

NHTSA Consumer Complaints as of August 24, 2018

9 11120130 2013 TOYOTA SIENNA Structure FUEL FILLER  
DOOR UPPER HINGE IS BROKEN. THIS PREVENTS THE ELECTRICALLY  
OPERATED SLIDING SIDE DOOR FROM OPENING THUS CAUSING ENTRAPMENT  
FOR PASSENGERS IN THE REAR SEATING AREAS. THE SLIDING DOOR  
SOMETIME WILL NOT OPEN WHEN PARKED OR STANDING BECAUSE OF THE  
BROKEN FUEL FILLER DOOR UPPER HINGE SAN ANTONIO  
FL Failure Date: 08/12/2018

9 11079144 2013 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2013 TOYOTA SIENNA. THE CONTACT HAD THE SLIDING DOORS  
REPLACED, BUT THE HINGES ON THE INSIDE OF THE PASSENGER SIDE  
SLIDING DOOR WERE RUSTED OUT. AS A RESULT, THE DOOR FELL OFF THE  
VEHICLE. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT  
MECHANIC FOR DIAGNOSTIC TESTING OR REPAIRS DUE TO THE SLIDING  
DOOR THAT WAS DETACHED FROM THE HINGE. THE CONTACT CALLED  
SHERMAN TOYOTA 1555 (393 COURT ST, BINGHAMTON, NY 13904, 607-724-1334)  
WHERE THE CONTACT WAS ADVISED THAT THE NEW DOOR HINGE WOULD  
COST TO REPLACE. THERE WERE NO RECALLS FOUND ON THE VEHICLE. THE  
MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS  
113,000. CHENANTO FORKS NY Failure Date: 03/13/2018

9 11045135 2013 TOYOTA SIENNA Structure I HAD THE  
RECENT SLIDING DOOR RECALL DONE BUT MY DRIVER'S SIDE SLIDING DOOR  
STILL ISN'T WORKING CORRECTLY. AFTER THE FIX THE CAR WAS HARD TO  
START SOMETIMES, AS IF THE BATTERY WAS GETTING WEAK. I PUT AN  
AMMETER ON THE POSITIVE LEAD OF THE BATTERY AND NOTICES MINIMAL  
AMPERAGE UNTIL I STARTED OPERATING THE DRIVER SIDE SLIDING DOOR,  
THEN THERE WAS A 2.4 AMP DRAW EVEN AFTER THE DOORS WERE CLOSED  
AND THE CAR WAS LOCKED. THE DOOR ALSO SOMETIMES WILL OPEN WITH A  
POPPING NOISE AS IF THE DOOR ISN'T LATCHING PROPERLY SOMETIMES.  
WHILE TESTING, THE DRIVER SIDE SLIDING DOOR GOT TO WHERE IT WOULD  
NOT OPEN OR CLOSE USING THE OVERHEAD BUTTON, THE DOOR POST  
BUTTON, OR THE REMOTE DOOR BUTTON. WHILE TRYING TO CLOSE THE

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DOOR MANUALLY IT WOULD ROLL FOR A SHORT DISTANCE AND STOP. AFTER SITTING A FEW SECONDS I CAN CLOSE IT A LITTLE MORE BUT THEN THE SAME THING WOULD HAPPEN. IT TOOK SEVERAL ATTEMPTS TO GET THE DOOR TO CLOSE. THE PASSENGER SIDE DOOR OPENS AND CLOSES NORMALLY. NO POPPING NOISE AND THE BUTTONS WORK EVEN WHEN THE BUTTONS FOR THE DRIVER SIDE SLIDING DOOR DO NOT. MOLINE IL Failure Date: 11/10/2017

9 11062220 2013 TOYOTA SIENNA Structure I'M DISAPPOINTED THAT ALAMO TOYOTA IN SAN ANTONIO, TX DID NOT MENTION OR REQUEST TO FIX THIS RECALLED PART WHEN MY VEHICLE WAS BROUGHT IN IN SEPTEMBER 2017 FOR THE RECALL ON THE POWER DOORS. NOW, SEVERAL MONTHS LATER I'M DEALING WITH ANOTHER RECALL WAITING ON PARTS TO BE ORDERED WHEN THIS COULD HAVE BEEN FIXED 4-6 MONTHS AGO AND THIS WHOLE TIME MYSELF AND MY FAMILY HAVE BEEN AT RISK WITH THESE RECALLED PARTS NOT BEING REPAIRED. SAN ANTONIO TX Failure Date: 09/20/2017

9 11062224 2013 TOYOTA SIENNA Structure I WAS NOTIFIED MY VEHICLE HAD A RECALL ON THE POWER DOORS. I MADE AN APPT ON 9/20/17 WITH ALAMO TOYOTA TO HAVE THEM LOOK AT MY VEHICLE AND WAS TOLD THEY WERE ORDERING THE PARTS. I CALLED ALAMO TOYOTA ON 10/10/17 AND WAS TOLD THE PARTS WERE ON BACK ORDER. I CALLED AGAIN ON 1/3/18 AND WAS TOLD BY 2 INDIVIDUALS THAT THEY COULD NOT FIND THAT THE PARTS WERE ORDERED FOR MY VEHICLE. WE ARE TALKING 3.5 MONTHS LATER I'M BEING TOLD THE PARTS FOR THE RECALL WERE NEVER ORDERED. WHAT IF SOMETHING HAPPENS TO MY FAMILY, MY CHILDREN WHO SIT IN THE BACK? THIS IS UNACCEPTABLE! I WAS TOLD THEY WOULD ORDER THE PARTS AS OF 1/3/18. I'M STILL WAITING TO HEAR WHEN THESE PARTS ARRIVE. IN THE MEAN TIME, I PRAY NOTHING HAPPENS TO MY CHILDREN! SAN ANTONIO TX Failure Date: 09/20/2017

9 11023955 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. WHILE THE VEHICLE WAS STATIONARY, BOTH

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SLIDING DOORS MALFUNCTIONED. THE CONTACT STATED THAT THE DOORS REMAINED OPEN WHEN PROMPTED TO AUTOMATICALLY CLOSE. IN ADDITION, THE SLIDING DOORS HAD TO BE MANUALLY LOCKED AND UNLOCKED. A DEALER AND THE MANUFACTURER WERE NOT AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 50,000. ELIZABETH NJ

Failure Date: 09/17/2017

9 11013515 2013 TOYOTA SIENNA Structure TOYOTA HAS YET TO FIX THE POWER SLIDING DOOR PROBLRSM FOR MY VEHICLE. I AM HANDICAPPED AND THE POWER DOORS WERE THE REASON I BOUGHT THIS VEHICLE. I HAVE TRIED THREE TIMES TO GET THIS FIXED. THE LATEST TIME THEY SET UP THE APPOINTMENT AND THEN CALLED STATING THAT THEY COULDN'T FIX IT AND AGAIN I NEEDED TO WAIT. I JUST NEED THIS FIXED AS SOON AS POSSIBLE. THIS RECALL HAS BEEN OUT FOR A VERY LONG TIME BUT THEY HAVE YET TO TRY TO FIX MY VAN. NORTH PRINCE

GEORGE VA Failure Date: 07/19/2017

9 11005933 2013 TOYOTA SIENNA Structure THE CABLE OF MY AUTOMATIC DOORS OF MY TOYOTA SIENNA SNAPPED. WHEN I TRIED TO OPEN THE DOOR USING MY KEY FOB, THE DOOR OPENED, BUT THEM PROCEED TO MAKE A HIGH PITCHED BEEPING NOISE (LIKE WHEN YOU TRY TO LOCK THE DOORS WHILE ONE OF THE DOORS IS OPEN). THE DOORS DO NOT AUTOMATICALLY CLOSE AND IT NEEDS TO BE MANUALLY CLOSED. AFTER INVESTIGATING, I NOTICED THAT THE CABLE OF THE VEHICLE WAS SEVERED. THE CAR HAS BEEN ROUTINELY MAINTAINED AS SUGGESTED BY TOYOTA AND HAS 39,000 MILES ON THE VEHICLE AND WE ARE THE ORIGINALLY OWNERS OF THE CAR. CHATHAM NJ Failure Date: 07/14/2017

9 11034588 2013 TOYOTA SIENNA Structure WHILE DRIVING HOME FROM THE TOYOTA DEALERSHIP FOLLOWING ROUTINE MAINTENANCE MY DRIVERS SIDE SLIDING DOOR OPENED WHILE TRAVELING AT SPEED. I WENT ONLINE AND LEARNED THERE IS A SAFETY RECALL ISSUED FOR MY VEHICLE FOR THIS PROBLEM. I CALLED THE DEALERSHIP AND SCHEDULED A VISIT TO HAVE THE PROBLEM FIXED. WHEN I ARRIVED THEY REFUSED TO

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MAKE THE REPAIR BECAUSE I HAD A BRUNO HANDICAPPED SEAT INSTALLED SO THAT MY WIFE, WHO IS HANDICAPPED, COULD ENTER AND EXIT THE VEHICLE. THEY SAID I WOULD HAVE TO HAVE THE SEAT REMOVED BEFORE THEY COULD MAKE THE REPAIR. I CONTACTED THE COMPANY THAT INSTALLED THE SEAT WHO SAID IT WOULD COST A MINIMUM OF \$500 TO REMOVE AND REINSTALL THE SEAT. IT IS TOYOTA'S DOOR THAT IS DEFECTIVE AND I FEEL THEY SHOULD BE RESPONSIBLE FOR ANY COSTS FOR REPAIR. THEIR RECALL NOTICE ALSO STATES REPAIRS WILL BE MADE AT "NO CHARGE" TO THE CUSTOMER. BARRE MA Failure Date: 07/11/2017

9 11034592 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. WHILE DRIVING APPROXIMATELY 45 MPH, THE DRIVER'S SIDE SLIDING DOOR OPENED. THE CONTACT STOPPED THE VEHICLE AND SWITCHED THE DOOR TO MANUAL OPERATION. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE). THE CONTACT TOOK THE VEHICLE TO THE DEALER (GREENFIELD TOYOTA, GREENFIELD, MA, 413-772-0231), BUT THE FAILURE WAS NOT REMEDIED DUE TO A HANDICAP SEAT THAT WAS INSTALLED ON THE FRONT PASSENGER SIDE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND WANTED THE HANDICAP SEAT REMOVED BEFORE THE RECALL REMEDY COULD BE PERFORMED. THE FAILURE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 26,000. BARRE MA Failure Date: 07/11/2017

9 11012276 2013 TOYOTA SIENNA Structure RECENTLY NOTICED THAT AFTER A HEAVY RAIN, WATER IS LEAKING INTO THE VEHICLE ON PASSENGER SIDE AND ALONG THE UPPER CONSOLE WHERE SWITCHES FOR THE SUNROOF ARE LOCATED. OPENED SLIDE AND FELT WATER ALONG THE FRONT EDGE OF OPENING FOR SUNROOF. CANNOT TELL WHERE RAINWATER IS ENTERING BUT BELIEVE IT MIGHT BE THE SUNROOF SEAL. FLEMING ISLAND FL Failure Date: 07/07/2017

9 11055496 2013 TOYOTA SIENNA Structure I HAVE HAD A SLIDING DOOR FAILURE, EXACTLY AS DESCRIBED IN NOTIFICATION ZH4 AND ZH5, AND SAFETY RECALL 16V-858. THE REAR SLIDING DOOR WOULD NOT

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FULLY CLOSE, OR WOULD NOT LATCH, AND WOULD OFTEN RE-OPEN AUTOMATICALLY. THE DOOR EXHIBITED A GRINDING NOISE AND WOULD OFTEN NOT LATCH. THIS ON A VEHICLE JUST OVER 3 YEARS OLD WITH 48,880 MILES ON IT, ALWAYS GARAGED AND NEVER IN AN ACCIDENT. WHEN I TOOK THE VEHICLE IN TO THE DEALER ON JUNE 13TH, 2017, THE DEALER REPAIRED THE PROBLEM BY REPLACING THE UPPER DOOR HINGE WHICH APPARENTLY HAD FAILED. I WAS CHARGED \$323.46 AND WAS TOLD IT WAS NOT COVERED UNDER MY WARRANTY. AFTER THE RECALL WAS ANNOUNCED, I CONTACTED TOYOTA AND REQUESTED REIMBURSEMENT, WHICH WAS DENIED AS THEY SAID THE CONDITION MY VEHICLE EXHIBITED WAS NOT COVERED BY THE RECALL. I DON'T UNDERSTAND WHY THIS SERIOUS SAFETY DEFECT ON A CURRENT VEHICLE IS NOT COVERED BY TOYOTA WHEN THE SYMPTOM MIRRORS THAT DESCRIBED IN THE CURRENT RECALL. SKILLMAN

NJ Failure Date: 06/13/2017

9 10978969 2013 TOYOTA SIENNA Structure SMELLED BURNING OR SMOLDERING INSIDE OF VEHICLE WHILE DRIVING. AFTER STOPPING TO INSPECT, NOTICED THAT A WIRE FOR SLIDING ELECTRIC DOOR WAS JUST HANGING (DRIVERS SIDE EXTERIOR OF REAR QUARTER PANEL). THE WIRE WAS BURNED AND WAS JUST HANGING THERE. THE ELECTRIC SLIDING DOOR WOULD NOT WORK AFTERWARDS. TOOK SIENNA TO TOYOTA DEALERSHIP AND WAS ADVISED THAT THERE IS SOME TYPE OF WARRANTY AFFECTING THE DOORS BUT THEY DIDN'T KNOW WHAT IT INVOLVED. THEY ADVISED NO FURTHER INFORMATION WAS AVAILABLE. TOYOTA DID NOT ADVISE OF ANY KNOWN DANGERS KNOWN TO THEM IF ANY. LAKE

VIEW NY Failure Date: 04/14/2017

9 10970859 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE

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CONTACT WAS ADVISED THAT OWNERS WOULD RECEIVE A SECOND NOTICE WHEN REMEDY PARTS BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. MIAMI FL Failure Date: 04/06/2017

9 10978880 2013 TOYOTA SIENNA Structure SLIDING (L&R) DOORS OPENED PREMATURELY FEW TIMES AND NOW AUTO FUNCTION STOPPED WORKING. SYSTEM DISPLAYS P1603 CODE AND SAYS MAINTENANCE REQUIRED, BUT THERE IS NO PROBLEM FOUND. YONKERS NY Failure Date: 03/31/2017

9 10959832 2013 TOYOTA SIENNA Structure THE DRIVER SIDE SLIDING DOOR ON A 2013 TOYOTA SIENNA MINIVAN WAS SLOW TO OPEN DO TO OVERNIGHT FREEZING RAIN. HOWEVER, THE DOOR DID OPEN BUT THEN WOULD NOT AUTOMATICALLY RECLOSE. MORE IMPORTANTLY, THE DOOR WOULD NOT LATCH WHEN MANUALLY CLOSED. THE DOOR HAD TO BE TIED SHUT IN ORDER TO DRIVE THE VEHICLE TO THE TOYOTA DEALER SINCE THERE WAS NO OTHER WAY TO FASTEN IT. THE DEALER REPORTED THEY KNEW THIS WAS PART OF A TOYOTA RECALL BUT THEY HAD NO DOCUMENTATION ON HOW TO FIX IT FROM TOYOTA SO THEY JUST REPLACED THE ENTIRE MOTOR ASSEMBLY. TOYOTA HAS KNOWN ABOUT THIS PROBLEM AND HAS DONE NOTHING ABOUT IT. IT IS A DANGEROUS SITUATION THAT HAS TO BE FIXED BEFORE SOMEONE FALLS OUT OF A MOVING VEHICLE. THE DOOR CLOSES AND APPEARS LATCHED UNTIL YOU DRIVE AND THEN IT FLIES OPEN. WAUWATOSA WI Failure Date: 02/25/2017

9 10958287 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. ARCADIA OH Failure Date: 02/02/2017

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9 10980834 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE). THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT SPOKE TO A DEALER WHO STATED THAT THE REMEDY WAS NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

DALLAS PA Failure Date: 01/07/2017

9 10947331 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE). THE REMEDY WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE THE VIN WAS UNKNOWN. THE CONTACT HAD NOT EXPERIENCED A FAILURE. UPDATED 04/05/17\*LJ \*CN ENGLEWOOD CO Failure Date: 12/24/2016

9 11003143 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. SEVERNA PARK MD Failure Date: 12/23/2016

9 10935266 2013 TOYOTA SIENNA Structure WHILE STATIONARY IN DRIVEWAY, PASSENGER REAR DOOR INTERMITTENTLY WILL NOT OPEN OR WILL NOT CLOSE. WE HAVE NOTICED THIS AFTER THE VEHICLE HAS BEEN TURNED OFF, AND THE KEY IS NO LONGER IN THE IGNITION. THIS

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HAS HAPPENED MULTIPLE TIMES. MY SON WILL PUSH THE BUTTON FROM THE INSIDE OF THE VEHICLE, AND ATTEMPT TO USE THE HANDLE ON THE INSIDE OF THE VEHICLE. ON MULTIPLE OCCASIONS WHEN THE DOOR WOULD NOT OPEN, HE HAD TO USE THE DOOR ON THE DRIVER'S SIDE TO GET OUT. THERE HAVE BEEN OTHER TIMES AFTER HE HAS GOTTEN IN THE BACK PASSENGER DOOR, BUT THE DOOR WOULD NOT CLOSE. IT TAKES PUSHING THE BUTTON MULTIPLE TIMES TO GET THE DOOR TO CLOSE. THIS HAS HAPPENED BOTH WHILE THE KEY IS NOT IN THE IGNITION AND THE CAR IS OFF, AND AFTER THE CAR IS STARTED. CLIMATE OUTSIDE HAS VARIED DURING THESE EPISODES AS WELL. PARKVILLE MO Failure Date: 12/13/2016

9 10995468 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE) HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER TOYOTA OF ITHACA NEW YORK WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE AND WERE NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. LOCKE NY Failure Date: 12/12/2016

9 11075827 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 18V024000 (AIR BAGS) AND 16V858000 (STRUCTURE); HOWEVER, THE PARTS NEEDED FOR THE REPAIR WERE NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE VEHICLE WAS TAKEN TO THOMAS TOYOTA (1437 N LARKIN AVE, JOLIET, IL 60435, (815) 744-2760) WHERE IT WAS CONFIRMED THAT PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOT CONTACTED. THE CONTACT HAD NOT



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EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

JOLIETIL IL Failure Date: 12/08/2016

9 10979639 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT STATED THAT THE RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 16V858000(STRUCTURE) WAS RECEIVED IN DECEMBER OF 2016. AFTER CONTACTING THE DEALER AND THE MANUFACTURER ON MULTIPLE OCCASIONS, THE CONTACT WAS INFORMED THAT THE PARTS NEEDED FOR THE RECALL REMEDY WERE STILL NOT AVAILABLE AND NO ESTIMATED TIME FOR RECEIVING THE PARTS COULD BE PROVIDED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PINELLAS PARK FL Failure Date: 12/01/2016

9 11016506 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PART NEEDED FOR THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED VANDERGRIF TOYOTA (LOCATED AT 1000 W INTERSTATE 20, ARLINGTON, TX 76017). THE DEALER IS CURRENTLY PREPARING THE REMEDY PART AND STATED THAT THEY WOULD NOTIFY THE CONTACT WHEN PARTS BECOME AVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. MANSFIELD TX Failure Date: 11/30/2016

9 11018664 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE LOCAL DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT HAD NOT EXPERIENCED

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A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. KEY  
LARGO FL Failure Date: 11/30/2016

9 10968958 2013 TOYOTA SIENNA Structure TL\* THE  
CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED  
NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE)  
HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT  
STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF  
TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF  
THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL  
CONFIRMS PARTS NOT AVAILABLE. STERLING HEIGHTS MI  
Failure Date: 11/22/2016

9 10972069 2013 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF  
NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PART TO  
DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE  
MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE  
RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE  
CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS  
NOT AVAILABLE. CENTRALIA IL Failure Date: 11/22/2016

9 10983701 2013 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF  
NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PARTS  
TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE  
MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE  
RECALL REPAIR. THE DEALER CONFIRMED THAT THE PARTS WERE NOT  
AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT MADE  
AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN  
TOOL CONFIRMS PARTS NOT AVAILABLE. LOS ANGELES  
CA Failure Date: 11/22/2016

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9 11024857 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED TEAM TOYOTA AT (219) 898-4466 (LOCATED AT 400 INDIANAPOLIS BLVD, SCHERERVILLE, IN 46375) WHERE AN APPOINTMENT WAS SCHEDULED FOR AUGUST 17, 2017. WHEN THE VEHICLE WAS TAKEN TO THE DEALER ON THAT DATE, THE CONTACT WAS INFORMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE AND STATED THAT PARTS WERE AVAILABLE. THE CONTACT WAS ADVISED TO TAKE THE VEHICLE TO ANY TOYOTA DEALER. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. MUNSTER IN Failure Date: 11/22/2016

9 10991575 2013 TOYOTA SIENNA Structure THE POWER SLIDING SIDE DOORS POP OPEN ON THEIR OWN. THIS HAPPENS WHEN THE VEHICLE IS STATIONARY AND WHEN DRIVING. NO INJURIES TO REPORT. WE HAVE TAKEN THE VEHICLE TO OUR LOCAL TOYOTA DEALER WHO PUT THE DOORS ON MANUAL BUT NOW THE DOOR ARE VERY HARD TO OPEN AND CLOSE AND MY CHILDREN CANNOT DO IT. THIS STARTED IN NOV 2016 AND THE ISSUE REMAINS. I FEEL THAT THE REMEDY IS TAKING AN UNREASONABLY LONG TIME AND WOULD LIKE TO VOICE MY COMPLAINT. MEDWAY MA Failure Date: 11/15/2016

9 10917802 2013 TOYOTA SIENNA Structure BACK DOOR SHOCK. HOUSTON TX Failure Date: 10/10/2016

9 10876699 2013 TOYOTA SIENNA Structure MY 2013 TOYOTA SIENNA MINI VAN IS STILL UNDER WARRANTY, BUT FRONT SUBFRAME/ENGINE CRADLE HAS A BROKEN WELD ON THE FRONT LEFT SUPPORT AREA. I CONTACTED TOYOTA AGAIN AND AGAIN BUT THEY HAVEN'T DONE ANYTHING TO FIX THE PROBLEM. FREMONT CA Failure Date: 01/09/2016

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9 11041248 2013 TOYOTA SIENNA Structure 2013 TOYOTA SIENNA. CONSUMER WRITES IN REGARDS TO SAFETY RECALL NOT BEING REPAIRED IN A TIMELY MANNER. \*LD THE CONSUMER STATED THE BACK PASSENGER DOOR WOULD NOT OPEN. IT WAS REPAIRED BUT THE FAILURE RECURRED. UPDATED 11/6/2017\*JS JACKSONVILLE FL Failure Date: 12/21/2015

9 10691010 2013 TOYOTA SIENNA Structure AFTER DRIVING THE VEHICLE TO THE GAS STATION AND FILLING UP WITH GAS, THE VAN WOULD NOT RESTART. WHEN THE START BUTTON WAS PRESSED, IT WOULD JUST CLICK, AFTER SEVERAL ATTEMPTS IT WAS DETERMINED THAT AT LEAST THE BATTERY WAS DEAD. THIS ALL HAPPENED IN 5 DEGREE WEATHER. IN AN ATTEMPT TO OPEN THE DRIVERS SIDE REAR, UNLOCKED SLIDING POWER DOOR, IT WOULD NOT OPEN. MY WIFE WAS UNABLE TO OPEN THE DOOR TO GET OUR 18 MONTH OLD OUT OF A COLD CAR. IN A PANIC, SHE HAD TO CLIMB OVER THE CENTER CONSOLE FROM THE DRIVERS SEAT TO PULL HIM OUT, AND THEN CLIMB BACK OVER TO EXIT THE VEHICLE. WHEN THE VAN WAS FINALLY JUMP STARTED AND BROUGHT TO THE DEALER, THEY REPLACED THE BATTERY, AND JUST SHRUGGED OFF THE FACT THAT THE DOOR WOULDN'T OPEN WHEN THE BATTERY IS DEAD. THIS IS A HUGE SAFETY CONCERN FOR US. IF WE HAPPEN TO BE IN AN ACCIDENT AND THE BATTERY GETS DISCONNECTED, WE WOULD NT BE ABLE TO QUICKLY AND SAFELY REMOVE OUR CHILD FROM THE VAN. \*TR ELLINGTON CT Failure Date: 02/09/2015

9 10574479 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 55 MPH, THE SUN ROOF GLASS SUDDENLY SHATTERED. THE VEHICLE WAS TAKEN TO DEALER WHERE THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 15,000. WHITEFISH BAY WI Failure Date: 03/18/2014

9 10554193 2013 TOYOTA SIENNA Structure THE SLIDING DOOR WAS OPENING (VIA KEYCHAIN BUTTON), BUT OPENED ONLY HALFWAY

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BEFORE SLAMMING SHUT VERY QUICKLY. IT WAS LIKE IT THOUGHT IT HIT SOMETHING IN BY THE BACK TIRE, BUT THERE WAS NOTHING THERE. MY DAUGHTER HAD STARTED GETTING INTO THE CAR, SO THE DOOR SLAMMED SHUT ON HER FINGER AND ACTUALLY LATCHED CLOSED WITH HER FINGER STUCK INSIDE. THE DOOR HASN'T WORKED SINCE. THIS "SAFETY FEATURE" BACKFIRED. \*TR LANOKA HARBOR NJ Failure Date: 11/20/2013

9 10547496 2013 TOYOTA SIENNA Structure THIS CAR WAS PURCHASED JUST 14 DAYS AGO AND HAS BEEN IN THE SHOP FOR 4 DAYS OUT OF THAT. IT WAS RAINING OUTSIDE AND WHEN I GOT INTO THE CAR NOTICED THAT WATER WAS LEAKING FROM THE BODY STRUCTURE BETWEEN THE WINDOWS AND WINDSHIELD NEAR THE DRIVERS SEAT. IT WAS DRIPPING CONTINUOUSLY AND I TOOK MY CAR TO SERVICE CENTRE. WOULD HAVE BEEN GLAD IF THERE WAS A WAY ON THIS SITE TO UPLOAD THE PICTURES TO SHOW THE REAL ISSUE. \*TR STERLING VA Failure Date: 10/07/2013

9 10628527 2013 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2013 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE FRONT LINER WOULD DETACH FROM VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE SPLASH SHIELD LINER AND WHEEL LINER NEEDED TO BE REPLACED. THE FAILURE HAS RECURRED TWICE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 24,811. UPDATED 10/23/14\*CN UPDATED 04/13/2015 \*JS WHITTIER CA Failure Date: 07/29/2013