 10440968 2005 TOYOTA SIENNA STRUCTURE THE AUTOMATIC SLIDING DOORS ON OUR 2005 SIENNA XLE MALFUNCTION ON A REGULAR BASIS. THE PASSENGER SIDE DOOR HAS BROKEN ENTIRELY AND CANNOT BE OPENED MANUALLY OR AUTOMATICALLY WITHOUT TREMENDOUS EFFORT (AS IN USING ENTIRE BODY WEIGHT OF A GROWN MAN). THE DRIVER'S SIDE AUTOMATIC SLIDING DOOR HAS OPENED BY ITSELF WHILE DRIVING ON THE FREEWAY AT 60MPH! BECAUSE OF THESE PROBLEMS, WE HAVE BEEN FORCED TO HAVE OUR PASSENGERS CLIMB THROUGH THE FRONT DRIVER & PASSENGER DOORS. THE COST TO REPAIR THESE ISSUES HAS BEEN ESTIMATED AT \$1200-1800. NO ABUSE OF THE DOORS HAS TAKEN PLACE AS THEY'VE ONLY EVER BEEN OPENED VIA REMOTE (UNTIL NOW).

\*TR BOTHELL WA Failure Date: 09/14/2010

12 10438962 2005 TOYOTA SIENNA STRUCTURE WELDS ON FRONT DRIVER'S SIDE DOOR FAILED, CAUSING THE PANEL TO BECOME LOOSE WHERE THE DOOR CHECK STRAP IS MOUNTED. THIS IS A KNOWN DEFECTIVE FACTORY WELD ON SOME 2004-2006 TOYOTA SIENNA MODELS, AS TOYOTA MOTOR SALES USA INC. ALREADY DECLARED A SPECIAL SERVICE CAMPAIGN FOR IDENTIFIED VIN NUMBER SEQUENCES. HOWEVER, THE SERVICE CAMPAIGN HAD EXPIRED PRIOR TO THIS FAILURE BEING DIAGNOSED BY THE LOCAL TOYOTA DEALER. THE LOCAL TOYOTA DEALER (SAN JOSE, CA) FAILED TO PROPERLY DIAGNOSE EARLY INDICATIONS OF THE FAILURE IN 2008 WHEN THE OWNER NOTED ABNORMAL SOUNDS IN THE DOOR. THIS TOYOTA DEALER SIMPLY LUBRICATED THE DOOR INSTEAD OF PERFORMING PROPER REPAIRS. ULTIMATELY, THIS FAILURE RESULTS IN THE DOOR SWINGING FREELY WITHOUT ANY RESISTANCE NORMALLY OFFERED BY THE DOOR CHECK STRAP, CAUSING A SAFETY HAZARD OF THE DOOR SLAMMING INTO A HUMAN BODY OR LIMB, ESPECIALLY A CHILD. TOYOTA MOTOR SALES USA INC. SHOULD HAVE PERFORMED A RECALL, WITHOUT LIMITATION ON MILEAGE OR YEARS OF SERVICE, ON ALL AFFECTED VEHICLES IN THE 2004-2006 MODEL YEARS ON

NHTSA Consumer Complaints as of October 30, 2014

WHICH THE DEFECTIVE FACTORY WELDS WERE KNOWN TO HAVE BEEN MADE.

\*TR EL GRANADA CA Failure Date: 10/01/2011

12 10438742 2005 TOYOTA SIENNA STRUCTURE DASH  
COVER CRACKED AND I'M WORRIED THAT THE AIRBAG WILL NOT DEPLOY  
PROPERLY. \*TR AGUADA PR Failure Date: 05/13/2009

12 10438713 2005 TOYOTA SIENNA STRUCTURE POWER  
DOORS FROZEN -WEATHER IN THE 30 DEGREES FAHRENHEIGHT. OUR  
TOYOTA 2005 LIMITED SIENNA'S POWER DOORS, BOTH SIDES, ARE "FROZEN"  
AND WON'T OPEN WHEN THE WEATHER IS IN THE 30'S FAHRENHEIGHT.YOU  
CAN HEAR THE MOTOR TRYING TO OPEN THE DOOR BUT WON'T MOVE.  
SOMTIMES THE DOOR LATCH RELEASES JUST ENOUGH TO TURN THE DOOR  
OPEN LIGHT ON IN THE CAR AND YOU CAN'T CLOSE OR OPEN TO FIX THE  
PROBLEM. OTHER TIMES THE DOOR JUST DOESN'T OPEN EVEN WHEN YOU  
HEAR IT TRYING TO OPEN. WHEN DRIVING THE KIDS TO SCHOOL THEY HAVE  
TO ENTER THROUGH THE FRONT DOORS AND CLIMB OVER INTO THE REAR  
SEATS. THEY HAVE TO DO THE SAME TO GET OUR OF THE VEHICLE. WHEN  
THE CAR WARMS UP THE DOORS WORK. DANGEROUS SITUATION FOR  
GETTING KIDS/REAR PASSENGERS OUT OF THE CAR. WE HAVE APPLIED WD-40  
TO THE PARTS AND STILL GETTING THE PROBLEM. SERIOUS SAFETY ISSUE  
THAT TOYOTA NEEDS TO CORRECT. \*TR NORTHBROOK IL  
Failure Date: 10/20/2011

12 10436301 2005 TOYOTA SIENNA STRUCTURE AUTOMATIC  
DOOR WILL OPEN ANY WAY (REMOTE, HANDLE, BUTTONS), HOWEVER WILL  
NOT CLOSE USING BUTTONS OR REMOTE. TOYOTA WANTS \$1500 TO FIX.  
SEARCHING ON THE INTERNET SOUNDS LIKE MANY AUTOMATIC DOORS ARE  
HAVING THIS ISSUE AND SHOULD BE A RECALL. PLEASE MAKE TOYOTA  
RECALL THIS AS IT COULD BE A SAFETY ISSUE. THANK YOU AND GOD BLESS  
YOU!!!! \*TR LENOIR NC Failure Date: 11/30/2010

12 10436273 2005 TOYOTA SIENNA STRUCTURE THE SPOT  
WELDING ON DRIVER SIDE DOOR HINGE ON 2005 TOYOTA SIENNA XLE IS



NHTSA Consumer Complaints as of October 30, 2014

DEFECTIVE AND AS A RESULT IT MAKES A LOUD CLICKING NOISE. I TOOK THIS CAR TO NEARBY TOYOTA DEALER WHO STATED THAT THIS IS A KNOWN PROBLEM TO TOYOTA AMERICA, HOWEVER THEY REFUSE TO COVER IT SINCE IT IS BEYOND WARRANTY. THEY ALSO STATED THAT TOYOTA EXTENDED WARRANTY ON THIS PROBLEM, HOWEVER DID NOT NOTIFY INDIVIDUAL OWNERS OF THIS POTENTIAL BREACH OF INTEGRITY OF THE WELDED PART AND POSSIBLY PUT LIVES OF ITS OWNERS AT RISK ?. I READ ON THE BLOG THAT THERE ARE 600,000 FIXES THAT TOYOTA HAS MADE RELATED TO THIS PROBLEM HOWEVER THEY HAVE NOT MADE A RECALL OR EVEN BOTHERED TO NOTIFY CURRENT OWNERS OF SIENNA. I REQUEST THAT NHTSA TO TAKE UP THE ISSUE WITH TOYOTA MOTOR CO AND PROVIDE A FAIR AND JUST SETTLEMENT OF THIS ISSUE RATHER THAN GIVING CONSUMERS A RUN AROUND. I NEED THE HELP OF UNITED STATES GOV.'T. TO PROTECT THE RIGHTS AND SAFETY OF ITS CITIZENS AGAINST THESE IRRESPONSIBLE CORPORATE BEHAVIOR. \*TR INDIANHEAD MD Failure Date: 09/27/2011

12 10436203 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DASHBOARD WAS CRACKED AND THE CONTACT WAS CONCERNED THAT THE FAILURE COULD RESULT IN THE AIR BAG DEPLOYING PREMATURELY. THE DEALER DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE MANUFACTURER CONFIRMED WHAT THE DEALER ADVISED THE CONTACT AND OFFERED NO FURTHER ASSISTANCE. NO REPAIRS WERE PERFORMED. THE CURRENT MILEAGE WAS 125,927 AND THE APPROXIMATE FAILURE MILEAGE WAS 45,000. UPDATED 12/01/11 \*BF  
UPDATED 12/12/11 FORT MYERS FL Failure Date: 06/01/2008

12 10435230 2005 TOYOTA SIENNA STRUCTURE MY 2005 TOYOTA SIENNA 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

NHTSA Consumer Complaints as of October 30, 2014

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 THE FACT IT CAN POSE A SAFETY ISSUE. IN RESEARCHING THE INTERNET, I FOUND OTHER 2004-2007 TOYOTA SIENNA AND OTHER PEOPLE WORK TO THE SAME PROBLEMS WITH THE CRACKED DASHBOARD AND THE WARRANTY NOT COVER. \*TR BAYAMON PR Failure Date: 07/01/2011

12 10434971 2005 TOYOTA SIENNA STRUCTURE DRIVER SIDE DOOR HINGE WAS BROKEN, SO I WENT TO BILL PAGE TOYOTA DEALER IN FALLS CHURCH, VA FOR THE SERVICE, BUT THEY TOLD ME TO GO A BODY SHOP BECAUSE IT IS A BODY WORK, AND NOT COVER THE MANUFACTURER WARRANTY. IN AUGUST, I HAVE GONE TO ONE OF BODY SHOPS I KNOW TOLD ME THAT IT NEEDS A WELDING JOB FOR REATTACHING THE HINGE. \*TR MCLEAN VA Failure Date: 03/05/2011

12 10434779 2005 TOYOTA SIENNA STRUCTURE PASSENGER SIDE POWER SLIDING DOOR WILL NOT OPEN/CLOSE. IT IS STUCK IN THE CLOSE POSITION. THE DOOR WILL NOT OPEN MANUALLY. WHEN THE BUTTONS ARE PUSHED TO OPEN WITH THE POWER SYSTEM, I CAN HEAR THE DOOR-MOTOR RUN, THE DOOR ATTEMPTS TO OPEN, BUT WHEN IT DOES NOT OPEN THE DOOR-MOTOR SHUTS OFF. \*TR LEESBURG VA Failure Date: 03/01/2011

12 10434172 2005 TOYOTA SIENNA STRUCTURE POWER DOOR STOPPED WORKING - WOULD BARELY OPEN OR CLOSE, IF AT ALL. TOYOTA TOLD ME IT WOULD COST OVER \$3000 TO FIX THE ONE POWER DOOR. I ASKED THEM IF THEY COULD DISABLE IT, AT WHICH POINT THEY CUT THE CABLE. I HAVE SINCE FOUND OUT THERE IS A WAY TO DO THIS WITHOUT DAMAGING THE CAR DOOR. HAVE SINCE RESEARCHED THIS ON THE WEB AND HAVE SEEN THAT THE POWER DOORS ON THIS MODEL SIENNAS HAVE A LOT OF PROBLEMS SIMILAR TO THIS. THE DOOR IS NOW SO HEAVY AND FAST TO CLOSE I AM MORE WORRIED THAN EVER ABOUT MY CHILDREN USING IT. IF

NHTSA Consumer Complaints as of October 30, 2014

THEIR HAND/ARM/LEG EVER GOT IN THE WAY IT WOULD EASILY BE CRUSHED.

\*TR ASHLAND MA Failure Date: 09/01/2011

12 10433729 2005 TOYOTA SIENNA STRUCTURE OUR 2005 TOYOTA SIENNA'S POWER SIDE DOOR BROKE AT 127,000 MILES. THE CABLE THAT IS ATTACHED TO A MOTOR INSIDE THE DOOR SNAPPED. THE ONLY THING WRONG IS THE CABLE. BUT, YOU CAN'T PURCHASE JUST THE CABLE. YOU HAVE TO PURCHASE THE WHOLE MOTOR/CABLE ASSEMBLY FOR \$1,100 JUST FOR PARTS DIRECTLY FROM TOYOTA!!!! THAT DOESN'T INCLUDE LABOR TO INSTALL IT!!!! APPARENTLY THIS IS A COMMON PROBLEM FOR MANY SIENNA OWNERS AND TOYOTA SHOULD BE FORCED TO MAKE A RECALL TO FIX THE PROBLEM. \*TR HAMILTON OH Failure Date: 10/29/2011

12 10433056 2005 TOYOTA SIENNA STRUCTURE DOOR STAY ON DRIVER'S DOOR: WELD ATTACHING STAY TO DOOR FAILED AND DOOR NO LONGER WILL STAY OPEN. AUTOMATIC SLIDING DOOR ON PASSENGER SIDE WILL NO LONGER OPEN OR CLOSE WITHOUT MANUAL ASSISTANCE. SLIDING DOOR ON DRIVER SIDE WILL INTERMITTANTLY NOT LOCK IN THE OPEN POSITION. WOODBRIDGE VA Failure Date: 08/15/2011

12 10432446 2005 TOYOTA SIENNA STRUCTURE CABLE TO DRIVERS SIDE REAR SLIDING DOOR FAILED. SLIDING DOOR (DRIVER SIDE) IS STUCK AND CANNOT BE OPENED OR CLOSED. \*TR GREEN BAY WI Failure Date: 10/22/2011

12 10430454 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THERE WAS A SMALL FRACTURE IN THE DASHBOARD WHICH LATER SPREAD TREMENDOUSLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED HER THAT DUE TO THE SEVERITY OF THE DAMAGE, THEY WERE NOT COMFORTABLE WITH ATTEMPTING REPAIRS WITH THE POSSIBILITY OF ERRONEOUS AIR BAG DEPLOYMENT. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE

## NHTSA Consumer Complaints as of October 30, 2014

FAILURE MILEAGE WAS APPROXIMATELY 105,000. UPDATED 12/12/11\*LJ  
UPDATED 12/16/11 ATLANTIC BEACH FL Failure Date: 09/17/2011

12 10429935 2005 TOYOTA SIENNA STRUCTURE THE CABLE  
ON MY MINI-VAN'S AUTOMATIC SLIDING DOOR SNAPPED. THE SLIDER NO  
LONGER WORKS. \*KB MAPLEWOOD NJ Failure Date: 10/09/2010

12 10429291 2005 TOYOTA SIENNA STRUCTURE MY REAR  
PASSENGER SIDE SLIDING DOOR DOES NOT OPEN FROM THE INSIDE. I HAVE  
CHECKED THE CHILD SAFETY LOCK AND IT STILL WILL NOT OPEN. THE POWER  
SWITCH BROKE ABOUT 2 YEARS AGO AND WE LEARNED TO LIVE WITH IT, BUT  
THE FACT THAT MY CHILDREN CAN NOT GET OUT OF THE DOOR IS SO UNSAFE.  
IF THERE WAS AN EMERGENCY, THEY WOULD NOT BE ABLE TO GET OUT. I  
HAVE TO GET OUT AND WALK AROUND THE CAR TO OPEN IT FOR THEM. THIS IS  
UNACCEPTABLE. THIS IS A PROBLEM WITH ALL SIENNA OWNERS I KNOW. THIS  
SHOULD BE A RECALL. \*KB WAYNE NJ Failure Date: 06/15/2007

12 10428781 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
DRIVER AND PASSENGER SIDE REAR SLIDING DOORS FAILED. THE  
PASSENGER DOOR MADE A LOUD NOISE AND WOULD NOT LOCK MANUALLY OR  
AUTOMATICALLY AND THE DRIVER SIDE REAR DOOR CABLE FAILED. THE  
VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO PERFORM A  
DIAGNOSTIC BECAUSE THE DOORS HAD TO BE REMOVED IN ORDER TO  
LOCATE THE FAILURE. THE FAILURE MILEAGE WAS 60,000 AND THE CURRENT  
MILEAGE WAS 120,000. WORCESTER MA Failure Date: 05/01/2008

12 10427066 2005 TOYOTA SIENNA STRUCTURE 1. SECOND  
ROW SEAT BELT LOCKED TIGHT TO PASSENGER (UNABLE TO LOOSEN) DURING  
STEADY SPEED AS WELL WHEN IN STANDBY. NEED TO UNLATCH AND FULLLY  
RETRACT IN ORDER TO EXTEND IT OUT AGAIN. 2. RACK AND PINION STARTS  
LEAKING POWER STEERING FLUID AND STARTS GENERATING NOISE WHEN  
MAKING A TURN. 3. PASSENGER SIDE SLIDE DOOR FAILS TO OPEN FROM

NHTSA Consumer Complaints as of October 30, 2014

INSIDE AND BY REMOTE. FURTHER RESEARCH CONFIRMED FAILURE OF LOCK  
RELEASE ACTUATOR. \*TR ANAHEIM CA Failure Date: 09/13/2011

12 10426700 2005 TOYOTA SIENNA STRUCTURE THE  
PASSENGER SIDE AUTOMATIC SLIDING DOOR FAILS TO OPERATE PROPERLY.  
IT WILL TRAVEL TO A CERTAIN POINT AND THEN RETRACT TO THE OPEN  
POSITION. CLEANING AND RE-LUBING THE MECHANISM FAILS TO SOLVE THE  
PROBLEM. THIS VAN HAS EXTREMELY LOW MILES AND IS LIGHTLY USED TO  
JUSTIFY A MAJOR OVERHAUL OF THE DOOR MECHANISM WHICH I'M TOLD  
MUST OCCUR. MY CONCERN IS ONE OF SAFETY. I PURCHASED THE VAN WITH  
SIDE AIRBAGS AS AN ADDITIONAL SAFETY FEATURE FOR MY YOUNG CHILDREN  
WHO USE THE VAN DAILY. THE DOOR NOT OPERATING PROPERLY PRESENTS  
A VERY LARGE SAFETY CONCERN AS IT MIGHT FAIL TO OPERATE PROPERLY  
TRAPPING PASSENGERS DURING A CRASH. \*TR FOUNTAIN  
VALLEY CA Failure Date: 07/01/2011

12 10426621 2005 TOYOTA SIENNA STRUCTURE  
PASSENGER DOOR WILL NOT OPEN OR CLOSE. WHEN IT DOES OPEN IT  
START TO CLOSE THAN STOPS OR CONTINUES TO CLOSE. NOT GOOD IF A  
CHILD IS TRYING TO ENTER OR EXIT FROM THE DOOR. TOYOTA QUOTED 1800  
FOR REPAIR AND SAID IT WAS A BROKEN WIRE ON THE DOOR MOTOR. YOU  
HAVE TO PURCHASE THE ENTIRE PIECE TO FIX DOOR. EXTREMELY  
CONCERNED THE DOOR COULD OPEN OR NOT SHUT PROPERLY AND HAVING  
CHILDREN SITTING NEAR DOOR. TOYOTA HAS NOT BEEN HELPFUL IN THIS  
ISSUE AT ALL. SAFETY CONCERN. \*TR FLETCHER NC Failure Date:  
09/21/2011

12 10421270 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA REAR AUTO HATCH SAFETY REVERSE MECHANISM DOES NOT  
STOP THE CLOSING OF THE DOOR WHEN ENCOUNTERING AN OBJECT, HAND  
OR BODY PART OR WHEN ATTEMPTS ARE MADE TO STOP THE CLOSING OF  
THE DOOR. DOOR CONTINUES TO CLOSE UNDER POWER THAT CANNOT BE  
REVERSED/STOPPED. THIS DEFECT/PROBLEM COULD CONCEIVABLY BE A  
SERIOUS AND POTENTIALLY FATAL HAZARD IF A CHILD WAS EXITING THE REAR

NHTSA Consumer Complaints as of October 30, 2014

CARGO COMPARTMENT AND THE DOOR WAS IN THE PROCESS OF CLOSING. A HAND OR ARM IN THE DOOR GAP WOULD NOT BE SUFFICIENT TO STOP THE CLOSING OF THE DOOR I BELIEVE ALTHOUGH IT WOULD BE QUITE STUPID TO ATTEMPT THIS SITUATION SINCE STRONG RESISTANCE BY HAND CANNOT REVERSE THE CLOSING OF THE DOOR. THIS PROBLEM JUST STARTED IN AUGUST 2011. \*TR NC NC Failure Date: 08/22/2011

12 10421263 2005 TOYOTA SIENNA STRUCTURE LEFT REAR SLIDING DOOR ON MY SIENNA (2005) DOES NOT OPEN AT ALL. WHEN I PUSH THE BUTTON TO OPEN THE DOOR, THE DOOR WILL ATTEMPT TO OPEN BUT WILL NOT OPEN. I CAN'T EVEN OPEN THE DOOR MANUALLY. I AM EXPERIENCING PROBLEMS WITH MY RIGHT REAR SLIDING DOOR AS WELL. THE DOOR OPENS BUT WILL NOT CLOSE ON ITS OWN. IT IS JUST A MATTER OF TIME BEFORE THE DOOR FAILS AS WELL. IN THE EVENT OF AN EMERGENCY I WOULD NOT BE ABLE TO GET MY KIDS OUT QUICKLY. THIS IS A SCARY THOUGHT BECAUSE I HAVE THREE SMALL CHILDREN THAT ARE LATCHED INTO CAR SEATS AND BOOSTERS. \*TR SANTA RITA GU Failure Date: 08/10/2011

12 10420977 2005 TOYOTA SIENNA STRUCTURE THE 2005 TOYOTA SIENNA I OWN WAS UNDER 100000 MILES WHEN I BEGAN TO NOTICE THE UNUSUAL NOISE FROM DRIVER SIDE FRONT DOOR, AND LATER BECAME CLICK SOUND WHEN DOOR WAS OPENED AS WELL AS CLOSED. I DID NOT RECEIVE ANY NOTIFICATION ABOUT THE WARRANTY EXTENSION ON THIS PROBLEM. I STRONGLY FEEL THIS IS A CAR DESIGN ISSUE INSTEAD OF MATERIAL AS I CHECKED THROUGH AVAILABLE INFORMATION TO ME THAT, THIS ISSUE ONLY HAPPENED TO SOME MODEL YEARS. \*TR ROCKVILLE MD Failure Date: 07/04/2010

12 10419570 2005 TOYOTA SIENNA STRUCTURE DRIVER DOOR STARTED TO HAVE A SNAPPING/POPPING SOUND WHEN OPENING AND CLOSING THE DOOR. SOUND GOT WORSE AND FELT HARDER TO CLOSE. BEFORE BRINGING IT TO MY MECHANIC I DID A GOOGLE SEARCH OF THE PROBLEM. FOUND OUT IT TO BE A KNOWN PROBLEM AND TOYOTA DIDN'T

NHTSA Consumer Complaints as of October 30, 2014

CALL FOR A RECALL BUT EXTENDED THE WARRANTY TO TWO EXTRA YEARS (5 YEARS) OR 100,000 MILES. MILEAGE ON MY VAN IS 70,000 MILES BUT 5 YEARS 9 MONTHS OLD, 9 MONTHS PASS EXTENDED WARRANTY. CALLED LOCAL TOYOTA CORPORATION AND UNFORTUNATELY THEY WILL NOT COVER THE REPAIR BECAUSE WARRANTY TIME HAS EXPIRED. \*TR HONOLULU HI Failure Date: 08/01/2011

12 10418552 2005 TOYOTA SIENNA STRUCTURE I HAVE A 2005 TOYOTA SIENNA XLE AWD LIMITED. THE POWER SLIDING DOORS HAVE MOTORS IN THEM THAT OPEN AND CLOSE THE DOORS, VIA SMALL STEEL CABLES. THE STEEL CABLES ATTACHED TO THE MOTORS/DOORS ARE THE SAME STEEL CABLE TYPE USED IN THE TOYOTA SPARE TIRE RECALL. THESE STEEL CABLES ARE TRASH. IF/WHEN THEY BREAK, TOYOTA IS CHARGING \$1,600 TO \$1,800 PER DOOR TO FIX THE PROBLEM, EVEN IF THE MOTOR ATTACHED TO THE STEEL CABLES IS FINE. I'VE BEEN TOLD THAT ON NEWER MODEL SIENNA VANS YOU CAN JUST PURCHASE THE STEEL CABLES AND NOT THE WHOLE MOTOR. A GOOGLE /YAHOO SEARCH TURNS UP HUNDREDS IF NOT THOUSANDS OF COMPLAINTS REGARDING THESE AUTOMATIC SLIDING DOOR ISSUES AND THE EXTREME COST TO REPAIR THEM. ADDITIONALLY, I HAVE BEEN TOLD BY MY TOYOTA DEALERSHIP THAT IF THE STEEL CABLE BREAKS, I CAN NOT OPEN OR CLOSE THE DOOR MANUALLY. THIS IS A SAFETY HAZARD! I HAVE 2 CHILDREN, IF THE DOOR(S) WON'T OPEN MANUALLY, HOW DO I GET MY KIDS OUT IF I HAVE AN ACCIDENT? TOYOTA NEEDS TO BE HELD ACCOUNTABLE FOR THIS PROBLEM. A RECALL NEEDS TO BE CONDUCTED AND TOYOTA NEEDS TO FOOT THE BILL FOR THESE FIXES. I CALLED TOYOTA USA AND REPORTED THE ISSUE. TOYOTA BASICALLY COULD GIVE A RAT'S BUTT ABOUT IT. IT'S NOT A SAFETY ISSUE ON A LARGE ENOUGH SCALE. I AM AT A LOSS FOR WORDS AT JUST HOW ANGRY I AM AT TOYOTA. \$3,200 TO FIX ABOUT 12 FOOT OF CABLE THAT IS NO BIGGER IN DIAMETER THAN AN CELL PHONE CHARGER'S WIRE. WE NEED HELP AND REPRESENTATION! \*TR CHARLESTON WV Failure Date: 08/10/2011

NHTSA Consumer Complaints as of October 30, 2014

12 10418548 2005 TOYOTA SIENNA STRUCTURE AFTER  
TOYOTA DEALERSHIP REPLACED LIFTGATE STRUTS DUE TO RECALL NUMBER  
08V244000, THE NEW STRUTS CAUSE THE LIFTGATE TO OPEN RAPIDLY WHEN  
OPENED MANUALLY, THAT IS NOT USING THE POWER MODE. LIFTGATE OPENS  
SO RAPIDLY THAT INJURY IS POSSIBLE IF YOU ARE NOT PREPARED TO OR ARE  
UNABLE TO MOVE OUT OF THE WAY. \*TR OOLTEWAH TN Failure Date:  
06/01/2011

12 10418420 2005 TOYOTA SIENNA STRUCTURE  
PASSENGER REAR SLIDING DOOR ON 2005 TOYOTA SIENNA EITHER  
STICKS OR DOES NOT OPEN CORRECTLY. UNABLE TO GET KIDS OUT IN AN  
EMERGENCY. \*TR SAN MARCOS CA Failure Date: 01/01/2011

12 10418196 2005 TOYOTA SIENNA STRUCTURE TOYOTA  
SIENNA XLE 2005: AUTOMATIC SLIDING DOOR PROBLEM PURCHASED THIS  
VEHICLE USED ONE YEAR AGO (2010). THERE WERE NO PREVIOUS PROBLEMS  
WITH THE DOOR, THAT I KNOW OF. BOTH SLIDING DOORS STARTED FAILING  
DURING WINTER TIME. ONE MOTOR WAS REPLACED, THE OTHER ONE NOT  
DUE TO COST. THE DRIVER SIDE SLIDING DOOR WORKED "ON AND OFF", BUT  
IS NOT WORKING NOW. IT OPENS AND SHUTS WITH A MANUAL PULL OF THE  
HANDLE. \*TR FOX ISLANDWA Failure Date: 01/10/2011

12 10417963 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA AUTOMATIC SLIDING DOOR DOES NOT OPEN (THIS IS THE  
SECOND TIME). \*TR CLIFTON SPRINGS NY Failure Date:  
08/07/2011

12 10417775 2005 TOYOTA SIENNA STRUCTURE TOYOTA  
SAFETY RECALL FOR LIFTGATE SUPPORT REPLACEMENT COMPLETED. SINCE  
THEN, LIFTGATE DOES NOT WORK CONSISTENTLY. WORKS BETTER DURING  
COOLER WEATHER. TAILGATE WILL START TO CLOSE, GO HALFWAY, THEN  
REOPEN FULLY. AFTER 2 OR 3 ATTEMPTS TAILGATE FLIES OPEN QUICKLY AND  
COULD INJURE SOMEONE IF THEY WERE IN THE ARC OF THE TAILGATE SWING.  
TAKEN TO THE DEALER 3 TIMES TO REPAIR THIS- LAST TIME, DEALER



NHTSA Consumer Complaints as of October 30, 2014

REPROGRAMMED THE TAILGATE MOTOR, AND TOLD ME IF THIS CONTINUED THE LIFTGATE MOTOR WOULD NEED TO BE REPLACED FOR ABOUT \$1000. HAD NO (0) PROBLEMS WITH THE LIFTGATE PRIOR TO THE SAFETY RECALL, AND DEALER IS TRYING TO TELL ME THE LIFTGATE MOTOR IS GOING BAD (AND HAS NOTHING TO DO WITH REPLACING THE LIFTGATE STRUTS.) I THINK TOYOTA NEEDS TO REPLACE THE LIFTGATE MOTORS, AS THEY ARE UNABLE TO OVERCOME THE LIFTGATE STRUT PRESSURES. \*TT            DECATUR

TX    Failure Date: 05/11/2011

12    10417762    2005 TOYOTA    SIENNA    STRUCTURE    CABLE ON THE AUTOMATIC DOOR SNAPPED AND THE DOOR IS INOPERABLE AND UNSAFE. IT WILL COST \$1500 TO FIX. THE VAN IS ONLY 6 YEARS OLD.

\*TT            BLOOMING GROVE    NY    Failure Date: 08/01/2011

12    10417749    2005 TOYOTA    SIENNA    STRUCTURE    SLIDING DOOR FAILURE, PASSANGER AND DRIVER SIDE, FORCE PASSANGERS TO CLIMB OVER FRONT SEAT TO EXIT VEHICLE. AUTOMATIC SLIDING DOOR AND HINGE FAILURE. \*TT            HUNTERSVILLE    NC    Failure Date: 01/02/2010

12    10417329    2005 TOYOTA    SIENNA    STRUCTURE    MY 2005 TOYOTA SIENNA XLE SLIDING DOOR CABLE SNAPPED 07-25-2011. I ONLY HAVE 63,500 K ON THE MINIVAN. IT'S OUT OF WARRANTY. CALLED LOCAL TOYOTA DEALERSHIP AND THEY GAVE ME A QUOTE OF \$1,092 TO FIX THE PROBLEM. THIS IS NOT AFFORDABLE FOR US. I WILL PROBABLY HAVE TO CUT AND REMOVE THE CABLES AND OPEN AND CLOSE THE DOOR BY HAND AND HOPE THIS MODIFICATION DOES NOT CAUSE A SAFETY ISSUE. THIS SEEMS TO BE A COMMON PROBLEM WITH THE TOYOTA SIENNA. RESULT OF THE BROKEN CABLE IS THE DOOR IS INOPERABLE TO THE POINT YOU COULD NOT EXIT THAT SIDE OF THE VAN.

ROCKLEDGE            FL    Failure Date: 07/25/2005

12    10416710    2005 TOYOTA    SIENNA    STRUCTURE    TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT ATTEMPTED TO OPEN THE REAR DRIVER AND PASSENGER SIDE AUTOMATIC DOORS BUT THEY

NHTSA Consumer Complaints as of October 30, 2014

WOULD NOT OPEN. THE CONTACT ALSO STATED THAT THERE WAS NOT AN OPTION TO OPEN THE DOORS MANUALLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSTICS, WHERE THE TECHNICIANS STATED THAT THE DOORS WOULD HAVE TO BE REMOVED AND THEY COULD NOT GUARANTEE THAT NO DAMAGES WOULD BE CAUSED DURING THE PROCESS. THE TECHNICIANS ALSO STATED THAT THE PULLEY CABLE CONNECTED TO THE POWER DOORS WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 92,000.

DAUFUSKIE ISLAND SC Failure Date: 07/02/2011

12 10415595 2005 TOYOTA SIENNA STRUCTURE SLIDING DOOR CABLE SNAPPED. FILED A COMPLAINT WITH TOYOTA AFTER DISCOVERING THAT THERE WERE THOUSANDS OF OTHER COMPLAINTS ABOUT THE SLIDING DOORS ON THE SIENNA VANS. THERE IS AS OF YET NO RECALL, WHICH IS UNBELIEVABLE. I WILL CONTACT SALES MANAGER AT LOCAL DEALERSHIP TOMORROW BUT WITH 100K MILES, I HIGHLY DOUBT THEY WILL BE VERY HELPFUL. UPON INSPECTION, IT IS CLEAR THE CABLE ON THE OTHER DOOR WILL SOON BE WEARING OUT AS WELL. THIS IS A SAFETY HAZARD AS THE DOORS ARE INOPERABLE EVEN MANUALLY WITHOUT THE CABLE. \*TR BOYERTOWN PA Failure Date: 07/28/2011

12 10415296 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA POWER SLIDING DOORS: 2ND FAILURE OF DOORS WITHIN THE PAST 3 MONTHS. FIRST FAILURE WAS LOCK ASSEMBLY MECHANISM. MOST RECENT FAILURE IS SERVO MOTOR CABLE ASSEMBLY THAT OPENS AND SHUTS THE DOOR. DOOR WOULD NOT SHUT...COULD NOT DRIVE CAR SAFELY. LEFT STRANDED. \*TR HOUSTON TX Failure Date: 07/24/2011

12 10415120 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA, DRIVER'S SIDE AUTOMATIC SLIDING DOOR ENGAGED IN OPEN POSITION CANNOT BE RETRACTED TO CLOSED POSITION. \*TR NEW YORK NY Failure Date: 06/20/2011

NHTSA Consumer Complaints as of October 30, 2014

12 10414912 2005 TOYOTA SIENNA STRUCTURE CABLE FOR  
POWER SLIDING DOOR (PASSENGER SIDE) SNAPPED. WHEN YOU MANUALLY  
OPEN DOOR YOU HAVE TO PRESS ON IT TO KEEP IT OPEN OTHERWISE IT WILL  
AUTOMATICALLY SHUT AND MIGHT CRUSH YOU. \*TR CAMPBELL HALL  
NY Failure Date: 07/23/2011

12 10413837 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
POWER SLIDING DOOR DOES NOT OPEN. THE VEHICLE WAS NOT TAKEN TO  
THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO  
REFERRED HER TO THE DEALER . THE VEHICLE WAS NOT REPAIRED. THE  
FAILURE MILEAGE WAS 85,000 AND THE CURRENT MILEAGE WAS 118,000.  
CHARLOTTE NC Failure Date: 09/01/2010

12 10413769 2005 TOYOTA SIENNA STRUCTURE THE  
DRIVER DOOR ON MY 2005 TOYOTA SIENNA IS SPLITTING ON THE SEAM BY THE  
HINGE. THE AUTOMATIC SLIDING DOOR HAS NOT WORKED FOR YEARS.  
DURING THE WINTER THE SLIDING DOORS ROUTINELY FREEZE AND CANT BE  
OPENED. MY MECHANIC SAYS THESE PROBLEMS ARE "BIG PROBLEMS WITH  
SIENNAS" \*KB BALTIMORE MD Failure Date: 07/19/2011

12 10412419 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHEN  
OPENING THE LIFT GATE, THE SUPPORT STRUT FAILED AND THE DOOR  
SLAMMED SHUT. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE  
MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER  
ANY ASSISTANCE SINCE THE VEHICLE WAS OUT OF WARRANTY. THE VEHICLE  
WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 50,000. THE  
PASSENGER SIDE LIFT GATE STRUT LOST ALL PRESSURIZATION AND THE LEFT  
SIDE STRUT DID NOT PREVENT THE LIFT GATE FOR FALLING. I REPLACED  
BOTH STRUTS. TOYOTA HAD A RECALL FOR THESE STRUTS BUT MY VEHICLE  
WAS NOT INCLUDED. I RECOMMEND THAT THE STRUTS SHOULD BE  
REDESIGNED TO PREVENT SUDDEN LOSS OF PRESSURIZATION AND POSSIBLE  
INJURY. THE NEW DESIGN SHOULD PROVIDE FOR A SLOWER DROP OF THE

NHTSA Consumer Complaints as of October 30, 2014

LIFT GATE WHEN PRESSURIZATION IS LOST IN ONE STRUT. THANK YOU!

UPDATED 10/11/2011 \*LN WEST CHESTER OH Failure Date: 07/14/2011

12 10411290 2005 TOYOTA SIENNA STRUCTURE DRIVER  
SIDE REAR SLIDING DOOR STARTED TO SAG AND WOULD NOT CLOSE ALL THE  
WAY WHEN USING THE POWER CLOSE OPTION. ALSO TOOK OFF THE PAINT IN  
THE TRACK UNDER THE FAR BACK WINDOW AND IS NOW TAKING PAINT OFF  
ON THE REAR QUARTER PANEL UP HIGH AND DOWN LOW.

ANAHEIM CA Failure Date: 07/01/2009

12 10410339 2005 TOYOTA SIENNA STRUCTURE ON THE  
DRIVER SIDE SLIDING DOOR, TWO OUT OF THREE BOLTS THAT HOLD THE  
LOCKING LATCH HAVE FALLEN THROUGH THE SHEET METAL. THE RESULT IS  
THAT THE DOOR OPEN INDICATOR LIGHT GOES ON AND OFF WHILE WE ARE  
DRIVING AND THE DOOR IS TECHNICALLY OPEN WHILE WE ARE DRIVING,  
ALBEIT LOCKED. AS PER SOME QUICK INTERNET RESEARCH, THIS IS NOT AN  
UNCOMMON PROBLEM BUT ONE THAT TOYOTA WILL NOT FIX. IT IS NOT THE  
RESULT OF ANY USER MISUSE AND I THEREFORE AM DISAPPOINTED BY  
TOYOTA'S STANCE. \*TR HAMILTON NJ Failure Date: 06/26/2011

12 10408806 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT A LOUD  
NOISE WOULD EMIT FROM THE FRONT DRIVER'S SIDE DOOR WHENEVER  
OPENING AND CLOSING THE DOOR. THE VEHICLE WAS TAKEN TO AN  
AUTHORIZED DEALER WHO STATED THAT THE DOOR LATCH WOULD NEED TO  
BE WELDED. THE VEHICLE'S WARRANTY WAS EXPIRED, SO THE VEHICLE WAS  
NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM.  
THERE WAS A TECHNICAL BULLETIN RELATED TO THE DEFECT UNDER NHTSA  
ITEM NUMBER 10021711 (STRUCTURE: BODY: DOOR). THE APPROXIMATE  
FAILURE MILEAGE WAS 45,000. THE VIN WAS UNAVAILABLE. UPDATED  
09/29/2011 \*LN DULUTH GA Failure Date: 03/15/2011

12 10407685 2005 TOYOTA SIENNA STRUCTURE OUR 2005  
TOYOTA SIENNA HAS HAD RECURRING PROBLEMS WITH THE REAR DOORS

NHTSA Consumer Complaints as of October 30, 2014

BECOMING INOPERATIVE. DURING THE LEASE PERIOD IT WAS BROUGHT TO THE DEALER WHO DIAGNOSED THAT IT "NEEDED A LITTLE GREASE". WE CONTINUED TO LIVE WITH THE MANUAL DOOR REQUIRING SEVERAL TRIES TO OPEN, FINALLY PAYING OUT OF POCKET FOR A REPAIR. NOW THE HANDLE HAD BROKEN OFF, AND THE CABLE FOR THE AUTOMATIC DOOR HAS BROKEN. THERE IS NOW NO WAY TO OPEN EITHER DOOR, LEAVING OUR CHILDREN IN THE BACK WITH NO DIRECT ROUTE TO EXIT THE VEHICLE SHOULD SOMETHING HAPPEN. WE HAVE SPENT A FEW THOUSAND DOLLARS ALREADY ON THESE DOORS AND CANNOT CONTINUE TO PAY FOR THEM. \*TR

ANDOVER NJ Failure Date: 05/05/2011

12 10407246 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THE RIGHT PASSENGER AUTOMATIC DOOR WOULD NOT CLOSE COMPLETELY. THE CONTACT INJURED HER LEFT INDEX FINGER WHILE ATTEMPTING TO CLOSE THE DOOR. THE FAILURE WAS EXPERIENCED SEVERAL TIMES. THE DEALER PERFORMED A DIAGNOSTIC TEST WHICH INDICATED THE FAILURE WAS LOCATED IN THE DOOR CABLE WHICH WAS CUT BY THE DEALER. THE MANUFACTURER WOULD NOT ASSIST WITH THE REPAIR BECAUSE THE DOOR WAS ALTERED. THE FAILURE MILEAGE WAS 80,000 AND THE CURRENT MILEAGE WAS 85,000. CONWAY NH Failure Date: 03/15/2011

12 10407042 2005 TOYOTA SIENNA STRUCTURE PASSENGER SLIDING DOOR INOPERABLE; FAULTY LOCK ACTUATOR & MOTOR ASSEMBLY UNIT. \*TR HOUSTON TX Failure Date: 06/15/2011

12 10406803 2005 TOYOTA SIENNA STRUCTURE TOYOTA SIENNAS 04-06 ARE PRONE TO DOOR POPPING WHEN OPENING AND CLOSING DUE TO BROKEN DOOR WELDS. THIS IS THE SITUATION OF A COMPANY THAT IS HAVING TREMENDOUS GROWTH AND WILL NOT TAKE CARE OF THE CUSTOMERS WHO HELPED PROPEL THAT GROWTH. EVEN THOUGH IT IS OUT OF WARRANTY, THEY HAVE FAILED TO RECALL THE ISSUE AND REPLACE THE DEFECTS. \*TR CLOVIS CA Failure Date: 03/10/2011

NHTSA Consumer Complaints as of October 30, 2014

12 10405469 2005 TOYOTA SIENNA STRUCTURE CABLE  
THAT OPERATES THE SLIDING POWER DOOR ON TOYOTA SIENNA XLE BROKE.  
THE STEEL CABLE RUSTED OUT AND IS EXPOSED. THE CAR IS 5 YEARS OLD  
AND HAS 45,000 MILES ON IT. TOYOTA SAYS YOU HAVE TO REPLACE THE  
DOOR MOTOR AND CABLE. THE COST \$1800-2000. FAR TOO MUCH MONEY  
FOR A POORLY DESIGNED OPENING SYSTEM. THE STEEL CABLE IS EXPOSED  
TO THE ELEMENTS AND OF COURSE IT'S GOING TO RUST OUT. \*TR N.  
HUNTINGDON PA Failure Date: 05/25/2011

12 10402871 2005 TOYOTA SIENNA STRUCTURE TL\*THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT BOTH OF  
THE REAR SLIDING DOORS WERE DEFECTIVE. SHE MENTIONED THAT SHE WAS  
UNABLE TO OPEN THEM. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC  
WHO WAS NOT ABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS  
MADE AWARE OF THE FAILURE BUT REFERRED HER TO NHTSA. THE VEHICLE  
WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 50,000 AND CURRENT  
MILEAGE MILEAGE WAS 74,000. SCHENECTADY NY Failure Date:  
04/01/2007

12 10401248 2005 TOYOTA SIENNA STRUCTURE MY 2005  
SIENNA MINI-VAN GAS STRUTS FOR THE REAR HATCHBACK/LIFTGATE FAILED  
TO LIFT UP THE HATCHBACK DOOR ON 5/9/2011. WHEN I TRIED TO LIFT UP THE  
HATCHBACK DOOR - IT FELT HEAVY AND FOUND THAT ONE OF THE GAS STRUT  
HAD FLUID LEAKED OUT ONTO THE STRUT. \*TR MATAWAN NJ  
Failure Date: 05/09/2011

12 10399611 2005 TOYOTA SIENNA STRUCTURE TL\*THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THE  
PASSENGER SIDE SLIDING DOOR WOULD INVOLUNTARILY CLOSE WHEN A  
PASSENGER WAS ENTERING THE VEHICLE. IN ORDER TO PREVENT THE DOOR  
FROM CLOSING, THE CONTACT HAD TO HOLD IT OPEN MANUALLY. THE  
VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS  
INFORMED THE DOOR HINGE MAY HAVE FAILED. THE VEHICLE WAS NOT

NHTSA Consumer Complaints as of October 30, 2014

REPAIRED. THE FAILURE AND CURRENT MILEAGE WERE 65,000.

CLARKSVILLE MD Failure Date: 05/07/2008

12 10397519 2005 TOYOTA SIENNA STRUCTURE SLIDING  
DOOR ON THE SIENNA MINIVAN AS SOON AS THE TEMP DROPS TO 0C THE  
SLIDING DOORS ARE STUCK SHUT AND THE AUTOMATION SUCKS AS WELL WE  
WOULD NOT BE ABLE TO GET THE KIDS OUT OF THE VAN QUICKLY. \*TR

CLINTON 00 Failure Date: 01/15/2011

12 10396651 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
REAR ELECTRONIC SLIDING DOORS WERE INOPERABLE AND WOULD NOT  
OPEN ELECTRONICALLY NOR MANUALLY. THE MANUFACTURER WAS  
CONTACTED AND A COMPLAINT WAS FILED. THE VEHICLE WAS NOT REPAIRED.  
THE CONTACT STATED SHE HAD SCHEDULED AN APPOINTMENT FOR REPAIR.  
THE APPROXIMATE FAILURE MILEAGE 93,000. NICHOLS NY

Failure Date: 06/01/2010

12 10394328 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
PASSENGER SIDE REAR SLIDING DOOR WOULD NOT CLOSE DUE TO A BALL  
JOINT THAT CONNECTED TO THE DOOR ASSEMBLY. THE VEHICLE WAS TAKEN  
TO THE DEALER WHO STATED THAT THE BALL JOINT WOULD NEED TO BE  
REPLACED. THE MANUFACTURER WAS CONTACTED WHO PROVIDED NO  
ASSISTANCE. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS

75,000. GILBERT AZ Failure Date: 04/05/2010

12 10394248 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA XLE. POWER SLIDING DOORS NOT LOCKING UNLESS PUSHED  
MANUALLY. \*TR CA CA Failure Date: 02/25/2010

12 10393223 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA. CONSUMER STATES DRIVER DOOR SQUEAKS AND MAKES  
POPPING NOISES \*TGW UNADILLA NY Failure Date: 03/01/2011

NHTSA Consumer Complaints as of October 30, 2014

12 10393074 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE VEHICLE WAS PARKED WHEN THE CONTACT OPENED THE DRIVER SIDE DOOR AND THE VEHICLE EXHIBITED AN ABNORMAL POPPING SOUND. THE CONTACT STATED HE RECEIVED A WARRANTY ENHANCEMENT NOTIFICATION REGARDING THE FRONT DOOR CHECK MOUNTING PANEL SOME TIME PRIOR TO THE FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER AND HE WAS ADVISED THAT THE VEHICLE WAS NO LONGER UNDER WARRANTY FOR THE FAILURE. THE FAILURE WAS ONGOING FOR APPROXIMATELY THREE MONTHS. HE WAS ADVISED THE REMEDY WAS TO REPLACE THE DOOR AT A COST OF \$2,500. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 81,000 AND THE CURRENT MILEAGE WAS 86,114. UPDATED 06/01/11\*LJ APPLETON WI Failure Date: 12/28/2010

12 10393023 2005 TOYOTA SIENNA STRUCTURE THE DRIVERS SIDE DOOR MOUNT HAS FAILED. IT "CLUNKS" AS IT OPENS. THIS IS A FACTORY DEFECT THE MANUFACTURER IS AWARE OF. TOYOTA ISSUED A "WARRANTY ENHANCEMENT" OFFERING TO FIX THE PROBLEM IF THE FAILURE OCCURRED PRIOR TO 5YRS/100,000 MILES. THE FAILURE OF THE MOUNT COULD RESULT IN INJURY AS THE DOOR WILL BEGIN SWINGING FREELY. WE WERE TOLD THAT OUR DOOR REPLACEMENT WOULDN'T BE COVERED BECAUSE WE'D HAD OUR CAR FOR 5 YRS, 6 MOS. FINALLY, I WAS ABLE TO GET TOYOTA TO COVER THE PARTS, BUT NOT THE LABOR. WHY WOULD THERE BE ANY LIMIT ON THE REPAIR OF A FACTORY DEFECT? DRIVING WITH THE DOOR AS THEY INSTALLED IT ISN'T SAFE BUT TO HAVE THE DOOR REPLACED IS COST PROHIBITIVE, ESPECIALLY WHEN YOU CONSIDER IT WAS MADE THIS WAY AND WE DID ABSOLUTELY NOTHING TO CAUSE THE FAILURE, NOR COULD ANY MAINTENANCE HAVE PREVENTED IT. IT WAS A DEFECT THAT WAS CAUSED BY THE MANUFACTURER, FOR WHICH THEY NOW REFUSE TO TAKE FULL RESPONSIBILITY. \*TR PHOENIX AZ Failure Date: 03/10/2011

12 10392213 2005 TOYOTA SIENNA STRUCTURE MY 10 YEAR OLD GRANDSON COULD NOT EXIT MY 2005 TOYOTA SIENNA VAN. HE JUMPED THE SEAT AND CAME OUT THE RT FRONT DOOR. THE RT SLIDER DOOR STUCK



## NHTSA Consumer Complaints as of October 30, 2014

OPEN 6 INCHES FROM THE FRAME. A METAL CABLE RUSTED THROUGH AND BROKE. THE DOOR WOULD NOT CLOSE POWER OR MANUAL. I FORCED THE DOOR CLOSED FROM THE OUTSIDE AND HAVE NOT OPENED IT SINCE. IT CAN NOT OPEN MORE THAN 6 INCHES. A RECALL TO CHECK THE SPARE TIRE RELEASE WAS DONE RECENTLY. THE DOOR CABLES ARE ALSO SUBJECTED TO SALT SPRAY IN RI. TOYOTA SERVICE VERIFIED THE COMPLAINT. IN AN EMERGENCY, THE DOOR COULD NOT BE OPENED. \*TR

NARRAGANSETT RI Failure Date: 02/15/2011

12 10390552 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA XLE DRIVER SIDE DOOR INTERIOR DOOR PANEL POPS OFF WHILE DOOR IS SHUT AND JAMS DOOR SHUT PREVENTING EXIT FROM THE VEHICLE. \*TR PLANO TX Failure Date: 05/24/2009

12 10387002 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR SLIDING DOORS WERE DESIGNED TO OPEN MANUALLY FROM THE INTERIOR AND ELECTRONICALLY FROM THE EXTERIOR HOWEVER, THE SLIDING DOOR WOULD ONLY OPEN ELECTRONICALLY FROM THE INTERIOR. THE VEHICLE WAS TAKEN TO THE DEALER WHO PERFORMED A DIAGNOSTIC BUT THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED BUT PROVIDED NO FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 105,000. SAINT JOSEPH MI Failure Date: 12/01/2007

12 10386824 2005 TOYOTA SIENNA STRUCTURE ALL OF A SUDDEN MY PASSENGER SIDE REAR SLIDING DOOR WOULD NOT OPEN OR CLOSE WITH THE AUTOMATIC BUTTON. THIS WENT IN AND OUT OF WORKING ORDER FOR A FEW MONTHS WHEN IT STOPPED FOR GOOD. IT WAS MANUALLY OPERATIVE AT THIS POINT AND NOW THE DOOR WILL NOT OPEN AT ALL. IT IS STUCK IN THE CLOSED POSITION AND CANNOT BE OPENED AT ALL. THIS IS NOT ONLY A VERY DIFFICULT SITUATION WHEN SHUTTLLING FIVE CHILDREN TO VARIOUS PLACES, IT IS VERY UNSAFE FOR ANYONE TO BE RIDING IN A CAR WHERE THE DOOR IS UNABLE TO BE OPENED EVEN WHEN

NHTSA Consumer Complaints as of October 30, 2014

THE SLIDING DOOR BUTTON IS TURNED OFF, NOTHING CAN BE DONE.

\*TR CHESTERFIELD MO Failure Date: 12/15/2010

12 10386791 2005 TOYOTA SIENNA STRUCTURE THE DOOR TO MY 2005 TOYOTA SIENNA STUCK OPEN WHILE ON VACATION 500 PLUS MILES FROM HOME. THE DOOR COULD NOT BE CLOSED DUE TO A COMMON FAILURE THAT MANY OTHER OWNERS HAVE EXPERIENCED. THE MOTOR BREAKS AND STICKS TO A CABLE THAT IS USED AS A GUIDE IN THE MECHANISM RENDERING THE DOOR INOPERABLE. I HAD TO CUT A CABLE TO CLOSE THE DOOR MANUALLY JUST SO THAT I COULD DRIVE THE CAR HOME WITH MY WIFE AND 3 SMALL CHILDREN. THE DOOR OPEN WARNING LIGHT AND BEEPER WOULD RANDOMLY SOUND WHILE DRIVING AS IF THE DOOR WAS TRYING TO OPEN ITSELF. I TRIED SHUTTING THE DOOR SEVERAL TIMES AND IT WOULD CLOSE AND LATCH. I HAD TO TURN OFF THE ELECTRONIC CONTROL AND MAKE SURE THE DOOR WAS LOCKED BUT IT WOULD STILL SOUND THE BEEP AND WARNING LIGHT. THE SAFETY ISSUE IS THAT YOU CANNOT FIX THE DOOR WITHOUT GOING TO A DEALER WHEN THE MOTOR FAILS AND I FEAR SOME PEOPLE MIGHT TRY TO DRIVE WITH THE DOOR OPEN. IF THERE WAS AN EMERGENCY THAT REQUIRED MY FAMILY TO EXIT THE VEHICLE (IE FLOOD FIRE OR ACCIDENT) THAT DOOR WOULDN'T HAVE WORK ED. TOYOTA KNOWS OF THE PROBLEM AND THEY HAVE UPGRADED THE MECHANISM THAT IS SOLD IN THEIR PARTS DEPARTMENTS BUT THEY HAVE NOT DONE A PROPER RECALL. I DO NOT WANT SOMEONE TO GET HURT BEFORE THEY ACT. I SHOULDN'T HAVE TO WORRY ABOUT THE SAFETY OF MY FAMILY OR PAY THOUSANDS OF DOLLARS TO FIX SOMETHING THEY KNOW IS DEFECTIVE. \*TR GLENDALE AZ Failure Date: 12/22/2010

12 10386596 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA REAR TWO AUTOMATIC SLIDING DOORS FAILED WITHIN 4 DAYS OF EACH OTHER. CHILDREN CANNOT GET IN AND OUT OF VEHICLE BY THEMSELVES NOW. TOYOTA WANTS \$1800+ PER DOOR TO FIX! DOORS CAN BE MADE TO OPEN MANUALLY BUT CHILDREN CANNOT SHUT THEM BY THEMSELVES. \*TR DOYLESTOWN PA Failure Date: 02/24/2011

NHTSA Consumer Complaints as of October 30, 2014

12 10383331 2005 TOYOTA SIENNA STRUCTURE AUTOMATIC  
SLIDING DOORS FAILURE. WON'T UNLOCK FROM INSIDE. ALREADY REPAIRED  
ONCE, NOW HAPPENED AGAIN AND TOYOTA WON'T FIX IT FOR UNDER 1000\$  
ON THE SAME DOOR. \*TR HOCKESSINDE Failure Date: 02/09/2011

12 10383068 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA DRIVER AND PASSENGER DOORS GETTING STUCK ON JAMB.  
THIS IS A VERY SERIOUS SAFETY ISSUE AS THE DRIVER WAS NOT ABLE TO  
OPEN THE DOOR FROM INSIDE AND HAD TO SEEK HELP FROM SOMEONE  
OUTSIDE TO OPEN THE DOOR FROM OUTSIDE. TOYOTOA REPRESENTATIVE  
TOLD THAT YOU SHOULD BE ABLE TO ROLL THE WINDOW AND OPEN THE  
DOOR.. BUT THAT IS NOT POSSIBEL SINCE A FORCE IS REQUIRED TO OPEN  
THE DOOR. BOTH PANELS ARE POPPING OUT AND GETTIJNG STUCK ON THE  
JAMB OF THE CAR AND THE INSULATION MAREIALS ARE CLOMING OUT.  
TOYOTA EVEN WHEN HAVING SO MANY QUALITY ISSUES, DO NOT WANT TO  
TAKE RESPONSIBILITY OF THIS AND FIX THE ISSUE CLAIMING THAT THE  
VEHICLE IS ALREADY OUT OF WARRANTY AND THEY CANNOT DO ANYTING.  
\*TR STERLING VA Failure Date: 12/01/2010

12 10381095 2005 TOYOTA SIENNA STRUCTURE SLIDING  
DOORS ARE FROZEN SHUT IN TEMPS BELOW FREEZING. \*TR  
CINCINNATI OH Failure Date: 11/26/2009

12 10380222 2005 TOYOTA SIENNA STRUCTURE TL\*THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
SLIDING PASSENGER DOOR MALFUNCTIONED AND WOULD ONLY OPEN OR  
CLOSE PARTIALLY. THERE WERE PASSENGERS IN THE VEHICLE WHO WERE  
UNABLE TO EXIT THROUGH THE DOORS. THE VEHICLE WAS NOT INSPECTED  
NOR WAS IT REPAIRED. THE MANUFACTURER WAS CONTACTED AND OFFERED  
NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 20,300.  
UPDATED 03/07/11\*LJ UPDATED 1/3/11 \*CN YUMAAZ Failure Date:  
11/25/2010

NHTSA Consumer Complaints as of October 30, 2014

12 10378636 2005 TOYOTA SIENNA STRUCTURE

PASSENGER SIDE SLIDING DOOR WOULD NOT OPEN. VEHICLE OUT OF WARRANTY. HUSBAND REPLACED LATCHING MECHANISM INSIDE WHICH HAD BROKEN BECAUSE IT WAS MADE OUT OF PLASTIC. THE REPLACEMENT MECHANISM THAT WAS ORDERED BY PARTS DEPARTMENT AT TOYOTA DEALERSHIP WAS METAL. \*TR ARANSAS PASS TX Failure Date: 01/01/2010

12 10378474 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER AND PASSENGER SIDE SLIDING DOOR CABLES WERE DEFECTIVE. THE CABLES FROZE AND SHE WAS UNABLE TO OPEN THE DOORS. THE DEALER STATED THAT THE CABLES COULD BE REPLACED BUT WAS UNSURE OF THE PROBLEM WOULD BE COMPLETELY SOLVED. THE CONTACT CALLED THE MANUFACTURER WHO TOOK A COMPLAINT BUT OFFERED NO ASSISTANCE. THE VEHICLE HAD NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 80,000. CINCINNATI OH Failure Date: 01/21/2010

12 10378254 2005 TOYOTA SIENNA STRUCTURE POWER SLIDE DOOR PULLEY CABLE ASSEMBLY FAILED ON THE DRIVER SIDE OF A 2005 TOYOTA SIENNA XLE WITH 84,000 MILES. THE CABLE SNAPPED AND RENDERS THE DOOR USELESS. PAULY TOYOTA DEALER (CRYSTAL LAKE, IL) DID NOT EVEN COME WITHIN 20 FEET OF THE VAN AND QUOTED ME \$1600 TO REPAIR. THE CABLE OF THE PASSENGER SIDE OF THE CAR HAS SHOWS THAT THE PROTECTIVE CABLE COATING IS CRUMBLING AND THE CABLE IS RUSTING MAKING IT A MATTER OF TIME BEFORE PASSENGER SIDE DOOR CABLE SNAPS AS WELL. THIS IS A VERY POOR DESIGN THAT THE CABLE IS CONSTANTLY EXPOSED TO THE ELEMENTS AND PRONE TO RUSTING AND SNAPPING (THERE ARE A LOT OF POSTS ON THE INTERNET OF 2004 SIENNA OWNERS WITH THE SAME PROBLEM). THE FAILED PART IS THE CABLE, BUT YOU ARE REQUIRED TO PURCHASE THE ENTIRE MOTOR ASSEMBLY TO REPAIR - IT IS A POOR DESIGN TO BEGIN WITH, ESPECIALLY FOR OWNERS THAT LIVE IN COLD WEATHER CLIMATES WHERE THE VEHICLE IS EXPOSED TO FREEZING/

NHTSA Consumer Complaints as of October 30, 2014

THAWING, ROAD SALT, ETC. \*TR CRYSTAL LAKE IL Failure Date:  
01/06/2011

12 10377122 2005 TOYOTA SIENNA STRUCTURE TOYOTA  
SIENNA 2005 SLIDING DOOR STOPPED WORKING. SLIDING DOOR ON  
PASSENGER SIDE MAKES GRUMBLING NOISE BUT IT DOESN'T MOVE.  
\*TR WRIGHTSTOWN NJ Failure Date: 01/10/2011

12 10377099 2005 TOYOTA SIENNA STRUCTURE JUST  
OPENED THE DRIVER'S SIDE DOOR AND IT STARTED POPPING. NOTHING LED  
UP TO THE EVENT. IT HAPPENS EVERY TIME THE DOOR IS OPENED AND GETS  
LOUDER ALL THE TIME. NOT CORRECTED AT PRESENT TIME. TOYOTA  
WARRANTY OUT OF DATE BY 30 DAYS WHEN FIRST REPORTED. \*TR  
LONG BEACH MS Failure Date: 10/21/2010

12 10376314 2005 TOYOTA SIENNA STRUCTURE MANUAL  
SLIDING DOOR ON 2005 TOYOTA SIENNA REMAINS STUCK CLOSED AND  
CANNOT BE OPENED FROM WITHIN OR WITHOUT THE VEHICLE. \*TR  
CHAPEL HILL NC Failure Date: 11/15/2010

12 10375509 2005 TOYOTA SIENNA STRUCTURE DRIVERS  
SIDE DOOR CHECK FAILURE. DOOR SWUNG BACK. ON REVIEW WITH TOYOTA,  
THEY SAID THE DOOR CHECK WELD FAILED AND CAUSES DOOR TO SWING.  
VEHICLE HAS WARRANTY BY MILES BUT NOT BY YEARS. MY VEHICLE IS 6 YRS  
AND 78500 MILES. EXTENDED WARRANTY COVERS FOR ONLY 5 YRS OR  
100,000 MILES. TOYOTA REFUSES TO FIX THIS UNDER WARRANTY. THIS IS A  
MANUFACTURING DEFECT AND WILL PROBABLY CAUSE INJURY IF NOT  
CORRECTED. \*TR RICHMOND VA Failure Date: 01/02/2011

12 10373949 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT NEITHER  
OF THE REAR SLIDING DOORS WOULD OPEN WHENEVER THE TEMPERATURE  
WAS COLD AND/OR THERE WAS RAINY WEATHER. THE VEHICLE WAS TAKEN TO  
AN AUTHORIZED DEALER WHERE THE CONTACT WAS TOLD THERE WAS A

NHTSA Consumer Complaints as of October 30, 2014

DESIGN FLAW WITHIN THE VEHICLE THAT CAUSED THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE CONTINUED. THE FAILURE MILEAGE WAS 35,000 AND THE CURRENT MILEAGE WAS 65,000. UPDATED 01/12/12\*LJ THE CONSUMER STATED IF IT RAINS THE DAY BEFORE, AND THE TEMPERATURE DROPS BELOW FREEZING OVERNIGHT, THE REAR PASSENGER DOORS WILL NOT OPEN. UPDATED 01/20/12 BALTIMORE MD Failure Date: 01/03/2009

12 10373708 2005 TOYOTA SIENNA STRUCTURE SEVERAL MONTHS AGO, WE NOTICED THE DRIVER'S SIDE SLIDING DOOR ON OUR 2005 TOYOTA SIENNA LE (WE HAVE MANUAL DOORS, NOT POWER SLIDING DOORS) WOULD NOT "CLICK" OR "CATCH" AND LOCK WHEN WE OPENED THE DOOR. NO MATTER WHAT WE TRIED, THE DOOR WOULD NOT LATCH AND STAY OPEN ABOUT 25% OF THE TIME. A FEW DAYS AGO, THE SAME DOOR STARTED TO NOT CLOSE ALL THE WAY INTERMITTENTLY. WHILE DRIVING, THE INTERIOR LIGHTS AND THE DOOR OPEN INDICATOR LIGHTS WILL COME ON AND GO OFF AT VARYING FREQUENCY. WHEN THE INTERIOR LIGHTS ARE ON, THEY CAUSE A DISTRACTION AND MAKE DRIVING MORE DIFFICULT AT NIGHT. THE LIGHTS WILL GO ON AND, SOMETIMES, SLOWING DOWN OR TAKING A LEFT TURN WILL CAUSE THEM TO GO OFF, BUT ONLY FOR A SHORT TIME. ANYWHERE FROM 5 SECONDS TO A FEW MINUTES LATER, THE LIGHT WILL BE BACK ON. THEY ARE ON MORE THEN THEY ARE OFF. I'M SURE OUR LIGHTS GOING ON AND OFF IS ALSO DISTRACTING TO OTHER DRIVERS. I'M FEARFUL THE DOOR WILL ONE DAY FLY OPEN WHILE WE ARE DRIVING, PUTTING MY CHILDREN IN DANGER. I HAVE NOT TAKEN THE VEHICLE TO MY DEALER BUT I WILL THIS WEEK. I'VE READ COUNTLESS ACCOUNTS ON THE INTERNET OF PROBLEMS WITH THE DOORS ON THE SIENNA AND I HOPE WHEN ENOUGH COMPLAINTS COME IN, A RECALL WILL BE INITIATED. \*TR MADISON WI Failure Date: 12/28/2010

12 10370368 2005 TOYOTA SIENNA STRUCTURE I OWN A 2005 TOYOTA SIENNA MINIVAN WITH 70,000 MILES. THE OTHER DAY THE DRIVER'S SIDE FRONT DOOR STARTED MAKING A POPPING SOUND WHEN IT WAS BEING OPENED OR CLOSED. NOW, JUST THREE DAYS LATER, THE SOUND IS A HORRIBLY LOUD POPPING/CRACKING SOUND WHEN THE DOOR IS

NHTSA Consumer Complaints as of October 30, 2014

OPENED OR CLOSED. IT SOUNDS AS IF THE DOOR IS GOING TO FALL RIGHT OFF THE CAR WHEN IT IS OPENED OR CLOSED. I CALLED THE DEALERSHIP AND TOYOTA CORPORATE AND FOUND OUT A TSB WAS ISSUED FOR THE PROBLEM FOR THE FIRST 36,000 MILES. SINCE MY VAN HAS 70,000 MILES TOYOTA WILL NOT COVER ANY OF THE REPAIR. I DID AN ONLINE SEARCH AND FOUND MANY MANY OWNERS ARE HAVING THIS SAME ISSUE. TOYOTA IS AWARE OF THE ISSUE BUT WILL NOT ISSUE A RECALL ON A KNOWN DEFECT. IT IS THE WELDING ON THE FRONT DOOR THAT IS NOT HOLDING AND IN MOST CASES THE ENTIRE DOOR MUST BE REPLACED. \*TR SAINT JOHNS FL Failure Date: 12/10/2010

12 10369326 2005 TOYOTA SIENNA STRUCTURE MIDDLE ROW DRIVER SIDE SEATBELT FAILURE AND PASSENGER SIDE SLIDING DOOR POWER FAILURE. \*TR DURHAM NC Failure Date: 11/24/2010

12 10367135 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT WHEN TAKING HIS VEHICLE IN FOR AN INSPECTION THEY INFORMED HIM THAT THE SPARE TIRE HAS CORRODED, COULD POSSIBLY DETACH FROM THE VEHICLE AND IMPACT WITH ANOTHER VEHICLE. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 10V160000 (STRUCTURE). THE CONTACT ALSO WANTED TO MENTION THAT THE RECALL ONLY INVOLVES 20 STATES AND BELIEVED THAT IT SHOULD BE EXPANDED. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 58,000. UPDATED 02/03/11 FEDERAL WAY WA Failure Date: 07/22/2010

12 10366687 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA: DURING COOL/COLD WEATHER, THE AUTOMATIC LIFT GATE CLOSES IMMEDIATELY AND WITHOUT AS SOON AS IT FULLY OPENS - BOTH WHEN USING THE KEY FOB AND WHEN OPENED MANUALLY. THE PROBLEM BEGAN IN 2009, ABATED DURING THE SUMMER OF 2010 AND HAS BEGUN AGAIN IN NOV. 2010 NOW THAT THE COOL WEATHER IS UPON US. \*TR POTOMAC MD Failure Date: 12/01/2009

NHTSA Consumer Complaints as of October 30, 2014

12 10366641 2005 TOYOTA SIENNA STRUCTURE THE PAINT/  
COATING ON MY RIMS IS BUBBLING AND FLAKING OFF. IT HAS BEEN GETTING  
STEADILY WORSE SINCE I PURCHASED THE VEHICLE USED IN 2009. I HAVE  
NOT TRIED TO CONTACT A DEALER ABOUT IT AS IT IS BEYOND THE 36 MONTH  
WARRANTY PERIOD AND ANY SPECIAL ADJUSTMENT FROM TOYOTA LIKELY  
WOULD BE A HUGE UP-HILL BATTLE AND WOULD PROBABLY JUST END UP  
WASTING MY TIME. \*TR LEE'S SUMMIT MO Failure Date: 11/17/2010

12 10365773 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. WHILE THE VEHICLE WAS PARKED,  
THE CONTACT NOTICED THAT THE DRIVER SIDE DOOR WAS EXTREMELY  
DIFFICULT TO OPEN AND ONCE OPENED, IT WOULD EXHIBIT A LOUD POPPING  
SOUND. THE VEHICLE WAS TAKEN TO THE DEALER AND HE WAS ADVISED  
THAT THE SPOT WELDING WAS FRACTURED. THE VEHICLE WAS NO LONGER  
UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE  
FAILURE MILEAGE WAS 76,000 AND THE CURRENT MILEAGE WAS 78,500.  
LOMA LINDA CA Failure Date: 10/02/2010

12 10364404 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
PASSENGER SIDE SLIDING DOOR CABLE FRACTURED AND THE DOOR WAS NO  
LONGER OPERATIONAL. THE VEHICLE WAS NOT INSPECTED OR REPAIRED.  
THE CONTACT CALLED THE MANUFACTURER WHO OFFERED NO ASSISTANCE  
AS THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE CURRENT AND  
FAILURE MILEAGE WAS APPROXIMATELY 76,000. GREENWOOD  
LAKE NY Failure Date: 11/05/2010

12 10364209 2005 TOYOTA SIENNA STRUCTURE TL\*THE  
CONTACT OWNS 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
DRIVER SIDE DOOR MAKES A LOUD NOISE WHEN IT WAS OPENED. THE  
VEHICLE WAS INSPECTED BY THE DEALER WHO OFFERED NO ASSISTANCE.  
THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE ONLY  
AN EXTENDED WARRANTY. THE FAILURE MILEAGE WAS APPROXIMATELY



NHTSA Consumer Complaints as of October 30, 2014

60,000. THE CURRENT MILEAGE WAS APPROXIMATELY 65,000.

SARATOGA CA Failure Date: 08/06/2010

12 10363062 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA RIGHT POWER SLIDING DOOR INOPERATIVE AFTER BATTERY  
CHANGED. \*TR SAN RAMON CA Failure Date: 08/27/2010

12 10361568 2005 TOYOTA SIENNA STRUCTURE CABLE TO  
THE AUTOMATIC SLIDING DOOR OF OUR 2005 TOYOTA SIENNA SUDDENLY  
SNAPPED, AND COULD EASILY HAVE BEEN A DANGEROUS SITUATION WITH  
KIDS GETTING OUT OF THE VAN IF I HAD NOT BLOCKED THE SLIDING DOOR  
FROM HITTING THEM. IT APPEARS THIS IS A VERY COMMON PROBLEM FOR  
THE SIENNA, SEE ALSO: [HTTP://WWW.ABOUTAUTOMOBILE.COM/COMPLAINT/  
2004/TOYOTA/SIENNA/DOOR](http://www.aboutautomobile.com/complaint/2004/toyota/sienna/door) [HTTP://WWW.TUNDRASOLUTIONS.COM/  
FORUMS/SIENNA/103978-2004-SIENNA-POWER-SLIDING-DOOR-CABLE/](http://www.tundrasolutions.com/forums/sienna/103978-2004-sienna-power-sliding-door-cable/)  
[HTTP://WWW.BING-INT.COM/SEARCH?Q=WIRE+SNAPPED+THE+SLIDING+DOOR  
+SIENNA&GO=&FORM=QBRE&QS=N&SK=.](http://www.bing-int.com/search?q=wire+snapped+the+sliding+door+sienna&go=&form=qbre&qs=n&sk=) \*TR KIRKLAND WA  
Failure Date: 10/01/2010

12 10361207 2005 TOYOTA SIENNA STRUCTURE TOYOTA  
SIENNA FRONT DOOR WELD FAILURE OCCURS SPONTANEOUSLY. MICHELLE  
AT TOYOTA CORPORATE SAYS "NOT MAINT. NOR OPERATION FAULT" & "NO  
DIFFERENT OWNER ACTION TO PREVENT". LETTER SENT BY TOYOTA 11/02/07  
STATED IN EFFECT"IF NO NOISE...NO ACTION NECESSARY" WHICH SERVES TO  
DELAY OWNER ACTION UNTIL OUT OF WARRANTY. TOYOTA SUCCESSFULLY  
SHIFTED \$2000.00 RESPONSIBILITY FROM THEMSELVES TO ME. \*TR  
OWENS CROSS ROADS AL Failure Date: 10/19/2010

12 10360317 2005 TOYOTA SIENNA STRUCTURE TL\*THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
DRIVER SIDE DOOR WAS LOOSE AND IT WOULD SWING OUT. BECAUSE OF THE  
DOOR, THE WINDOW WOULD NOT FUNCTION PROPERLY. THE VEHICLE WAS  
INSPECTED AT A REPAIR SHOP AND THE CONTACT WAS INFORMED THAT THE  
WELDS IN A PANEL WERE THE CAUSE OF THE FAILURE AS THERE WAS

NHTSA Consumer Complaints as of October 30, 2014

NOTHING TO CATCH THE DOOR. THE VEHICLE HAD NOT BEEN REPAIRED AT THE TIME OF THE COMPLAINT. THE CONTACT CALLED THE MANUFACTURER WHO OFFERED NO ASSISTANCE. THE CURRENT MILEAGE WAS APPROXIMATELY 82,000. THE FAILURE MILEAGE WAS APPROXIMATELY 75,000. GREENFIELD MA Failure Date: 04/19/2010

12 10359631 2005 TOYOTA SIENNA STRUCTURE I HAVE 2005 TOYOTA SIENNA WHICH ITS DRIVER SIDE DOOR STARTED MAKING A POPPING NOISE FROM SEPT-7-2010. I SEARCHED THE FORUMS ABOUT THIS ISSUE AND FOUND THIS DOOR WELDING CAME OFF AND THE DOOR MAY FALL OFF ANY TIME. I TALKED TO TOYOTA AND THEY SAID I AM OUT OF WARRANTY BY FEW DAYS. MY SIENNA HAS 31K MILEAGE. I FOUND FROM FORUMS THE ONLY SOLUTION IS TO CHANGE THE ENTIRE DOOR. I TALKED TO TOYOTA AGAIN THEY AGREED TO WELD IT FOR 50% OF COST. REST OF THE 50% I NEED TO PAY. I DID NOT RECEIVE ANY RECALL NOTICE REGARDING THIS DOOR LATCHING/POPPING ISSUE FROM TOYOTA. \*TR JOHNS CREEK GA Failure Date: 09/07/2010

12 10356119 2005 TOYOTA SIENNA STRUCTURE THE CABLE RELATED TO THE AUTOMATIC SLIDING PASSENGER DOOR ON MY 2005 TOYOTA SIENNA SNAPPED. I TOOK IT TO THE DEALER AND HE SAID IT RUSTED THROUGH. THE WIRE FOR THE SLIDING DOOR MECHANISM IS ON THE OUTSIDE OF THE VEHICLE. I HAS THIN LAYER OF BLACK PROTECTIVE COATING. IT WILL COST \$1800 TO REPAIR AS THE CABLE AND MOTOR ARE ONE UNIT. IT IS BEYOND COMPREHENSION WHY AN OEM WOULD DESIGN AN AUTOMOBILE WITH THE CABLE SYSTEM EXPOSED TO THE ELEMENTS. THE EXTREME WEATHER IN MINNESOTA WE EXPERIENCE IS QUITE TAXING TO AN AUTOMOBILE, REGARDLESS OF ELECTRICAL DESIGN. BUT TO HAVE THE ELECTRICAL COMPONENTS EXPOSED TO SALT AND OTHER CORROSIVE MATERIALS IS JUST REALLY BAD PRODUCT DESIGN AND SHOULD BE CORRECTED. \*TR FALCON HEIGHTS MN Failure Date: 09/17/2010

12 10355302 2005 TOYOTA SIENNA STRUCTURE DRIVER'S SIDE AUTOMATIC DOOR STICKS AND WILL NOT CLOSE AUTOMATICALLY. WE

NHTSA Consumer Complaints as of October 30, 2014

HAVE TO MANUALLY HELP IT ALONG THE WAY. I WAS TOLD BY THE DEALERSHIP THAT THEY WOULDN'T REPAIR IT BECAUSE THEY SAID BECAUSE IT WAS A HINGE PROBLEM, WHICH IS NOT COVERED IN THE WARRANTY. THE DOOR ONLY OPENS AND CLOSES NOW WHEN I MANUALLY HELP IT ALONG THE WAY. \*TR GENEVA IL Failure Date: 04/15/2010

12 10354813 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT OBSERVED WHEN THE FRONT DRIVER SIDE DOOR WAS OPENED THE HINGE WOULD MAKE A POPPING NOISE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. THE TECHNICIAN INFORMED THAT THE DOOR WOULD NEED TO BE REPLACED TO CORRECT THE PROBLEM. THE REPAIR COST WAS \$1,600. THE MANUFACTURER ISSUED A VOLUNTARY RECALL RELATED TO THE DEFECT; HOWEVER, THE RECALL EXPIRED. THE VEHICLE HAD NOT BEEN REPAIRED AT THE TIME OF THE COMPLAINT. THE FAILURE MILEAGE WAS 83,000. BOWIE MD Failure Date: 07/05/2010

12 10354751 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. WHILE THE VEHICLE WAS PARKED, THE CONTACT OPENED THE FRONT DRIVER SIDE DOOR, AND THERE WAS A POPPING NOISE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THEY INSPECTED THE VEHICLE AND INFORMED THE CONTACT THAT THE DOOR STOP HAD BROKEN. THE DOOR WOULD NEED TO BE REPLACED TO CORRECT THE PROBLEM. THE TECHNICIAN ADVISED WHEN ACCESSING THE DOOR POTENTIALLY IT WOULD OPEN FULLY WIDE WITHOUT RESISTANCE. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 100,000. WASHINGTON DC Failure Date: 07/04/2010

12 10353533 2005 TOYOTA SIENNA STRUCTURE 2005 SIENNA VAN - PURCHASED NEW; THE DRIVER'S SIDE DOOR STARTED POPPING WHEN IT WOULD BE OPENED AND CLOSED. THE WELDS HAD BROKEN AND THE ENTIRE CLOSING MECHANISM HAD TO BE RE-WELDED. THE VAN HAS NOT BEEN MISUSED AND THIS SHOULD NOT HAVE HAPPENED. \*TR MOORES HILL IN Failure Date: 08/01/2010

NHTSA Consumer Complaints as of October 30, 2014

12 10353225 2005 TOYOTA SIENNA STRUCTURE MY SON  
WAS OPENING THE REAR HATCHBACK OF MY 2005 TOYOTA SIENNA, HE  
OPENED IT FULLY AND WITHOUT WARNING IT CLOSED ALMOST INJURING MY 3  
YEAR OLD WHO WAS CLIMBING IN THE TRUNK AND HITTING MY OLDER SON  
WHO WAS OPENING IT ON THE BACK. NOW THE HATCHBACK CLOSES  
WITHOUT BEING PROPPED UP. IT IS VERY DIFFICULT TO LOAD GROCERIES  
AND YOU NEED TWO ADULTS TO DO THIS ONE TO PROP UP THE DOOR AND  
ONE TO LOAD THE GROCERIES. MY MAIN CONCERN IS HAVING ONE OF MY  
FIVE CHILDREN GET HURT OR KILLED. THE DOOR IS HEAVY ENOUGH TO  
SERIOUSLY INJURED OR KILLED. \*TR KELOWNA 00 Failure Date:  
08/15/2010

12 10352737 2005 TOYOTA SIENNA STRUCTURE LOCKING  
MECHANISM ON PASSENGER SLIDING DOOR FAILED. DOOR WOULD NOT  
OPEN. \*TR MOUNT KISCO NY Failure Date: 06/01/2008

12 10351502 2005 TOYOTA SIENNA STRUCTURE AT ABOUT  
107,000 MILES, OUR 2005 TOYOTA SIENNA DRIVER'S SIDE DOOR BEGAN  
MAKING A LOUD POPPING. NO INCIDENT LED TO THE INITIATION OF THIS  
NOISE. INVESTIGATION REVEALED BROKEN WELDS AT THE DOOR STOP  
CONNECTION. FURTHER INVESTIGATION REVEALED A SIGNIFICANT NUMBER  
OF OTHER COMPLAINTS INCLUDING A SERVICE BULLETIN (NV003-07). TOYOTA  
WAS CONTACTED AND AFTER ABOUT 2 WEEKS OF FOLLOW-UP, IT WAS  
DETERMINED THAT THEY WOULD NOT ASSIST US IN ANY WAY CITING A LACK  
OF "SERVICE HISTORY" WITH THE DEALERSHIP. WE WERE OVER OUR  
EXTENDED WARRANTY MILEAGE BY ABOUT 7000 MILES AND THE TIME BY  
ABOUT 3.5 MONTHS. WE ARE THE SECOND OWNERS OF THE VAN, BUT THE  
ORIGINAL OWNERS WERE MY WIFE'S PARENTS. NOTHING HAS BEEN DONE SO  
FAR TO REPAIR THE DOOR. A PROPER FIX WOULD INCLUDE INSTALLING A NEW  
DOOR. WE ARE A MIDDLE CLASS FAMILY WORKING ON A BUDGET THOUGH SO  
THAT IS OUT OF THE QUESTION. WE WILL HAVE TO FIND AN ALTERNATIVE.  
OPTIONS INCLUDE 1)REMOVING THE DOOR STOP ALLOWING THE DOOR TO  
FREELY SWING...DEFINITE SAFETY CONCERN. 2)DRILLING OUT THE SPOT

NHTSA Consumer Complaints as of October 30, 2014

WELDS AND MIG WELDING THEM BACK...NOBODY IS HAVING ANY LUCK WITH THIS FROM WHAT I AM READING. 3) DRILLING OUT THE SPOT WELDS AND ATTACHING WITH A BOLT...ONLY TEMPORARY FROM WHAT I AM READING...CRACKS FORM IN THE WELDED MATERIALS. THE TEMPTATION IS TO TEMPORARILY FIX THE PROBLEM AND THEN SELL THE VEHICLE. WE ARE HONEST FAITHFUL PEOPLE SO I WOULD NOT BE ABLE TO STICK ANOTHER FAMILY WITH THIS ISSUE. SOME MIGHT ARGUE THAT THIS IS NOT A SAFETY PROBLEM. SINCE THE STOP IS STILL PARTIALLY ATTACHED, MY WIFE HAS BEEN ENTERING AND EXITING THROUGH THE PASSENGER SIDE DOOR TO PREVENT ANY FURTHER DAMAGE. COMPLETE FAILURE WOULD RESULT IN EXTREME DIFFICULTY FIXING IT AND POSE A SERIOUS THREAT TO ONE OF MY THREE UNSUSPECTING CHILDREN WHEN THEY OPEN IT UP. I HAVE ALREADY READ OF CHILDREN BEING HURT BY A FREE SWINGING SIENNA DOOR. THIS IS A MANUFACTURING PROBLEM. WELDS AREN'T SUPPOSED TO BREAK. THE MATERIALS BETWEEN THE WELD SHOULD BREAK FIRST. IT WAS A BAD WELD FROM DAY 1. \*TR MECHANICSBURGOH Failure Date: 07/19/2010

12 10350601 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR LIFT GATE NO LONGER STAYS UP ON IT OWNS. THE CONTACT HAD THE REAR LIFT GATE REPAIRED FOR THIS SAME PROBLEM IN JULY 2007 AND NOW THE GATE NEEDS TO BE REPAIRED AGAIN. THE DEALER STATED THAT THIS NORMAL AND THEY HAVE TO BE REPLACED EVER FEW YEARS. THE FAILURE MILEAGE WAS 40,000 AND THE CURRENT MILEAGE WAS 70,000.

MANUET NY Failure Date: 01/18/2007

12 10349802 2005 TOYOTA SIENNA STRUCTURE AUTOMATIC REAR DOORS WILL NOT LOCK OR UNLOCK OR OPEN OR SHUT WITH REMOTE. ARE EXTREMELY DIFFICULT TO OPEN MANUALLY. I WAS TOLD THEY COULD BE REPAIRED AT A COST OF OVER \$1200 PER DOOR. I ALSO HAD A PROBLEM WITH THE REAR AUTOMATIC HATCH WHICH WAS REPAIRED UNDER WARRANTY. I SEE A PATTERN HERE. \*TR ORO VALLEY AZ Failure Date: 07/12/2010

NHTSA Consumer Complaints as of October 30, 2014

12 10349377 2005 TOYOTA SIENNA STRUCTURE CABLE FOR DRIVER'S SIDE POWER SLIDING DOOR BROKE, RENDERING THE DOOR COMPLETELY INOPERABLE. THIS DOOR IS NOW COMPLETELY UNUSABLE; IT WILL NOT OPEN OR CLOSE MANUALLY OR WITH THE POWER OPERATION. THIS WOULD BE A SIGNIFICANT SAFETY ISSUE IN AN ACCIDENT OR OTHER EMERGENCY SITUATION. \*TR CABOT AR Failure Date: 08/14/2010

12 10348697 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA TOYOTA KNEW ABOUT THESE ISSUES AND THEY DON'T PUT OUT A RECALL OR FIX THE PROBLEM. THE MOTOR TO PULL THE SLIDING DOOR ON THE PASSENGER SIDE BROKE ON MY VAN AND THE ACTUATOR TO RELEASE THE LOCK ALSO WENT OUT AT THE SAME TIME. I SEARCH ON THE INTERNET AND THEY HAVE MORE THAN 100 PAGES FROM OTHER CONSUMER ABOUT THIS PROBLEM. THIS PREVENT THE DOOR FROM CLOSING, OR IF THE DOOR IS CLOSE THEN IT REMAIN LOCK AT ALL TIME AND WE CAN'T EVEN OPEN THE DOOR. IN CASE OF ACCIDENT WE CAN'T OPEN THE DOOR HOW ARE WE GOING TO GET OUT. I HAVE THREE CHILDREN IN THE CAR AND THESE ARE VERY IMPORTANT SAFETY ISSUES. I HAD TO PAY ALMOST \$2000 TO REPAIR THESE ISSUES. PLEASE HELP ME AND OTHER OWNER TO MAKE TOYOTA PAY FOR THESE REPAIR. THEY SHOULD LEARN THEIR LESSON, BECAUSE THEY HAVE TOO MANY ISSUES WITH THEIR VEHICLE. MY FAMILY IS A LOYAL TOYOTA CUSTOMER. PLEASE HELP US TO GET REIMBURSEMENT FOR THIS REPAIR, AND HELP OUR FAMILY AND OTHER FAMILY IN THE US AND THE WORLD ABOUT THIS ISSUE. \*TR SAN JOSE CA Failure Date: 06/20/2010

12 10348359 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA SLIDING DOOR FAILURE - WON'T OPEN OR CLOSE. \*TR PARSIPPANY NJ Failure Date: 05/05/2010

12 10347269 2005 TOYOTA SIENNA STRUCTURE POWER SLIDING DOOR ON SIENNA 2005 NOT WORKING. SEEMS LIKE CABLE SNAP. VAN HAS 50,000 MILES. \*TR NORTH SAINT PAUL MN Failure Date: 06/18/2010

NHTSA Consumer Complaints as of October 30, 2014

12 10346661 2005 TOYOTA SIENNA STRUCTURE THE CABLE  
ON THE DRIVER-SIDE SLIDING DOOR OF MY 2005 TOYOTA SIENNA MINIVAN  
SNAPPED MAKING THE DOOR HAZARDOUS TO OPERATE. \*TR  
MCGRAW NY Failure Date: 07/31/2010

12 10346547 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA POWER DOORS ARE FAILING. TODAY I COULD NOT GET MY  
KIDS OUT AS BOTH DOORS FAILED TO OPEN. THE DRIVERS SIDE DOOR OPENS  
ABOUT 4-6 INCHES AND IT MAKE A LOUD NOISE AND CLOSES AGAIN. THE  
PASSENGER DOOR HAS FAILED ABOUT A YEAR AFTER WE BOUGHT THE  
VEHICLE AND THE DEALER REPLACED THE ELECTRIC MOTOR. ALSO SEAT  
BELTS GET STUCK AND YOU ARE NOT ABLE TO RETRACT THEM, DEALER SAID  
IT WAS NORMAL FOR SEATBELT TO GET STUCK WHEN IT FOLDS IN  
INCORRECTLY. VERY UNSAFE SITUATIONS AS WE HAVE OUR KIDS IN THE  
VEHICLE MOST OF THE TIME. \*TR LOS ANGELES CA Failure Date:  
07/31/2010

12 10345024 2005 TOYOTA SIENNA STRUCTURE 1 - NO  
EVENTS (ACCIDENTS OR THE LIKE) LEADING TO FAILURE. 2 - FAILURE IS  
POWER SLIDING DOOR (PASSENGER SIDE) - 2 PARTS - ONE IS POWER SLIDING  
DOOR DOES NOT OPEN WHEN BUTTONS ARE PRESSED (THOUGH IT ATTEMPTS  
TO, BUT FAILS TO OPEN), SECOND PART IS THAT THE DOOR DOES NOT OPEN  
MANUALLY EITHER (WHETHER USING INTERIOR OR EXTERIOR HANDLES FOR  
EXITING VEHICLE) 3 - HAVE ATTEMPTED TO RESET SYSTEM AS ONLINE TSB  
AND BLOGS STATE TO DO FOR ALL SIENNA SLIDING DOOR ERRORS (NO END  
TO THE NUMBER OF COMPLAINTS IN CHAT ROOMS OR BLOGS); NOW HAVE  
SERVICE APPOINTMENT SAFETY CONCERN - SINCE DOOR WILL NOT OPEN  
AT ALL, AND CHILDREN RIDE IN THE REAR OF VEHICLE, IN THE EVENT OF  
ACCIDENT, CHILDREN CANNOT BE EXTRACTED THRU DOOR WITHOUT  
BREAKING WINDOWS UNLESS THEY CAN MAKE IT TO ANOTHER WORKING  
DOOR. \*TR SPRINGVILLE NY Failure Date: 06/28/2010

12 10343595 2005 TOYOTA SIENNA STRUCTURE THE  
DRIVER'S SIDE DOOR IS FALLING OFF OF MY 2005 TOYOTA SIENNA MINIVAN.

NHTSA Consumer Complaints as of October 30, 2014

TOYOTA ISSUED A SERVICE BULLETIN RECALL FOR THIS DEFECT IN 2005. THE PROBLEM 1ST APPEARED IN MY CAR IN MARCH 2007. THE FOLSOM LAKE TOYOTA DEALER REPAIRED MY VEHICLE BY SENDING IT OUT TO A WELDING COMPANY TO BE REPAIRED. I WAS PROVIDED WITH A RENTAL CAR AT NO CHARGE BY TOYOTA. THE DESCRIPTION OF THE DEFECT, AS STATED ON THE REPAIR SLIP IS AS FOLLOWS: "...FOUND DOOR DEFORMED AND WELD BROKEN INSIDE DOOR , 23 REPLACED DRIVERS DOOR CHECK, SUBLET TO BODY SHOP FOR REPAIR OF DOOR." I HAVE A COPY OF THIS ORIGINAL REPAIR FORM. THE 2ND TIME THIS DEFECT RE-APPEARED WAS ON JULY 8, 2010. I IMMEDIATELY REPORTED THE PROBLEM TO TOYOTA CORPORATE, WAS ASSIGNED CASE # 1007081422 AND WAS ADVISED BY THE TOYOTA CORPORATE REPRESENTATIVE THAT THE TOYOTA OF RICHMOND, INDIANA DEALER WOULD BE CALLING ME WITHIN 3 DAYS TO MAKE AN APPOINTMENT TO BRING MY CAR IN AND RECEIVE A FREE RENTAL UNTIL MY CAR'S DEFORMITIES WERE FIXED. THE DEALER FAILED TO RESPOND WITHIN 3 DAYS, AND I CALLED CORPORATE AGAIN ON 7-14-10 AND SPOKE WITH CATHERINE. SHE SENT ANOTHER REQUEST TO TOYOTA OF RICHMOND AND SAID THAT I WOULD HEAR FROM THE DEALER WITHIN 24 HRS. AGAIN, TOYOTA OF RICHMOND FAILED TO CONTACT ME. I CALLED TOYOTA CORPORATE MOMENTS AGO (7-16-10), AND JESSIE SAID THEY HAVE NO CONTROL OVER THEIR DEALERS FIXING TOYOTA DEFECTS AND THAT I SHOULD TRY TO CONTACT THEM MYSELF. TOYOTA HAS A LEGAL AND ETHICAL RESPONSIBILITY TO FIX THEIR KNOWN DEFECTIVE PROBLEMS. AFTER ALL OF THESE FAILED ATTEMPTS TO GET RICHMOND TOYOTA TO CONTACT ME TO INITIATE THE REPAIR PROCESS, TOYOTA SHOULD BE FINED AND/OR TOYOTA SHOULD BE PROHIBITED FROM SELLING IN THE US MARKETPLACE. THE DRIVER SIDE DOOR IS CLEARLY FALLING OFF AND WILL CAUSE INJURIES WHEN THIS HAPPENS. \*TR            CENTERVILLE            IN

Failure Date: 07/08/2010

12    10341124    2005 TOYOTA    SIENNA    STRUCTURE    POWER  
SLIDING DOOR ON 2005 TOYOTA SIENNA . \*TR            CORNING    NY

Failure Date: 04/20/2010



NHTSA Consumer Complaints as of October 30, 2014

12 10339297 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA, POWER, PASSENGER SIDE DOOR STOPPED WORKING  
COMPLETELY. AT FIRST THE POWER BUTTONS WORKED OFF AND ON  
STARTING ABOUT A YEAR AGO. IF WE MOVED THE LOCK UP AND DOWN  
SEVERAL TIMES THE POWER BUTTON WOULD WORK. NOW NOTHING.  
\*TR AMESBURY MA Failure Date: 06/21/2009

12 10339142 2005 TOYOTA SIENNA STRUCTURE I HAD BY  
2005 TOYOTA SIENNA FIXED THE RECALL LETTER I HAD REGARDING BACK  
HYDRAULIC STRUT ON MY BACK DOOR. THIS WAS DONE ON LAST WEEK OF  
MARCH THIS YEAR(2010) AT PENSKE TOYOTA. AFTER 3 MONTHS OF USING THE  
BACK DOOR, 1. IT INTERMITTENTLY WILL GO DOWN HALF WAY AND WILL GO  
BACK TO OPEN POSITION. 2. WHEN OPENING THE DOOR MANUALLY, IT WILL  
SNAP OPEN WILDLY ALMOST TO THE POINT OF INJURING YOUR FACE. NOTE-  
THESE 2 CONDITIONS NEVER HAPPENED PRIOR TO THE RECALLED  
REPLACEMENT. \*TR LAKEWOOD CA Failure Date: 06/06/2010

12 10335888 2005 TOYOTA SIENNA STRUCTURE I OWN A  
2005 TOYOTA SIENNA AND MY PASSENGER SIDE SLIDING DOOR WILL NOT  
OPEN ELECTRONICALLY OR MANUALLY. THIS IS A SAFETY ISSUE AS I CARPOOL  
AND HAVE TO LET THE CHILDREN OUT ON THE STREET SIDE. IF THERE IS A  
FIRE THE DOOR IS NOT OPERABLE. I BROUGHT IT TO THE DEALERSHIP AND  
THEY SAID THAT THEY DO NOT KNOW WHAT THE PROBLEM IS, SO THEY WANT  
TO START CHANGING PARTS UNTIL THE PROBLEM IS SOLVED. THIS IS AN ON  
GOING PROBLEM WITH THE SIENNAS. \*TR METAIRIE LA Failure Date:  
05/15/2010

12 10335876 2005 TOYOTA SIENNA STRUCTURE 1. NO  
IRREGULAR USAGE. JUST STOPPED WORKING. 2. POWER SLIDING DOORS  
FAIL TO OPEN/CLOSE PROPERLY. 3. NO ACTION TAKEN AS OF 6/12/2010.  
\*TR WINDSOR CA Failure Date: 06/10/2010

12 10335373 2005 TOYOTA SIENNA STRUCTURE SLIDING  
DOOR CABLE ON THE DRIVER'S SIDE WAS TORN AND TANGLED. IT WAS

NHTSA Consumer Complaints as of October 30, 2014

IMPOSSIBLE TO OPEN THE DOOR. \*TR WOODBRIDGE 00  
Failure Date: 03/20/2010

12 10335116 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA POWER SLIDING DOOR PROBLEM - IN THE SPAN OF LESS  
THAN A YEAR BOTH CABLES SNAPPED. 2ND OWNER, FIRST OWNER TRAVELING  
BUSINESSMAN, SO MILEAGE IS HIGH (108K) BUT SLIDING DOORS WERE  
SELDOM USED UNTIL MAY 2009. DOORS ARE NOW QUITE DANGEROUS AS  
THEY SOMETIMES DON'T LOCK OPEN. 11 YEAR OLD OFTEN CAN'T OPEN THE  
DOOR MANUALLY HIMSELF BECAUSE HANDLES ARE FUSSY. 4 YEAR OLD  
COULD EASILY BE PINNED BETWEEN DOOR AND FRAME. GREAT CONCEPT  
BUT POOR DESIGN MAKES AN EXPENSIVE FEATURE DANGEROUS AND  
WORTHLESS. \*TR MONTROSE PA Failure Date: 06/04/2010

12 10335076 2005 TOYOTA SIENNA STRUCTURE TOYOTA  
SIENNA 2005 AUTOMATIC SLIDING DOOR FAILS TO SHUT AND STAY SHUT. JACK  
SHERMAN DEALERSHIP SENT ME HOME WITH ONLY ONE LATCH WORKING,  
INSIDE INTERIOR LIGHTS INDICATING DOORS NOT SHUT AND THE AUTO LOCKS  
WOULD NOT ENGAGE BECAUSE THE DOOR WAS NOT SHUT PROPERLY. HAVE  
HAD THIS ISSUE GOING ON FOR 5 YEARS THAT I HAVE OWNED THIS VEHICLE  
NEW. \*TR JOHNSON CITY NY Failure Date: 07/01/2005

12 10334634 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT BOTH  
REAR DOORS STOPPED FUNCTIONING AND COULD NOT BE OPENED FROM  
THE INTERIOR OR EXTERIOR OF THE VEHICLE. IN ORDER TO OPERATE THE  
DOORS, THE CONTACT HAD TO SEVER THE CABLES THAT POWERED THE  
DOORS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE  
CONTACT WAS INFORMED HE WOULD HAVE TO PAY FOR THE REPAIRS. THE  
VEHICLE WAS NOT SERVICED. THE FAILURE MILEAGE WAS 91,000 AND THE  
CURRENT MILEAGE WAS 92,609. AMHERST NY Failure Date:  
02/15/2010

NHTSA Consumer Complaints as of October 30, 2014

12 10334334 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR DOOR WOULD ONLY OPEN PARTIALLY. THE FAILURE PROGRESSED TO THE POINT WHERE IT WOULD NOT STAY OPEN OR IT WOULD JUST CLOSE FORCEFULLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED THAT THERE WAS A TECHNICAL SERVICE BULLETIN (08001) BUT BECAUSE IT DID NOT APPLY TO HER VIN; THEREFORE, SHE WOULD BE RESPONSIBLE FOR THE REPAIR COST. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 70,000. WICHITA FALLS TX Failure Date: 02/07/2010

12 10332720 2005 TOYOTA SIENNA STRUCTURE DRIVERS SIDE REAR POWER DOOR CABLE BROKE AND JAMMED DOOR OPEN. MY WIFE HAD TO DRIVE THE CAR HOME FROM WORK WITH THE DOOR OPEN BECAUSE THE CABLE HAD BECOME TANGLED INSIDE THE DOOR AND WOULD NOT ALLOW IT TO CLOSE. THIS SHOULD NOT HAPPEN ON A 4 YEAR OLD TOP OF THE LINE CAR. (SIENNA XLE LIMITED AWD) THAT COSTS OVER \$40K. THE DEALER SAYS REPAIR WILL COST MORE THAN \$2000! \*TR NORWICH VT Failure Date: 10/02/2009

12 10328990 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE METAL ON THE TOP OF THE DRIVER SIDE DOOR WAS BROKEN AND THE HINGE WAS NOT PROPERLY ATTACHED TO THE FRAME OF THE VEHICLE. THE WINDOW WOULD OPEN AND CLOSE; HOWEVER, THE DOOR WAS DIFFICULT TO OPEN AND CLOSE. THE CONTACT CALLED AN AUTHORIZED DEALER WHO STATED THAT THEY WOULD PAY 60 PERCENT OF THE REPAIR COSTS. THE VEHICLE HAD NOT BEEN REPAIRED WHEN THE COMPLAINT WAS FILED. THE VIN WAS UNAVAILABLE. THE CURRENT MILEAGE WAS APPROXIMATELY 106,000. SANDERSON FL Failure Date: 04/21/2010

12 10328964 2005 TOYOTA SIENNA STRUCTURE I HAVE A 2005 TOYOTA SIENNA WITH 55K MILES. I BOUGHT NEW AND HAVE HAD ALL SERVICE COMPLETED AT THE TOYOTA DEALER. AT APX 50K MILES THE

## NHTSA Consumer Complaints as of October 30, 2014

SLIDING DOOR CABLE ON THE DRIVER'S SIDE POWER PASSENGER DOOR STARTED TO FRAY AND MAKE A CRACKLING NOISE AS IT OPENS AND CLOSES. AFTER DOING MY INTERNET RESEARCH AND READING MANY HORROR STORIES ABOUT THE DOOR NOT OPENING, FALLING OFF ITS TRACKS AND POTENTIALLY TRAPPING CHILDREN INSIDE IN THE EVENT OF AN ACCIDENT I TOOK THE VAN TO THE DEALER ON 4/16/2010 FOR REPAIR AND ITS 55K SERVICE. THE DEALER DECLARED THAT THIS WAS NOT COVERED UNDER ANY WARRANTY OR RECALL NOTICE AND THAT THE ESTIMATE TO REPAIR WAS \$2028. THERE ARE TWO SLIDING DOORS SO THIS WOULD COST OVER \$4000 TO REPAIR ONCE THE SECOND ONE GOES OUT. THIS IS OBVIOUSLY A DESIGN FLAW IN THAT SUCH A HIGH USE ITEM ON THE VEHICLE HAS WORN OUT AFTER ONLY 55,000 MILES. IF THIS WAS DESIGNED AS SOMETHING THAT WAS EXPECTED TO WEAR OUT, LIKE TIRES, BRAKES AND OIL, WHY IS IT SO DIFFICULT AND EXPENSIVE TO REPAIR. PLEASE RESEARCH AND ADVISE.

\*TR SAN DIEGO CA Failure Date: 04/16/2010

12 10327946 2005 TOYOTA SIENNA STRUCTURE BOTH  
AUTOMATIC DOORS ON OUR 2005 TOYOTA SIENNA HAVE BEEN MALFUNCTIONING FOR THE PAST 2 YEARS. ONE DOES NOT CLOSE UNLESS MANUALLY PUSHED AND THE OTHER CLOSES ON PEOPLE WHEN THEY ARE IN THE WAY OF THE DOOR. THE "BOUNCE-BACK" SAFETY FEATURE WHICH IS SUPPOSED TO PREVENT THE DOOR FROM CLOSING ON PEOPLE DOES NOT WORK. WE HAVE BARELY AVOIDED SERIOUS INJURY WITH THIS DOOR AND DO NOT ALLOW OUR CHILDREN TO USE IT. TOYOTA REFUSES TO REPAIR (EVEN WHEN IT WAS STILL UNDER WARRANTY) UNLESS WE PAY \$1,800 PER DOOR.

\*TR VALENCIA CA Failure Date: 08/01/2007

12 10326471 2005 TOYOTA SIENNA STRUCTURE THE CABLE  
THAT IS USED TO OPEN AND SHUT THE AUTOMATIC SLIDING DOORS OF 2005 TOYOTA SIENNA STARTED TO CORRODE AND EVENTUALLY SNAPPED AT ABOUT 40,000 MILES. WE REMOVED THE BROKEN CABLE AND OPEN AND SHUT THE DOOR MANUALLY. THE CABLE ON THE OTHER SIDE OF THE VAN IS EXPERIENCING THE SAME CORROSION AND I AM EXPECTING IT TO FRAY AND

NHTSA Consumer Complaints as of October 30, 2014

SNAP TOO. I CHECKED IN TO FIXING THE PROBLEM AND WAS QUOTED \$1500 PER DOOR. \*TR CHAUMONT NY Failure Date: 07/15/2008

12 10326434 2005 TOYOTA SIENNA STRUCTURE TL\*-THE CONTACT OWNS A 2005 TOYOTA SIENNA. WHILE THE VEHICLE WAS PARKED THE CONTACT OBSERVED THAT THE PASSENGER SIDE AUTOMATIC SLIDING DOOR WOULD NOT FUNCTION UNLESS OPERATED MANUALLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER. THE TECHNICIAN STATED THE VEHICLE COULD NOT BE REPAIRED UNDER THE SERVICE WARRANTY WITHOUT AN INVOLVEMENT OF A CRASH. THE FAILURE CONTINUED TO OCCUR. THE VEHICLE HAD NOT BEEN REPAIRED AT THE TIME OF THE COMPLAINT. THE FAILURE MILEAGE WAS 65,000. THE CURRENT MILEAGE WAS 80,000.

PARK FORREST IL Failure Date: 04/19/2009

12 10326209 2005 TOYOTA SIENNA STRUCTURE I OWN A TOYOTA 2005 SIENNA, THE SLIDING DOOR GOT JAMMED AND DOES NOT SLIDE OPEN, TRIED BOTH MANUAL AND AUTO NONE OF THEM WORK, NEED SOME GREAT ATTENTION AS THIS IS A SAFETY HAZARD, AS IT COULD SUDDENLY START WORKING AND THE PASSENGER COULD FALL OUT. \*TR

MUNDELEIN IL Failure Date: 03/10/2010

12 10325621 2005 TOYOTA SIENNA STRUCTURE 2005 - TOYOTA SIENNA ø DRIVERøS SIDE SLIDING DOOR WAS STUCK IN THE OPEN POSITION, APPROXIMATELY 7/8 OF THE WAY OPEN. THE ISSUE OCCURRED WHEN MY WIFE PRESSED THE AUTOMATIC CLOSE BUTTON WHEN THE DOOR WAS IN THE FULL OPEN POSITION. IT BEGAN TO CLOSE BUT AFTER A COUPLE OF INCHES IT STOPPED. THE VEHICLE WAS UNSAFE TO DRIVE. THE LOCAL DEALERSHIP OFFERED NO SOLUTIONS VIA PHONE AND REQUESTED THAT WE DRIVE THE VEHICLE IN. I WAS ABLE TO DRIVE IT A SHORT DISTANCE, CAUTIOUSLY, TO THE LOCAL MECHANIC WHO WAS UNABLE TO REPAIR THE DOOR. THE AAA TOW TRUCK OPERATOR REFUSED TO TOW IT TO TOYOTA DUE TO LIABILITY WITH THE DOOR BEING 7/8 OPEN AND STUCK. TOYOTA OF DARTMOUTH SENT THEIR CONTRACTED TOWING AGENT TO TOW THE CAR TO THE DEALERSHIP. TOYOTA OF DARTMOUTH DIAGNOSED THE PROBLEM,

NHTSA Consumer Complaints as of October 30, 2014

AFTER SEVERAL HOURS, AS THE DOOR MOTOR HAD THE DOOR CABLE WRAPPED AROUND THE GEARS. BASED ON THE NUMBER OF COMPLAINTS I AM UNSURE WHY IT TOOK TOYOTA OF DARTMOUTH SO LONG TO DIAGNOSE THE PROBLEM AND WHY THEY COULD NOT SPEAK TO IT OVER THE PHONE OR AT LEAST INSTRUCT ME TO CUT THE CABLE IN ORDER TO GET THE DOOR CLOSED AND THEREFORE BE ABLE TO SAFELY DRIVE THE VEHICLE. TWO OPTIONS WERE PRESENTED - \$1700 FOR REPLACEMENT OR \$195 TO CUT THE CABLE AND PUT THE DOOR BACK TOGETHER. UNACCEPTABLE!! ESPECIALLY AFTER 60K MILES AND WE JUST BEGAN USING THAT DOOR TWO YEARS AGO WHEN WE HAD A SECOND CHILD. \*TR MATTAPOISETT MA Failure Date: 04/12/2010

12 10325367 2005 TOYOTA SIENNA STRUCTURE 2005 SIENNA LE. DRIVERS SIDE DOOR "DOOR CHECK" DAMAGED - DIAGNOSIS BY DEALER. DAMAGE DUE TO WEAR AND TEAR ON POORLY DESIGNED/ MANUFACTURED COMPONENT . INFORMED BY DEALER A "PARTIAL RECALL" EXISTS ON THE PROBLEM. CAN FIND NO RECORD OF SUCH RECALL. INFORMED THAT DUE TO CURRENT MILEAGE (110K), WOULD NOT QUALIFY FOR DEALER PROVIDED REPAIR. BODY SHOP QUOTED \$271 TO FIX AND STATED HAS BEEN MAKING THESE REPAIRS FOR "SEVERAL YEARS." SYMPTOMS: LOUD POPPING WHEN OPENING AND CLOSING (APPROX 18 MONTHS), FOLLOWED BY DOOR NOT OPENING FULLY AND FAILURE OF WINDOW TO ROLL DOWN COMPLETELY. DOOR LOCK SOMETIMES DOES NOT WORK (ABOUT 1 WEEK AGO). DEALER CLAIMS FIXING DOOR CHECK WILL CORRECT LOCK AND WINDOW PROBLEMS. BODY SHOP SKEPTICAL OF THIS CLAIM. \*TR SOUTH BERWICK ME Failure Date: 04/05/2010

12 10325259 2005 TOYOTA SIENNA STRUCTURE I CAN'T OPEN MY DRIVER OR PASSENGER SLIDING DOORS ON MY 2005 TOYOTA SIENNA VAN. IT STARTED ABOUT A YEAR AFTER I PURCHASED. THE DRIVER SIDE PASSENGER WOULD JUST OPEN WHEN IT WANTED TO DIDN'T DO NOTHING TO IT. ONE DAY IT WOULD OPEN, THE NEXT DAY IT WOULDN'T DID THIS FOR ABOUT 3 MONTHS NOW IT WON'T OPEN AT ALL. THE PASSENGER

NHTSA Consumer Complaints as of October 30, 2014

REAR POWER SLIDING DOOR STARTED MAKING NOISE LIKE SOMETHING WAS STUCK IN IT. HAD IT CHECKED AT DEALER NOTHING STUCK WOULD STOP ON AND OFF FOR A FEW MONTHS NOW IT WON'T OPEN AT ALL. I HAVE 3 CHILDREN THAT HAS TO CLIMB THROUGH THE FRONT TO GET TO THE REAR. CAN'T AFFORD TO PAY THE NOTE AND GET IT FIXED. \*TR NORTH CHICAGO IL Failure Date: 06/01/2009

12 10323787 2005 TOYOTA SIENNA STRUCTURE THE BOLT ON MY SLIDING DOOR (NOT A POWER DOOR) BROKE. THE VEHICLE IS A 2005 TOYOTA SIENNA VAN. THE FRONT DOOR HAS BEEN REPLACED ALREADY DO A DEFECT WITH THE HINGES. I HAVE READ ONLINE THAT OTHERS ARE HAVING THE SAME PROBLEM WITH THEIR SIENNA VAN'S SLIDING DOOR. HOWEVER, THE DEALER TELLS US "IT'S JUST WEAR AND TEAR" AND THAT WE MUST PAY \$1500. TO HAVE IT REPLACED. THE DOOR IS CLOSED NOW BUT IS TOTALLY INOPERABLE NOW BECAUSE IF YOU OPEN IT YOU CANNOT GET IT TO CLOSE. \*TR LEXINGTON KY Failure Date: 03/26/2010

12 10322894 2005 TOYOTA SIENNA STRUCTURE ON 2005 TOYOTA SIENNA THERE WAS A RECALL ON POWER LIFTGATE STRUTS.WHY ONLY POWER LIFTGATE,WHY NOT ON MANUAL LIFTGATE,IS IT NOT THE SAME STRUTS? I AM HAVING A SAME PROBLEM WITH MY LIFTGATE,WHICH IS MANUALL LIFTGATE. I CALLED TOYOTA ON 03/30/2010 TO TELL THEM ABOUT MY PROBLEM,BUT THEY SAID IT IS ON POWER LIFTGATE ONLY..... I BOUGHT MY 2005 SIENNA BRAND NEW. MY LIFTGATE IS HAVING THE SAME PROBLEM AS POWER LIFT GATES..... BUFORD GA Failure Date: 08/30/2009

12 10321343 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVERS SIDE AND PASSENGER SIDE DOORS BECAME STUCK. THE DOOR WAS REPAIRED TWICE BY THE DEALER. THE DOOR IS CURRENTLY BEING REPAIRED AGAIN BY THE DEALER. THE MANUFACTURER HAS NOT BEEN CONTACTED. THE CURRENT MILEAGE WAS 40,000. THE FAILURE MILEAGE WAS 30,000. MAPLES FL Failure Date: 04/22/2008

## NHTSA Consumer Complaints as of October 30, 2014

12 10321195 2005 TOYOTA SIENNA STRUCTURE THE WELD ON THE DRIVERS SIDE DOOR HAS COME LOOSE. IT IS THE WELD THAT HOLDS THE BRACKET WHICH IS ATTACHED TO THE HINGE WHICH CONTROLS THE DOOR STOPPING AT CERTAIN INTERVALS WHEN OPENING AND CLOSING IT. THIS IS A SAFETY ISSUE WITH RESPECT TO OPENING AND CLOSING THE DOOR ALONG STREETS AS WELL AS AN ISSUE IN THE WIND. THE DOOR COULD BE DAMAGED ALONG WITH INJURY TO THE DRIVER. THE DOOR STILL OPENS AND CLOSES , BUT POPS LOUDLY WHEN USING IT. THERE ARE MANY POSTS CONCERNING THIS PROBLEM ON THE INTERNET. SEEMS TOYOTA HAS IGNORED IT OVER THE YEARS. \*TR RALEIGH NC Failure Date: 02/11/2010

12 10320708 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA. 60,000 MILES. ON 06/2009 PASSENGER SIDE POWER SLIDER DOOR BROKE. WOULD NOT OPEN OR CLOSE. TOYOTA DEALER SAYS THE CABLE/MOTOR BROKE AND THIS IS A KNOWN COMMON PROBLEM. TOYOTA WANTED \$1500 TO FIX IT. THEY MANAGED TO MAKE IT WORK MANUALLY. DEALER RECOMMENDED COMPLAINT TO NHTSA. \*TR AMARILLO TX Failure Date: 06/30/2009

12 10315292 2005 TOYOTA SIENNA STRUCTURE DRIVER SIDE, REAR PASSENGER DOOR WILL ONLY OPEN A 6-8 INCHES. IT IS NOT A POWER DOOR. SEEMS TO BE LINKED TO THE CABLE MECHANISM THAT DISABLES DOOR IF GAS CAP DOOR IS LEFT OPEN. HAVE MADE SURE GAS TANK DOOR IS SHUT PROPERLY, CHILD PROOF DOOR SAFETY IS NOT INTERFERING AND WINDOW IS ALL THE WAY UP AS WELL AS VARIOUS OTHER SUGGESTIONS WITH NO RESULTS. DOOR IS STILL ONLY OPENING 6-8 INCHES. SEEING AS HOW THE OTHER PASSENGER DOOR IS A POWER DOOR, I AM WORRIED THAT IF EGRESS FROM THE VEHICLE IS NECESSARY FROM THIS DOOR WHICH WILL NOT OPEN, MY PASSENGER(S) OR CHILDREN COULD BE INJURED OR KILLED IF THEY CANNOT ESCAPE. THIS IS A MAJOR SAFETY ISSUE. WHEN A MEANS OF ESCAPE ON A VEHICLE IS BLOCKED, IT IS A MAJOR SAFETY ISSUE. NUMEROUS PEOPLE ON DIFFERENT WEBSITES AND BLOGS I



## NHTSA Consumer Complaints as of October 30, 2014

HAVE BEEN ON HAVE COMPLAINED ABOUT THESE MALFUNCTIONING DOORS TO TOYOTA AND THE NHTSA AND ALL, SADLY, SAY THAT THEY ARE BEING IGNORED OR HAVE RECEIVED NO HELPFUL INFORMATION. IN LIEU OF TOYOTAS RECENT PROBLEMS AND RECALLS, IT WOULD SEEM SO MEONE, SOMEWHERE (HELLO NHTSA?) WOULD ADDRESS THIS AND GET A RECALL DONE IN QUICK FASHION. OR DOES SOMEONE HAVE TO DIE FIRST? I HAVE KEPT A COPY OF THIS FORM AND OTHER FORMS AND FORUMS IN CASE SOMETHING HAPPENS TO SOMEONE CONCERNING THIS PROBLEM OR THE IGNORANCE OF THIS PROBLEMS BY TOYOTA, NHTSA AND OTHERS LIABLE PERSIST. MY 6 YEAR OLD DAUGHTER WAS INJURED TRYING TO SQUEEZE THROUGH THE NARROW OPENING. MINOR SCRATCHES AND BRUISES THANKFULLY. THANK YOU FOR YOUR TIME AND PATIENCE. PLEASE HELP US WITH THIS PROBLEM!!!!!! \*TR HENDERSONVILLE TN Failure Date: 02/10/2010

12 10313810 2005 TOYOTA SIENNA STRUCTURE DURING COLD WEATHER, MY 2005 TOYOTA SIENNA, ONE OR BOTH REAR SLIDING DOORS (MANUALLY OPERATED) WILL FAIL TO OPEN MORE THAN A FRACTION OF AN INCH. FURTHERMORE, HAVING PULLED ON THE DOOR TO ATTEMPT TO OPEN IT, IT IS THEN DIFFICULT TO CLOSE ALL THE WAY. THEREFORE, I HAVE OFTEN BEEN RIDING ALONG AT HIGHWAY SPEEDS (SOMETIMES AT NIGHT) WITH THE INTERIOR LIGHTS FLICKERING ON-AND-OFF BECAUSE THE VAN'S SENSORS SENSE THAT A DOOR IS OPEN. THIS SAFETY CONCERN IS IN ADDITION TO MY CONCERN THAT A CHILD COULD FALL OUT OF THE ONE OF THE REAR DOORS IF IT SUDDENLY OPENS ALL THE WAY, ALTHOUGH REALISTICALLY THIS LATTER EVENT IS UNLIKELY DUE TO BUILT-IN SAFETY MECHANISMS. THIS PROBLEM IS WIDELY REPORTED BY OTHER TOYOTA OWNERS, E.G.: [HTTP://TOYOTASIENNAFROZENDOORS.BLOGSPOT.COM/2008/12/TOYOTA-SIENNA-FROZEN-DOORS.HTML](http://toyotasiennafrozendoors.blogspot.com/2008/12/toyota-sienna-frozen-doors.html) THERE IS A TOYOTA SERVICE BULLETIN ON THIS: SB0028-08 APR 08 BODY - SLIDING DOOR WEATHERSTRIP FREEZES TO BODY BUT SO FAR I HAVEN'T PAID THE \$27 TO OBTAIN ACCESS TO THIS DOCUMENT. DUE TO THE PREVAL ENCE OF THIS PROBLEM, THE PROBLEM IN GETTING DEALERS TO FIX IT (E.G., IF THE

## NHTSA Consumer Complaints as of October 30, 2014

TEMPERATURE HAS WARMED-UP A FEW DEGREES BY THE TIME YOU BRING THE CAR TO THE DEALER), THERE SHOULD BE A RECALL FOR THIS ISSUE. THIS PROBLEM RECURS FOR ME ROUGHLY 10-15 TIMES PER WINTER SEASON (IN MARYLAND). \*TR      BETHESDA MD      Failure Date: 01/05/2010

12    10313087    2005 TOYOTA    SIENNA    STRUCTURE    2005  
TOYOTA SIENNA HAS A PASSENGER SIDE POWER SLIDING DOOR THAT HAS GONE THROUGH THE STAGES OF STICKING, RUBBING AGAINST THE BODY AND RUBBER STRIPPING AROUND WINDOWS, AND NOW, WORKING AT ALL THROUGH THE POWER BUTTON OPTION (OR THE REMOTE) -- ONLY WAY TO GET IT OPEN IS VIA THE DOOR HANDLE. THIS SEEMS TO BE A RECURRENT PROBLEM IN A NUMBER OF TOYOTA SIENNA BUT THE MANUFACTURER HAS NOT ISSUED A RECALL SO FAR. I DEEM THIS A SAFETY ISSUE BECAUSE THE DOOR FAILS TO CLOSE MANY MANY TIMES AND THE DRIVER HAS TO GET OUT OF THE VEHICLE TO CLOSE THE DOOR IN FRUSTRATION AND THAT CAN CREATE UNSAFE SITUATIONS. \*TR                  ALLEN      TX      Failure Date: 03/01/2009

12    10311631    2005 TOYOTA    SIENNA    STRUCTURE  
PASSENGER SLIDING DOOR DOES NOT SHUT FULLY WHEN BUTTONS ARE PRESSED. \*TR                  OXNARD    CA      Failure Date: 11/01/2009

12    10311369    2005 TOYOTA    SIENNA    STRUCTURE    OUR  
PASSENGER SIDE AUTOMATIC SLIDING DOOR FAILED ~3 WKS AGO. AT ~ 60 OPEN, IT STOPPED AND WOULDN'T OPEN OR CLOSE ANY FURTHER. MY DAUGHTER TRIED SEVERAL TIMES TO OPEN THE DOOR UNTIL FINALLY GIVING UP. THIS WASN'T AN EMERGENCY SITUATION AND SHE WASN'T IN A PANIC BUT WHAT IF THE OTHER DOOR HAD FAILED AS WELL, W/O WARNING? WOULD SHE HAVE THE TIME, COMPOSURE, AND ABILITY TO CLIMB OVER THE FRONT SEATS TO GET OUT ONE OF THOSE DOORS IN AN EMERGENCY? HOW MUCH TIME MIGHT BE WASTED TRYING TO OPEN & ESCAPE THRU A PARTIALLY OPENED DOOR? IOM TOLD THAT FIXING THE DOOR COULD COST FROM \$1200 - \$2000, BUT DISABLING THE AUTOMATIC FEATURE (CONVERTING TO MANUAL) IS CHEAPER. I SUSPECT MANY WILL DO THIS, BUT CAN A SMALL CHILD OPEN

NHTSA Consumer Complaints as of October 30, 2014

THESE BIG DOORS THAT WERE DESIGNED FOR AUTO OPERATION? THIS MORNING, THE DRIVER SIDE DOOR FAILED TO OPEN AT ALL, BUT THE DOOR OPEN WARNING SOUNDED. ATTEMPTS TO OPEN OR CLOSE FURTHER WERE FUTILE BUT DEPRESSING THE MANUAL DOOR OPEN BUTTON DID SILENCE THE ALARM. IS THE DOOR LATCHED OR NOT? IS MY 7-PASSENGER VAN NOW ONLY SAFE FOR 2? WE'VE OWNED OUR VAN FOR 4.5 YEARS AND ~87K MI - INCLUDES LONG DISTANCE MILES THAT DON'T CORRELATE TO DOOR USE. IS IT TOO MUCH TO EXPECT A VAN'S DOORS TO OPERATE BEYOND THE WARRANTY PERIOD? SHOULD THERE BE A DISCLAIMER THAT ITS DOORS MAY BECOME UNUSABLE AFTER 4 YEARS, AND A CAUTION THAT IT MAY TRANSFORM INTO A POTENTIAL TOMB W/O NOTICE? UPON INSPECTION OF THE PASSENGER DOOR [OPENING/CLOSING] MOTOR ASSEMBLY, THE DOOR CABLE'S PLASTIC SHEATHING WAS SHREDDED AND THE CABLE WAS MANGLED/TANGLED AROUND THE PLASTIC PULLEY ASSEMBLY. THIS DOOR HAS BEEN USED NORMALLY, IN A SOUTHERN CLIMATE, AND HAS NOT EXPERIENCED ANY EXTERNAL IMPACT OR DAMAGE OTHERWISE. THE DRIVER SIDE DOOR STARTED WORKING THIS AFTERNOON, ALBEIT SLOWLY, ONCE THE TEMP. WARMED ABOVE AN UNUSUAL 32F EXPERIENCED THIS MORNING. A COMPLAINT WAS FILED WITH TOYOTA CUSTOMER RELATIONS WHO INDICATED THERE ARE NO RECALLS & SUGGESTED I ATTEMPT RESOLUTION WITH THE LOCAL DEALER. \*TR CHARLESTON SC Failure Date: 01/26/2010

12 10310597 2005 TOYOTA SIENNA STRUCTURE POWER SLIDING DOOR WON'T CLOSE PROPERLY. SAGS ON HINGES, PREVENTING RELIABLE OPERATION OF THE DOOR EVEN IN MANUAL MODE. PROBLEM FIRST APPEARED AROUND 50K MILES, REPORTED TO TOYOTA AT 60K MILES. \*TR ANTHEM AZ Failure Date: 09/01/2009

12 10308719 2005 TOYOTA SIENNA STRUCTURE THE SLIDING DOORS ON THE VAN FREEZE SHUT WHEN WEATHER IS COLD AND NOW ONE OF THEM CAN NOT BE OPENED EVEN IN WARM WEATHER. IT APPEARS THAT THE LOCK ON THE SLIDING DOOR WILL NOT DISENGAGE. THE SECOND DOOR IS STARTING TO FAIL AS WELL. I TOOK IT TO THE DEALER AND

## NHTSA Consumer Complaints as of October 30, 2014

THEY SAID IT HAS NOT BEEN A PROBLEM WITH OTHER SIENNA VEHICLES BUT THERE ARE MANY COMPLAINT OF IT ON THE WEB. TOYOTA COULD NOT OPEN IT EITHER AND SUGGESTED I PAY \$875.00 TO HAVE IT REPAIRED. THIS IS A SAFETY HAZARD BECAUSE YOU CAN NOT REMOVE CHILDREN FROM THE BACK OF THE CAR WITHOUT THEM CLIMBING TO ANOTHER DOOR. \*TR

CANADENSIS PA Failure Date: 05/15/2009

12 10308257 2005 TOYOTA SIENNA STRUCTURE I AM REPORTING WHAT I BELIEVE IS AN ELECTRICAL PROBLEM WITH MY 2005 TOYOTA SIENNA XLE SLIDING PASSENGER DOOR. THE FIRST TWO YEARS I HAD THE VEHICLE THERE WERE NO PROBLEMS BUT STARTING TWO YEARS AGO, WHEN IT SNOWS, SLEET FREEZING RAIN THE SLIDING DOORS STICK OR FREEZES SHUT. THERE ARE ALSO TIMES WHEN THE DOOR LATCH WILL NOT ENGAGE THE HOOK POPPING OUT AFTER THE DOOR IS BELIEVED TO BE CLOSED. THE PROBLEM BEGINS IN THE MECHANISM THAT GRABS THE METAL LOOP CONNECTED TO THE DOORFRAME. THE DOOR ALLOWS MOISTURE IN AND THE METAL CLAMP SWELLS UP AND BINDS THE LATCH. NO AMOUNT OF LUBRICATION HELPS. THIS GAVE ME A FALSE READING THAT ALL THE DOORS WERE LATCHED. IN ADDITION, THE DOORS THAT SEEM TO BE SECURE, THEN THE ?DOOR NOT PROPERLY SECURE LIGHT?, COME ON WHILE I AM DRIVING AND HAVE MY CHILDREN KIDS IN BACK. I HAVE REPORTED THIS PROBLEM TO MY LOCAL TOYOTA DEALER NUMEROUS TIMES, AS WELL AS REPORTED THE PROBLEM TO TOYOTA'S CORPORATE OFFICE. I TOOK IT TO MY TOYOTA DEALER AND WAS TOLD, "IT'S JUST A DESIGN FLAW IN THE VEHICLE". THE COST TO REPAIR THE DOOR CABLE IS EXTREMELY EXPENSIVE AND NOT A GUARANTEE THAT THE SAFETY PROBLEM WILL BE FIXED. I WAS TOLD TO WIPE THE DOORS DOWN WITH A TOWEL AFTER IT SNOWED OR I WAS AT THE CAR WASH AND THEN SPRAY EVERYTHING WITH WD40 OR SILICONE. I HAVE TRIED BOTH AND NEITHER WORK. I AM EXTREMELY CONCERNED BECAUSE I HAVE THREE YOUNG CHILDREN (AGES 5 AND 16 MONTHS). AFTER SECURING THEM IN THEIR CAR SEATS, CLOSING THE DOOR, GETTING IN TO BACK OUT THEN THE DOOR POPS OUT. I AM MANUALLY PULLING THE DOOR TO ENSURE IT CLOSES, BUT STILL HAVING IT POP OPEN WHILE THE CAR IS IN MOTION. TO

NHTSA Consumer Complaints as of October 30, 2014

INSURE THE SAFETY OF MY CHILDREN, I HAVE RESIGNED MYSELF TO NOT USING THE DOORS A GOOD PORTION OF THE WINTER, WHICH IS RIDICULOUS.

\*TR STAFFORD VA Failure Date: 02/02/2010

12 10307140 2005 TOYOTA SIENNA STRUCTURE THE DRIVERS SIDE DOOR MAKES A CRACKLING/SCRAPING NOISE AS IF A HINGE OR METAL COMPONENT IS BROKEN. WE HAD RECEIVED A RECALL NOTICE FROM TOYOTA TO COME IN TO HAVE THE PROBLEM REPAIRED, IF THE PROBLEM EXISTED. IT DID NOT EXIST WHEN LETTER WAS RECEIVED - LETTER SAID FILE THIS RECALL INFO IF THE PROBLEM DID NOT EXIST. SO WE FILED IT. THEN LATER THE PROBLEM OCCURRED AND WHEN WE TOOK THE VAN IN FOR REPAIR THE DEALERSHIP SAID TOUGH LUCK, THEY WOULD NOT DO ANYTHING TO FIX IT. BECAUSE THE VEHICLE WAS OUT OF THEIR WARRANTY PERIOD - WE THEN DISCUSSED THE ISSUE WITH THE LOCAL DEALERSHIP AGAIN AND THEY SAID THEY WOULD PAY HALF THE COST TO REPAIR IT (ABOUT 1500 DOLLARS IF WE WOULD PAY THE OTHER HALF, ABOUT 1500 DOLLARS) SINCE THE RECALL NOTICE DID NOT SAY ANYTHING ABOUT THE WARRANTY ISSUE, I THINK THEY SHOULD HONOR THEIR RECALL NOTICE. SINCE IT SEEMED LIKE IT COULD BE A SAFETY ISSUE, IE., WOULD DOOR NOT CLOSE PROPERLY OR FLY OPEN WHEN WE WERE ON THE ROAD, WE ATTEMPTED A FIX WITH A LOCAL WELDER, AND THE WELDER DID NOT WORK. I THINK THEY SHOULD HONOR THEIR RECALL NOTICE AND REPAIR THE DOOR AT TOYOTA'S EXPENSE.

\*TW \*TR ATASCADRO CA Failure Date: 11/01/2009

12 10306811 2005 TOYOTA SIENNA STRUCTURE I OWN A 2005 TOYOTA SIENNA AS OF 2009 BOTH OF MY SLIDING PASSENGER DOORS HAVE STOPPED WORKING. BEHIND THE DRIVER'S SIDE THE CABLE HAS SNAPPED AND HANGS OUT OF THE BACK OF THE DOOR. THE MOTOR HAS COMPLETELY FAILED AND WE SOMETIMES CANNOT OPEN THE DOOR AT ALL. MY 5 YEAR OLD DAUGHTER SITS ON THAT SIDE. ON THE OTHER SIDE THE MOTOR NO LONGER WORKS, BUT SO FAR THE CABLE IS STILL ATTACHED. MY VAN IS USED TO TRANSPORT MY CHILDREN TO AND FROM SCHOOL AND SPORTS. THE DOORS HANDLES WERE RARELY USED, AS I ALMOST ALWAYS

NHTSA Consumer Complaints as of October 30, 2014

OPENED THEM WITH THE PUSH BUTTONS ON THE CEILING. I AM CONCERNED THAT WE MAY BE IN AN ACCIDENT OR IN SOME OTHER PREDICAMENT AND WILL NOT BE ABLE TO OPEN THE DOORS TO GET MY CHILDREN OUT. I WENT TO THE DEALERSHIP, AND SINCE I WAS 900 MILES OVER MY WARRANTY WHEN I REPORTED, THEY WERE GOING TO CHARGE ME \$1080 FOR PARTS FOR EACH DOOR PLUS LABOR. I CALLED THEIR MAIN CALL CENTER TO REPORT THE DEFECT AND THEY SAID THEY WOULD OPEN A CASE AND WHEN ENOUGH PEOPLE CALLED IN TO REPORT, THEY WOULD SEND OUT A RECALL. EVEN IF MY CAR WAS 7 YEARS OLD, THESE DOORS SHOULD NOT HAVE FAILED. I NEED HELP. \*TRHOLLISTER CA Failure Date: 06/22/2009

12 10304975 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA - SLIDING DOOR SAFETY ISSUE. THE PASSENGER SIDE AUTOMATIC SLIDING DOOR HAS STOPPED WORKING AND AS A RESULT OF THE AUTOMATIC FEATURE THE DOOR IS NOT FUNCTIONING, THAT IS, IT CANNOT BE OPENED. I TOOK THE VEHICLE TO A TOYOTA DEALER ONLY TO BE TOLD THAT IT WAS THE FIRST THEY AND TOYOTA HAS SEEN THIS ISSUE, THAT IT WAS NOT A SAFETY ISSUE AS I ALLEGED, AND THAT IN ORDER TO REPAIR THE ISSUE IT WOULD COST IN EXCESS OF \$1,500. LACK OF FUNCTION & SAFETY ISSUE - I FEEL THIS IS A SAFETY ISSUE GIVEN THE FACT THAT MY WIFE AND I PURCHASED THE SIENNA FOR OUR GROWING YOUNG FAMILY AND IN THE EVENT WE WERE INVOLVED IN AN AUTO ACCIDENT RESULTING IN A FIRE WE WOULD NOT BE ABLE TO ACCESS OUR CHILDREN IN THE REAR OF THE VEHICLE THROUGH ONE OF THE TWO ACCESS POINTS. BASED UPON MY EXPERIENCE WITH THE AUTHORIZED TOYOTA DEALER I PERFORMED A SEARCH OF THE WEB ONLY TO FIND NUMEROUS FORUMS IN WHICH THIS ISSUE IS DISCUSSED. BASED ON THE NUMBER OF POSTS RELATED TO THIS ISSUE IT APPEARS TO BE WIDE SPREAD. \*TR NORTH FAYSTON VT Failure Date: 09/01/2009

12 10304054 2005 TOYOTA SIENNA STRUCTURE THE AUTOMATIC PASSENGER SIDE VAN DOOR WOULD NOT OPEN AND WAS INDEFINITELY LOCKED AND WOULD NOT OPEN. IT HAD HAPPENED BEFORE

NHTSA Consumer Complaints as of October 30, 2014

BUT SOMEHOW CAME OPEN BY ITSELF. I BROUGHT IT TO TOYOTA DEALERSHIP AND THE MECHANIC SAID THE LATCH ASSEMBLY CAME "LOOSE" BUT WAS NOT "BROKEN." THIS WOULD HAVE BEEN A COSTLY FIX AND WOULD NOT COVER IT BY WARRANTY THAT WE HAD PURCHASED SINCE IT WASN'T "BROKEN." I WENT STRAIGHT INTO THE DEALERSHIP TO CANCEL THE REST OF MY WARRANTY AS THIS WASN'T THE ONLY TIME IT HAD SUDDENLY LOCKED ON ME. THE OTHER DOOR ALSO STILL DOES IT SPORADICALLY AND SOMEHOW COMES OPEN. THE MECHANIC TOLD ME THAT IF IT HAPPENED AGAIN, HE WOULD "BREAK" IT HIMSELF SO THAT I COULD GET THE WARRANTY BUT HE SAID THAT IT WOULD PROBABLY NEVER HAPPEN AGAIN. IT BROKE THE FOLLOWING WEEK OR "CAME LOOSE" AGAIN. WARRANTY WAS NO PROBLEM THIS TIME BECAUSE THE SALESMEN INSIDE CALLED THE GARAGE. I HAVE READ ABOUT OTHER COMPLAINTS FROM THESE SIENNAS ONLINE ABOUT THE DOOR NOT OPENING AND LOCKING UP. OUR OTHER DOOR WHICH IS NOT A UTOMATIC, STILL LOCKS UP SPORADICALLY. THIS IS A COSTLY FIX \$800 IF ONE DOES NOT HAVE INSURANCE. I WOULD SUGGEST LOOKING INTO THIS AS WELL. THEY SEEM TO TRY TO COVER THINGS UP. \*TR

FARMINGDALE ME Failure Date: 08/27/2009

12 10303579 2005 TOYOTA SIENNA STRUCTURE THE FRONT DOOR WAS CONSTANTLY STARTING TO HAVE A CLICKING ISSUE UPON FULL EXTENT OF DOOR FOR QUITE SOME TIME. FRONT DOOR HINGE CLICKING. REQUESTED FIX AS PER RECALL. I LEFT THE CAR SO THE DOOR COULD BE FIXED. I PICKED IT UP AFTER BEING REPAIRED AND ON THE SAME DAY WHEN THE DOOR WAS NORMALLY PLACED INTO A FULL EXTENSION I HEARD THE SAME PROBLEM. IT WAS MUCH QUIETER THAN THE PREVIOUS CLICKING. I REQUESTED A RECHECK THAT WEEK. I RETURNED FOR REPAIR. THEY EXPLAINED WERE ABLE TO REPLACE I BELIEVE PART OF THE DOOR ALONG WITH HINGE THAT WAS BROKEN. THE DOOR HAD SOME REPAINTING TO MATCH THE CAR. THERE HAVE BEEN NO PROBLEMS SINCE THE DOOR WAS CHANGED. I WAS HAPPY WITH THE FINAL RESULT. \*TR SILVER SPRING

MD Failure Date: 08/10/2009

NHTSA Consumer Complaints as of October 30, 2014

12 10303118 2005 TOYOTA SIENNA STRUCTURE ON JAN. 25,2010, MY SON OPENED THE PASSENGER SIDE POWER SLIDING DOOR OF MY 2005 TOYOTA SIENNA AS USUAL. HOWEVER, WHEN HE WENT TO PRESS THE BUTTON TO CLOSE IT. IT WOULD NOT CLOSE. UPON OBSERVATION, I NOTICED THE CABLES WHICH OPERATED THE DOOR WERE HANGING OUT. WHEN I TRIED TO CLOSE THE DOOR USING ANOTHER DOOR CONTROL, IT DID NOT WORK EITHER. I ALSO TRIED TO MANUALLY CLOSE THE DOOR AND THIS WOULD NOT WORK EITHER. IT APPEARED THAT THE BACK CABLE WOULD NOT RETRACT, SO THE DOOR WOULD NOT CLOSE. I CONTACTED THE TOYOTA SERVICE DEPARTMENT AND THEY COULDN'T PROVIDE ME ANY DIRECTIONS UNTIL I BROUGHT THE CAR IN. AFTER SEEING THE PROBLEM, I WAS GIVEN AN ESTIMATED RANGE OF \$1300-\$2000. UPON DOING AN INTERNET SEARCH, I HAVE FOUND THIS TO BE A PROBLEM AS FAR BACK AS 1999 AND YET IS STILL AN ONGOING PROBLEM TODAY. THE ONLY DIFFERENCE IS THAT WHEN ASKING FOR ASSISTANCE FROM TOYOTA TO MAKE A REPAIR THAT WILL INEVITABLY HAPPEN, THEY HAVE REDUCED THE AMOUNT OF ASSISTANCE FROM 50% TO 15%. IT IS DISAPPOINTING AND EXPENSIVE TO HAVE A FAILURE OCCUR, EVEN WHEN YOU FOLLOW PROPER OPERATING PROCEDURE, I.E. PRESSING THE BUTTON TO OPEN THE DOOR. \*TR MILTON GA Failure Date: 01/25/2010

12 10301961 2005 TOYOTA SIENNA STRUCTURE OUR 2005 TOYOTA SIENNA LE, WITH APPROX 59, 000, HAS A MALFUNCTIONING POWER SLIDING PASSENGER DOOR ON THE RIGHT SIDE THAT WE'VE BEEN TOLD IS "WORN OUT" DESPITE IT'S AGE AND AVERAGE USAGE (2 KIDS, AGES 12 AND 14). WE BOUGHT THIS CAR NEW AND HAVE MAINTAINED IT REGULARLY THROUGH THE DEALERSHIP. SINCE EARLY DEC. OF 09 THIS DOOR HAS EITHER NOT CLOSED COMPLETELY, SUDDENLY OPENING INSTEAD OF LATCHING AS EXPECTED, OR WHEN OPENED WILL CLOSE ON IT'S ON WITHOUT GUARDING, POTENTIALLY INJURING THE PERSON ENTERING THE CAR. WE HAVE BEEN FORCED TO USE THE DOOR MANUALLY FOR SAFETY REASONS AND, AS IT'S NOW OUT OF ALIGNMENT, THIS IS DIFFICULT TO DO. TOYOTA HAS GIVEN US AN ESTIMATE OF UP TO \$3000 FOR REPAIR. THE DOOR MALFUNCTIONS EVERY TIME WE USE IT. CURRENTLY WE ARE NOT USING IT AND ARE WAITING TO SEE



## NHTSA Consumer Complaints as of October 30, 2014

IF A RECALL WILL BE ISSUED AS WE SEE A NUMBER OF CONCERNS WITH  
SIENNA DOORS BASED ON A WEB SEARCH. \*TR CHARLOTTE  
NC Failure Date: 12/01/2009

12 10301825 2005 TOYOTA SIENNA STRUCTURE WE OWN A  
2005 TOYOTA SIENNA XLE MINIVAN AND AT 75,000 MILES THE DRIVER SIDE  
SLIDING DOOR HINGES/ROLLERS AND LATCHING MECHANISM HAVE FAILED  
AND THE MOTOR AND CABLE FOR THE POWER DOOR OPENING SYSTEM ALSO  
NEED TO BE REPLACED BECAUSE THE DEFECTIVE HINGES/ROLLERS AND  
LATCHES PUT TO MUCH STRAIN ON THE MECHANISM. TOYOTA WANTS OVER  
\$2,000 TO SERVICE THIS DOOR AND THE OTHER DOOR (PREVENTABLE  
MAINTENANCE). BECAUSE OF THE DAMAGE THE DRIVER SIDE SLIDING DOOR  
IS UNUSABLE WHICH NEEDS TO BE CONSIDERED A SAFETY RISK. IT IS  
UNBELIEVABLE THAT THIS DOOR MECHANISM HAS FAILED AFTER LESS THAN 5  
YEARS OF NORMAL USE. \*TR ANDOVER NJ Failure Date: 06/05/2009

12 10301757 2005 TOYOTA SIENNA STRUCTURE WITH MY  
2005 TOYOTA SIENNA XLE FWD 1. THE POWER SLIDING DOORS IN BOTH  
DRIVER'S AND PASSENGER'S SIDE WON'T CLOSE FULLY. 2. FROM SOME 6  
MONTH AGO, ONCE IN A WHILE(ROUGHLY MONTHLY) THE DOORS WON'T  
CLOSE FULLY AND NOW THE CABLE OF ONE DOOR SNAPPED AND THE DOOR  
IS NOT OPENING. 3. WHEN THE DOOR IS NOT CLOSING FULLY, I HAD TO HELP  
THE DOOR CLOSE FULLY. BUT NOW PASSENGER SIDE DOOR IS NOT OPENING  
SO THAT I LOCKED THAT DOOR WITHOUT USING IT. AND I HAVE TO OPEN THE  
OTHER SIDE DOOR FOR MY KIDS TO GET IN AND OUT TO THE ROAD SIDE AND  
IT MAKES ME FEEL UNCOMFORTABLE SOMETIMES. \*TR MILPITAS  
CA Failure Date: 07/01/2009

12 10300304 2005 TOYOTA SIENNA STRUCTURE GENERAL  
WARE LEAD TO THE DRIVERS SIDE AUTOMATIC SLIDING DOOR ON MY 2005  
TOYOTA SIENNA IS FAILING TO OPEN OR CLOSE WITHOUT ASSISTANCE. I AM  
CONCERNED IT WILL BIND OR BREAK PREVENTING ME FROM CLOSING THE  
DOOR. I AM NOT THE FIRST HAVE THIS ISSUE AND FEEL IT REQUIRES SOME  
ATTENTION. \*TR CORTE MADERA CA Failure Date: 11/21/2009

NHTSA Consumer Complaints as of October 30, 2014

12 10300099 2005 TOYOTA SIENNA STRUCTURE SLIDING  
DOORS UNABLE TO BE OPENED IN FREEZING WEATHER. HAD TO PUT VEHICLE  
INTO WARM GARAGE TO GET DOORS OPENED. \*TR

ROCHESTER MN Failure Date: 12/27/2009

12 10297904 2005 TOYOTA SIENNA STRUCTURE THE  
PASSENGER SIDE AUTOMATIC SLIDING DOOR FAILED IN A MIDWAY POSITION  
AND THEREFORE, WILL NOT OPEN OR CLOSE. \*TR COLORADO

SPRINGS CO Failure Date: 01/03/2010

12 10297870 2005 TOYOTA SIENNA STRUCTURE THE  
SLIDING DOORS ON MY 2005 TOYOTA SIENNA FREEZE SHUT EVERY WINTER.  
THE ONLY WAY TO GET IN THE CAR IS TO EITHER WAIT FOR THEM TO THAW OR  
CLIMB THROUGH THE DRIVER'S DOOR AND KICK THEM OPEN. THIS FREEZING  
DOES NOT ALLOW ME TO GET INSIDE THE CAR WITH TWO SMALL CHILDREN.  
TOYOTA SHOULD START A CAMPAIGN OR AT THE BARE MINIMUM POST A FIX  
FOR THIS OBVIOUS MANUFACTURING DEFECT. \*TR APO AE

Failure Date: 01/03/2010

12 10295888 2005 TOYOTA SIENNA STRUCTURE TL\* THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE PASSENGER SIDE POWER  
SLIDING DOOR WILL NOT OPEN. AS A CONSEQUENCE IT IS DIFFICULT TO  
REMOVE HER CHILDREN FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO  
THE DEALER AND THE MOTOR FOR THE DOOR WAS REPLACED. THE REPAIR  
DID NOT REMEDY THE FAILURE. THE MANUFACTURER WAS NOTIFIED, BUT NO  
ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 50,000. THE  
CURRENT MILEAGE WAS 55,000. HIGHLAND IL Failure Date:

03/16/2009

12 10295603 2005 TOYOTA SIENNA STRUCTURE THE  
SLIDING DOORS ON OUR TOYOTA SIENNA MINIVAN FREEZE SHUT. THERE IS A  
MANUFACTURING DEFECT SUCH THAT THE SEALS HAVE TO BE SILICONED  
MULTIPLE TIMES EVERY WINTER. NOW TOYOTA IS RECOMMENDING  
CHANGING THE SEALS TO A NEW SEAL, BUT INSTEAD OF ISSUING A SAFETY

NHTSA Consumer Complaints as of October 30, 2014

RECALL THEY ARE CHARGING \$200.00. IN AN ACCIDENT OR CAR FIRE BEING ABLE TO EXIT THE CAR OR EXTRICATE A CHILD FROM THE BACK SEATS IS A SAFETY ISSUE. \*TR HIGHLAND PARK IL Failure Date: 12/06/2009

12 10293662 2005 TOYOTA SIENNA STRUCTURE THE PASSENGER SIDE POWER SLIDE DOOR LOCKED UP DUE TO A CABLE THAT RUSTED AND FELL APART. THE DOOR WILL ONLY OPEN ABOUT 6 INCHES ON THE MANUAL SETTING; NOT ENOUGH TO ENTER OR EXIT THE VEHICLE.

\*TR CANAJOHARIE NY Failure Date: 09/20/2009

12 10293264 2005 TOYOTA SIENNA STRUCTURE TOYOTA SIENNA XLE 2005 WITH AUTOMATIC SLIDING DOORS- CABLE SNAPPED ON DRIVER SIDE DOOR. I CAN NOT OPEN THE DOOR NOW. TOYOTA TELLS ME IT WILL COST \$1500 TO FIX- COME ON- IT IS A 1/4" CABLE AND THEY TELL ME THE ENTIRE DOOR MOTOR-WHICH APPEARS TO WORK FINE HAS TO BE REPLACED. I FOUND OUT THAT THERE ARE MANY WITH THE EXACT SAME COMPLAINT.

THIS IS SHODDY WORKMANSHIP AND A BIG RIP OFF. \*TR

PARSIPPANY NJ Failure Date: 11/18/2009

12 10293120 2005 TOYOTA SIENNA STRUCTURE THE REAR TAILGATE/HATCH HAS FAILED AND CLOSES ON THE PERSON UNDERNEATH. I TOOK IT TO TOYOTA BECAUSE I HAD HEARD OF A RECALL, BUT THEY HAVE INFORMED ME THAT THE RECALL ONLY INVOLVED STRUTS/PISTONS ON THE AUTOMATIC DOORS - WHAT ABOUT THE MANUALLY OPERATED TAILGATE/HATCH ON THESE VEHICLES? LUCKILY THE PERSON THAT GOT HIT BY THE HATCH WAS NOT SERIOUSLY INJURED. BOTH STRUTS/PISTONS HAVE FAILED AND TOYOTA WANTS \$360.00 TO REPAIR IT. CAN YOU ADVISE OF ANY OTHER REPORTS HAVE BEEN FILED? \*TR VENICE FL Failure Date:

11/19/2009

12 10291115 2005 TOYOTA SIENNA STRUCTURE BOUGHT A NEW TOYOTA SIENNA FROM ALDERMAN'S IN RUTLAND VT. IT IS A 2005 MODEL. EGRESS TO THE BACK TWO ROWS OF SEATS IS BY MEANS OF TWO LARGE ELECTRONICALLY CONTROLLED DOORS. ONE CAN NOT BE OPENED AT ALL

NHTSA Consumer Complaints as of October 30, 2014

AND HAS TO BE REPLACED. DEALER SAYS THIS IS A PROBLEM THAT THEY HAVE ENCOUNTERED BEFORE. THE OTHER HE MANAGED TO GET OPERABLE BUT MY WIFE HAS TROUBLE GETTING THE DOOR SHUT AS IT IS VERY STIFF. IT IS VERY DANGEROUS TO HAVE A MULTI PASSENGER VEHICLE THAT MOST PASSENGERS MAY NOT BE ABLE TO GET OUT OF IN AN EMERGENCY. THIS IS A SERIOUS DESIGN FLAW AND THERE SHOULD BE A RECALL ON GIVEN THAT IT IS A FREQUENT KNOWN PROBLEM WITH A HIGH POTENTIAL OF BEING DANGEROUS.L. IT HAS BEEN A MONTH NOW SINCE THE DEALER SAID HE WOULD ORDER THE PARTS, I HAVE HEARD NOTHINGPARTS AND CALL ME WHEN THEY COME IN. HE HAS NOT CALLED. \*TR LUDLOW VT  
Failure Date: 09/01/2009

12 10290040 2005 TOYOTA SIENNA STRUCTURE 2005  
SIENNA XLE LIMITED. IN OCTOBER OF 2009 THE CABLE TO THE DRIVERS SIDE POWER SLIDING DOOR BECAME TANGLED AND SNAPPED. CAUSED THE DOOR TO BE FROZEN IN A HALF OPEN POSITION. SEEMS VERY EARLY IN THE LIFE OF THE CAR (50,400 MILES) TO HAVE SOMETHING SO MAJOR GO WRONG.  
\*TR CANTON GA Failure Date: 10/01/2009

12 10288909 2005 TOYOTA SIENNA STRUCTURE POWER  
SLIDING DOOR DOES NOT CLOSE PROPERLY. \*TR  
TEUTOPOLIS IL Failure Date: 10/17/2009

12 10288790 2005 TOYOTA SIENNA STRUCTURE I OWN A  
2005 TOYOTA SIENNA XLE. THE PLASTIC ON THE SLIDING DOOR CABLE CHIPPED AWAY CAUSING THE CABLE TO BECOME EXPOSED. IT CORRODED AND SNAPPED, WHICH MADE THE DOOR TO STAY WIDE OPEN WITHOUT BEING ABLE TO CLOSE IT BACK MANUALLY. I FOUND OUT THAT SIMILLAR INCIDENT HAPPENED TO LOTS OF OWNERS PUTTING US AND OUR CHILDREN'S LIVES AT RISK. TOYOTA IS NOT TAKING RESPONSIBILITY BUT ONLY DOCUMENTING THE COMPLAINTS. \*TR WEST CHESTER OH Failure Date: 10/16/2009

12 10285986 2005 TOYOTA SIENNA STRUCTURE TL\*THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE SLIDING DOORS WOULD NOT

NHTSA Consumer Complaints as of October 30, 2014

OPEN. REPORT # 0910101597 WAS FILED WITH THE MANUFACTURER AND A REPRESENTATIVE ADVISED HIM TO TAKE THE VEHICLE TO THE DEALER FOR INSPECTION. THE MANUFACTURER ALSO STATED THAT THEY WOULD NOT ASSUME ANY RESPONSIBILITY FOR THE REPAIR OR THE FEE. THE FAILURE AND CURRENT MILEAGES WERE 57,000. UPDATED 10/27/09 \*BF THE CONSUMER STATED ONE DOOR IS MANUAL AND THE OTHER IS POWER  
UPDATED 10/29/09.\*JB MONROE TOWNSHIP NJ Failure Date:  
09/16/2009

12 10285783 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT OBSERVED THAT THE REAR PASSENGER AND DRIVER SLIDING DOORS FAILED TO OPERATE AUTOMATICALLY AND MANUALLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE TECHNICIAN STATED THAT THE FAILURE WAS CONTRIBUTED TO THE MOTOR AND CABLE ASSEMBLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON THIRTEEN SEPARATE OCCASIONS FOR IDENTICAL FAILURES. THE FAILURES CONTINUED TO OCCUR. THE ESTIMATED SERVICE REPAIR COST WAS \$1,800.00 PER DOOR. THE VEHICLE HAS NOT BEEN REPAIRED AT THIS TIME. THE CONTACT HAS CONCERNS OF THE SAFETY RISK. THE FAILURE MILEAGE WAS 10,000. THE CURRENT MILEAGE WAS 83,000. UPDATED 10/21/09 \*BF THE CONSUMER STATED THE DOORS SHOULD BE ABLE TO OPEN/CLOSE MANUALLY. UPDATED 10/20/09\*JB WATERFORD VA Failure Date: 10/10/2005

12 10285114 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE OUTSIDE REAR DRIVER SIDE DOOR HANDLE WOULD NOT OPEN THE DOOR. THE VEHICLE WAS TAKEN TO THE DEALER AND A TECHNICIAN REPLACED THE RELEASE MECHANISM. THE CURRENT AND FAILURE MILEAGES WERE 90000. UPDATED 10/28/09.\*LJ SHORTLY AFTER PURCHASING THE VEHICLE, THE CONSUMER NOTICED THE DRIVER SIDE DOOR WOULD NOT ALWAYS OPERATE WHEN USING THE OUTSIDE HANDLE. EVENTUALLY THE DOOR WOULD NEVER OPEN WITH THE HANDLE AND THE CONSUMER WOULD PRESS THE BUTTON

NHTSA Consumer Complaints as of October 30, 2014

ON THE DOOR COLUMN TO OPEN THE DOOR AND THEN THAT STOPPED WORKING AS WELL AS THE KEY FOB OPENER STOPPED WORKING AND THE CONSUMER COULDN'T USE THE DOOR AT ALL. THE VEHICLE HAS 2 AUTOMATIC SLIDING DOORS. WHEN THE CONSUMER TOOK THE VEHICLE TO THE DEALER, THEY WERE UNABLE TO GET THE DOOR TO OPEN AND THEN THE PASSENGER SLIDING DOOR FAILED. THE CONSUMER ALSO STATED IT DIDN'T SEEM THE DOORS COULD BE OPENED MANUALLY WHICH IS A SAFETY HAZARD. THE STEERING COLUMN WAS ALSO REPLACED. UPDATED 10/29/09. \*JB

SOUTH LYON MI Failure Date: 09/15/2006

12 10284898 2005 TOYOTA SIENNA STRUCTURE TL\* THE CONTACT OWNS A 2005 TOYOTA SIENNA. HE STATED THAT THE PASSENGER SIDE SLIDING DOOR WILL NOT LOCK. AS A CONSEQUENCE THE DOOR COULD OPEN WHILE DRIVING. HE TOOK THE VEHICLE TO THE DEALER AND A TECHNICIAN CONCLUDED THAT THE MOTOR NEEDED TO BE REPLACED. HE THEN ADDED THAT THEY WOULD COVER THE EXPENSE FOR THE PART, BUT NOT THE LABOR. THE VEHICLE WAS BEING REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 49,000. WINCHENDON MA Failure Date: 08/28/2009

12 10283710 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE POWER MOTOR UNEXPECTEDLY ENGAGED, WHICH FORCED THE POWER LIFT GATE TO THE FULLY CLOSED POSITION. A SERIOUS INJURY COULD OCCUR IF SOMEONE WAS STRUCK BY THE LIFT GATE WHEN IT FELL DOWN OR CLOSED. THE VEHICLE WAS TAKEN TO A DEALER AND A TECHNICIAN CONCLUDED THAT HIS VIN WAS EXCLUDED FROM RECALL # 084244000, STRUCTURE; BODY; HATCHBACK/LIFTGATE. SINCE HE WAS INELIGIBLE FOR A FREE REMEDY, THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 87,000. WILMINGTON MA Failure Date: 09/04/2009

12 10283152 2005 TOYOTA SIENNA STRUCTURE WE HAVE A 2005 TOYOTA SIENNA AND THE PASSENGER SIDE POWER SLIDING DOOR WILL

NHTSA Consumer Complaints as of October 30, 2014

NOT OPEN OR CLOSE ON ITS OWN. THERE ARE 4 WAYS TO ENGAGE, 1) ON THE KEY-FOB, 2) A BUTTON OVERHEAD, 3) A BUTTON ON THE B-PILLAR, OR 4) PULLING THE HANDLE LIKE YOU'RE OPENING MANUALLY. THE ONLY WAY TO GET THE DOOR OPEN NOW IS TO DISABLE THE POWER DOOR FUNCTION AND USE IT ONLY MANUAL. \*TR UNIONTOWN OH Failure Date: 07/25/2009

12 10282508 2005 TOYOTA SIENNA STRUCTURE POWER SLIDING DOOR ON PASSENGER SIDE OF 2005 TOYOTA SIENNA XLE MINIVAN DOES NOT OPEN. \*TR KINGSTON PA Failure Date: 05/01/2006

12 10281998 2005 TOYOTA SIENNA STRUCTURE I OWN A 2005 TOYOTA SIENNA LE WITHOUT AUTOMATIC DOORS. 1. IN THE WINTER THE DOORS FREEZE SHUT AND WILL OPEN ON THEIR OWN WHILE DRIVING ONCE THE TEMPERATURE WARMS UP. ANYTHING UNDER 38 DEGREES THIS HAPPENS. 2. THE SLIDING REAR DOORS DO NOT OPEN ABOUT 50% OF THE TIME, ONCE THE PASSENGER SIDE DOOR DID NOT OPEN FOR 4 MONTHS AND THEN STARTED WORKING AGAIN OUT OF THE BLUE. I FIND THESE GLITCHES DANGEROUS TO MY FAMILY. ESPECIALLY, WHEN THE FROZEN DOORS OPEN WHILE DRIVING OR WHEN THE SLIDING DOORS WILL NOT OPEN FROM THE INSIDE OR OUTSIDE. WHAT IF THE CAR WAS ON FIRE OR SUBMERGED IN WATER? WE WOULD DIE. \*TR HAHIRA GA Failure Date: 01/01/2008

12 10280976 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA PASSENGER SIDE AUTOMATIC SLIDING DOOR HAS CEASED TO FUNCTION. IT CAN NO LONGER BE OPENED EITHER MANUALLY OR AUTOMATICALLY. THIS POSES A SERIOUS SITUATION SHOULD SOMEONE NEED TO EXIT THE VEHICLE IN AN EMERGENCY. ADDITIONALLY THE DRIVER'S SIDE SLIDING DOOR IS RELUCTANT TO OPEN WITHOUT VERY SHARPLY PULLING ON THE HANDLE TO DISENGAGE THE LOCK. THIS HAS SLOWLY BEEN DETERIORATING OVER THE LAST COUPLE OF YEARS. IF THIS WERE TO FAIL THEN THERE WOULD BE NO FORM OF EGRESS FOR REAR PASSENGERS. \*TR OLD CHATHAM NY Failure Date: 01/01/2009

NHTSA Consumer Complaints as of October 30, 2014

12 10280646 2005 TOYOTA SIENNA STRUCTURE MY REAR HATCH ON THE 2005 TOYOTA SIENNA MINIVAN DOES NOT STAY UP WHEN OPENED. THE WEIGHT OF THE REAR DOOR (TRUNK) MAKES THIS VERY DANGEROUS AS I PUT THINGS IN AND TAKE THEM OUT BECAUSE I HAVE TO HOLD IT UP WITH ONE HAND. NO ACCIDENTS OR ANYTHING ELSE OCCURRED, SO I THINK IT IS JUST A WEAR ISSUE. THE DEALERSHIP IS CHARGING AN EXCESSIVE AMOUNT TO FIX IT. ALSO MY SLIDING PASSENGER SIDE DOOR WILL NOT WORK AUTOMATICALLY WHEN THE BUTTON IS PUSHED ANYMORE. NO ACCIDENTS OR OTHER DAMAGE.\*TR TEANECK NJ Failure Date: 08/15/2009

12 10280083 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. WHILE ATTEMPTING TO PLACE ITEMS IN THE TRUNK OF THE VEHICLE, THE REAR TAILGATE FAILED AND STRUCK THE CONTACT ON HER HEAD. THE FAILURE CAUSED A DEEP GASH. THERE WERE NO PRIOR WARNINGS. THE CONTACT THEN PROCEEDED TO GO TO THE HOSPITAL AND HAD HER WOUNDS CLEANED. SHE IS CURRENTLY ON MEDICATION FOR THE SEVERE HEADACHES CAUSED BY THE LIFTGATE FAILURE. THE CONTACT IS IN THE PROCESS OF TAKING THE VEHICLE TO THE DEALER FOR FURTHER INSPECTION. SHE WILL ALSO NOTIFY THE MANUFACTURER. THE FAILURE MILEAGE WAS 65,000. SAYLORSBURG PA Failure Date: 08/10/2009

12 10279763 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA - THE SLIDING DOOR MOTOR FAILED LEAVING THE SLIDING DOOR JAMMED IN AN OPEN POSITION. WE HAVE THREE SMALL CHILDREN THAT WE HAD TO GET HOME WITH THE DOOR JAMMED IN THE OPEN POSITION. NOW, THE DOOR CAN BE MANUALLY OPENED AND CLOSED BY AN ADULT ON A LEVEL ON A LEVEL INCLINE. ON AN UNLEVEL INCLINE, IT IS DIFFICULT FOR AN ADULT AND NOT POSSIBLE FOR A CHILD, MAKING IT A HAZARD IF A CHILD WERE TO ATTEMPT TO OPERATE THE DOOR. THE QUOTED COST TO FIX THE MOTOR WAS \$1900 FOR PARTS AND LABOR.\*TR DAVIDSON NC Failure Date: 08/06/2009



NHTSA Consumer Complaints as of October 30, 2014

12 10277647 2005 TOYOTA SIENNA STRUCTURE THE  
SLIDING DOOR ON MY 2005 TOYOTA SIENNA MINIVAN STUCK OPEN AND WOULD  
NOT CLOSE. I HAVE TO DRIVE HOME WITH THE DOOR OPEN UNTIL I WAS ABLE  
TO FORCE IT CLOSE. NOW IT ONLY WORK MANULLY. \*TR  
COTATI CA Failure Date: 07/18/2009

12 10277528 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA AUTOMATIC SLIDING DOORS FAIL. I HAVE HAD PROBLEMS  
SINCE THERE WAS LESS THAN 20K MILES BUT EACH TIME I BROUGHT IT IN IT  
ALWAYS WORKED. THEY NEVER DOCUMENTED THE VISITS THEREFORE  
SHOWING NO HISTORY OF THE PROBLEM OTHER THAN MY WORD. I HAD  
BOUGHT AN NON TOYOTA EXTENDED WARRANTY AND THE DRIVER SIDE DOOR  
COMPLETELY FAILED RIGHT BEFORE IT WAS UP. I TOLD THEM THE OTHER  
DOOR HAD THE SAME PROBLEM AND THEY SAID THEY COULDN'T DO  
ANYTHING UNDER WARRANTY UNLESS IT ACTED UP FOR THEM. LESS THAN 4K  
MILES LATER AND OUTSIDE OF MY WARRANTY THE OTHER DOOR  
COMPLETELY FAILED. TOYOTA AND THE DEALERSHIP IS NOT HELPING. THEY  
EVEN CLAIM THAT THIS IS NOT A COMMON PROBLEM. I FIND THAT HARD TO  
BELIEVE AFTER READING SEVERAL WEBPOSTINGS DESCRIBING THE EXACT  
PROBLEM. THIS IS A SERIOUS SAFETY ISSUE. IF I WERE TO BE IN AN  
EMERGENCY I COULD ONLY GET MY THIRD CHILD OUT FROM THE HATCH. THIS  
NEEDS TO BE A RECALL. PLEASE HELP! \*TR DEERFIELD NH  
Failure Date: 07/10/2009

12 10276546 2005 TOYOTA SIENNA STRUCTURE TL\*THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE  
AUTOMATIC SLIDING DOOR WAS NOT OPENING AND CLOSING ON ITS OWN.  
SHE MUST OPEN AND CLOSE IT MANUALLY. THE CONTACT WILL NOT TAKE THE  
VEHICLE TO THE DEALER FOR INSPECTION BECAUSE IT WOULD COST OVER  
\$1,200 TO REPAIR. THE MANUFACTURER WILL BE NOTIFIED. THE FAILURE  
MILEAGE WAS 67,000. LINDEN MI Failure Date: 05/13/2009

12 10275062 2005 TOYOTA SIENNA STRUCTURE TOYOTA  
SIENNA PASSENGER SLIDING POWER DOOR WAS OPENED BY PUSH-BUTTON

NHTSA Consumer Complaints as of October 30, 2014

AUTOMATION. WHEN THE DOOR WAS CLOSED USING THE SAME METHOD THE DOOR DID NOT CLOSE AND THE CABLE, USED TO PULL THE DOOR OPEN AND CLOSED, SNAPPED PRODUCING A LOUD POP. I WAS NOT STANDING NEXT TO THE DOOR SO THERE WAS NO INJURY SUSTAINED BUT A SAFETY HAZARD SEEMED POSSIBLE. THE MOTOR, CABLE AND PULLEY SYSTEM WAS COMPLETELY REPLACED AT MY SOLE COST EVEN THOUGH DAMAGE WAS NOT DONE BY ANY FAULT OF MY OWN AND THE VEHICLE WAS ONLY FOUR YEARS OLD (2005) WITH APPROXIMATELY 50K MILES OF WEAR AND CONSISTENT MAINTENANCE. \*TR MURRIETA CA Failure Date: 06/19/2009

12 10273891 2005 TOYOTA SIENNA STRUCTURE TOYOTA SIENNA 2005 VAN: SLIDING DOORS DO NOT OPERATE CONSISTENTLY. THEY GET STUCK OPEN OR WILL NOT OPEN WHEN CLOSED. \*TR CHITTENANGO NY Failure Date: 06/06/2009

12 10269398 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. WHEN THE CONTACT LIFTED THE LIFTGATE ON HER VEHICLE, IT DROPPED DOWN ON HER HEAD. THE CONTACT WAS NOT INJURED. THE HINGES FAILED AND CAUSED THE FAILURE. THE DEALER STATED THAT THE VEHICLE WOULD BE REPAIRED FOR FREE SINCE IT WAS PART OF AN EXTENDED WARRANTY PROGRAM. THERE WAS A RECALL FOR THE POWER LIFTGATES, BUT NOT FOR THE MANUAL LIFTGATES. THE CONTACT FOUND SEVERAL COMPLAINTS ABOUT THIS FAILURE AND FEELS THAT IT IS A MAJOR SAFETY HAZARD. THE VEHICLE IS CURRENTLY AT THE DEALER BEING REPAIRED. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 43,000. ROSEVILLE CA Failure Date: 05/17/2009

12 10269334 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA, DRIVER SIDE AUTOMATIC SLIDING DOOR JAMMED. THE DRIVE CABLE FOR DOOR JAMMED SO MY WIFE WAS UNABLE TO MANUALLY OR ELECTRICALLY OPEN THE DOOR TO GET MY TODDLERS OUT OF THE VAN. SHE HAD TO DRIVE WITH THE DOOR OPEN AND CHILDREN IN THEIR CARSEATS WITH THE VAN DOOR OPEN TO A AUTOREPAIR SHOP. AT THE SHOP

NHTSA Consumer Complaints as of October 30, 2014

THE MECHANIC WAS ABLE TO GET THE DOOR TO LOCK IN THE OPEN POSITION, BUT WAS UNABLE TO GET IT CLOSED. SHE HAD TO DRIVE THE VEHICLE HOME WITH THE DOOR WIDE OPEN, FORTUNATELY SHE WASN'T MORE THE 10 MILES FROM HOME. \*TR BONEY LAKE WA

Failure Date: 03/15/2009

12 10268530 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR DOOR RISES WHEN IT IS ENGAGED. THE TWO STRUTS THAT SUPPORT THE DOOR ARE KNOWN AS THE REAR GAUGE STRUT ASSEMBLY. THE DOOR CLOSES ON ITS OWN AND COULD CAUSE INJURIES. THE CONTACT WENT TO THE DEALER TO HAVE THE DOOR REPAIRED AND WAS INFORMED THAT NHTSA DECLARED THAT THE REPLACEMENT STRUTS WERE ALSO DEFECTIVE. THE FAILURE MILEAGE WAS 35,000 AND CURRENT MILEAGE WAS 80,000.

BRASSTOWN NC Failure Date: 06/13/2007

12 10268437 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA CE, MANUAL REAR LIFT GATE STRUTS HAVE FAILED, WILL NO LONGER HOLD THE LIFT GATE OPEN. TOYOTA SENT OUT A NOTICE FOR POWER LIFT GATES WITH THE SAME PROBLEM. I TOOK THIS COMPLAINT TO MY LOCAL DEALERSHIP AND THEY STATED THAT MY VIN NUMBER WAS NOT INCLUDED IN THE NOTICE, I THEN PROCEEDED TO ADDRESS THE ISSUE TO TOYOTA CORPORATION AND THEY HAVE DECLINED MY REQUEST TO REPLACE A PART THAT IS DEFECTIVE ACCORDING TO THE SERVICE MANAGER AT THE DEALERSHIP. I AM REALLY DISAPPOINTED AT THE FACT THAT YOU HAVE TO SPEND MORE MONEY TO BUY A MORE EXPENSIVE VERSION OF THIS VEHICLE TO GET TAKEN CARE OF. WE ARE FORTUNATE THAT THIS DID NOT RESULT IN ANY INJURIES, AS THIS DOOR ALMOST FELL ON MY 3 YEAR OLD CHILD WHILE I WAS HOLDING IT UP AND HE WAS HELPING ME REMOVE SOME STUFF FROM THE BACK. \*TR SAULT STE MARIE 00 Failure Date: 04/18/2009

12 10267196 2005 TOYOTA SIENNA STRUCTURE FOR 2005 TOYOTA SIENNA FACING PROBLEM WITH RIGHT SIDE POWER SLIDING DOOR. WENT TO DEALER AND WAS TOLD THAT THE CABLES WHICH ACTUATE DOOR

NHTSA Consumer Complaints as of October 30, 2014

MOVEMENT ARE BINDING AND STRIKING OUT OF TRACTS. NEW MOTOR/CABLE ASSEMBLY IS REQUIRED TO REPAIR THE DOOR. THE TOTAL COST FOR DOOR REPLACEMENT IS AROUND \$1700 + LABOR. IT SEEMS THIS IS A RECURRING PROBLEM WITH 2004/2005 TOYOTA SIENNAS AND TOYOTA HAS NOT ACKNOWLEDGED THIS TO BE AN ISSUE. A LOT OF SIENNA OWNERS HAVE CONTACTED TOYOTA IN THE PAST AND THE RESPONSE FROM TOYOTA HAS BEEN DIFFERENT WITH EACH PERSON. CAN THIS ISSUE BE TAKEN WITH TOYOTA MOTOR SO THAT A RECALL IS ISSUED AND TOYOTA ACCEPTS RESPONSIBILITY FOR FLAWED DESIGN. \*TR FOLSOM CA

Failure Date: 04/29/2009

12 10266855 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. IN COLD WEATHER, THE REAR SLIDING DOORS BECOME STUCK AND DO NOT MOVE. THE CONTACT HAD TO EXIT HER CHILDREN VIA THE FRONT DOORS. SHE WAS CONCERNED THAT SHE WOULD NOT BE ABLE TO EXIT HER CHILDREN FROM THE VEHICLE QUICKLY IN THE EVENT OF AN EMERGENCY. THE DEALER STATED THAT THE CABLE SNAPPED ON THE AUTOMATIC DOOR. THE MANUFACTURER HAS NOT BEEN NOTIFIED AND THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT MILEAGE WAS 38,616 AND FAILURE MILEAGE WAS APPROXIMATELY 26,000. MONTCLAIR NJ Failure Date: 11/14/2007

12 10266427 2005 TOYOTA SIENNA STRUCTURE PASSENGER SIDE AUTOMATIC SLIDING DOOR WILL NO LONGER OPEN OR OPERATE AND IS A SAFETY ISSUE. \*TR TAMPA FL Failure Date: 04/02/2009

12 10266279 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE PASSENGER SIDE SLIDING DOOR STICKS AND IS EXTREMELY DIFFICULT TO OPEN. SHE HAS TO USE EXCESSIVE FORCE TO OPEN THE DOOR. THE DOOR ALSO FREEZES IN THE WINTER. THE CONTACT TOOK THE VEHICLE TO THE DEALER THREE OR FOUR TIMES, BUT THEY COULD NOT DUPLICATE THE FAILURE. THE DEALER STATED THAT ONCE THE 36 MONTH WARRANTY

NHTSA Consumer Complaints as of October 30, 2014

EXPIRED, THE REPAIR WOULD COST \$1,800. IN ADDITION, THE REAR AUTOMATIC HATCHBACK CLOSING PREMATURELY AND TOO QUICKLY, WHICH COULD INJURE THE CONTACT'S CHILDREN. THE FAILURE MILEAGE WAS 20,000 AND CURRENT MILEAGE WAS 32,000. MONTCLAIR NJ Failure Date: 07/18/2008

12 10265152 2005 TOYOTA SIENNA STRUCTURE THE SLIDING DOOR ON MY 2005 TOYOTA SIENNA HAS A BROKEN CABLE. THE DOOR WILL NO LONGER CLOSE AUTOMATICALLY. I HAD TO DRIVE HOME WITH THE DOOR OPEN. THE COST OF THE CLUTCH MOTOR ASSEMBLY IS \$ 1500. \*TR ANTELOPE CA Failure Date: 11/21/2007

12 10264849 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA AUTOMATIC POWER SLIDING DOOR DAMAGE. MOTOR ASSEMBLY BROKEN ALL OF THE SUDDEN DURING USUAL OPENING (W/O ANY CAUSE OR WARNING). DOOR WAS NOT ABLE TO CLOSE. HAD TO BE TIED TO KEEP FROM THROWING OPEN WHILE DRIVING TO DEALERSHIP. COULD NOT TIE SHUT - A 1 FOOT WIDE GAP REMAINED. FORUMS AND DISCUSSION SITES SPECIFY THIS AS COMMONPLACE. THE COST TO REPAIR IS EXTREMELY HIGH (OVER\$1K). DEFINITELY A CANDIDATE FOR A RECALL. \*TR SAN RAMON CA Failure Date: 04/08/2009

12 10260527 2005 TOYOTA SIENNA STRUCTURE I HAVE A TOYOTA SIENNA 2005. THE POWERED SIDE DOOR ALWAYS STAYS SHUT WHEN THE OUTSIDE TEMPERATURE IS BELOW 35. WHENEVER THIS PROBLEM OCCURS, THE DOOR STAYS AJAR. THAT MEANS THAT I CAN'T OPEN NOR FULLY CLOSE IT, SO WHILE DRIVING, THE ALARM KEEPS GOING OFF AND I CAN'T LOOK THE CAR EITHER. THIS IS A SAFETY HAZARD. \*TR ANNANDALE VA Failure Date: 03/01/2009

12 10260516 2005 TOYOTA SIENNA STRUCTURE I HAVE A 2005 SIENNA THAT I PURCHASED ABOUT 3 YEARS AGO. FOR ABOUT TWO YEARS IT HAS HAD THE PROBLEM OF NOT CLOSING. AT FIRST IT WOULD ONLY CLOSE EVERY NOW AND THEN, AND NOW IT WON'T OPEN OR CLOSE AT ALL.

## NHTSA Consumer Complaints as of October 30, 2014

WHEN THE WEATHER IS COLD, NEITHER OF THE SLIDING DOOR WILL OPEN UNLESS YOU CLIMB IN THE FRONT AND KICK IT OPEN. I'VE TAKEN IT INTO THE SANDY, UTAH DEALERSHIP ABOUT 5 DIFFERENT TIMES TO HAVE THEM CHECK IT OUT AND THEY SAID NOTHING WAS WRONG WITH IT. I'M ABOUT TO TAKE IT IN AGAIN BECAUSE NOW IT WON'T WORK AT ALL, SO I DID A LITTLE RESEARCH TO FIND OUT IF THERE WAS A RECALL OR IF OTHERS HAD THE SAME PROBLEM. TO MY SURPRISE THERE ARE NUMEROUS PEOPLE HAVING THE SAME PROBLEM WITH THEIR 2004-2006 SIENNA'S. WHY THEN IS THERE NO RECALL? WHY ARE PEOPLE GETTING THE RUN AROUND FROM DEALERSHIPS, POOR SERVICE AND BEING CHARGED A MINT TO REPAIR THE DOOR? WHY IS THIS PRODUCT AND SERVICE SUCH POOR QUALITY? \*TR

DRAPER UT Failure Date: 01/10/2009

12 10260323 2005 TOYOTA SIENNA STRUCTURE MANUAL  
SLIDING DOOR IS STUCK. IT OPENS A COUPLE OF INCHES, BUT SEEMS TO BE LOCKED. ALSO, THE DRIVER'S FRONT DOOR HAS A POPPING SOUND WHEN OPENING. THE POWER PASSENGER'S SIDE SLIDING DOOR GETS STUCK SOMETIMES. IT EITHER FAILS TO OPEN OR CLOSE. MY YOUNG CHILDREN HAVE OFTEN TO CLIMB THROUGH THE FRONT SEATS TO GET TO THE BACK SEATS AS OFTEN WE CANNOT OPEN THE SLIDING DOORS. \*TR LEXINGTON

MA Failure Date: 01/10/2009

12 10260281 2005 TOYOTA SIENNA STRUCTURE MY 2005  
TOYOTA SIENNA LIFTGATE STRUTS FAILED ON 2-27-2009 WHEN THE OPEN DOOR COLLAPSED WITHOUT BEING SUPPORTED AS IT NORMALLY WOULD BY THE STRUTS. MY WIFE STILL HAD HER HANDS UNDER THE DOOR AND WAS ABLE TO CATCH IT TO PREVENT IT FROM FALLING ONTO MY SON WHO WAS UNDER THE DOOR. THIS IS A MANUALLY OPERATED DOOR, NOT A POWER OPERATED DOOR, AND THE LOCAL TOYOTA DEALER SERVICE DEPARTMENT SAYS IT IS NOT COVERED BY THE PREVIOUS RECALL FOR THIS PROBLEM. THIS SHOULD NOT HAPPEN ON A FOUR YEAR OLD CAR, AND IS STILL A SAFETY ISSUE THAT TOYOTA SHOULD REPAIR. WHY IS THIS FAILURE COVERED UNDER A RECALL FOR A POWERED DOOR BUT NOT FOR A MANUALLY OPERATED ONE?

NHTSA Consumer Complaints as of October 30, 2014

THIS DOOR CAN FREEFALL ALL THE WAY DOWN, SO IS POTENTIALLY MORE DANGEROUS THAN THE POWERED ONE DUE TO THE SPEED WITH WHICH IT CAN FALL, IN MY OPINION. AS A RESULT OF THE FAILURE TO INCLUDE ALL STRUTS IN THS RECALL, I WILL NOW BE FORCED TO CARRY A 2X4 TO PROP OPEN THE LIFTGATE WHILE WAITING FOR A NEW RECALL TO BE ISSUED BEFORE I CAN GET IT FIXED. THIS IS A DANGEROUS SITUATION THAT SHOULD HAVE BEEN RECALLED ALONG WITH THE OTHER FAULTY DOORS, AND IT APPEARS THAT SOMEONE OR SOME ORGANIZATION(S) DECIDED THAT ECONOMICS WAS MORE IMPORTANT THAT CONSUMER SAFETY. YOU NEED TO CORRECT THIS MISTAKE. \*TR CHESTER VA Failure Date: 02/27/2009

12 10259445 2005 TOYOTA SIENNA STRUCTURE RIGHT SIDE SLIDING DOOR DOES NOT CLOSE AND RUBS AGAINST THE BODY OF THE CAR. \*TR OLATHE KS Failure Date: 02/01/2009

12 10258837 2005 TOYOTA SIENNA STRUCTURE THE DRIVER'S SIDE CAR DOOR OF MY 2005 TOYOTA SIENNA VAN MAKES A LOUD POPPING NOISE WHEN IT IS OPENED. THE MIDDLE HINGE IS PULLING THE CAR BODY FRAME OUT. I HAVE READ THAT THIS IS A WELDING PROBLEM ON THE PART OF TOYOTA. TOYOTA HAS REFUSED TO FIX THIS PROBLEM OR ISSUE A RECALL AS I AM OVER THEIR MILEAGE BY 9K BUT I NEVER RECEIVED ANY NOTIFICATION OF THIS PROBLEM IN THE MAIL. THE DRIVERS SIDE DOOR HINGE HAS BECOME DANGEROUSLY LOOSE FROM THE METAL DOOR FRAME. \*TR MORROW OH Failure Date: 02/01/2009

12 10258034 2005 TOYOTA SIENNA STRUCTURE MY 2005 TOYOTA SIENNA XLE AWD VEHICLE'S AUTOMATIC SIDE DOORS BECOME STUCK AND WILL NOT OPEN. IT HAPPENS IN COLD WEATHER AND IS VERY UPSETTING BECAUSE IF I HAVE ATTEMPTED TO OPEN THE DOOR AND THEN IT WILL NOT OPEN WHEN I DRIVE IT I AM AFRAID IT MIGHT BECOME "UNSTUCK" AND OPEN ON IT'S OWN. I CALLED THE DEALER ABOUT THE PROBLEM AND THEY TOLD MY TO BRING IT IN AND THEY WOULD GREASE THE DOORS BUT THAT IS NOT THE PROBLEM. SOMETHING INSIDE THE DOOR MECHANISM IS FREEZING DUE TO THE COLD. AFTER THE CAR IS USED FOR A WHILE THE DOORS START

NHTSA Consumer Complaints as of October 30, 2014

WORKING AGAIN. I AM AFRAID MY PASSENGERS WILL GET LOCKED IN THE BACK AND THAT I WILL BE UNABLE TO GET THEM OUT OF THE CAR.

CARVER MA Failure Date: 01/15/2009

12 10257765 2005 TOYOTA SIENNA STRUCTURE MY 2005 TOYOTA XLE LIMITED, DRIVER'S SIDE SLIDING DOOR STOPPED WORKING. DURING THIS WINTER, IT'S FROZEN FEW TIMES AND WENT BACK TO NORMAL WORKING CONDITION AND FINALLY TODAY IT'S STOPPED WORKING PROPERLY. ON OPEN BUTTON THE MOTOR SEEMS TO WORK, HOWEVER, I NEED TO SLIDE TO FEW INCHES TO MAKE IT WORK, AND SAME TO CLOSING THE DOOR I NEED TO SLIDE FEW INCHES OR MORE TO MAKE IT WORK. \*TR BASKING RIDGE NJ Failure Date: 02/06/2009

12 10256217 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA SIDE DOORS (SLIDING) CONSTANTLY LOCK UP IN COLD WEATHER (LESS THAN 40 DEGREES) PROHIBITING ME FROM USING EITHER DOOR TO GET MY CHILDREN INTO MY CAR. THERE IS NO WAY TO CORRECT THIS ISSUE. TURNING ON YOUR CAR AND WARMING IT UP FOR EVEN AS LONG AS ONE HALF HOUR HAS NO EFFECT. TO COMPOUND MATTERS, ONCE SOMEONE HAS ATTEMPTED TO OPEN EITHER OF THE DOORS, THE CAR ALARM CONTINUES TO BEEP (WARNING THAT A DOOR IS AJAR). ALSO, I AM UNABLE TO FULLY RE-CLOSE THE DOORS WHEN THIS HAPPENS. THUS, I AM FORCED TO DRIVE WITH MY DOORS NOT FULLY CLOSED (AS THEY SHOULD BE). THIS IS MORE THAN AN INCONVENIENCE. MY SAFETY AND THAT OF MY CHILDREN IS BEING COMPROMISED, DRIVING WITH THE DOORS STUCK IN A SLIGHTLY AJAR POSITION. ALSO, IT IS DANGEROUS FOR MY CHILDREN TO BE CLIMBING IN AND OUT OF THE CAR THROUGH THE REAR HATCHBACK BECAUSE THE SLIDING DOORS WILL NOT OPEN. I CANNOT SOLVE NOR PREVENT THIS PROBLEM. PLACING THE CAR IN THE GARAGE HAS NO EFFECT. SAME PROBLEM. I HAVE COMPLAINED NUMEROUS TIMES TO MY CAR DEALERSHIP TO NO AVAIL. THEY SIMPLY TELL ME TO GRAPHITE THE DOOR SEALS. THIS DOES NOT HELP. THE DOOR SEALS ARE INADEQUATE. \*TR NORTH WALES PA Failure Date: 12/15/2008



NHTSA Consumer Complaints as of October 30, 2014

12 10255812 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE PASSENGER SIDE SLIDING DOOR WOULD NOT OPEN IN THE VEHICLE. THERE IS A BUTTON IN THE VEHICLE THAT AUTOMATICALLY OPENS THE SLIDING DOORS, BUT IT IS NO LONGER WORKING. THE WARRANTY ALREADY EXPIRED WHEN THE FAILURE OCCURRED. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE MOTOR AND CLUTCH ASSEMBLIES FAILED. THE VEHICLE WAS REPAIRED, BUT THE CONTACT WAS UNABLE TO EXPLAIN EXACTLY WHAT WAS DONE TO THE VEHICLE. THE VEHICLE IS NO LONGER EXPERIENCING THE FAILURE, BUT SHE BELIEVES THAT THIS SHOULD HAVE BEEN COVERED AS A MANUFACTURER DEFECT. THE CURRENT AND FAILURE MILEAGES WERE 35,523. UPDATED 2/9/09 \*CN UPDATED 02/13/09. \*JB EAST HANOVER NJ Failure Date: 01/01/2009

12 10254637 2005 TOYOTA SIENNA STRUCTURE 2005 SIENNA. PASSENGER SLIDING DOOR IS NOT OPENING OR CLOSING ELECTRONICALLY. IT WILL OPEN AND CLOSE MANUALLY WITH NO APPARENT OBSTRUCTION. WHEN ATTEMPTING TO USE THE KEY FOB OR BUTTONS INSIDE THE VAN, WE HEAR THE MOTOR MAKE A STRAINING NOISE AND A CLICK, YET THE DOOR DOESN'T MOVE. THIS HAS HAPPENED BEFORE TWICE, YET SEEMED TO CORRECT ITSELF BEFORE I TOOK IT TO THE SHOP. NOW WE ARE 6 MONTHS OUT OF WARRANTY AND I'M ANNOYED THAT IT IS HAPPENING AGAIN. RIGHT NOW, MY 6 KIDS GET IN AND OUT OF THE CAR ON THE DRIVER'S SIDE, WHICH IS VERY INCONVENIENT AS IT IS ON THE STREET SIDE AS OPPOSED TO THE CURB SIDE OF THE CAR. BEING A MANUAL DOOR REQUIRES ME TO EXIT THE CAR ALSO TO ASSIST WITH THE DOOR OPENING/CLOSING. \*TR PHOENIXVILLE PA Failure Date: 12/10/2008

12 10253315 2005 TOYOTA SIENNA STRUCTURE WE HAVE HAD SEVERAL DOOR PROBLEMS WITH OUR 2005 SIENNA XLE LIMITED (LESS THAN 30,000 MILES). SLIDING DOORS ROUTINELY FREEZE SHUT. HAVE TO CLIMB THROUGH FRONT DOORS. SLIDERS HAVE ALSO FROZEN OPEN SLIGHTLY--FORCING US TO DRIVE WITH DOORS UNLOCKED & AJAR WITH OUR

NHTSA Consumer Complaints as of October 30, 2014

CHILDREN IN THE CAR. NOW THE AUTOMATIC PASSENGER SLIDING DOOR NO LONGER FUNCTIONS. THIS IS A COMMON KNOWN ISSUE--CABLE SNAPS. COST IS ESTIMATED AT \$1800. OUR CHILDREN NOW USE THE DRIVER SIDE SLIDING DOOR WHICH IS TYPICALLY STREET SIDE & EXTREMELY UNSAFE. OR THEY CLIMB IN THROUGH FRONT. CAN'T CLIMB IN THROUGH BACK BECAUSE REAR LIFTGATE CLOSES AT WILL. REAR LIFTGATE WAS REPLACED PRIOR TO RECALL & NOW NEEDS REPAIR AGAIN. SLAMS DOWN WITHOUT WARNING-- USUALLY HITTING US IN THE HEAD OR BACK. \*TR MONTCLAIR

NJ Failure Date: 12/01/2007

12 10253305 2005 TOYOTA SIENNA STRUCTURE MY 2005 TOYOTA SIENNA'S REAR DOOR LIFTGATE STRUT WAS FAILED AND IT'S NOT OPEN THE REAR GATE FULLY AND DOOR CLOSE UNEXPECTEDLY. THIS CAUSE SOME MINOR INJURIES FOR MY FAMILY MEMBERS INCLUDING MY 3YRS OLD SON I WENT TO DEALER TO REPORT THIS PROBLEM BUT THE DEALER HAS NO IDEA ABOUT ANY RECALL OR TSB INFORMATION FOR THIS. THE DEALER JUST SUGGESTED ME OVER \$500 TO REPLACE THE STRUT. \*TR

AUSTIN TX Failure Date: 12/30/2008

12 10252592 2005 TOYOTA SIENNA STRUCTURE ON BOTH OCCASIONS PRECEDING THESE EVENTS THE WEATHER WAS A CONTRIBUTING FACTOR. WHETHER CONDITIONS WERE RAIN/ICE/SNOW AND FREEZING TEMPS. ON 2 SEPARATE INCIDENTS BOTH SLIDING DOORS HAVE BECOME FROZEN SHUT. I WAS UNABLE TO OPEN EITHER DOOR . ON ONE OCCASION I HAD TO DRIVE THE VEHICLE FOR ABOUT 45 MIN WITH THE HEAT ON HIGH BEFORE I COULD OPEN THE DOORS. ALSO THE DOORS WERE NOT COMPLETELY CLOSED CAUSING THE INTERIOR LIGHTS TO GO ON AND OFF AND THE WARNING CHIME TO SOUND CONTINUALLY. WE HAVE FOUR YOUNG CHILDREN AND WILL NOT PUT THEM IN VEHICLE THROUGH THE REAR HATCH. NOT BEING ABLE TO OPEN THE DOORS IS AN UNACCEPTABLE SAFETY HAZARD. \*TR STATEN ISLAND NY Failure Date: 12/20/2008

12 10251413 2005 TOYOTA SIENNA STRUCTURE THE POWER SLIDING DOOR MOTOR BROKE, LEAVING FRAYED PARTS OF THE

NHTSA Consumer Complaints as of October 30, 2014

CABLES HANGING FROM THE CAR. DEALER ESTIMATES A COST OF CLOSE TO 2,000. I ONLY HAVE 30K MILES ON THE CAR AND HAVE NOT MISTREATED THE DOOR IN ANYWAY. \*TR GREENBRAE CA Failure Date: 11/10/2008

12 10251275 2005 TOYOTA SIENNA STRUCTURE I OWN A TOYOTA SENA 2005 THE DRIVER SIDE DOOR HAS A SLIDE BAR WITH ROLLERS TO KEEP THE DOOR FROM SWINGING WIDE OPEN. INSIDE THE DOOR THE WELD FOR THE HOLER HAS BROKEN LOOSE. THIS IS A STRUCTURAL DAMAGE AND VERY COSTLY TO FIX. IT SHOULD BE COVERED BY WARRANTY OR RECALL. \*TR NEW ORLEANS LA Failure Date: 08/10/2007

12 10250864 2005 TOYOTA SIENNA STRUCTURE EVERY WINTER IF THE OUTSIDE TEMP IS BELOW 32 DEGREES (ALMOST EVERY DAY IN WI) BOTH REAR SLIDING DOORS (ONE POWERED, ONE MANUAL) IN OUR VAN FREEZE SHUT. THIS IS A SERIOUS SAFETY ISSUE AS I CANNOT GET MY 2 SMALL CHILDREN OUT OF THE VAN WITHOUT CRAWLING THROUGH THE FRONT SEAT TO UNBUCKLE THEM, UNACCEPTABLE IN AN EMERGENCY. THE DOORS WILL NOT OPEN EITHER FROM THE OUTSIDE OR THE INSIDE. THIS DOES NOT APPEAR TO BE AN ISOLATED INCIDENT; SEVERAL OTHER SIENNA OWNERS HAVE THE SAME PROBLEM ON VARIOUS MODEL YEARS. ALSO CONCERNED BECAUSE ATTEMPTING TO OPEN THE DOORS LEADS TO THE LATCH COMING UNDONE AND UNABLE TO BE RELATCHED; THUS I AM LEFT TO DRIVE WITH UNLATCHED DOORS THAT COULD OPEN ON THEIR OWN AT ANY TIME (IF THEY THAW) WITH MY CHILDREN IN THE BACKSEAT. THIS HAS OCCURRED TWICE THIS YEAR AND NUMEROUS TIMES LAST YEAR SINCE WE BOUGHT THE VEHICLE USED IN 2007. \*TR MADISON WI Failure Date: 12/04/2008

12 10250781 2005 TOYOTA SIENNA STRUCTURE OUR 2005 TOYOTA SIENNA MINIVAN'S SLIDING DOORS WILL NOT OPEN EVERY WINTER WHEN THE TEMPERATURE IS APPROXIMATELY 40 DEGREES OR UNDER. IT OCCURS EVERY DAY AND THE ONLY WAY FOR MY YOUNG KIDS TO ENTER THE VEHICLE IS THROUGH THE FRONT, AS THEY ARE JUST SMALL ENOUGH TO SQUEEZE THROUGH THE FRONT PASSENGER SEAT IF MOVED ALL THE WAY

NHTSA Consumer Complaints as of October 30, 2014

FORWARD. IT IS NOT ACCEPTABLE! THE DOORS ARE ALSO UNABLE TO BE OPENED MANUALLY. MY HUSBAND HAS BRAIN CANCER AND USES A CANE AND SOMETIMES A WHEELCHAIR. EACH TIME THE KIDS NEED TO GET OUT OF THE CAR HE ALSO HAS TO GET OUT OF THE VEHICLE. THE WHOLE SITUATION IS DANGEROUS. TOYOTA HAS DONE NOTHING AS SEVERAL PEOPLE HAVE HAD THE SAME ISSUE. \*TR LIBERTYVILLE IL Failure Date: 12/04/2008

12 10249899 2005 TOYOTA SIENNA STRUCTURE SLIDING DOORS ON 2005 TOYOTA SIENNA GET STUCK & CANNOT OPEN OR FULLY SHUT. (BOTH MANUAL DOOR AND)POWER DOOR GOT STUCK AND WOULD NOT OPEN BUT TRIED TO OPEN SO IT GOT STUCK IN A SEMI OPEN STATE WHERE IT APPEARED TO BE CLOSED, HOWEVER, WHEN I STARTED DRIVING THE OPEN DOOR LIGHT CAME ON AND LIGHTS WERE FLICKERING INSIDE THE CAR BECAUSE IT WAS NOT COMPLETELY SHUT. THERE WAS NO WAY TO EITHER OPEN IT OR COMPLETELY SHUT IT. VERY SCARY! IT WAS ABOUT 38 F AND WAS RAINING THE WHOLE DAY PRIOR TO MY DRIVING IT. THIS HAPPENED AT NIGHT. AFTER A SHORT DRIVE AND 2 TRIES THE DOOR SEEMED TO GO BACK TO NORMAL. THIS SITUATION HAS HAPPENED SEVERAL TIMES BEFORE (OVER THE YEARS IN WHICH WE HAD THE CAR) WITH THE MANUAL DOOR WHEN IT IS TOO COLD OUTSIDE - USUALLY BELOW 32F. THE DOOR GETS STUCK AND WILL NOT OPEN. USUALLY AFTER THE CAR WARMS UP THE DOOR GETS UNSTUCK. HOWEVER, IN THIS INSTANCE I HAVE STILL NOT BEEN ABLE TO OPEN THE MANUAL DOOR (THIS IS THE DRIVER SIDE SLIDING DOOR) AND THIS IS ABOUT 24 HOURS LATER I CAN VISUALLY SEE NOTHING WRONG WITH IT BUT CANNOT OPEN IT. (OR CLOSE IT WHEN IT GETS INTO THAT APPEARS TO BE CLOSED BUT IT JUST A TINY DROP OPEN MODE) I AM THE ORIGINAL OWNER OF THIS CAR SO I KNOW IT HAS BEEN VERY WELL TAKEN CARE OF. \*TR PLAINVIEW NY Failure Date: 11/25/2006

12 10247864 2005 TOYOTA SIENNA STRUCTURE SLIDING PASSENGER REAR DOOR IN MINIVAN PERIODICALLY WILL NOT OPEN - EITHER ELECTRONICALLY OR MANUALLY. I WAS TOLD REPLACEMENT PART COULD COST \$1200 NOT INCLUDING LABOR. AS I HAVE TWO CHILDREN IN THE BACK

NHTSA Consumer Complaints as of October 30, 2014

OF MY VAN, I CONSIDER IT A SAFETY ISSUE AS WELL AS A NUISANCE TO NOT HAVE BOTH DOORS IN WORKING CONDITION. I ALSO FEAR THAT EVENTUALLY BOTH DOORS WILL EXPERIENCE THIS PROBLEM. \*TR CHALFONT

PA Failure Date: 08/20/2008

12 10247464 2005 TOYOTA SIENNA STRUCTURE OUR SIENNA HAS WORKED PERFECTLY UNTIL OUR DRIVER SIDE DOOR STARTED MAKING A POPPING NOISE. THIS ONLY OCCURS ON THE DRIVERS SIDE. I HAVE NEVER HAD THIS OCCUR ON ANY CAR I HAVE OWNED. WE THOUGHT IT MAY BE A LUBRICATING ISSUE BUT AFTER COMPLETING SOME RESEARCH, IT APPEARS TO BE A COMMON AND COSTLY PROBLEM FOR ALL SIENNA OWNERS. MONEY IS TIGHT RIGHT NOW AND I AM SCARED TO HAVE IT CHECKED BY THE DEALERSHIP SINCE IT APPEARS THAT THEY HAVE NOT ISSUED A RECALL YET AND IT COULD REQUIRE THAT THE ENTIRE DOOR BE REPLACED FOR \$3,000? I AM VERY CONFUSED AS TO WHY THIS WOULD NOT BE COVERED SINCE IT IS A STRUCTURAL PROBLEM. MY CAR IS 3 YEARS OLD AND I HAVE 58,000. PLEASE ADVISE AS TO HOW I SHOULD PROCEED. \*TR YORKTOWN

HEIGHTS NY Failure Date: 08/01/2008

12 10243869 2005 TOYOTA SIENNA STRUCTURE REAR LIFT GATE FAILURE ON 2005 TOYOTA SIENNA XLE. HATCH BEGAN CLOSING IMMEDIATELY AS IT REACHED THE FULL OPEN POSITION SEPTEMBER 14TH, 2008. CURRENTLY INVESTIGATING RECALL POSTINGS, DEALER AND MANUFACTURER REMEDIES. \*TR GILBERT AZ Failure Date:

09/14/2008

12 10243574 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA XLE AWD PASSENGER SIDE POWER SLIDING DOOR FAILURE THE DOOR WAS STUCK OPEN BECAUSE THE DOOR CABLE WAS FRAYED AND PREVENTED THE DOOR FROM SAFELY CLOSING. THE CABLE REQUIRED CUTTING TO ALLOW THE DOOR TO CLOSE AND LATCH EVEN WHEN THE OVER RIDE WAS ENABLED. THANK YOU \*TR PLANTSVILLE CT

Failure Date: 08/15/2008

NHTSA Consumer Complaints as of October 30, 2014

12 10241722 2005 TOYOTA SIENNA STRUCTURE SLIDING  
DOOR, DRIVER SIDE WILL NOT OPEN, SAFETY, FOR EMERGENCY PURPOSES  
IT SHOULD OPEN. I ASKED THAT DEALER REPAIR AND THEY DID NOT. \*TR  
MEXICO NY Failure Date: 09/09/2008

12 10241144 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA, MANUAL REAR LIFT GATE STRUTS HAVE FAILED, WILL NO  
LONGER HOLD THE LIFT GATE OPEN. TOYOTA SENT OUT A NOTICE FOR  
POWER LIFT GATES WITH THE SAME PROBLEM. I TOOK THIS COMPLAINT TO  
TWO LOCAL DEALERSHIPS AND THEY STATED THAT MY VIN NUMBER WAS NOT  
INCLUDED IN THE NOTICE. WE ARE FORTUNATE THAT THIS DID NOT RESULT IN  
ANY INJURIES. \*TR TUSCOLA IL Failure Date: 07/15/2008

12 10240860 2005 TOYOTA SIENNA STRUCTURE THE  
POWER SLIDING DOORS ON MY SIENNA VAN "FREEZE UP" UNDER CERTAIN  
COLD MOIST WINTER CONDITIONS MAKING IT ALMOST IMPOSSIBLE TO OPEN  
THEM (YOU HAVE TO CLIMB IN FROM THE FRONT DOOR) AND THEN ONCE YOU  
MANAGE TO GET THEM OPEN, THEY WILL THEN NOT CLOSE PROPERLY. I HAVE  
HAD TO DRIVE MILES WITH THE DOOR ALARM SOUNDING AND THE HEAT FULL  
BLAST BEFORE I WAS ABLE TO STOP AND GET THEM TO FINALLY CLOSE. THIS  
IS DANGEROUS, BECAUSE ALTHOUGH THE DOOR LOOKS "CLOSED" IT IS NOT  
HOOKED IN AS SIGNALLED BY THE ALARM. I DOUBT IF I WAS HIT IF THE AIR  
BAGS WOULD FUNCTION PROPERLY EITHER. THIS OCCURED THE FIRST  
WINTER I HAD THE CAR AND THEN A FEW TIMES EACH WINTER THEREAFTER,  
BUT SINCE OUR WINTERS HAVE BEEN MILD, AND CERTAIN CONDITIONS ARE  
NEEDED FOR IT TO OCCUR PLUS LACK OF TIME, I HAVE NOT PURSUED IT.  
WHEN I HAPPENED TO MENTION IT TO MY DEALER, THEY DIDN'T UNDERSTAND  
HOW THIS PROBLEM COULD OCCUR AND IT WAS THEN DROPPED. OTHER  
SIENNA OWNERS HOWEVER, HAVE TOLD ME THEY ALSO EXPERIENCE THIS  
PROBLEM. HELLERTOWN PA Failure Date: 02/10/2006

12 10240754 2005 TOYOTA SIENNA STRUCTURE I HAVE A  
2005 TOYOTA SIENNA. THE PASSENGER SLIDING DOOR QUIT WORKING DUE TO  
THE MOTOR ATE THROUGH THE CABLES. MOTOR STILL WORKS BUT I AM

NHTSA Consumer Complaints as of October 30, 2014

FORCED TO BUY A NEW MOTOR AND CABLES. THIS IS A COMMON PROBLEM AND TOYOTA WILL NOT OWN UP TO IT. THERE WAS NO WARNING OF THIS HAPPENING. \*TR COLO SPGSCO Failure Date: 08/25/2008

12 10240724 2005 TOYOTA SIENNA STRUCTURE  
PASSENGER AUTOMATIC DOOR FAILED THE SAME DAY THAT I PURCHASED A 2005 TOYOTA SIENNA. THE CABLE COULD BE SEEN HANGING OUT OF THE CAR. VERY CONCERNED THAT DOOR WILL FAIL AND HARM MY SMALL CHILDREN, BY NOT ALLOWING US OUT OF THE CAR IN AN EMERGENCY. \*TR PHILADELPHIA PA Failure Date: 09/02/2008

12 10240642 2005 TOYOTA SIENNA STRUCTURE (#1) WE PURCHASED A 2005 TOYOTA SIENNA XLE. WITHIN ONE WEEK OF OWNING THE CAR, THE DRIVER'S SIDE SLIDING DOOR WAS NOT WORKING. AUTOMATIC OPENER DID NOT WORK. I'M NOT SURE WHAT THE FIX WAS. ABOUT SIX MONTHS AGO THE DRIVER'S SIDE SLIDING DOOR, AGAIN, STARTED TO SOUND LIKE CRUMPLING ALUMINUM AND WITH A FEW MORE USES WOULD NOT OPEN ANY MORE. MY DAUGHTER AND SON COULD HAVE BEEN TRAPPED IF THAT WAS THE ONLY SIDE TO GET OUT. TOYOTA WANTED \$1,800 TO REPLACE THE CABLE THAT MOVES THE DOOR AUTOMATICALLY BACK AND FORTH. THIS WAS AT APPROXIMATELY 46,000 MILES. (#2) AFTER A FEW YEARS OF OWNING THE CAR, THE DRIVER'S DOOR STARTED "CLICKING". IT WAS DETERMINED TO BE A FAULTY WELD. IT WAS FIXED AND ABOUT A YEAR LATER NOW IT IS "CLICKING" AGAIN. (#3) ABOUT THREE MONTHS AGO THEY HAD TO REPLACE THE REAR DOOR LIFTING MECHANISM. IT FAILED AND THE DOOR WAS LIKE A BIG WEIGHT WAITING TO CRASH DOWN. ANOTHER RECALL. HAD I KNOW THAT IN THE 30,000 TO 45,000 MILE RANGE THAT WE WOULD HAVE FOUR TIMES DOOR PROBLEMS, I WOULD NOT HAVE PURCHASED THIS CAR. I FEEL THAT IT IS POORLY MADE AND ENGINEERED AND REQUIRES A SERIOUS INVESTIGATION. IS THIS A NHSTA OR DCA ISSUE? \*TR FRANKLIN LAKES NJ Failure Date: 03/01/2007

12 10238965 2005 TOYOTA SIENNA STRUCTURE BOTH OF MY SLIDING SIDE DOORS ARE STUCK SHUT. AFTER WASHING MY CAR TODAY I

NHTSA Consumer Complaints as of October 30, 2014

WENT TO THE MALL WITH MY 2 YEAR OLD. I WAS UNABLE TO OPEN EITHER DOOR AND INSTEAD HAD TO CRAWL IN BACK, THEN CARRY HIM OUT THROUGH THE FRONT PASSENGER DOOR. AFTER SHOPPING THE DOORS CONTINUED TO REMAINED STUCK. I LOCKED AND UNLOCKED DOORS BOTH MANUALLY AND WITH MY KEYLESS ENTRY. DOOR APPEARS UNLOCKED BUT WILL NOT OPEN. HAD TO PLACE MY CHILD IN FRONT SEAT, CLIMB IN BACK, THEN LIFT HIM TO THE BACK IN ORDER TO SECURE HIM IN HIS CAR SEAT. THIS HAS OCCURRED AT LEAST A DOZEN TIMES IN THE PAST, MOST OFTEN IN COLD WEATHER. HAVE HAD MECHANISM ON DRIVER SIDE SLIDING DOOR REPLACED ONCE, CONTINUES TO WORK SPORADICALLY. I HAVE THREE OTHER CHILDREN AND DON'T KNOW HOW I AM SUPPOSED TO GET ALL OF THEM IN AND OUT WITH THIS CONTINUING PROBLEM. \*TR                      FIRTHNE      Failure Date: 08/19/2008

12    10238627    2005 TOYOTA    SIENNA    STRUCTURE    I AM A 42 YEAR OLD PARTIALLY DISABLED MOTHER OF 3 CHILDREN UNDER 5 YEARS OLD. I WENT GROCERY SHOPPING ON THIS SUNDAY AS I DO EVERY WEEKEND. I HAD 2 SHOPPING CARTS FULL OF FOOD, AND AS EVERY GROCERY SHOPPING TRIP I HAVE ONE OF THE STORE EMPLOYEES HELP ME WITH MY CART TO THE HANDICAP PARKING SPOT AND HAND ME THE BAGS FROM THE SHOPPING CART TO ME TO THE TRUNK. THIS PARTICULAR SUNDAY I OPENED THE HATCH AND AS SOON AS IT WAS TO THE TOP I GRABBED THE BAG FROM THE 16 YEAR OLD SUMMER WORKER OF SHOPRITE OF BRANCHBURG NJ. AS I WAS PUTTING THE BAG IN THE TRUNK THE HATCH WAS CLOSING ME IN THE TRUNK. IF IT WASN'T FOR THE FAST RESPONSE OF THE SHOPRITE EMPLOYEE I WOULD HAVE BEEN CRUSHED, HURT EVEN MORE THAN I WAS OR EVEN KILLED! SHE GRABBED THE HATCH THAT HAD ME WEDGED IN THE BACK OF THE TRUNK, IT WAS ON MY BACK AND MY BELLY WAS ON THE BUMPER PART OF THE TRUNK. SHE HELD THE HATCH DOOR AND EVEN PULLED IT UP A LITTLE BIT SO I COULD FALL TO MY KNEES TO GET OUT OF THE TRUNK. I HAVE 4 RUPTURED/HERNIATED DISCS IN MY LOWER BACK AND ONE IN MY NECK. WHEN THIS HAPPENED I CONTORTED MYSELF TO DROP TO MY KNEES AND TWIST MY HEAD TO GET OUT, I FELL TO THE GROUND. I HAD BRUISES ON MY BACK AS WELL AS SCRATCH MARKS! THANK



NHTSA Consumer Complaints as of October 30, 2014

GOD FOR THAT EMPLOYEE! I WOULD BE DEAD! THIS HAPPENED OUT OF THE BLUE, NEVER HAPPENED BEFORE. MY GOD WHY DID YOU NOT RECALL THIS PROBLEM WITH THE 2005 TOYOTA???? WHAT IF SOMEONE WAS NOT WITH ME! WHAT IF MY DAUGHTER (S) WERE WITH ME? I AM STILL IN MORE PAIN FROM THE HATCH CLOSING IN ON ME! I HAVE NOT USED MY TRUNK SINCE THIS INCIDENT AND HAVE A VEHICLE FULL OF MY CHILDREN'S THINGS SINCE I CAN NOT USE MY TRUNK - I HAVE NOT BEEN ABLE TO LOOK INTO REPAIRS AS I HAVE NO ONE TO WATCH MY CHILDREN WHILE I BRING TO TOYOTA TO GET REPAIRED! SHAME ON YOU FOR NOT INFORMING TOYOTA OWNERS ! \*TR

LEBANON NJ Failure Date: 07/20/2008

12 10237872 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE DRIVER'S AND PASSENGER SIDE SLIDING DOORS WILL NOT OPEN. SHE HAS BEEN COMPLAINING ABOUT THE SLIDING DOORS WORKING INTERMITTENTLY SINCE SEPTEMBER OF 2006. WHEN SHE TOOK THE VEHICLE TO THE DEALER, THE DOORS WOULD OPEN. WHEN THE CONTACT MADE ANOTHER ATTEMPT TO OPEN THE DOORS BEFORE LEAVING THE DEALER, THEY WOULD NOT OPEN AGAIN. SHE WAS INFORMED THAT THE VEHICLE WAS OUT OF WARRANTY; HOWEVER, THE CONTACT BELIEVES THAT WHEN SHE FIRST BEGAN TAKING HER VEHICLE IN FOR THIS FAILURE, IT WAS STILL UNDER WARRANTY. THE CURRENT MILEAGE WAS 60,734 AND THE FAILURE MILEAGE WAS UNKNOWN.

DIXMOOR IL Failure Date: 09/15/2006

12 10236796 2005 TOYOTA SIENNA STRUCTURE THE HATCH STRUT ON MY 2005 TOYOTA SIENNA FAILED AND THE HATCH WILL NO LONGER STAY OPEN. THIS COULD HAVE CAUSED SERIOUS INJURY TO MYSELF OR ANY OF MY FAMILY SHOULD IT HAVE JUST DROPPED ON US. NO ONE WAS INJURED, BUT IN RESEARCHING THIS ITS SEEMS IT IS VERY COMMON AND SHOULD THEREFORE BE A RECALL. MY CAR IS 3YEARS 4 MONTHS OLD AND THIS FAILURE SHOULD NOT HAVE OCCURRED THIS EARLY. \*TR

MILLIS MA Failure Date: 08/02/2008

NHTSA Consumer Complaints as of October 30, 2014

12 10236605 2005 TOYOTA SIENNA STRUCTURE AUTOMATIC  
SLIDING SIDE DOORS STOPPED WORKING. \*TR ACTON MA  
Failure Date: 06/07/2008

12 10235560 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA. LIFTGATE WILL NOT STAY OPEN OR CLOSED USING THE  
REMOTE. STRUTS HAVE BEEN REPLACED (TWICE) BY THE DEALER. THE  
PROBLEM STILL EXISTS. THEY DID EXTEND THE WARRANTY TO DEAL WITH  
THIS KIND OF PROBLEM, BUT WILL ONLY FIX IT IF THE STRUT WAS CAUSING  
THE PROBLEM. THEY "THINK" IT MAY BE THE MOTOR, BUT REALLY DON'T  
KNOW. \*TR MACON GA Failure Date: 05/20/2008

12 10235048 2005 TOYOTA SIENNA STRUCTURE I RECENTLY  
PURCHASED A 2005 TOYOTA SIENNA (USED) AND AFTER A FEW DAYS OF  
OWNING THE MINI VAN THE MANUAL REAR HATCH DOOR DID NOT REMAIN  
ELEVATED AS IT HAD PREVIOUSLY DONE AND WAS DESIGNED TO DO. THE  
DOOR, WHICH IS HEAVY, SIMPLY FELL DOWN AND BUMPED ME. I DETERMINED  
THAT THE FAILURE WAS THE STRUTS (REAR LIFTGATE STRUTS) AND I  
PROCEEDED TO GET PART QUOTES FROM VARIOUS LOCAL TOYOTA PARTS  
DEPARTMENTS RANGING FROM \$200-\$700 (SEEMED A HIGH RANGE...AND I WAS  
NEVER INFORMED OF A SERVICE BULLETIN THAT WAS ISSUED). I NEXT DID  
SOME SEARCHES ON THE INTERNET AND FOUND THAT THIS DEFECT WAS A  
RECURRING ISSUE WITH THE TOYOTA SIENNA AND THAT TOYOTA HAD ISSUED  
A BULLETIN AND EXTENDED THE WARRANTY TO COVER THIS ITEM. UPON  
RECEIVING RESISTANCE FROM LOCAL TOYOTA DEALERSHIPS TO COVER THIS  
WORK UNDER WARRANTY, I CALLED TOYOTA HEADQUARTERS TO MAKE A  
COMPLAINT. I THEN MADE AN APPOINTMENT AT KINGS TOYOTA IN CINCINNATI,  
OH AND MADE THEM AWARE OF THE SPECIFIC ISSUE, WARRANTY, ETC AND  
BROUGHT THE CAR IN ABOUT 4 DAYS LATER FOR MY SCHEDULED  
APPOINTMENT. AFTER DROPPING OFF THE VEHICLE, I RECEIVED A CALL BACK  
THAT THEY DID NOT HAVE THE PARTS IN-STOCK (EVEN THOUGH I HAD MADE  
THE APPOINTMENT SPECIFICALLY FOR THIS WARRANTY ITEM, AND ALSO  
INFORMED THEM WHEN I DROPPED OFF THE CAR OF EXACTLY WHAT PARTS

NHTSA Consumer Complaints as of October 30, 2014

AND WORK WAS NEEDED). I WANTED TO MAKE NHTSA AWARE OF THE SEEMING RESISTANCE / DELAYS OF TOYOTA TO FIX THIS ISSUE WITH MY VEHICLE. FORTUNATELY, I CAUGHT THE REAR DOOR BEFORE IT HIT ME VERY HARD, BUT IF A CHILD OR SMALLER PERSON WOULD HAVE BEEN UNDERNEATH, IT COULD CAUSE SERIOUS INJURY DUE TO THE LARGE WEIGHT OF THE DOOR. THANKS VERY MUCH FOR YOUR TIME. \*TR MASON

OH Failure Date: 07/12/2008

12 10233631 2005 TOYOTA SIENNA STRUCTURE THIS WINTER I NOTICED A HISSING SOUND COMING FROM ONE OF THE STRUTS THAT LIFTS THE HATCH TO MY 2005 TOYOTA SIENNA. THEN, SEVERAL DAYS LATER, THE HATCH OPENED AND THEN SLAMMED DOWN ON MY HEAD AND CONTINUED TO DROP. FROM THEN ON, THE HATCH OPENS WHEN THE BUTTON IS PUSHED BUT DOES NOT STAY OPEN ON ITS OWN, BUT INSTEAD DROPS ON THE HEAD OF ANYONE IN THE WAY. VERY DANGEROUS. THE HATCH IS CRUSHINGLY HEAVY. VAN IS LESS THAN 3 YEARS OLD, BUT OUT OF WARRANTY BECAUSE IT'S PAST MILEAGE CUT OFF. IS A HATCH EVEN AFFECTED BY MILEAGE?! TOYOTA REPAIR COSTS ABOUT \$600!! THIS IS A SAFETY ISSUE AND HAS HAPPENED TO MANY TOYOTA SIENNAS. TOYOTA SHOULD STEP UP AND RECALL! \*TR NORTH YARMOUTH ME

Failure Date: 05/01/2008

12 10232401 2005 TOYOTA SIENNA STRUCTURE 1) WE HAD BEEN ON VACATION FOR A WEEK AND A HALF, DURING WHICH TIME OUR MINIVAN SAT IN OUR GARAGE. THE FIRST DAY AFTER RETURNING, I TOOK THE KIDS TO A GROCERY STORE AND USED THE POWER SLIDING DOOR BUTTON TO OPEN AND CLOSE THE DOORS. WHEN TRYING TO LOCK THE DOORS, I NOTICED THAT ONE POWER SLIDING DOOR WOULD NOT LOCK - IT SLID BACK BUT WOULD NOT LATCH. I TRIED PUSHING IT IN BUT IT WAS NOT WORKING. NOTHING WAS JAMMED IN IT EITHER. THIS HAD NEVER HAPPENED BEFORE. 2) SUDDENLY AND WITHOUT WARNING, THE POWER SLIDING DOOR ON THE DRIVER'S SIDE WAS NOT LATCHING. I HAD TO GET MYSELF AND THE KIDS HOME FROM THE GROCERY STORE, BUT THE DASHBOARD DISPLAY SHOWED

NHTSA Consumer Complaints as of October 30, 2014

ME THAT A DOOR WAS UNLOCKED AND THERE WAS NOTHING I COULD DO TO LOCK IT. I STARTED DRIVING SLOWLY BUT UPON THE SLOWEST OF TURNS IN THE PARKING LOT, THE DOOR WOULD START SLIDING OPEN. MY 7 YEAR OLD DAUGHTER WAS TRYING TO REACH OVER TO KEEP IT SHUT! IN ORDER TO DRIVE TO GET IT REPAIRED, I HAD TO TIE THE DOOR TO AN INSIDE HANDLE AND DRIVE SLOWLY IN ORDER TO KEEP THE DOOR FROM OPENING. THE CONSEQUENCES OF THIS FAILURE: SAFETY ISSUE!!! THIS FAILED WITHOUT ANY WARNING. THIS IS ON A MINIVAN, WHERE CHILDREN ARE SITTING. EVEN THOUGH MY CHILDREN ALWAYS HAVE THEIR SEAT BELTS ON, IT WAS STILL SCARY FOR THEM AND I'M VERY CONCERNED ABOUT THE PASSENGER SIDE SLIDING DOOR, WHICH DID NOT FAIL AND THUS WAS NOT REPAIRED. HOW CAN THIS HAPPEN ON SUCH AN IMPORTANT PART, ON A RELATIVELY NEW CAR?

3) I CALLED OUR TOYOTA DEALER TO SCHEDULE A SERVICE APPT. THE CAUSE WAS FOUND TO BE "ACTUATORS BINDING INTERNALLY" IN THE DOOR. THE DEALERSHIP REPLACED THE SLIDING DOOR LOCK ASSEMBLY. THIS IS A 2005 MODEL YEAR CAR WITH 39K MILES ON IT, THEREFORE JUST PAST THE WARRANTY PERIOD. I SEE THIS AS A MAJOR SAFETY ISSUE - WHAT IF THIS LOCK FAILED WITHOUT WARNING ON THE HIGHWAY AND THE DOOR FLEW OPEN? \*TR ARLINGTON HEIGHTS IL Failure Date: 06/16/2008

12 10231542 2005 TOYOTA SIENNA STRUCTURE THE REAR TRUNK STRUTS DO NOT HOLD THE DOOR OPEN. DOOR CLOSES ITSELF WITHOUT ANY WARNING. MAY HURT SOMEONE WHILE ACCESSING THE TRUNK. \*TR QUEBEC CITY 00 Failure Date: 06/12/2008

12 10230561 2005 TOYOTA SIENNA STRUCTURE THE POWER REAR DOOR LIFTS NORMALLY AND THEN IMMEDIATELY GOES DOWN SUDDENLY, IF SOME IS PUTTING SOMETHING IN THE CARGO AREA, THE DOOR WILL HIT THE PERSON ON THE BACK OR HEAD. AS RESISTANCE IS APPLIED TO THE DOOR COMING DOWN, IT WILL START LIFTING AGAIN AND CONTINUE THE SAME PATTERN. \*TR PINECREST FL Failure Date: 05/06/2008

12 10229503 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. WHENEVER THE CONTACT OPENS

NHTSA Consumer Complaints as of October 30, 2014

THE REAR LIFTGATE, IT WILL AUTOMATICALLY CLOSE BACK. THE LIFTGATE WILL ALSO CLOSE REGARDLESS IF AN OBJECT OR THE CONTACT IS ATTEMPTING TO KEEP IT OPEN. THERE HAVE BEEN NO INJURIES DUE TO THE FAILURE. ALSO, WHENEVER SNOW FALLS FROM THE ROOF RACK ONTO THE WINDSHIELD, THE WINDSHIELD WIPERS WERE NOT STRONG ENOUGH TO REMOVE THE SNOW FROM THE WINDSHIELD. THE CONTACT'S VISION IS HINDERED. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CURRENT MILEAGE WAS 42,000 AND FAILURE MILEAGE WAS 41,000.

HALF MOON BAY CA Failure Date: 05/16/2008

12 10228131 2005 TOYOTA SIENNA STRUCTURE MANUAL LIFTGATE ON 2005 TOYOTA SIENNA WILL NOT STAY OPEN. DOOR IS HEAVY ENOUGH TO CRUSH CHILD. THE VAN IS CURRENTLY OUT OF WARRANTY AND THE DEALER WANTS \$600 TO REPLACE THE LIFTGATE PISTONS. \*TR

AMESBURY MA Failure Date: 05/13/2008

12 10226904 2005 TOYOTA SIENNA STRUCTURE REAR BACK DOOR OF MY TOYOTA SIENNA CLOSES ON ITS OWN AND HAD SLAMMED ON MY BACK. \*TR CHICAGO IL Failure Date: 04/21/2008

12 10226680 2005 TOYOTA SIENNA STRUCTURE REAR TRUNK STRUT FAILURE ON TOYOTA SIENNA. \*TR

ALLENTOWN PA Failure Date: 03/10/2008

12 10226141 2005 TOYOTA SIENNA STRUCTURE MY 2005 SIENNA MINIVAN HAS A REAR DOOR THAT KEEPS FALLING DOWN ON ITS OWN. WHAT'S WORSE, BECAUSE THE SIENNA IS EQUIPPED WITH A MOTOR TO PULL THE DOOR BACK, THE DOOR KEEPS PULLING BACK NO MATTER WHAT THE RESISTANCE IS. IT HURT MY 2 YEAR OLD SON SO BAD WE HAD TO TAKE HIM TO EMERGENCY ROOM FOR THE BRUISES. \*TR CARY IL Failure Date: 03/06/2008

12 10224071 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE WINDSHIELD IS FALLING APART,

NHTSA Consumer Complaints as of October 30, 2014

THE WEATHERSTRIPS ARE DETACHING, AND THE COVER DIRECTLY ABOVE THE HOOD OF THE VEHICLE IS SINKING UNDERNEATH. THE CONTACT HAS NOT TAKEN THE VEHICLE TO THE DEALER AND IS NOT DRIVING THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE 33,000. QUEBRADILLAS

PR Failure Date: 04/09/2008

12 10222338 2005 TOYOTA SIENNA STRUCTURE I HAVE A 2005 TOYOTA SIENNA. I HAVE APPROXIMATELY 50,000 MILES ON THE VAN. THE PASSENGER SIDE ELECTRIC SLIDING DOOR BEGAN TO HAVE TROUBLE CLOSING. YOU CAN CLOSE IT MANUALLY, BUT THE MOTOR WAS NOT STRONG ENOUGH TO CLOSE THE DOOR COMPLETELY. I MADE ARRANGEMENTS TO HAVE THE PROBLEM CHECKED AT MY LOCAL TOYOTA DEALER. I WAS TOLD THE ELECTRIC MOTOR ON THE DOOR WAS WORE OUT AND NEEDED REPLACED. THE SERVICE PERSON TOLD ME THIS IS A NORMAL OCCURRENCE AND WOULD COST ME \$1,600.00 TO REPLACE SINCE THE VEHICLE IS OUT OF WARRANTY. WHY WOULD A TWO YEAR OLD HIGH QUALITY TOYOTA VAN HAVE AN ISSUE SUCH AS THIS. THIS IS DUE TO POOR QUALITY. I HAVE NOT REPAIRED THE DOOR AS OF YET DUE TO I AM CURRENTLY ON MY WAY UP THE CHAIN OF COMMAND AT TOYOTA TO GET THIS CORRECTED. \*TR

AMELIA OH Failure Date: 03/22/2008

12 10220304 2005 TOYOTA SIENNA STRUCTURE WE DRIVE A TOYOTA SIENNA MINIVAN THAT IS HANDICAPPED EQUIPPED BY BRAUN CORPORATION, AS DO OTHER HANDICAPPED PEOPLE AROUND THE NATION. THE FRAME OF THE VEHICLE BROKE WITHOUT ANY INCIDENT BECAUSE THE WELDS BY BRAUN FAILED. I WAS TOLD THAT WE COULD HAVE BEEN KILLED. BRAUN ACKNOWLEDGED THE "PROBLEM" AND SAID THERE WAS GOING TO BE A "RECALL" BUT THIS NEEDS TO HAPPEN ASAP TO AVOID ANY INJURIES OR DEATH BECAUSE THERE IS NO WARNING ABOUT THESE DEFECTIVE WELDS TO THE VEHICLE FRAME. \*TR IVYLAND PA Failure Date: 03/05/2008

12 10219862 2005 TOYOTA SIENNA STRUCTURE THE POWER SLIDING DOOR CABLES CORRODED ( RUSTED AWAY ALL BUT TWO (2) STRANDS) AND SNAPPED BETWEEN THE TOP TWO ROLLERS THAT GUIDES

NHTSA Consumer Complaints as of October 30, 2014

THE OPEN/CLOSE CABLES. THIS PROBLEM IS A DEFINITE AND SERIOUS SAFETY HAZARD, AS IT MAY TRAP THE REAR SEAT OCCUPANTS IN A EMERGENCY. \*TR DOVER DE Failure Date: 02/02/2008

12 10219603 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. WHILE PLACING PACKAGES IN THE REAR OF THE VEHICLE, THE LIFTGATE FELL ON THE CONTACT'S HEAD WITHOUT WARNING. THE DEALER REPLACED THE STRUTS. ONE MONTH LATER, WHILE HOLDING HER INFANT AND RETRIEVING PACKAGES FORM THE REAR, THE LIFTGATE AUTOMATICALLY FELL AND STRUCK THE INFANT. THE MANUFACTURER STATED THAT THEY WERE INVESTIGATING THE FAILURE, BUT HAVE NOT REACHED ANY CONCLUSIONS. THE FAILURE AND CURRENT MILEAGES WERE 31,000. FARMINGTON MI Failure Date: 01/13/2008

12 10219107 2005 TOYOTA SIENNA STRUCTURE 2005 XLE TOYOTA SIENNA - BACK LIFT GATE GOES UP AND SHOULD STAY BUT COMES BACK DOWN. COMES DOWN AND PUSHES ON WHAT OR WHOEVER IS STANDING THERE, GOES UP, AND COMES BACK DOWN AGAIN AND AGAIN. \*TR TAMPA FL Failure Date: 02/15/2008

12 10218209 2005 TOYOTA SIENNA STRUCTURE MECHANISM HOLDING LIFT GATE IN OPEN POSITION FAILED. LIFT GATE NO LONGER STAYS OPEN WITHOUT SUPPORT. \*TR ROUND ROCKTX Failure Date: 02/15/2008

12 10216452 2005 TOYOTA SIENNA STRUCTURE LIFTGATE ON 2005 TOYOTA SIENNA XLE LIMITED WITH THE POWER LIFTGATE OPTION. GRADUALLY STOPPED LIFTING AND UPON SEVERAL OCCASIONS, WOULD LIFT UP COMPLETELY AND AS I WAS LOADING CARGO INTO THE REAR IT CAME DOWN PINNING ME BETWEEN IT AND THE BUMPER. THE SHOCKS WERE NOT STRONG ENOUGH TO HOLD THE WEIGHT OF THE LIFTGATE AND IT HAD STARTED TO GO DOWN AND THE POWER CLOSING FEATURE TOOK OVER. \*TR BIRMINGHAM AL Failure Date: 07/20/2007

NHTSA Consumer Complaints as of October 30, 2014

12 10215538 2005 TOYOTA SIENNA STRUCTURE REAR  
TAILGATE WAS OPENED TO REMOVE GROCERIES AND IT SUDDENLY CAME  
DOWN ON MY SON AS HE WAS REMOVING A BAG. HE WAS HIT IN THE BACK OF  
THE HEAD AND SHOULDER. THE TAILGATE NOW COMES DOWN AFTER EITHER  
USING THE MANUAL OR AUTOMATIC LIFT. HAS NOT BEEN REPAIRED, HAVE  
FAULTY PART (APPEARS TO BE ONE OF THE EXTERNAL LIFT STRUTS).

\*TR EAGAN MN Failure Date: 01/04/2008

12 10215249 2005 TOYOTA SIENNA STRUCTURE THE  
HYDRAULIC PISTONS WHICH ASSIST IN RAISING AND STABILIZING THE REAR  
LIFTGATE IN THE OPEN OR LIFTED OF MY 2005 TOYOTA SIENNA FAILED. THE  
GATE IS DIFFICULT TO RAISE AND WILL NOT STAY IN THE OPEN OR LIFTED  
POSITION WITHOUT FALLING. THE VEHICLE WAS PURCHASED IN MAY OF 2005  
AND HAS 46,000 MILES. \*TR SAN DIEGO CA Failure Date: 01/17/2008

12 10215109 2005 TOYOTA SIENNA STRUCTURE PLEASE  
REFERENCE EXISTING NHTSA ACTION NUMBER: EA06020 STRUTS FOR THE  
REAR POWER LIFTGATE FAILED SUDDENLY. INITIAL BEHAVIOR WAS REAR  
LIFTGATE OPENING MORE SLOWLY THAN NORMAL, AND BEGAN TO OCCUR  
DURING COLDER WEATHER TEMPERATURES. THEN LIFTGATE STRUTS  
SUDDENLY FAILED COMPLETELY- AFTER OPENING THE LIFTGATE, IT FELL  
DOWN WITH FULL WEIGHT (ALMOST ZERO RESISTANCE) ONTO DRIVER WHO  
WAS UNDER THE LIFTGATE. \*TR SUNNYVALECA Failure Date:  
01/14/2008

12 10214320 2005 TOYOTA SIENNA STRUCTURE I AM  
HAVING TROUBLE WITH THE SIDE POWER SLIDING DOORS. TOOK IT TO THE  
DEALER TWICE AND THEY SAID THEY COULD NOT DUPLICATE THE PROBLEM.  
SERVICE BULLETIN WAS PERFORMED ON A RATTLE. DEALER ALWAYS TELLS  
ME THAT THEY CANNOT DUPLICATE THE PROBLEM- BUT THE PROBLEM IS  
STILL THERE WHEN I GET HOME! THE SLIDING BACK DOORS OPEN BUT WILL  
NOT SHUT ONCE PUSHING ANY BUTTON AND I HAVE TO DO IT MANUALLY,  
MEANING THAT I WOULD HAVE TO HIT THE REMOTE A COUPLE OF TIMES TO  
GET IT TO OPEN. BOTH SLIDING DOORS STUCK CLOSED. THEY WOULD NOT



## NHTSA Consumer Complaints as of October 30, 2014

WORK WITH THE BUTTON ARE MANUALLY. AT TIMES I CAN'T OPEN IT USING EITHER INSIDE OR OUTSIDE DOOR HANDLE, NOR HAS JIGGLING THE DOOR LOCK. THERE IS A NOISE THAT THE DOORS NORMALLY MAKE. THIS DOES NOT HAPPEN EVERY TIME I TRY TO OPEN AND CLOSE THE DOORS- ONLY SOMETIMES! SO, YES IT IS HARD TO TAKE IT TO THE DEALER AND ABLE TO SHOW HIM THE BROKEN PART!! I FEAR THAT THE DOORS ARE GOING TO OPEN AND HAVE THE KIDS FALL OUT OR SOMETHING! LIFT GATE UNEXPECTEDLY CLOSED WHILE STANDING AT THE BACK OF THE VAN. AT ONE TIME THE REAR DOOR LIGHT ON THE DASH STAYED ON WHEN THE DOOR WAS CLOSED. I PUSHED THE BUTTON ON THE B-PILLAR AND THE REMOTE INSIDE THE VEHICLE AND THE DOOR DID NOT OPEN. I MANUALLY CLOSED THE REAR DOOR AND THE LIGHT WAS STILL ON. EVENTUALLY THE LIGHT WHEN OFF THE AUTOMATIC CONTROL WORKED. ONE TIME THE DRIVER SIDE SLIDING DOOR STARTS TO OPEN WHEN I TRY TO OPEN IT USING EITHER BUTTON ON B-PILLAR OR REMOTE. IT STARTS MOVING BUT ONLY MOVES MAY BE ABOUT 2-3MM - THAT'S RIGHTS, ABOUT 1/12 OF AN INCH. I CAN HEAR THE MOTOR WORKING FINE, AND NO SOUND IS DIFFERENT FROM THE SOUND THE PASSENGER SIDE DOOR MAKES WHEN OPENING OR CLOSING (PASSENGER SIDE SLIDING DOOR WORKS FINE). NOW, WHEN I TRY TO OPEN DRIVER SIDE DOOR USING THE DOOR HANDLE, NOTHING HAPPENS NO MOTOR ACTIVATION, NO NOTHING. THE DOOR HAS EVEN CLOSED ON IT OWN WHEN MY WIFE WAS GETTING OUT OF IT AND I CAN OPERATE THE VEHICLE WITH THE SIDE DOOR OPEN. \*TR

ENTERPRISE AL Failure Date: 01/08/2008

12 10213490 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA XLE. THE CURRENT MILEAGE AND APPROXIMATE FAILURE MILEAGE WAS 46,000 MILES. THERE WAS LIFTGATE STRUT FAILURE. THE AUTOMATIC DOOR ON THE VEHICLE WAS SLOW WHEN OPENING, AND OCCASIONALLY IT DID NOT OPEN. WITHOUT WARNING, THE LIFTGATE CLOSED ON ITS OWN AND ALMOST CAUSED INJURY WITH THE CONTACT. THERE WAS AN OPEN INVESTIGATION ON THE VEHICLE FOR THAT COMPONENT, EA06020. THE DATE OF PURCHASE WAS UNKNOWN. UPDATED 01/29/08 \*BF INDIAN TRAIL NC Failure Date: 11/12/2007

NHTSA Consumer Complaints as of October 30, 2014

12 10213192 2005 TOYOTA SIENNA STRUCTURE THE  
POWER LIFTGATE STARTED TO RANDOMLY CLOSE. IT CLOSED ON MYSELF  
AND MY CHILD WHILE WE WERE UNLOADING THE TRUNK AREA OF THE  
MINIVAN. IT CAUSED SOME DISCOMFORT AS IT WAS QUITE HEAVY. ONE TIME  
IT AUTOMATICALLY REOPENED WHEN IT HIT MY BODY BUT 3 OTHER TIMES IT  
DID NOT AND I HAD TO JUMP OUT OF THE WAY. I HAVE HAD TO TAKE THE  
POWER CONTROL OFF AND OPEN IT MANUALLY - EVEN NOW IT WILL SHUT ON  
ME BUT WITH THE POWER DISENGAGED I CAN HOLD IT OPEN. IT IS A HEAVY  
DOOR AND COULD EASILY CAUSE SOME INJURY. I HAVE TESTED IT USING THE  
REMOTE AND IT IS STILL MALFUNCTIONING. I INDICATED INJURY BELOW AS I  
WAS HIT WITH IT AND MY SON BANGED HIS HEAD THOUGH IT WAS ALL MINOR.  
\*TR ARLINGTON MA Failure Date: 10/23/2007

12 10212623 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA: POWER REAR DOOR UNEXPECTEDLY CLOSES DOWN  
THEREBY CAUSING DANGER WHEN REMOVING CARGO. \*TR  
PLANO TX Failure Date: 12/23/2007

12 10212588 2005 TOYOTA SIENNA STRUCTURE REAR  
DOOR WILL NOT STAY IN THE OPEN POSITION. DOOR HAS TO BE HELD OPEN  
OR IT WILL DESCEND ON HEAD AND/OR SHOULDERS, CAUSING INJURY/PAIN.  
APPEARS THAT REAR DOOR STAYS HAVE FAILED. \*TR MT.  
PLEASANT SC Failure Date: 12/12/2007

12 10212459 2005 TOYOTA SIENNA STRUCTURE LIFT GATE  
FAILED TO OPEN ALL THE WAY QUITE OFTEN AND THEN BEGAN TO FAIL IN  
OCTOBER OF 2007. I WAS LOADING AND THE GATE FELL UNEXPECTEDLY AND I  
COULD NOT GET OUT FROM UNDER IT. THOUGH I WAS NOT INJURED, IT  
HAPPENED SEVERAL TIMES. I HAVE REPLACED THE WHOLE DOOR SINCE THEN  
AND THE STRUTS. THE DOOR AND STRUTS ARE NOT EVEN TWO MONTHS OLD  
AND I HAVE THE SAME PROBLEM. THE DOOR IS UNSAFE AND UNRELIABLE.  
HOW MANY PEOPLE ARE PUTTING UP WITH THIS AND GETTING LUCKY? THOSE  
GATES ARE VERY HEAVY. IT FELL ON MY HUSBAND WHO IS 215 POUNDS AND

NHTSA Consumer Complaints as of October 30, 2014

HE ALMOST COULD NOT GET OUT, EITHER. \*TR RALEIGH NC

Failure Date: 10/26/2007

12 10211992 2005 TOYOTA SIENNA STRUCTURE 2005

TOYOTA SIENNA LIFTGATE CYLINDER FAILED AND HATCH DID NOT STAY OPEN  
HITTING ME ON THE HEAD. \*TR HOLLY SPRINGS NC Failure Date:  
12/12/2007

12 10211979 2005 TOYOTA SIENNA STRUCTURE FAILURE OF  
REAR DOOR HATCH TO STAY OPEN. DEFECTIVE STRUTS (STAYS PER TOYOTA)  
IN 2005 SIENNA. \*TR FT. GRATIOT MI Failure Date: 11/25/2007

12 10210478 2005 TOYOTA SIENNA STRUCTURE THE  
SUPPORT DEVICE FOR THE BACK LIFTGATE FAILED TO STAY UP. IT LOOKS LIKE  
IT LEAKED FLUID WHERE THE PISTON MEETS THE CYLINDER. IT FAILS  
EVERYTIME THE DOOR IS OPEN. \*TR KENNESAW GA Failure Date:  
10/30/2007

12 10210476 2005 TOYOTA SIENNA STRUCTURE LIFT GATE  
WILL NOT STAY OPEN ANY LONGER. WHEN POWER LIFT IS ENABLED, IT WILL  
OPEN THE BACK HATCH (SLOWLY) AND IMMEDIATELY BEGIN CLOSING -- IN  
POWER MODE! THIS HAS SOME PRETTY FIERCE FORCE BEHIND IT AND AM  
GLAD THAT WE DO NOT ALLOW OUR CHILDREN ANYWHERE NEAR IT UNTIL  
THIS IS FIXED. ONE OR BOTH OF THE GAS LIFTERS HAS OBVIOUSLY FAILED.  
IT USED TO BE THAT THIS WAS BAD ONLY IN COLD WEATHER BUT NOW IT  
HAPPENS REGARDLESS OF TEMPERATURE (70 DEGREES TODAY). \*TR  
FORT WORTH TX Failure Date: 08/13/2007

12 10210345 2005 TOYOTA SIENNA STRUCTURE WE HAVE A  
2005 TOYOTA SIENNA XLE LIMITED AWD MINIVAN WITH A POWER LIFT-GATE.  
EARLIER THIS WEEK, AFTER OPENING THE LIFT-GATE VIA THE POWER  
REMOTE, THE DOOR IMMEDIATELY SLAMMED DOWN. MY WIFE WAS  
RETRIEVING ITEMS FROM THE TRUNK AND WAS HIT BY THE FALLING DOOR.  
THIS IS A VERY HEAVY DOOR, AND MY WIFE HURT HERSELF TRYING TO HOLD

NHTSA Consumer Complaints as of October 30, 2014

IT OPEN, WHILE GETTING OUT FROM UNDER IT. THE LIFT-GATE OPENS UNDER POWER, BUT NOW WILL NOT STAY OPEN, AND SLAMS SHUT EVERY TIME. WE HAVE SINCE SHUT OFF THE POWER FEATURE, AND ONLY USE THE LIFT-GATE WHEN TOGETHER. SOMEONE HOLDS IT OPEN, WHILE THE OTHER LOADS OR UNLOADS THE TRUNK. IT IS TOO HEAVY TO HANDLE ALONE. \*TR

EDISON NJ Failure Date: 11/25/2007

12 10209805 2005 TOYOTA SIENNA STRUCTURE MY 2005 SIENNA POWER HATCH DOOR WOULD NOT HOLD DURING COLD WEATHER. WHEN IT IS AROUND 40F, THE POWER HATCH DOOR WOULD NOT STAY AT THE TOP AND WOULD COME BACK DOWN. THE DEALER REPLACED THE REAR HATCH STRUTS BUT THE PROBLEM REMAINS. THE DEALER TOLD ME IT IS LIKE THAT WHEN THE WEATHER IS COLD AND THERE IS NOT MUCH THEY CAN DO. HERE IN IDAHO, THERE ARE ABOUT 4 MONTHS IN A YEAR THAT THE WEATHER IS THAT COLD. THAT MEANS I CANNOT USED THE POWER HATCH REAR DOOR 4 MONTHS OUT OF A YEAR. I AM JUST WONDERING WHY WOULD A CUSTOMER PAYS EXTRA FOR SOMETHING THAT THEY CANNOT USE 4 MONTHS OUT OF A YEAR. ONE OF THE REASON I PURCHASED THE LIMITED VERSION WAS BECAUSE OF THE POWER HATCH DOOR. IF TOYOTA TAKES THE POSITION THAT THE POWER HATCH DOOR WOULD NOT WORK WHEN IT IS COLD, TOYOTA SHOULD DISCLOSE THIS TO ALL POTENTIAL CUSTOMERS. SO PEOPLE CAN MAKE AN INFORMED DECISION BEFORE THEY MAKE THE PURCHASE. \*TR

NAMPA ID Failure Date: 11/24/2007

12 10208860 2005 TOYOTA SIENNA STRUCTURE THE DRIVER SIDE DOOR INNER RETENTION HINGE ON 2005 SIENNA LE VAN, THE SPOT WELDS BROKE AND THE LOCAL TOYOTA BODY SHOP IS CHARGING ME \$ 261.00 DOLLARS TO FIX IT. THE VEHICLE ONLY HAS 46,000 MILES ON IT AND THEY SAID THERE WERE NO RECALLS ON THE PRODUCT. \*TR

CITRUS HEIGHTS CA Failure Date: 11/13/2007

12 10208069 2005 TOYOTA SIENNA STRUCTURE BACK LIFTGATE WON'T STAY UP. WHEN THE BACK HATCH IS OPENED, IT CLOSES IMMEDIATELY (QUICKLY). IT IS DANGEROUS FOR MY WIFE & CHILDREN AS IT

NHTSA Consumer Complaints as of October 30, 2014

COMES DOWN AS SOON AS IT'S OPENED. I'M AFRAID SOMEONE WILL GET HURT. \*TR POWELL OH Failure Date: 08/01/2007

12 10206536 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE WELDING ON THE DRIVER SIDE DOOR HAS SEPARATED FROM THE HINGE. AS A RESULT, THE DOOR WOULD NOT REMAIN OPEN. THE DOOR BEGAN MAKING NOISES SIX MONTHS AGO. THE CONTACT STATED THAT THE PASSENGER SIDE DOOR BEGAN EXPERIENCING THE SAME FAILURE. THE DOOR HAS NOT BEEN USED FREQUENTLY AND IS CURRENTLY WORKING PROPERLY. THE DEALER HAS AGREED TO PAY SEVENTY FIVE PERCENT OF THE COST TO REPAIR THE DOOR; HOWEVER, THE CONTACT BELIEVED THAT THEY SHOULD PAY THE ENTIRE COST. THE CURRENT MILEAGE WAS 44,000 AND FAILURE MILEAGE WAS 40,000. WAUWATOSA WI Failure Date: 08/15/2007

12 10205326 2005 TOYOTA SIENNA STRUCTURE REAR HATCH ON MY 2005 TOYOTA SIENNA IS NOT STAYING OPEN. WHEN I OPEN THE REAR DOOR, IT AUTOMATICALLY CLOSES ON ME WITHOUT NOTICE. THIS COULD BE DANGEROUS SEEING AS THE REAR DOOR IS VERY HEAVY. DOOR HAS NOT BEEN REPAIR AS THE DEALERSHIP WANTS US TO PAY 583 DOLLARS FOR THE REPAIR. I THINK THIS IS SOMETHING THE MANUFACTURER SHOULD ADDRESS AND HAVE A RECALL. IT SEEMS TO BE A COMMON ISSUE AND NHTSA HAS A CASE CURRENTLY OPEN(EA06020). \*TR ESCONDIDO CA Failure Date: 10/03/2007

12 10204820 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR LIFTGATE WOULD NOT REMAIN OPEN. THE DEALER STATED THAT THE LIFTGATE SHOCKS SHOULD BE REPLACED. AS OCTOBER 4, 2007, THE DEALER HAD NOT REPAIRED THE VEHICLE. THERE IS A DEFECT INVESTIGATION OPEN FOR THE STRUCTURE: BODY: HATCHBACK/LIFT GATE: SUPPORT DEVICE (NHTSA ACTION NUMBER EA06020). THE VIN WAS INVALID. THE FAILURE MILEAGE WAS 31,000 AND CURRENT MILEAGE WAS 32,000. METHUEN MA Failure Date: 09/20/2007

NHTSA Consumer Complaints as of October 30, 2014

12 10204314 2005 TOYOTA SIENNA STRUCTURE MY DAUGHTER WAS PLACING ITEMS IN THE BACK OF OUR 2005 TOYOTA SIENNA XLE WHEN THE POWER REAR LIFTGATE SUDDENLY CAME DOWN WITH GREAT FORCE AND STRUCK HER ON THE ARM/SHOULDER. IT WAS WITH GREAT DIFFICULTY THAT MY DAUGHTER WAS ABLE TO ESCAPE FROM UNDER THE DOOR. THE LIFTGATE OPERATED ON ITS OWN. THIS IS A SERIOUS SAFETY RISK. MY DAUGHTER WAS ABLE TO FORCE HER WAY FREE, WITH BRUISES, BUT A SMALLER PERSON COULD HAVE BEEN SERIOUSLY INJURED. I WILL TALK TO TOYOTA CUSTOMER CARE TO REPORT THIS INCIDENT, BUT IN MY OPINION THIS IS A DANGEROUS VEHICLE. I CHECKED THE LIFTGATE WHEN I ARRIVED HOME AND IT IS STILL OPERATING ERRATICALLY. UNTIL THIS IS RESOLVED, WE HAVE TURNED OFF THE POWER TO THE REAR LIFTGATE AND ARE OPERATING IT MANUALLY. \*JB SANTA FE TX Failure Date: 09/27/2007

12 10203331 2005 TOYOTA SIENNA STRUCTURE I OPENED MY REAR LIFTGATE USING THE POWER BUTTON AND REACHED INTO THE BACK OF MY SIENNA AND THE DOOR UNEXPECTEDLY STARTED CLOSING ON TOP OF ME. I WAS UNABLE TO PUSH BACK HARD ENOUGH ON IT AND HAD TO QUICKLY DROP TO THE GROUND TO PREVENT BEING TRAPPED AND/OR INJURED. HAD MY CHILDREN BEEN IN THEIR I DON'T KNOW HOW SERIOUS IT MIGHT HAVE BEEN. \*JB PORT HUENEME CA Failure Date: 09/17/2007

12 10201971 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR HATCH WOULD NOT STAY UP AND CONTINUED TO CLOSE. SHE STATED THAT THE REAR HATCH WAS REPAIRED ON AUGUST 23, 2007 BY THE TOYOTA DEALER. THE CURRENT MILEAGE WAS 25,000 AND FAILURE MILEAGE WAS 24,495. \*UPDATED 12/12/07 \*BF UPDATED 12/12/07 NORFOLK VA Failure Date: 08/23/2007

12 10201570 2005 TOYOTA SIENNA STRUCTURE 2005 TOYOTA SIENNA BENT REAR SHOCK DUE TO PART FAILURE. CUSTOMER STATES THAT TOYOTA IS GOING TO MAKE HIM PAY FOR THE REPAIR TO THE VAN BECAUSE IT WAS NOT IN RECALL AND NOT UNDER WARRANTY. \*KB THE

NHTSA Consumer Complaints as of October 30, 2014

CONSUMER STATED THE REAR HATCH WAS BEING SHUT WHEN THE SHOCK BENT. THE REAR HATCH WAS USED MINIMALLY. \*JB  
WATERTOWN CT

12 10201366 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA WITH GRINDING NOISE IN THE DRIVERS SIDE DOOR  
CUSTOMER STATES THAT HE FEELS LIKE HE SHOULD NOT ABSORB ANY OF  
THE COST\*\*NAR\*\*CC THE MECHANIC STATED THE DOOR ASSEMBLY NEEDED  
TO BE REPLACED. THE DEALER AMENDED THE CONSUMER'S PRICE TO \$400  
FOR REPAIRS. \*TR INMAN SC Failure Date: 08/01/2007

12 10200837 2005 TOYOTA SIENNA STRUCTURE REAR  
LIFTGATE STAY ON 2005 TOYOTA SIENNA HAS LEAKED AND FAILED. RESULT IS  
NOW LIFTGATE CLOSES AUTOMATICALLY ON TOP OF OWNER WHEN LOADING  
AND UNLOADING. ONLY 25,000 MILES AT TIME OF FAILURE. \*TR  
FULLEWRTON CA Failure Date: 06/12/2007

12 10200029 2005 TOYOTA SIENNA STRUCTURE TOYOTA  
SIENNA 2005 HYDRAULIC LIFT GATE FAILURE CAUSED LIFT GATE TO CLOSE  
INEXPEDIENTLY ON HEAD. \*TR FAIRFAX VA Failure Date: 08/16/2007

12 10199780 2005 TOYOTA SIENNA STRUCTURE TL\*THE  
CONTACT OWNS A 2005 TOYOTA SIENNA. WHEN THE CONTACT PUSHED THE  
BUTTON TO OPEN THE REAR HATCH, IT OPENED TO ITS FULL POSITION.  
WITHOUT WARNING, IT SUDDENLY DROPPED APPROXIMATELY 12-18 INCHES  
AND WENT ALL THE WAY TO THE BOTTOM. THE DEALER STATED THAT THE  
ASSEMBLY FAILED AND THEY REPLACED THE PART. THE CURRENT AND  
FAILURE MILEAGES WERE 48,230. UPDATED 02-01-08 \*BF UPDATED 02/01/08  
\*TR BRISTOL TN Failure Date: 08/14/2007

12 10199516 2005 TOYOTA SIENNA STRUCTURE THE  
LIFTGATE ON MY TOYOTA SIENNA MINIVAN 2005 HAS FAILED. THE BACK DOOR  
CLOSED DOWN AFTER IT LIFTS TO THE MOST OPEN POSITION. THIS IS A  
CONSTANT FAILURE. THE DEALERSHIP WANTED ME TO PAY FOR ENTIRE

NHTSA Consumer Complaints as of October 30, 2014

REPAIR. I CALLED TOYOTA CONSUMER AFFAIRS AND AFTER THAT THE DEALERSHIP WAS WILLING TO SPLIT THE OVER \$600.00 REPAIR WITH ME. I HAVE REJECTED THAT OFFER, AM FILING THIS COMPLAINT AND AM GOING TO GO BACK TO TOYOTA CONSUMER AFFAIRS TO SEE IF I CAN GET A BETTER RESOLUTION. MY MAIN CONCERN IS THAT MINIVAN'S ARE TYPICALLY VEHICLES THAT PARENTS WITH CHILDREN HAVE. DO WE HAVE TO WAIT UNTIL A CHILD IS CRUSHED TO RECALL THIS? \*TR WAXHAW NC

Failure Date: 08/14/2007

12 10199033 2005 TOYOTA SIENNA STRUCTURE I HAVE A 2005 TOYOTA SIENNA VAN. THE REAR POWER DOOR SUDDENLY STARTED TO SLAM SHUT WHEN I OPENED IT. I READ THE MANUAL TO SEE IF THERE WERE ANY SUGGESTIONS. I TURNED OFF THE MASTER REAR DOOR SWITCH-SAME RESULTS. THE DOOR GOES UP SLOWLY AS USUAL BUT SLAMS DOWN VERY FAST AND YOU HAVE TO HAVE YOUR HEAD OUT OF THE WAY OR YOU HAVE A SERIOUS PROBLEM. I HAVE CHECKED THE FUSES. WE BOUGHT THE VAN BECAUSE WE PICK UP OUR GRANDDAUGHTER EACH WEEK. THIS IS A VERY DANGEROUS DOOR. \*TR SURPRISE AZ Failure Date: 08/08/2007

12 10198419 2005 TOYOTA SIENNA STRUCTURE BACK DOOR WAS OPENED USING THE REMOTE KEY AND THEN IT SUDDENLY CLOSED BY ITSELF. INDIVIDUAL WAS HIT BY THE DOOR AS IT CLOSED. FURTHER INSPECTION SHOWED THAT THE LEFT SIDE "STRUT" ON THE DOOR WAS LEAKING. CALLED TOYOTA CUSTOMER SUPPORT AT 800-331-4331 AND WAS GIVEN A REFERENCE #. TOYOTA ALSO REFERRED TO TSB BO001-07. BROUGHT VEHICLE TO DEALER AND DEALER WOULD CHARGE TO FIX SINCE VEHICLE HAS 51K MILES, ALTHOUGH LESS THAN 2 YEARS OLD. DEALER REFUSED TO ACKNOWLEDGE BACK DOOR STAYS WERE DEFECTIVE ALTHOUGH NUMEROUS CONSUMERS HAVE COMPLAINED, AND THERE IS A CURRENT NHTSA INVESTIGATION (ACTION #EA06020). \*TR LAGUNA NIGUEL CA Failure Date: 07/28/2007

12 10197587 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. WHILE DRIVING AT VARIOUS SPEEDS,



NHTSA Consumer Complaints as of October 30, 2014

THE VEHICLE DECELERATES ON ITS OWN. THE VEHICLE JERKS WHEN THE CONTACT DEPRESSES THE ACCELERATOR PEDAL. THE DEALER REPROGRAMMED THE SOFTWARE FOR THE THROTTLE, HOWEVER, THE FAILURE STILL OCCURS. THE CURRENT MILEAGE WAS 35,300 AND FAILURE MILEAGE WAS 1,000. UPDATED 01/09/08. \*LJ THE CONSUMER STATED HAS HAD PROBLEMS WITH THE DOOR OF THE VEHICLE. UPDATED 12/12/07 \*TR  
ENCINITAS CA Failure Date: 09/14/2005

12 10197340 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE CONTACT STATED THAT THE POWER LIFT GATE WOULD CLOSE IMMEDIATELY AFTER OPENING AND WOULD FORCE ITSELF SHUT WHEN OPENED MANUALLY. THE DEALER HAS NOT INSPECTED THE VEHICLE. THE CURRENT MILEAGE WAS 20,000 AND FAILURE MILEAGE WAS 19,900. MANHASSET NY Failure Date: 07/14/2007

12 10197079 2005 TOYOTA SIENNA STRUCTURE COMPLETE FAILURE OF RIGHT REAR HATCH SHOCK. THE SHOCK COMPLETELY AND SUDDENLY LOST ALL PRESSURE CAUSING THE REAR HATCH TO FALL. DEFECTIVE PART WAS REPLACED. TOYOTA COVERED ONLY HALF OF THE COST. PART WAS LEFT AT TOYOTA OF GREENVILLE. \*JB ANDERSON SC Failure Date: 06/15/2007

12 10191764 2005 TOYOTA SIENNA STRUCTURE I HAVE A 2005 TOYOTA SIENNA WITH NUMEROUS PROBLEMS. 1ST, REAR HATCH WOULD NOT STAY UP. MANY TIMES IT HIT MY HEAD WITH NO SEVERE INJURIES. DUE TO EXTENDED WARRANTY UAC COVERED REPLACEMENT AT 73,646 MILES. 2ND, DRIVER'S FRONT DOOR WAS MAKING POPPING LIKE NOISE WHEN OPENING AND CLOSING DOOR. UAC (EXTENDED WARRANTY) DECLINED CLAIM. PROBLEM HAS NOT BEEN CORRECTED. NOW WHEN I ROLL DOWN MY WINDOW, IT FEELS LIKE IT IS GOING TO BRAKE. BOTH PROBLEMS STARTED SIX MONTHS FROM PURCHASE DATE (10/05/04). TUCKER GA  
Failure Date: 09/12/2006

NHTSA Consumer Complaints as of October 30, 2014

12 10190332 2005 TOYOTA SIENNA STRUCTURE ISSUE:  
STRUCTURE:BODY:HATCHBACK/LIFTGATE. THE BACK DOOR OF THE SIENNA  
2005 STOPPED FUNCTIONING. AFTER THE DOOR WAS LIFTED TO THE TOP IT  
CAME DOWN AND TRIED TO CLOSE THE DOOR. I WAS TAKING OUT THINGS  
FROM THE CAR AND THE DOOR HIT MY HEAD AND BACK. IT WAS GOING BACK  
UPWARD, AND WHEN IT GOT TO THE TOP IT CAME DOWN AGAIN WHILE TRYING  
TO CLOSE THE DOOR. THIS WAS VERY DANGEROUS AT THE POINT THAT WE  
STOPPED USING THIS DOOR. I HAD TO HAVE SOMEONE HOLD THE DOOR  
WHEN I TOOK OUT THINGS FROM THE TRUNK. I DID THE RESEARCH ON THIS  
ISSUE AND FOUND OUT THAT TOYOTA HAD ISSUED A TECHNICAL SERVICE  
BULLETIN (TSB) TO REPLACE BACK DOOR STRUTS AND ITS BRACKETS. THIS  
WAS A MANUFACTURING DEFECT. I TOOK THE CAR TO THE LOCAL DEALER ,  
TOYOTA OF HUNTINGTON BEACH, AND THEY WOULD NOT REPLACE IT SINCE  
THE SIENNA HAD 37,392 MILES ON IT. BY THE TIME I TOOK IT TO THE DEALER  
IT WAS TOO LATE FOR THE WARRANTY, 36000 MILES. THEY QUOTED \$350 TO  
REPAIR IT. I CALLED TOYOTA TO REPORT THIS PROBLEM AND ASKED THEIR  
HELP TO FIX IT. THEY REFUSED TO GIVE ANY ASSISTANCE. THE CASE THAT I  
OPENED WITH TOYOTA WAS #200705091268. I REQUESTED THAT TOYOTA  
TOOK RESPONSIBILITY AND FIX THE PROBLEM. THIS WAS A FAMILY CAR.  
NONE OF MY CHILDREN WERE ALLOWED TO GET TOO CLOSE TO THIS BACK  
DOOR ANYMORE.\*AK HUNTINGTON BEACH CA Failure Date: 04/21/2007

12 10188113 2005 TOYOTA SIENNA STRUCTURE USING THE  
AUTOMATIC OPENER ON THE KEY FOB I OPENED THE TRUNK LIFTGATE OF THE  
2005 TOYOTA SIENNA XLE LIMITED AND WAS PUTTING GROCERIES IN IT WHEN  
IT CAME CRASHING DOWN ON MY BACK. I BROUGHT IT IN TO THE TOYOTA  
DEALERSHIP, AND THEY CONFIRMED THERE WAS AN ISSUE WITH THE  
SHOCKS ,AND WERE ORDERING REPLACEMENT PARTS. THIS WAS VERY  
DANGEROUS. THE FORCE THAT THE DOOR CAME CRASHING DOWN WITH WAS  
ENOUGH THAT IT WOULD' HAVE CRUSHED A CHILD. EVEN AS A STRONG ADULT,  
IT IS DIFFICULT TO HOLD THE DOOR OPEN. THE TRUNK WAS NOT USABLE  
UNTIL THIS PROBLEM WAS FIXED. \*AK MILTON GA Failure Date:  
04/07/2007

NHTSA Consumer Complaints as of October 30, 2014

12 10188038 2005 TOYOTA SIENNA STRUCTURE AUTOMATIC REAR HATCH OPENER "FAILURE" COMBINED WITH UNCONTROLLABLE DOOR (AND DANGEROUS CRUSHING HAZARD WHEN YOU DISABLE AUTOMATIC DOOR IF IT'S IN THE UP POSITION). GRACIOUSLY, TOYOTA TOOK CARE OF THIS ISSUE AND FIXED THE HATCH. HOWEVER, I AM CONCERNED, BECAUSE THE DOOR AND RELATED SITUATION POSES GREAT RISK TO ANYONE ELSE WHO THIS PROBLEM AFFECTS. \*JB CHAMPLIN MN Failure Date: 04/12/2006

12 10185896 2005 TOYOTA SIENNA STRUCTURE TL\*THE CONTACT OWNS A 2005 TOYOTA SIENNA. THE HATCHBACK DOOR HANDLE DETACHED TWO DAYS AFTER PURCHASING THE VEHICLE. THE HANDLE WAS REPLACED BY THE DEALER. THE PASSENGER SLIDING DOOR HANDLE AND THE DRIVER SIDE FRONT DOOR HANDLE ALSO FAILED. THE DOORS COULD ONLY BE OPENED FROM INSIDE THE VEHICLE. THE REMAINING THREE HANDLES CRACKED AND IN THE PROCESS OF FAILING. THE DEALER WILL NOT REPLACE THE DOOR HANDLES. THE FAILURE MILEAGE WAS 79000. \*AK SAN ANTONIO TX Failure Date: 12/28/2005

12 10184002 2005 TOYOTA SIENNA STRUCTURE TL\*- THE CONTACT STATED THAT THE DRIVER'S SIDE FRONT DOOR OF THE 2005 TOYOTA SIENNA MADE A LOUD SCREECHING NOISE WHEN HE OPENED IT. THE CONTACT STATED THAT WHEN HE OPENED THE DOOR IT FELT LIKE THE DOOR WAS GOING TO FALL OFF. THE DEALERSHIPS INFORMED THE CONTACT THAT IT WAS DUE TO A POOR WELDING JOB. THE VEHICLE CURRENTLY HAD 42,000 MILES. \*AK MONROE NY Failure Date: 01/01/2007

12 10183452 2005 TOYOTA SIENNA STRUCTURE THE REAR DOOR WITH AUTOMATIC OPENING FEATURE CLOSED ON ME IMMEDIATELY AFTER IT OPENED. \*NM HERNDON VA Failure Date: 02/24/2007

12 10181560 2005 TOYOTA SIENNA STRUCTURE 1-NO EVENTS 2-REAR LIFT STRUTS FAILED 3-NEED TO REPLACE REAR LIFT STRUTS. \*JB LOUISVILLE KY Failure Date: 05/10/2006

NHTSA Consumer Complaints as of October 30, 2014

12 10178019 2005 TOYOTA SIENNA STRUCTURE I HAVE A  
2005 TOYOTA SIENNA WITH THE SAME PROBLEMS WITH THE BACK LIFTGATE  
BEING INVESTIGATED IN EA06-020. WHEN IT FIRST BEGAN TO FAIL, THE  
POWER OPTION WAS ENGAGED. IT DID NOT OPEN ALL THE WAY, SO I  
MANUALLY PUSHED IT UP FURTHER, AND UPON RELEASE IT FELL AND THE  
POWER CLOSING ACTIVATED WITH ME UNDERNEATH. THE LIFTGATE  
CURRENTLY WILL NOT STAY UP BY ITSELF. \*JB HUNTSVILLE  
AL Failure Date: 12/01/2006

12 10176482 2005 TOYOTA SIENNA STRUCTURE I NOTICED  
ONE MORNING WHEN OPENING THE REAR LIFTGATE OF MY TOYOTA SIENNA  
THAT THE "DOOR" OR LIFTGATE VERY SLOWLY CAME BACK DOWN. THE NEXT  
TIME I USED IT IN A MORNING, I USED THE POWER LIFT, STOOD UNDER THE  
DOOR ONCE IT WAS FULLY OPENED AND IT CAME CRASHING BACK DOWN ON  
ME. NOW, I HAVE TO HOLD IT OPEN OR USE SOMETHING TO WEDGE IT OPEN.  
\*NM CANTON GA Failure Date: 12/15/2006

12 10176108 2005 TOYOTA SIENNA STRUCTURE I'VE GOT A  
2005 TOYOTA SIENNA XLE WITH THE POWER REAR HATCH. I THINK I'VE  
VERIFIED THE PROBLEM WITH THE HATCH NOT RETRACTING WHEN IT  
ENCOUNTERS AN OBSTACLE. LAST YEAR (FIRST YEAR OF OWNERSHIP) THE  
HATCH CLOSED ON ME AND WOULD NOT RETRACT. AND, I WAS PUSHING BACK  
ON THIS THING BY ARCHING MY BACK. I'M NOT SURE HOW I GOT OUT FROM  
UNDER IT BUT I DID. IT PRETTY MUCH FREAKED ME OUT. IT WAS COLD, AND  
THERE WAS SNOW ON THE VAN. THERE WAS ALSO AN ICE DAM IN THE GAP AT  
THE TOP OF THE DOOR. I ORIGINALLY ATTRIBUTED MY INCIDENT TO THIS ICE  
DAM. (BTW - CHRYSLER'S DON'T HAVE THIS PROBLEM BECAUSE THEY HAVE A  
PIECE OF PLASTIC ATTACHED TO THE DOOR THAT PREVENTS ICE FROM  
GETTING INTO THIS OPENING.) I CONTINUED TO TEST MY HATCH ON  
OCCASION FROM THEN ON ALL THROUGHOUT THE SUMMER AND THE FALL. IT  
WORKED JUST FINE UNTIL DEC 8, 2006. DEC 8, 2006, THE TEMPERATURE  
DROPPED TO 33 DEGREES FAHRENHEIT. IT WAS A CLEAR DAY. THERE WAS NO  
SNOW. THE HATCH WOULD NOT RETRACT WHEN I PULLED BACK ON IT. IT

NHTSA Consumer Complaints as of October 30, 2014

CLOSED - EVEN THOUGH I BEGAN APPLYING UPWARD PRESSURE WHILE IT WAS STILL 90% OPEN. IF I HAD BEEN BETWEEN THE CLOSING HATCH AND BUMPER, I COULD HAVE BEEN BADLY HURT. IF MY CHILDREN WERE THERE, IT COULD HAVE BEEN WORSE. I AM CONVINCED THAT WHATEVER IS BEING USED AS A SENSOR IN THE DOOR MECHANISM LOSES SENSITIVITY DURING FREEZING TEMPERATURES. I'M SUGGESTING THAT THE REASON THE FAILURE TO RETRACT CAN'T BE REPLICATED AT THE SERVICE CENTERS IS BECAUSE THE CAR HAS WARMED UP ENOUGH BY THE TIME IT GETS THERE, OR WHEN IT IS WORKED ON IN A HEATED GARAGE, THE SENSOR THEN BEGINS TO WORK CORRECTLY BECAUSE IT IS NOW "WARM". EACH TIME I'VE HAD THE PROBLEM, MY CAR WAS STONE COLD. IT SAT OUT OVERNIGHT DURING FREEZING OR NEAR FREEZING TEMPERATURES WHILE IN MY DRIVE WAY. THE ENGINE HAD NOT BEEN STARTED. I WAS USING MY REAR HATCH TO LOAD/ UNLOAD THE VAN ONLY. NOW THAT THE TEMPERATURE HAS MOVED UP INTO THE 40'S-50'S, THE HATCH APPEARS TO RETRACT CORRECTLY WHEN IT ENCOUNTERS AN OBSTACLE. \*JB DELRAN NJ Failure Date: 12/08/2006

12 10172033 2005 TOYOTA SIENNA STRUCTURE 2005  
TOYOTA SIENNA LIFT GATE STRUT FAIL, CAUSING THE LIFT GATE TO FALL ON  
USERS. \*NM CARY NC Failure Date: 10/23/2006

12 10167855 2005 TOYOTA SIENNA STRUCTURE DT\*: THE  
CONTACT STATED WHILE THE LIFT GATE WAS OPENED, THE LEFT REAR  
SUPPORT HYDRAULIC STRUT FRACTURED AND THE LIFT GATE FELL DOWN  
WITHOUT WARNING. NO INJURIES WERE SUSTAINED. THE VEHICLE WAS  
INSPECTED BY A DEALER WHO DETERMINED BOTH REAR LIFT GATE  
HYDRAULIC SUPPORT STRUTS NEEDED TO BE REPLACED. THE  
MANUFACTURER WAS ALERTED. CEDAR RAPIDS IA Failure Date:  
09/11/2006

12 10167516 2005 TOYOTA SIENNA STRUCTURE MY  
LIFTGATE ON OUR 05 SIENNA VAN BEGAN ACTING VERY STRANGE, NOT  
OPENING FULLY, CLOSING ON PEOPLE WHILE IN THE BACK OF THE VAN,  
ALMOST CAUSING INJURY TO MY 9 YR. OLD. VERY ODD BEHAVIOR. THE

NHTSA Consumer Complaints as of October 30, 2014

DEALER SAID WE NEED TO REPLACE THE STAY SUB-ASSEMBLY AND TWO BRACKETS. \*JB INDIANAPOLIS IN Failure Date: 09/06/2006

12 10166472 2005 TOYOTA SIENNA STRUCTURE REAR HATCH FAILS WHEN TRYING TO OPEN THE HATCH CAUSING THE HATCH TO FALL AND BECAUSE OF THE WEIGHT COULD CAUSE SERIOUS INJURY IF SOMEONE IS ATTEMPTING TO GET ITEMS OUT OF THE BACK OF THE VAN. \*JB SIERRA VISTA AZ Failure Date: 08/01/2006

12 10165787 2005 TOYOTA SIENNA STRUCTURE I WENT TO PUT BOXES IN THE REAR OF MY 2005 TOYOTA SIENNA LE AND AS SOON AS I LIFTED THE DOOR, IT FELL ON MY HEAD. AFTER LOOKING AT THE DOOR, I NOTICED WHAT APPEARED TO BE OIL ON MY BUMPER AND THE GROUND RIGHT BELOW WHERE THE STRUTS HOLDING THE DOOR WERE. IT WORKED PERFECTLY FINE THE PREVIOUS DAY, BUT I AM CONCERNED THAT THIS REALLY COULD HAVE INJURED MY CHILDREN IF IT WERE THEM OPENING THE DOOR. THE DOOR WILL NO LONGER STAY UP BY ITSELF AND IT IS A VERY HEAVY DOOR. THERE WAS ABSOLUTELY NO INDICATION THAT THERE WAS A PROBLEM WITH THE DOOR PRIOR TO THIS. I CALLED THE DEALERSHIP AND SINCE I AM OUT OF WARRANTY, I WILL HAVE TO PAY FOR THE REPLACEMENT. ON TOP OF THAT, THEY HAVE REPLACED THE STRUT SO I ALSO WILL HAVE TO PAY FOR NEW BRACKETS. THE 2004 HAVE A TSB ON THAT VERY PART, WHY NOT THE 2005?? ISN'T IT THE SAME PART?? \*NM OZARK MO Failure Date: 08/17/2006

12 10165604 2005 TOYOTA SIENNA STRUCTURE FAILURE OF REAR LIFTGATE STRUT CAUSING LIFTGATE TO IMMEDIATELY CLOSE WE HAVE A 2005 TOYOTA SIENNA WITH A POWER REAR LIFTGATE. WHEN ONLY ONE STRUT FAILED, AS SOON AS THE DOOR WAS OPENED, IT NO LONGER HAD ENOUGH PRESSURE TO KEEP THE DOOR OPEN. AS THE THE DOOR BEGAN TO FALL, THE POWER CLOSING MECHANISM BEGAN TO PULL IT CLOSED. IN OTHERWORDS, AS SOON AS THE DOOR WAS OPENED, IT BEGAN TO AUTOMATICALLY CLOSE. FORTUNATELY THERE WERE NO INJURIES--IT JUST GAVE US A SCARE. TO CORRECT THIS FAILURE, THE DEALER IS REPLACING

NHTSA Consumer Complaints as of October 30, 2014

THE STRUTS SO THAT THE DOOR WILL REMAIN UP WHEN OPENED.

KOKOMO IN Failure Date: 07/23/2006

12 10161896 2005 TOYOTA SIENNA STRUCTURE LIFTGATE  
SUPPORT CYLINDER IS LEAKING, WON'T SUPPORT THE LIFTGATE. FELL ON MY  
HEAD THE FIRST TIME BEFORE I KNEW ABOUT THE PROBLEM. HAPPENED 1000  
MILES OUT OF WARRANTY AND THE DEALERSHIP WOULDN'T HELP ME OUT.  
THE PART IS VERY EXPENSIVE FOR WHAT IT IS. \$180.00 FROM THE  
DEALERSHIP. I ORDERED MINE ON THE INTERNET FOR \$125.00. STILL WAITING  
FOR IT TO COME. \*NM SALEM WI Failure Date: 05/15/2006

12 10157108 2005 TOYOTA SIENNA STRUCTURE I WAS  
LOADING PACKAGES INTO THE CARGO BAY OF MY 2005 TOYOTA SIENNA  
(MINIVAN) AND THE POWER HATCH FAILED AND CLOSED ON ME. I WAS  
LEANING INTO THE VEHICLE AND MY ARMS WERE PINNED. THE HATCH DID  
NOT GO BACK UP ON ITS OWN AND I HAD TO PUSH UP WITH MY NECK AND  
SHOULDERS TO FREE MYSELF. THE VEHICLE HAS APPROXIMATELY 13,500  
MILES AND HAS NEVER BEEN IN AN ACCIDENT OR OTHERWISE DAMAGED (TO  
OUR KNOWLEDGE). I WOULD ESTIMATE FEWER THAN SOME 200 CYCLES OF  
USING THE HATCH. THERE WAS NO WARNING OF IMMINENT FAILURE SUCH AS  
A GRADUAL LOWERING OF HATCH OPENING PERFORMANCE. I AM  
CURRENTLY GOING THROUGH REHAB FOR A CERVICAL STRAIN (SPRAINED  
NECK AND SHOULDERS). I BROUGHT THE VEHICLE IN TO THE DEALERSHIP TO  
BE INSPECTED BY THE LOCAL TOYOTA REGIONAL REP. HE SAID HE NEVER  
HEARD OF THIS BEFORE AND THAT I AM THE ONLY WHO WAS EVER INJURED  
BY THIS TYPE OF FAILURE. I DO NOT TRUST HIM TO BE TRUTHFUL AND  
UNBIASED. I AM AN ENGINEER AND I DO MOSTLY COMPONENT FAILURE  
ANALYSIS. WITH A FAIRLY NEW VEHICLE, LOW MILES AND A LITTLE USED  
HATCH I DOUBT THIS COULD BE A SINGLE OCCURRENCE. I DON'T CARE TO  
BE BAMBOOZLED BY TOYOTA. HAD THIS HAPPENED TO SOMEONE  
PHYSICALLY MORE FRAGILE, THEY MAY HAVE BEEN PARALYZED OR KILLED. I  
REQUESTED THAT TOYOTA NOT REPAIR THE VEHICLE AT THIS POINT IN TIME IN

## NHTSA Consumer Complaints as of October 30, 2014

ORDER TO MAKE IT AVAILABLE FOR OTHER INSPECTIONS OR IF THIS BECOMES  
LEGAL EVIDENCE.\*JB NORTHBROOK IL Failure Date: 04/19/2006

12 10156830 2005 TOYOTA SIENNA STRUCTURE I HAVE  
NOTICED RATTLES IN MY SLIDING DOORS DURING WARMER WEATHER. MADE  
NUMEROUS VISITS TO THE DEALERSHIP TO FIX THE PROBLEM DURING  
SUMMER 2005 (IN MY ESTIMATES 8 VISITS, BUT SOME WERE NOT RECORDED  
BY THE DEALERSHIP). AT LAST A FIELD MANAGER FROM OUR REGION DRIVES  
WITH ME. 5 MINUTES LATER, HE SUGGESTS THAT I USE DOOR-EASE (HE WAS  
AWARE OF THIS KIND OF NOISE -CREEK- WHEN ACCELERATE AND  
DECELERATE - IN OTHER SIENNAS.) INCREDIBLY, THIS SEEMS TO ERADICATE  
THE NOISE. MARCH 2006 I START NOTICING THE CREAKING NOISE AGAIN. IT  
TAKES ME ANOTHER THREE DAYS TO FIGURE OUT THAT THE SERVICE  
ADVISOR HAS A PROBLEM COMMUNICATING WITH HIS TECHNICIANS, FINALLY,  
A TECHNICIAN MENTION TO ME THAT THERE MIGHT BE A TSB EXACTLY FOR  
MY CAR AND FOR THE SLIDING DOOR RATTLE. BUT THE SERVICE ADVISOR  
DISMISSES THIS INFORMATION INITIALLY, SAYING THAT SUCH A TSB ONLY  
EXISTS FOR 2002 MODELS. I GO HOME AND TO MY SURPRISE, I SEE THE TSB  
DATED JANUARY 26, 2006, WHICH ADDRESSES EXACTLY THIS PROBLEM. BRING  
THE CAR BACK TO THE DEALERSHIP (SET UP AN APPOINTMENT IN  
ADVANCE) AND ASK TO MAKE SURE THAT THEY FOLLOW THE TSB  
RECOMMENDATIONS. THEY REASSURE ME THAT IT WILL HAPPEN. GET THE  
CAR IN THE AFTERNOON AND LEARN THAT THEY REPLACED THE STRIKER  
PLATES ON BOTH SIDES (PROCEDURE 1 ON THE TSB). WHEN I CONFRONT THE  
SERVICE MANAGER (BY THAT TIME NO SERVICE ADVISOR WANTS TO DEAL  
WITH ME) ABOUT THE DEALERSHIPS LACK OF KNOWLEDGE OF THE SPECIFIC  
TSB, HE TELLS ME THAT THE TSB DOES NOT APPLY TO MY VIN, HENCE THEY  
DID NOT HAVE TO REPLACE ANY PARTS, BUT THAT THEY DID BECAUSE THEY  
WERE NICE TO ME. AT THAT TIME THE MANAGER ALSO ACKNOWLEDGES THAT  
MY ADVISOR HAS MADE BLUNDERS DURING MY PREVIOUS VISITS. AS IF THIS  
WAS NOT ENOUGH, I THEN PURSUE CLARIFICATION FROM TOYOTA VIA PHONE  
WHETHER THE VIN ON MY CAR DOES OR DOES NOT APPEAR TO BE AFFECTED  
BY THE TSB. AND THEY CONFIRM THAT IT IS INCLUDED IN THIS TSB, BUT NOT



NHTSA Consumer Complaints as of October 30, 2014

UNDER PROCEDURE 1, BUT UNDER PROCEDURE 2. HENCE, THEY DID NOT REPLACE THE LOCK ASSEMBLY (AS THE TSB RECOMMENDS). \*NM COLORADO SPRINGS CO Failure Date: 05/05/2005

12 10127061 2005 TOYOTA SIENNA STRUCTURE DT: THE CONTACT OWNS A 2005 TOYOTA SIENNA CE. VEHICLE HAS TWO SLIDING DOORS THEY ARE MANUALLY OPERATED WHEN THE GLASS IS UP ON THE TWO SLIDING DOORS IT ELECTRICALLY LOCKS . THE DOORS OPENED. WHEN PUTTING THE WINDOWS DOWN IT DOES NOT LOCK, THE DOORS OPEN. WHEN PARKED IN A DRIVEWAY OR FACING DOWNWARD THE DOORS WILL SLIDE SHUT WHEN THE WINDOWS ARES DOWN. \*AK CLEARWATER FL Failure Date: 06/06/2005