

NHTSA Consumer Complaints as of August 24, 2018

13 11115735 2011 TOYOTA SIENNA Structure AFTER DRIVING FOR SEVERAL HOURS, CAR WAS STOPPED FOR A TRAIN AND THE REAR WINDOW EXPLODED. IT WAS IN PARK, APPROXIMATELY 8:30 P.M., 72 DEGREES OUTSIDE EAGLE WI Failure Date: 08/03/2018

13 11115159 2011 TOYOTA SIENNA Structure CABLE TO SLIDING BACK PASSENGER DOOR BROKE THE VEHICLE WAS STATIONARY OLD HICKORY TN Failure Date: 07/25/2018

13 11103648 2011 TOYOTA SIENNA Structure WHILE DRIVING ON THE HIGHWAY ON THE LEFT PASSENGER DOOR WAS BEEPING. AFTER PULLING OVER RE-OPENING AND CLOSING THE DOOR THE BEEPING STOPPED. ALSO THE PAINT IS PEELING OFF BELOW ALL WINDOWS AND ON THE ROOF. BROAD CHANNEL NY Failure Date: 06/22/2018

13 11080810 2011 TOYOTA SIENNA Structure OPENED FRONT HOOD USED ROD TO HOLD HOOD UP - WHEN I WENT TO CLOS HOOD I FORGOT ABOUT ROD AND WITH VERY LITTLE PRESSURE THE HOOD CRUMPLED LIKE ALUMINUM FOIL AT THE PLACE WHERE ROD WAS DALLAS TX Failure Date: 03/20/2018

13 11033827 2011 TOYOTA SIENNA Structure POWER SLIDING DOOR- THE CABLES ON BOTH SIDES OF THE VEHICLE BROKE JAMMING THE DOOR SHUT, THE CABLE NEEDED TO BE CUT FURTHER TO ALLOW THE DOOR TO OPEN FULLY AND NOW REQUIRES MANUALLY TO BE OPENED, PRIOR TO THIS THE DOORS WOULD MAKE A POPPING NOISE WHEN OPENED FROM THE MANUAL LEVER OUTSIDE OF THE DOOR. LAKE VILLA IL Failure Date: 10/14/2017

13 11024651 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE EXITING THE VEHICLE, THE DRIVER SIDE SLIDING DOOR MADE CONTACT WITH THE PASSENGER AND FAILED TO RETRACT. THE PASSENGER SUSTAINED AN INJURED BACK, WHICH REQUIRED MEDICAL ATTENTION. THE CONTACT INDICATED THAT THE SAFETY FEATURE,

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WHICH ALLOWED THE SLIDING DOORS TO RETRACT WHEN MAKING CONTACT WITH SOMETHING, HAD FAILED ON SEVERAL OCCASIONS. THE CONTACT STATED THAT THE FAILURE WAS INTERMITTENT AND DID NOT BEGIN UNTIL AFTER THE VEHICLE WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 16V858800 (STRUCTURE). THE VEHICLE WAS TAKEN TO THE DEALER (FRONTIER TOYOTA IN VALENCIA, CA), BUT THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 51,950. \*LN CONSUMER STATED SLIDING DOOR - DRIVERS SIDE MALFUNCTIONED UPDATED 7/19/18\*JB NEW HALL CA Failure Date: 08/10/2017

13 11063626 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE DRIVING APPROXIMATELY 55 MPH, THE REAR PASSENGER SLIDING DOOR OPENED INDEPENDENTLY AND THE DOOR WARNING INDICATOR ILLUMINATED. THE DRIVER COASTED THE VEHICLE OVER TO THE SIDE OF THE ROAD AND ATTEMPTED TO LOCK THE SLIDING DOOR, BUT IT FAILED TO REMAIN LOCKED. THE DRIVER PLACED A ROPE AROUND THE SLIDING DOOR TO KEEP IT FROM SLIDING OPEN AND RESUMED DRIVING. THE CONTACT CALLED STOCKTON TOWN TOYOTA AT (209) 320-1800 (LOCATED AT 2150 E HAMMER LN, STOCKTON, CA 95210) AND WAS INFORMED THAT THERE WOULD BE A FEE TO DIAGNOSE AND REPAIR THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE). THE MANUFACTURER STATED THAT THE WARRANTY WAS EXPIRED AND DID NOT OFFER FURTHER ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 97,000. STOCKTON CA Failure Date: 08/09/2017

13 11012846 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE) AND 16V340000 (AIR BAGS). 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 STATED THAT MAPLEWOOD

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TOYOTA (2873 MAPLEWOOD DR, MAPLEWOOD, MN 55109 (651) 482-1322) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. ...UPDATED 10/19/17 \*BF. \*JS SAINT PAUL MN Failure Date: 08/04/2017

13 11040324 2011 TOYOTA SIENNA Structure FUEL DOOR HINGE BROKE CAUSE BY SLIDING DOOR SAFETY MECHANISM BEING TOO STIFF AND PLACED IN A BAD LOCATION. YORBA LINDA CA  
Failure Date: 08/01/2017

13 11006084 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR BAGS) AND 16V858000 (STRUCTURE). THE PARTS FOR THE RECALL REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE CONTACT STATED THAT WHEN THE FRONT PASSENGER AND DRIVER SIDE DOOR ARMRESTS WERE TOUCHED, THE AIR BAG WARNING INDICATOR WOULD ILLUMINATE AND THE SEAT BELT CHIME WOULD SOUND. THE CONTACT CALLED THE ADVANTAGE TOYOTA DEALER AND A REPAIR APPOINTMENT WAS SCHEDULED FOR 6/26/2017. THE VEHICLE WAS NOT REPAIRED DUE TO THE REMEDY NOT HAVING ALL THE NECESSARY PARTS AVAILABLE. THE CONTACT HAD NOT RECEIVED NOTIFICATION FOR ANOTHER REPAIR APPOINTMENT. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUES. THE APPROXIMATE FAILURE MILEAGE WAS 46,056. PARTS DISTRIBUTION DISCONNECT.  
BROOKLYN NY Failure Date: 07/18/2017

13 10995128 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATIONS OF NHTSA CAMPAIGN NUMBERS: 16V828000 (STRUCTURE) AND 16V340000 (AIR BAGS) HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE

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MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE CONTACT CALLED A LOCAL DEALER, EASTERN SHORE TOYOTA LOCATED AT 29732 FREDERICK BLVD, DAPHNE, AL 36526, PHONE NUMBER: (251) 262-4648, WHERE IT WAS CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS 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. GROVE HILL AL Failure Date: 06/14/2017

13 11011148 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR DRIVER SIDE SLIDING DOOR FAILED TO FUNCTION WHEN THE CONTROL SWITCH WAS DEPRESSED. THE VEHICLE WAS TAKEN TO THE DEALER (TOYOTA PLACE IN GARDEN GROVE, CA), BUT THE PART WAS NOT AVAILABLE FOR THE REPAIR. 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 MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 59,000. PARTS DISTRIBUTION DISCONNECT. GARDEN GROVE CA Failure Date: 06/01/2017

13 11016026 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. AFTER USING THE VEHICLE'S POWER SLIDING DOOR FEATURE, THE DOOR WIRES WERE JAMMED ON THE BOLTS IN THE DOOR AND PREVENTED THEM FROM CLOSING. AFTER CUTTING THE WIRE THAT WAS JAMMED ON THE BOLT, THE CONTACT WAS ABLE TO MANUALLY OPEN AND CLOSE THE DOOR. THE CONTACT TOOK THE VEHICLE TO TOYOTA OF HUNTINGTON IN NEW YORK, BUT WAS NOT DIAGNOSED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT DID NOT ASSIST. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000. THE VIN WAS NOT PROVIDED. MELVILLE NY Failure Date: 06/01/2017

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13 10992208 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE DRIVING APPROXIMATELY 30 MPH, A LOUD NOISE WAS HEARD UNDERNEATH THE FRONT END OF THE VEHICLE WITHOUT WARNING. THE VEHICLE WAS TOWED TO SONOCO AUTO SHOP, LEXINGTON ARK, MD, WHERE IT WAS DIAGNOSED THAT THE FRONT RIGHT DRIVE SHAFT WAS FRACTURED. ALSO, THE FRONT DRIVER SIDE DRIVE SHAFT WAS FAULTY. THE TECHNICIAN RECOMMENDED THAT BOTH PARTS NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE WAS NOT REPAIRED. ALSO, THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE), 14V273000 (TIRES), AND 11V560000 (EQUIPMENT). THE FAILURE MILEAGE WAS 100,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT.

WALDORF MD Failure Date: 05/30/2017

13 10991615 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE) AND 16V340000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE VEHICLE WAS TAKEN TO THE DEALER (THOUSAND OAKS TOYOTA 2401 THOUSAND OAKS BLVD, THOUSAND OAKS, CA 91362) WHERE IT HAD BEEN AWAITING RECALL REMEDY PARTS FOR AT LEAST SEVEN MONTHS. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. UPDATED 07/18/17/\*LJ SIMI VALLEY CA

Failure Date: 05/25/2017

13 10991406 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE) AND 16V340000 (AIR BAGS). THE PARTS FOR THE RECALL REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE

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MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. VIN TOOLS CONFIRMS PARTS NOT AVAILABLE. PALM COAST FL Failure Date: 05/24/2017

13 10991182 2011 TOYOTA SIENNA Structure TAKATA RECALL. IN JUNE 2016 RECEIVED LETTER FROM TOYOTA STATING "SAFETY RECALL NOTICE (INTERIM NOTICE) MULTIPLE MODELS AND MODEL YEARS TAKATA FRONT PASSENGER AIRBAG INFLATOR (ZONE A) ON FRONT OF ENVELOPE. INSIDE LETTER FURTHER STATED THE PROBLEM; WHAT TOYOTA WILL DO AT NO CHARGE; AND WHAT WE SHOULD DO, "UNTIL THE REMEDY BECOMES AVAILABLE, WE RECOMMEND THAT YOU DO NOT OPERATE THE VEHICLE WITH AN OCCUPANT IN THE FRONT PASSENGER SEAT." IT HAS BEEN ALMOST A YEAR NOW AND MY WIFE AND OTHER FAMILY MEMBERS HAVE BEEN GREATLY INCONVENIENCED AND HAVE HAD TO CANCEL ROAD TRIPS BECAUSE OF LACK OF NEEDED SEATING. AFTER ALMOST A YEAR OF MAKING MONTHLY FRUSTRATING PHONE CALLS I HAVE BEEN TOLD PARTS ARE STILL NOT AVAILABLE AND HAVE NO IDEA WHEN THEY WILL BE. ALSO, HAVE RECEIVED THE EXACT SAME NOTICE OF RECALL ON POWER SLIDING DOORS ON MY VEHICLE A FEW MONTHS AGO WITH THE SAME RESPONSE ON THE AVAILABILITY OF PARTS. THE DRIVING OF MY VEHICLE HAS NOT BEEN AFFECTED BY THESE NOTICES ONLY THE INCONVENIENCE OF SEATING AND THE POSSIBLE SAFETY OF MY PASSENGERS. SANTA BARBARA CA Failure Date: 05/23/2017

13 10986367 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE) AND 16V34000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE SINCE FEBRUARY OF 2017. 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 REMEDIES. THE MANUFACTURER WAS NOT MADE AWARE OF THE

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ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.            BENSENVILLE    IL    Failure Date: 05/18/2017

13    11003286    2011 TOYOTA    SIENNA    Structure    THE CABLE FOR THE DRIVERS SIDE SLIDING DOOR FRAYED AND SNAPPED, THE PASSENGER SIDE CABLE IS SHOWING SIGNS OF FRAY AS WELL. THE ELECTRONIC DOOR OPENING IS NOW INOPERABLE. BECAUSE OF THE WEIGHT OF THE DOOR IT IS DIFFICULT TO CLOSE AND IF PARKED ON A SLIGHT INCLINE THE DOOR CAN LOOK CLOSED BUT IN FACT IS NOT FULLY LATCHED AND CAN SLIDE OPEN WHEN YOU START MOVING. (THE CABLE SNAPPED WHEN PARKED AND THE ELECTRONIC OPENING FUNCTION WAS USED.) CURRENTLY WAITING FOR ESTIMATE FROM TOYOTA FOR THE REPAIR BUT WAS TOLD APPROXIMATELY \$1200 AND MAY NOT BE PART OF THEIR ON GOING DOOR RECALL PROBLEM            ANDOVER    MA    Failure Date: 05/15/2017

13    11004650    2011 TOYOTA    SIENNA    Structure    TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR BAGS), 11V560000 (EQUIPMENT), AND 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. NATHAN TOYOTA OF DAVIE, FLORIDA WAS CONTACTED ABOUT THE RECALL AND STATED THAT THE REMEDY WAS UNAVAILABLE ON SEVERAL OCCASIONS. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.            PLANTATION    FL    Failure Date: 05/01/2017

13    10993905    2011 TOYOTA    SIENNA    Structure    TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PART TO DO THE RECALL REPAIR WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE POWER SLIDING DOOR ON THE DRIVER AND PASSENGER SIDES WERE INOPERABLE. THE VEHICLE WAS TAKEN TO CLEMONS TOYOTA

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(LOCATED AT 2839 N. COURT ROAD, OTTUMWA, IA 52501); HOWEVER, THE DEALER WAS UNABLE TO REPAIR THE VEHICLE. THE CONTACT STATED THAT THE DOORS WERE UNABLE TO BE MANUALLY OPERATED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 92,000. FAIRFIELD IA Failure Date: 04/30/2017

13 11013901 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE DRIVING APPROXIMATELY 20 MPH, THE FRONT PASSENGER DOOR FLUNG OPEN AND THE CORD SECURING THE WINDOW SNAPPED. THE VEHICLE WAS TAKEN TO THE DEALER (DCH FREEHOLD TOYOTA IN FREEHOLD, NJ) WHERE IT WAS DIAGNOSED THAT THE CORD FAILURE WAS DUE TO THE AGE OF THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OFFERED A DISCOUNT FOR THE REPAIRS. THE VEHICLE WAS NOT REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE), 14V273000 (TIRES), AND 11V560000 (EQUIPMENT). THE FAILURE MILEAGE WAS APPROXIMATELY 100,000. PARTS DISTRIBUTION DISCONNECT. MIDDLETOWN NJ Failure Date: 04/03/2017

13 10969915 2011 TOYOTA SIENNA Structure NHTSA RECALL NUMBER: OPENS NEW WINDOW TAKES AWAY FROM VIN LOOKUP SECTION> 16V858 RECALL DATE: NOVEMBER 22, 2016 MANUFACTURER RECALL NUMBER: G14 SUMMARY: IN THE INVOLVED VEHICLES, THERE IS A POSSIBILITY THAT UNDER CERTAIN LIMITED CONDITIONS, IF THE SLIDING DOOR OPENING OPERATION IS IMPEDED, THE SLIDING DOOR MOTOR CIRCUIT COULD BE OVERLOADED, OPENING THE FUSE FOR THE MOTOR. SAFETY RISK: IF THIS OCCURS WHEN THE DOOR LATCH IS IN AN UNLATCHED POSITION, THE DOOR COULD OPEN WHILE DRIVING, INCREASING THE RISK OF INJURY TO A VEHICLE OCCUPANT. REMEDY: TOYOTA IS CURRENTLY PREPARING THE REMEDY FOR THIS CONDITION. UNTIL THEN, TOYOTA WILL SEND AN INTERIM OWNER NOTIFICATION INFORMING THE CUSTOMER OF THE CONDITION AND THAT THEY WILL BE NOTIFIED AGAIN WHEN THE REMEDY BECOMES AVAILABLE. RECALL STATUS: RECALL INCOMPLETE. REMEDY NOT YET AVAILABLE



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MANUFACTURER NOTES: IF THE MANUFACTURER HAS FAILED OR IS UNABLE TO REMEDY THIS SAFETY RECALL FOR YOUR VEHICLE IN A TIMELY MANNER, PLEASE CONTACT THE NHTSA VEHICLE SAFETY HOTLINE AT: 1-888-327-4236 OR TTY: 1-800-424-9153 OR FILE AN ONLINE COMPLAINT WITH NHTSA. THIS RECALL DATA LAST REFRESHED: APR 1, 2017 OAKMONT PA Failure Date: 04/01/2017

13 10985331 2011 TOYOTA SIENNA Structure 2011 TOYOTA SIENNA LE. CONSUMER WRITES IN REGARDS TO POWER SLIDING DOOR SAFETY RECALLS. \*LD UPDATED 07/13/2017\*JS BROOKLINE MA  
Failure Date: 03/23/2017

13 10956575 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 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 VIN WAS UNKNOWN. THE CONTACT HAD NOT EXPERIENCED A FAILURE. ENCINITAS CA Failure Date: 02/23/2017

13 11092879 2011 TOYOTA SIENNA Structure FUEL DOOR HINGE BROKE BECAUSE THE FUEL DOOR PIN HAS SO MUCH TENSION THAT IT BROKE THE HINGE. THIS CAUSED A SAFETY ISSUE BECAUSE THE DOOR CANNOT BE OPENED FROM THE INSIDE IF IT IS NOT CLOSED ALL THE WAY OR PUSHED CLOSED ENOUGH FOR THE SENSOR TO ALLOW THE SLIDING DOOR TO OPEN. THIS EVENT WAS REPORTED PAST THE 36 MONTH WARRANTY, (AT 40 MONTHS, BUT LESS THAN THE MILEAGE WARRANTY), BUT HAD BEGUN BEFORE THE WARRANTY HAD ENDED. CURRENT OWNERS SHOULD BE AWARE THAT IF THERE ARE INSTANCES BEGINNING OF THE DOOR NOT BEING ABLE TO BE OPENED, SHOULD CHECK THE HINGE AND PIN TENSION AND HAVE IT FIXED WHILE IT COULD BE UNDER WARRANTY. THIS SHOULD BE AN ITEM COVERED UNDER AN EXTENDED WARRANTY DUE TO THE SAFETY ISSUE OF NOT BEING ABLE TO EXIT THE VEHICLE IN AN EMERGENCY SITUATION. THIS HAPPENED SEVERAL TIMES WHILE PARKED AND EXITING THE VEHICLE. CURRENTLY

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GETTING AN ESTIMATE FROM THE DEALERSHIP. THERE ARE OTHER INSTANCES OF THIS ISSUE ON DIFFERENT SIENNA AND TOYOTA FORUMS. LOS ANGELES CA Failure Date: 02/10/2017

13 11067014 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT THE POWER SLIDING DOOR FAILED TO AUTOMATICALLY OPEN OR CLOSE. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE); HOWEVER, THE PARTS FOR THE RECALL REPAIR WERE NOT AVAILABLE. THE CONTACT STATED THAT BUTLER TOYOTA (3232 HARPER RD, INDIANAPOLIS, IN 16240, (844) 829-9600) INFORMED THE CONTACT THAT PARTS WERE NOT AVAILABLE. THE CONTACT CALLED THE DEALER SEVERAL TIMES AND WAS PLACED ON A WAITING LIST. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. PARTS DISTRIBUTION DISCONNECT. INDIANAPOLIS IN Failure Date: 02/07/2017

13 10949120 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE) AND 16V340000 (AIR BAGS). 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 MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. WELLINGTON KS Failure Date: 02/02/2017

13 11001275 2011 TOYOTA SIENNA Structure NOTHING HAS HAPPENED YET, BUT THE DEALERSHIP HAS DONE NOTHING TO REMEDY THE RECALL FOR THE AIR BAG OR THE SLIDING DOOR. WHY???

JACKSONVILLE FL Failure Date: 02/01/2017

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13 10946798 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000  
(STRUCTURE) AND 16V340000 (AIR BAGS). THE PARTS TO DO THE RECALL  
REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE  
MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE  
RECALL REPAIRS. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE.  
THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS  
NOT AVAILABLE. BIRMINGHAM AL Failure Date: 01/20/2017

13 10947990 2011 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2011 TOYOTA SIENNA. WHILE DRIVING 50 MPH, THE REAR DRIVER'S  
SIDE DOOR OPENED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED  
OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE.  
THE FAILURE MILEAGE WAS UNKNOWN. JAMESVILLE NY  
Failure Date: 01/20/2017

13 10945361 2011 TOYOTA SIENNA Structure WAS ASKED TO  
STOP USING MY PASSENGER FRONT SEAT MANY MONTHS AGO AND STILL  
THERE IS NO REPAIR FOR THIS PROBLEM. NOW I HAVE RECEIVED A NOTICE  
THAT THE POWER SLIDING DOORS SHOULD NOT BE USED WITH THE POWER  
ASSIST, THEY ARE VERY DIFFICULT TO OPEN AND CLOSE MANUALLY. THIS  
VEHICLE IS NOW VIRTUALLY USELESS. MY WIFE WILL NOT BE ABLE TO USE  
THIS VEHICLE BECAUSE THE POWER DOORS HAVE TO BE OPERATED  
MANUALLY AND NO ONE CAN SIT IN THE FRONT PASSENGER SEAT. THIS IS  
RIDICULOUS. TOYOTA SHOULD SUPPLY US WITH A VEHICLE THAT ACTUALLY  
FUNCTIONS UNTIL THIS REPAIR IS DONE. HILLSBOROUGH NC  
Failure Date: 01/13/2017

13 11002567 2011 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT BOTH SLIDING  
DOORS ON THE VEHICLE FAILED TO OPEN AND CLOSE REMOTELY. ALSO, BOTH  
DOORS HAD TO BE CLOSED MANUALLY AND MADE AN ABNORMAL NOISE, AS IF  
THEY WERE STUCK. THE VEHICLE WAS TAKEN TO THE DEALER (LONGO

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TOYOTA, LOCATED ON 3534 PECK RD, EL MONTE, CA 91731), BUT WAS NOT REPAIRED DUE TO PART UNAVAILABILITY. THE DEALER INFORMED THE CONTACT TO WAIT FOR A SECOND RECALL NOTICE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE). THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE 77,658. UPDATED 08/22/17\*LJ UPDATED 8/25/17\*JS PASADENA CA Failure Date: 01/04/2017

13 11010819 2011 TOYOTA SIENNA Structure THERE HAS BEEN A RECALL (NHTSA RECALL NO. 16V-858) ON THE TOYOTA SIENNA 2011 MINI VAN, OUR VIN NUMBER IS [XXX]. THE POWER SLIDING DOORS IN OUR VAN DO NOT OPERATE CORRECTLY, CREATING AN UNSAFE ENVIRONMENT FOR OUR YOUNG CHILD. WE ARE VERY UNPLEASED AT THE IRRESPONSIBLE MANNER IN WHICH TOYOTA IS HANDLING THIS RECALL, AS NO SOLUTION HAS BEEN OFFERED TO FIX THIS ISSUE. THOUGH THERE IS A RECALL ON THIS VEHICLE, MONTHS HAVE PASSED AND WE HAVE NOT RECEIVED ANY INFORMATION FROM THE DEALERSHIP OR TOYOTA AS TO HOW THIS DEFECT WILL BE FIXED. WE ARE VERY UNHAPPY CUSTOMERS. PLEASE CONTACT US WITH A REMEDY WHENEVER IT IS AVAILABLE, WE WANT THIS FIXED. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR FAIRVIEW NC Failure Date: 01/01/2017

13 11020600 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE) HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE REPAIR. THE HOSELTON TOYOTA DEALER LOCATED IN EAST ROCHESTER, NY WAS CONTACTED AND ADVISED THAT THEY WERE UNABLE TO SCHEDULE AN APPOINTMENT UNTIL OCTOBER OF 2017. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. PARTS DISTRIBUTION DISCONNECT. FAIRPORT NY Failure Date: 01/01/2017

13 10935271 2011 TOYOTA SIENNA Structure THE HOOD JUST OPENED UP WHEN DRIVING AT 55MPH TO 60MPH AND HIT THE WINDSHIELD,

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THE GLASS IS TOTALLY BROKEN, STILL THE HOOD DOOR IS ATTACHED TO THE VEHICLE. \*TR CANTON MI Failure Date: 12/14/2016

13 10995131 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 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 THOMAS TOYOTA DEALER WAS CONTACTED AND 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. PLAINFIELD IL Failure Date: 12/13/2016

13 10938424 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE DRIVING VARIOUS SPEEDS, THE REAR PASSENGER SIDE SLIDING DOOR INDEPENDENTLY OPENED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE) AND 16V340000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 107,000. PARTS DISTRIBUTION DISCONNECT. THE VIN WAS UNAVAILABLE. PLACENTIA CA  
Failure Date: 12/10/2016

13 10969774 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 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

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PROVIDED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PEARLAND TX Failure Date: 12/01/2016

13 10995052 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 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 DEALER WAS NOT CONTACTED. THE MANUFACTURER CONFIRMED THAT PARTS WERE NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

MINNEAPOLIS MN Failure Date: 12/01/2016

13 10959142 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT THE DOOR LOCK WOULD INADVERTENTLY OPEN AND CLOSE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR BAGS) AND 16V858000 (STRUCTURE). 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 MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 81,037. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

REDLANDS CA Failure Date: 11/30/2016

13 10979020 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE) HOWEVER, THE PART FOR THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED ANY FAILURE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE

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ISSUE. PARTS DISTRIBUTION DISCONNECT.

BRADENTON

FL Failure Date: 11/29/2016

13 10967430 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 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. MONROEVILLE PA Failure Date: 11/22/2016

13 10970800 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE) AND 11V560000 (EQUIPMENT). THE PART FOR THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. PARTS DISTRIBUTION DISCONNECT. FORT BRAGG NC Failure Date: 11/22/2016

13 10980899 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE), 16V340000 (AIR BAGS), AND 11V560000 (EQUIPMENT). THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE MANUFACTURER WAS MADE AWARE OF THE ISSUES. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. PALM PONTE VEDRA BEACH FL Failure Date: 11/22/2016

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13 10983277 2011 TOYOTA SIENNA Structure MY 2011 TOYOTA  
SIENNA SLIDING DOORS HAVE ON AND OFF GIVEN US PROBLEMS WITH  
FREEZING UP. YOU COULD HEAR THE MOTOR THEN THEY WOULD  
OCCASIONALLY UNLATCH AND NOT OPEN THE WHOLE WAY. REQUIRING  
MULTIPLE ATTEMPTS TO ENTER OR EXIT THE VEHICLE. NHTSA HAS A  
RECALLED NOTED AS OF NOVEMBER 22,16 ON THE SLIDING DOORS, # 16V858 .  
DEC OF 16 MY PASSENGER SIDE SLIDING DOOR'S CABLE BROKE ABOUT 12  
INCHES FROM THE END OF THE BACK WINDOW. I DIDN'T UNDERSTAND HOW  
THIS HAPPENED, MY SON OPENED THE DOOR AND IT JUST POPPED. IN  
JANUARY 17 WE RECEIVED A RECALL NOTICE ON THE SLIDING DOORS,  
STATING A MECHANICAL ISSUE. WHEN I CALLED IN MARCH TO HAVE THE  
RECALL ADDRESSED I WAS TOLD THE PARTS WEREN'T IN YET. ON APRIL 28, 17  
MY DRIVER'S SIDE SLIDING DOOR'S CABLE SNAPPED AFTER THE DOOR FROZE  
PARTIALLY OPEN. THIS TIME THE CABLE SNAPPED FROM INSIDE THE VEHICLE  
AND A BEARING CAME OUT OF SOMEWHERE. I TOOK THE VEHICLE TO TOYOTA  
SERVICE CENTER. I WAS TOLD THAT THE DOOR CABLES AND DOOR MOTOR IS  
NOT COVERED UNDER THIS DOOR RECALL. AND THAT THEY HAVE NOT  
EVEN BEEN GIVEN PARTS FOR THIS RECALL AS OF YET.THAT IS NOT  
ACCEPTABLE. THE SAFETY ISSUE OF THESE CABLE SNAPPING SHOULD BE A  
CONCERN. I HAD MY 5 YEAR OLD NEXT TO ME WHEN THE 2ND ONE WENT AND  
IT JUST MISSED HER FACE. THE RECALL NEEDS TO BE ADDRESSED PROPERLY,  
SHOULD INCLUDE ALL THE EFFECTED PARTS OF THE DOOR CABLES MOTOR  
FUSES LATCHES COMPUTER COMPONENTS AND ANYTHING THE SERVICE  
CREW CONNECT TO THE ISSUE.THE SAFETY RISK OF THE DOOR NOT  
LATCHING PROPERLY IS THE DOOR MAY OPEN WHEN VEHICLE IS IN MOTION,  
INCREASING RISK OR INJURY OF VEHICLE OCCUPANTS. I HAVE HAD ONE OF  
MY SLIDING DOORS OPEN WHILE STARTING OFF ON A DRIVE ON MORE THAN  
ONE OCCASION. I HAVE 5 KIDS AND RUN MULTIPLE CAR POOLS, THEREFORE  
AT THE TIME I ASSUMED THAT ONE OF THE KIDS HIT THE BUTTON. NOW I'M  
NOT SO SURE. PLEASE LOOK INTO THIS RECALL AND GET AFTER TOYOTA TO  
MAKE IT RIGHT AS SOON AS POSSIBLE.THX WYCKOFF NJ Failure Date:  
11/22/2016



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13 10985090 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000  
(STRUCTURE), 16V340000 (AIR BAGS), AND 11V560000 (EQUIPMENT). 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. MOUNT DORA FL Failure Date: 11/22/2016

13 10995153 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000  
(STRUCTURE) AND 16V340000 (AIR BAGS). THE PARTS TO DO THE REPAIRS  
WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER  
EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE  
DEALER (THOMPSON TOYOTA IN MARYLAND) CONFIRMED THAT THE PARTS  
WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS  
MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE  
PARTS WOULD BE AVAILABLE. THE CONTACT STATED THAT THE REAR DRIVER'S  
SIDE DOOR AJAR WARNING INDICATOR ILLUMINATED. THE CONTACT HAD NOT  
EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.  
COLORA MD Failure Date: 11/22/2016

13 11000074 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000  
(STRUCTURE) AND 16V340000 (AIR BAGS). THE PARTS TO DO THE REPAIRS  
WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER  
EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE  
DEALER WAS CONTACTED (RIVERGATE TOYOTA, MADISON, TENNESSEE) AND  
CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL  
REMEDY. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND WAS

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NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. MOUNT JULIET TN Failure Date: 11/22/2016

13 11024273 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE) AND STATED THAT THE PART WAS NOT AVAILABLE WITHIN A REASONABLE TIME FRAME TO SCHEDULE THE RECALL REPAIR. THE DEALER (RIVERSIDE TOYOTA, 2025 US-41, MARQUETTE, MI 49855, (906) 228-4900) DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS CONTACTED. THE CONTACT STATED THAT THE SLIDING DOORS ON BOTH SIDES OF THE VEHICLE AND THE REAR DOOR WERE SLOW TO OPEN. THE FAILURE MILEAGE WAS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. L'ANSE MI Failure Date: 11/22/2016

13 10966170 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE), 16V340000 (AIR BAGS), AND 11V560000 (EQUIPMENT); HOWEVER, THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE MANUFACTURER WAS MADE AWARE OF THE ISSUES. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. MCKINNEY TX Failure Date: 11/16/2016

13 10959825 2011 TOYOTA SIENNA Structure LEFT SLIDING DOOR WON'T OPEN ELECTRONICALLY OR MANUALLY. RIGHT SLIDING DOOR IS MAKING A CLUNKING NOISE WHEN OPENING ELECTRONICALLY. I WENT TO MY TOYOTA DEALER AND THE SERVICE MANAGER FILED A COMPLAINT WITH REGIONAL TOYOTA IN CHICAGO. THEY TOLD MY DEALER TO DROP HIS PRICE FROM \$3,600. TO \$2,600. AND THEY PAID \$1,500. OF IT. I HAD TO PAY THE REST.

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\$1,100. PLUS TAX. BEEN BACK TO DEALER 4TIMES SINCE FOR THE DOORS NOT WORKING PROPERLY. I HAD TO PAY \$244. TO REPLACE THE LEFT DOOR BEARING. RIGHT ONE IS GOING, BUT STILL WORKING. HAD TO TAKE IT BACK 3 TIMES TO HAVE THE DEALER MANUALLY UNLOCKED THE REAR LOCK THAT HOLDS THE DOOR IN. I'M NOT USING THE LEFT DOOR NOW DURING THE WINTER BECAUSE I CAN'T BE SURE THE DOOR WILL CLOSE.

MUSKEGO WI Failure Date: 11/08/2016

13 10971373 2011 TOYOTA SIENNA Structure 2011 TOYOTA SIENNA VAN. CONSUMER WRITES IN REGARDS TO POWER SLIDING DOOR RECALL. \*LD THE CONSUMER STATED THE VEHICLE'S POWER SLIDING DOORS HAVE BEEN DISABLED PER THE SAFETY RECALL INSTRUCTIONS. THE CONSUMER WAS INFORMED THE MANUFACTURE HAD NOT FOUND A SOLUTION FOR THE FAILURE. THE CONSUMER FEELS THE MANUFACTURER HAS SURPASSED A REASONABLE AMOUNT OF TIME TO PROVIDE THE PARTS FOR THE REPAIR. ALSO, THE CONSUMER REQUESTED INFORMATION CONCERNING THE TAKATA AIRBAG RECALL. UPDATED 04/18/2017\*JS

WALLA WALLA WA Failure Date: 11/01/2016

13 11052570 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 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. TOYOTA OF HUNTINGTON BEACH IN HUNTINGTON BEACH, CALIFORNIA WAS MADE AWARE OF THE RECALL AND STATED THAT THE PARTS WERE UNAVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. \*TT HUNTINGTON BEACH CA Failure Date: 11/01/2016

13 10910775 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE ATTEMPTING TO OPEN THE REAR DRIVER'S SIDE DOOR, THE DOOR ONLY OPENED ENOUGH FOR SMALL CHILDREN TO GET IN AND OUT OF THE VEHICLE. THE CONTACT ALSO STATED

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THAT THE PASSENGER SIDE DOOR ONLY OPENED A FEW INCHES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE CONTACT WAS ADVISED TO CONTACT THE MANUFACTURER. THE APPROXIMATE FAILURE MILEAGE WAS 96,000. UPDATED 01/11/2017\*CT THE CONSUMER STATED MANUFACTURER WAS NOTIFIED BUT INFORMED THEY COULD NOT ASSIST WITH THE PROBLEM. \*TR

WINCHENDON MA Failure Date: 09/23/2016

13 10948955 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE DRIVING APPROXIMATELY 10 MPH, THE DRIVER SIDE SLIDING DOOR OPENED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE OVERHEAD SWITCH WAS REPLACED. IN ADDITION, THE SUN ROOF GASKET DETACHED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR BAGS) AND 16V858000 (STRUCTURE). 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 MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 106,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. ROME GA Failure Date: 09/08/2016

13 11001155 2011 TOYOTA SIENNA Structure TAKATA RECALL. I RECEIVED NOTICE IN LATE JULY 2016 ABOUT THE TAKATA AIRBAG RECALL FOR MY VEHICLE. DUE TO TRAVEL, IT WAS A FEW WEEKS BEFORE I COULD TAKE IT IN TO THE DEALER. I WAS OFFERED A TOYOTA CAMRY AS A REPLACEMENT VEHICLE, BUT I REQUESTED FROM TOYOTA USA, AND RECEIVED, AUTHORIZATION TO RENT A MINIVAN THROUGH ENTERPRISE. I PICKED UP THAT VEHICLE MID AUGUST 2016. IN NOVEMBER 2016 I RECEIVED NOTICE THAT MY VAN ALSO HAD A SLIDING DOOR RECALL. I INITIALLY STORED MY VEHICLE AT THE DEALERSHIP, BUT WAS TOLD TO MOVE IT TO MY HOME IN LATE DECEMBER 2016. IT IS NOW LATE JUNE 2017 AND I HAVE HEARD NOTHING ABOUT EITHER OF THESE RECALLS. THE SAFERCARS.GOV WEBSITE SAYS

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THERE IS NO REMEDY AVAILABLE FOR EITHER RECALL YET. ALMOST 11 MONTHS I HAVE BEEN WAITING ON THE AIRBAG RECALL, AND 7 MONTHS ON THE SLIDING DOOR RECALL. THIS IS AN UNACCEPTABLE WAITING TIME. YES, I HAVE A RENTAL CAR AVAILABLE TO ME, FOR WHICH I'M GRATEFUL, BUT IN THE MEANTIME MY OWN CAR IS SITTING IN THE DRIVEWAY, UNDRIVEN, AND BASICALLY ROTTING. TOYOTA HAS SPENT OVER \$17,000 RENTING A VEHICLE FOR ME TO DRIVE, WHICH IS RIDICULOUS. THEY SHOULD HAVE JUST BOUGHT MY CAR FROM ME AND BEEN DONE WITH IT. I'M SO FRUSTRATED WITH THIS SITUATION. HOW MUCH LONGER AM I SUPPOSED TO WAIT???

NORTH CHARLESTON SC Failure Date: 08/13/2016

13 10944183 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR BAGS) AND 16V858000 (STRUCTURE: BODY). 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 MANUFACTURER WAS NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. EDMOND OK Failure Date: 07/29/2016

13 10986378 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE OPERATING THE VEHICLE, THE SLIDING DOOR AND LIFTGATE SENSOR INDICATORS ERRONEOUSLY ILLUMINATED, INDICATING THAT THE DOORS WERE OPEN. THE CONTACT INDICATED THAT THE FAILURE OCCURRED WHILE DRIVING OVER BUMPS OR MAKING TURNS. ALSO, WHEN THE FAILURE OCCURRED, THE INTERIOR DOME LIGHT WOULD ILLUMINATE AS IF THE DOORS WERE OPEN. THE VEHICLE WAS TAKEN TO THE DEALER WHO INDICATED THAT THE FAILURE WAS RECALLED BY THE MANUFACTURER, BUT NO REMEDY WAS AVAILABLE. THE CONTACT LATER RECEIVED A RECALL NOTIFICATION FROM THE MANUFACTURER FOR NHTSA CAMPAIGN NUMBER: 16V858000(STRUCTURE). THE MANUFACTURER WAS

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NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 110,000.

JACKSONVILLE BEACH FL Failure Date: 07/01/2016

13 11005235 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 55 MPH, THE PASSENGER SIDE SLIDING DOOR ERRONEOUSLY OPENED. THE VEHICLE WAS TAKEN TO THE TOYOTA DEALER OF DANVERS LOCATED IN DANVERS, MASSACHUSETTS BUT THE CAUSE OF THE FAILURE WAS NOT DETERMINED AND THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 58,000. THE VIN WAS INVALID. HAZEL HILL MA  
Failure Date: 07/01/2016

13 10983213 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR BAGS) FOR THE FRONTAL AIR BAG INFLATOR AND 16V858000 (STRUCTURE:BODY:DOOR); 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 MANUFACTURER WAS NOT NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. LAKE CITY FL  
Failure Date: 06/23/2016

13 10969043 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR BAGS), 11V56000 (WHEELS), AND 16V858000 (STRUCTURE). THE PARTS FOR THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. PARTS DISTRIBUTION DISCONNECT. SIMI VALLEY CA  
Failure Date: 06/15/2016

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13 10980964 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000  
(STRUCTURE) AND 16V340000 (AIR BAGS). THE PARTS TO DO THE REPAIRS  
WERE 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 TWO DEALERS WHO STATED THAT THE PARTS WERE NOT AVAILABLE FOR  
EITHER RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN  
TOOL CONFIRMS PARTS NOT AVAILABLE FOR BOTH RECALLS. ..UPDATED  
06/27/17 \*BF \*CN LOS ANGELES CA Failure Date: 06/15/2016

13 10876281 2011 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2011 TOYOTA SIENNA. WHILE DRIVING 25 MPH, THE DRIVER SIDE  
SLIDING DOOR OPENED WHILE THE VEHICLE WAS IN MOTION. THE VEHICLE  
WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE SLIDING  
DOOR MOTOR FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT  
REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE  
FAILURE MILEAGE WAS 72,000. APOLLO PA Failure Date:  
06/13/2016

13 11006406 2011 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT NHTSA CAMPAIGN  
NUMBERS: 16V858000 (STRUCTURE:BODY:DOOR ) AND 16V340000 (AIR BAGS)  
EXCEEDED A REASONABLE AMOUNT OF THE TIME FOR REPAIR. THE CONTACT  
RECEIVED THE RECALL NOTIFICATIONS IN JUNE AND DECEMBER OF 2016. THE  
DEALER (TOYOTA OF KATY, 21555 KATY FWY, KATY, TX 77450) STATED THAT THE  
PARTS WERE UNAVAILABLE AND ON BACKORDER. IT WAS UNKNOWN WHEN  
THE PARTS WOULD BECOME AVAILABLE. THE MANUFACTURER WAS NOT  
CONTACTED OR MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT  
EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. ..UPDATED  
08/17/17 \*BF \*CN FULSHEAR TX Failure Date: 06/03/2016

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13 10939193 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR  
BAGS) AND 11V560000 (WHEELS). A NOTIFICATION WAS ALSO RECEIVED FOR  
THE SLIDING DOOR. THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE  
CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE  
AMOUNT OF TIME FOR THE RECALL REPAIRS. THE MANUFACTURER WAS MADE  
AWARE OF THE ISSUE. THE NHTSA CAMPAIGN NUMBER FOR THE SLIDING  
DOORS WAS NOT PROVIDED. THE CONTACT HAD NOT EXPERIENCED A  
FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PARTS DISTRIBUTION  
DISCONNECT. PEARLAND TX Failure Date: 05/23/2016

13 10939991 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V340000 (AIR  
BAGS) AND FOR THE SLIDING DOOR; HOWEVER, THE PARTS TO DO THE  
REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE  
MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE  
RECALL REPAIRS. THE MANUFACTURER WAS NOTIFIED. THE CONTACT HAD  
NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.  
UPDATED 04/06/17 LJ UPDATED 05/05/2017 \*JS GLENDALE CA  
Failure Date: 05/23/2016

13 10944308 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 AND  
16V340000 (STRUCTURE, AIR BAGS). THE PARTS TO DO THE REPAIRS WERE  
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.  
FRISCO TX Failure Date: 05/23/2016



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13 10945187 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED A RECALL NOTIFICATION OF NHTSA CAMPAIGN NUMBERS:  
16V340000 (AIR BAGS) AND AN UNKNOWN ONE FOR THE SLIDING DOORS. THE  
PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT  
THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE  
RECALL REPAIRS. THE MANUFACTURER WAS MADE AWARE OF THE ISSUES.  
THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS  
NOT AVAILABLE. RATON FL Failure Date: 05/23/2016

13 10947208 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (AIR  
BAGS) AND 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 MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT  
EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.  
SARATOGA SPRINGS UT Failure Date: 05/23/2016

13 10965732 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (AIR  
BAGS) AND 16V340000 (AIR BAGS, STRUCTURE)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  
MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT  
EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.  
UPDATED 06/23/17\*LJ \*JS LOS ANGELES CA Failure Date:  
05/23/2016

13 10966496 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT  
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 AND

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16V340000 (AIR BAGS, 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 MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

COWETA OK Failure Date: 05/23/2016

13 10980394 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE) AND 16V340000 (AIR BAGS). THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE VIN WAS INVALID. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. GREENWOOD SC

Failure Date: 05/23/2016

13 10967195 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT INQUIRED ABOUT NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE) AND NHTSA CAMPAIGN NUMBER: 16V340000 (AIR BAGS). THE PARTS FOR THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. PARTS DISTRIBUTION DISCONNECT. ROGERS MN Failure Date: 05/16/2016

13 10929427 2011 TOYOTA SIENNA Structure CABLES FOR BOTH POWERED SLIDING SIDE DOORS BROKE WITHIN 2 MONTH PERIOD. PASSENGER SIDE DOOR CANNOT BE OPENED. DRIVER DOOR CAN BE OPENED AND CLOSED MANUALLY. WROTE LETTER TO TOYOTA, AFTER GETTING ESTIMATE OF \$1,600 PER DOOR TO FIX, ASKING FOR SOME SORT OF HELP. SAME PROBLEM ON OLDER MODELS WAS COVERED UNDER RECALL. UP TO 2009 MODELS. TOYOTA DECLINED ANY TYPE OF HELP. OFFERED \$750

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OFF NEW VEHICLE. THIS IS A SAFETY HAZARD WHEN TRANSPORTING  
GRANDCHILDREN. CLOVERDALE IN Failure Date: 05/10/2016

13 10945895 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED  
THAT THE RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 16V34000 (AIR  
BAGS) WAS RECEIVED IN MAY 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. THE VIN  
TOOL CONFIRMS PARTS NOT AVAILABLE. UPDATED 03/01/17\*LJ THE  
CONSUMER STATED THE POWER SLIDING DOOR WERE ALSO UNDER RECALL.  
THE MANUFACTURER DID NOT RECEIVE THE PARTS TO REPAIR THE FAILURE.  
THE MANUFACTURER SUGGESTED DISABLING THE POWER UNIT ON THE  
DOOR. IT WAS UNKNOWN WHEN PARTS WOULD BECOME AVAILABLE. UPDATED  
03/27/2017 \*JS \*CN FORT MYERS FL Failure Date: 05/01/2016

13 10979103 2011 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF  
NHTSA CAMPAIGN NUMBERS: 16V858000 (STRUCTURE), 11V560000  
(EQUIPMENT), AND 16V340000 (AIR BAGS). THE PARTS TO DO THE RECALL  
REPAIRS WERE NOT AVAILABLE. THE CONTACT STATED THAT THE  
MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE  
RECALL REPAIRS. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE.  
THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS  
NOT AVAILABLE. ..UPDATED 06/08/17 \*BF UPDATED 10/13/2017\*JS  
TORRANCE CA Failure Date: 04/18/2016

13 10855476 2011 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT THE DOOR FOR  
THE FUEL TANK WAS FRACTURED AND THE REAR DRIVER SIDE SLIDING DOOR  
FAILED TO OPEN. THE DEALER STATED THAT THE FUEL DOOR AND HINGE  
NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE

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MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 122,000. BROWNS SUMMIT NC Failure Date: 04/01/2016

13 10789418 2011 TOYOTA SIENNA Structure THE POWER SLIDING DOOR STOPPED WORKING.. UPON CLOSE NOTICE, IT LOOKS LIKE THE CABLE IS BROKEN. I AM SURPRISED TO SEE THIS ISSUE ON MY 2011 MODEL SIENNA XLE ALL WHEEL DRIVE. IT LOOKS LIKE THERE WAS A RECALL RELATED TO THIS ISSUE IN THE PREVIOUS GENERATION AS SHOWN IN THIS LINK. [HTTP://MEDIA.FIXED-OPS.COM/TOY\\_CAMPAIGNS/CSP-ZTS.PDF](http://media.fixed-ops.com/toy_campaigns/csp-zts.pdf). IT SEEMS LIKE THE EXTENDED WARRANTY COVERS MODELS FROM 2007 TO 2010... BUT MY CAR IS A 2011 YEAR MODEL PURCHASED DURING 2010. LEE NH Failure Date: 11/09/2015

13 10785063 2011 TOYOTA SIENNA Structure THE REAR PASSENGER DOOR CABLE SNAPPED COMPLETELY CUT IN HALF AND THE DOOR DOES NOT FUNCTION. THE CAR WAS PARKED WHEN THIS HAPPENED AS I WAS UNLOADING. NORTH ANDOVER MA Failure Date: 10/21/2015

13 10763891 2011 TOYOTA SIENNA Structure PRESSED BUTTON TO OPEN POWER SLIDER (WITH CHILD INSIDE WAITING TO EXIT VEHICLE). WITH DOOR HALFWAY OPEN, CABLE SNAPPED AND DOOR FROZE. THE CABLE WAS EXPOSED TO THE INSIDE OF THE PASSENGER COMPARTMENT WHEN THIS OCCURRED. DOOR IS NOW INOPERABLE (EVEN MANUALLY) AFTER BEING "DIAGNOSED" WITH "BROKEN CABLE" BY DEALERSHIP. DEALERSHIP AND TOYOTA WERE SENT COMPLAINT IN WRITING. KENNEBUNK ME Failure Date: 08/22/2015

13 10731938 2011 TOYOTA SIENNA Structure SLIDING DOOR CABLE BROKE DUE TO CORROSION SANDSTON VA Failure Date: 06/15/2015

13 10662214 2011 TOYOTA SIENNA Structure THE WHEELS ON THE DRIVER SIDE SLIDING DOOR BROKE CAUSING IT TO STOP WORKING AND SHATTERING THE BACK WINDOW OF MY VAN. MY CHILD WAS SITTING BY THE

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WINDOW THAT SHATTERED. WE WERE VERY LUCKY SHE WAS NOT INJURED BY THE GLASS. \*TR LAKE ORION MI Failure Date: 11/21/2014

13 10651602 2011 TOYOTA SIENNA Structure MY CAR WAS RECALLED ABOUT TWO MONTHS AGO FOR A TEMPORARY REPAIR OF THE CONNECTOR TO HOLD THE SPARE TIRE. THIS RESULTED IN THE SPARE TIRE BEING PLACED IN THE BACK-SEAT AREA OF THE VAN. THIS PREVENTS ME FROM USING THE FOLD DOWN FEATURE AND FULL STORAGE AREA. ON OCTOBER 20, 2014, I CALLED THEIR 888-270-9371 NUMBER TO SEE HOW MUCH LONGER BEFORE A PERMANENT FIX WOULD BE COMPLETED. I RECEIVED A VAGUE ANSWER THAT IT SHOULD BE DONE IN NOVEMBER 2014. I STILL WAIT A SOLUTION, AND BELIEVE THAT THIS ISSUE SHOULD HAVE BEEN LONG AGO RESOLVED. UPDATED 09/23/15.\*JB SOUTH BEND IN Failure Date: 10/20/2014

13 10676641 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR PASSENGER SLIDING DOOR CABLE AND THE DOOR MOTOR FAILED. AS A RESULT, THE DOOR OPEN WARNING LIGHT ILLUMINATED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO STATED THAT THE DOOR CABLE AND THE MOTOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 65,000. LAKEWOOD NJ Failure Date: 10/20/2014

13 10632276 2011 TOYOTA SIENNA Structure OUR 2011 SIENNA HAD A MALFUNCTIONING REAR PASSENGER DOOR. RUSTED DOOR LATCHES WERE IDENTIFIED AS THE PROBLEM. HOW DOES A THREE YEAR OLD VEHICLE HAVE RUSTED LATCHES? THE REPAIR COST OVER \$1200. THE CUSTOMER SERVICE AT DIEHL TOYOTA DEALERSHIP BLAMED THE PROBLEM ON WEATHER. WRONG PARTS WERE INITIALLY DELIVERED, THE CORRECT PARTS HAD TO BE SENT IN FROM CA, RESULTING IN A THREE DAY REPAIR JOB. THE CUSTOMER SERVICE REP., [XXX], DID NOT EVEN APOLOGIZE FOR THE DELAY AND INCONVENIENCE. WHEN I ATTEMPTED TO CALL TOYOTA DIRECTLY TO

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PASS ALONG MY COMPLAINT, I WAS -??LOST-?? IN THEIR AUTOMATED PHONE ANSWERING SYSTEM. I THEN CONTACTED THEM VIA EMAIL, I AM STILL WAITING FOR A RESPONSE. THE DEALERSHIP REPLACED LATCHES AND TOLD US THAT ALL OF THE DOOR LATCHES ON THE VEHICLE WERE LUBED. WE CHECKED THE OTHER DOOR LATCHES, AND FOUND THEY WERE NOT -?? LUBED-??. THIS VEHICLE-??S MANUFACTURE QUALITY CERTAINLY HAS NOT MET OUR EXPECTATIONS OR THE TOYOTA REPUTATION WE THOUGHT WE HAD PURCHASED. NOT ONLY IS THE PRODUCT PERFORMANCE POOR, SO IS THE CUSTOMER SERVICE AND SUPPORT. THIS PROBLEM NOT ONLY IS A MANUFACTURING ISSUE, BUT COULD POSE TO BE A MAJOR SAFETY ISSUE IF EARLY DOOR LATCH DETERIORATION RESULTS IN DEFECTIVE LOCKING AN LATCHING OF REAR PASSENGER DOORS. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).

\*TR MARSPA Failure Date: 09/08/2014

13 10654776 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V273000 (TIRES). THE VEHICLE WAS TAKEN TO A DEALER, WHERE THE SPARE TIRE RACK WAS REMOVED, BUT NOT REPLACED. THE CONTACT WAS INFORMED THAT THE PART WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

LIVERPOOL NY Failure Date: 09/01/2014

13 10663311 2011 TOYOTA SIENNA Structure POWER SLIDING BACK DOORS ATTEMPTING TO OPEN WHILE DRIVING, STICKS IN PARTIAL OPENING. FEAR DOORS WILL OPEN AND KIDS WILL FALL OUT WHILE DRIVING. MULTIPLE COMPLAINTS ONLINE WITH SAME PROBLEM. COSTS ARE EXPENSIVE TO REPAIR. \*TR JEREMIAH KY Failure Date: 09/01/2014

13 10937749 2011 TOYOTA SIENNA Structure SLIDING DOORS OPENED WHILE DRIVING, TURNED OFF AUTOMATIC AND USED MANUAL OPENING, DOOR WILL NOT LATCH CLOSED NOW WHILE USING MANUAL

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OPERATION, LIGHTS INTERIOR NOW STAY ON. REAR DOOR AND SIDE SLIDING NOW INDICATE ON SCREEN OPEN FROM TIME TO TIME WHILE DRIVING NOW.

\*TR CHARLESTOWN RI Failure Date: 08/15/2014

13 10704373 2011 TOYOTA SIENNA Structure THERE HAS BEEN A RECALL ON THE CHAIN AND BOLT ASSEMBLY THAT HOLDS THE SPARE TIRE UNDER THE CHASSIS BECAUSE THE PARTS RUST AND CAN BREAK DROPPING THE TIRE IN THE ROAD AND LEADING TO AN ACCIDENT. THEIR RESPONSE IS TO PUT THE TIRE INSIDE THE CAR TAKING UP SIGNIFICANT SPACE AND LIMITING SPACE. IT IS ALMOST A YEAR AND THEY STILL HAVE NO IDEA WHEN THEY WILL HAVE REPLACEMENTS. IT SEEMS PRETTY CLEAR THAT THEY AREN'T TRYING!! IS THERE ANY TIME LIMIT FOR THIS REMEDY? \*TR

SARATOGA SPRINGS NY Failure Date: 07/08/2014

13 10667856 2011 TOYOTA SIENNA Structure IN JULY OF 2011 TOYOTA SENT A NOTICE OF RECALL ON THE 2WD SIENNA VANS FOR A PROBLEM OF EXCESSIVE CORROSION OF THE SPARE TIRE CARRIER. THEY SAID THE REMEDY WAS UNDER DEVELOPMENT. IT IS NOW DECEMBER AND EVERY TIME I CALL TOYOTA THEY SAY THEY HAVE NOT YET DEVELOPED A REMEDY AND ARE WORDING ON IT. HEIR TEMPORARY SOLUTION WAS TO REMOVE THE SPARE TIRE AND PUT IT IN THE BACK OF THE VAN. TO ME A REASONABLE TIME FOR THIS TO BE RESOLVED WOULD BE 1-2 MONTHS, IT IS NOW GOING ON 5 MONTHS AND NO NOTICE OF RESOLUTION. I FEEL THAT MYSELF AND EVERYONE ELSE EFFECTED BY THIS RECALL NOTICE HAVE WAITED FAR TO LONG. \*TR SPRING LAKE MI Failure Date:

07/07/2014

13 10650629 2011 TOYOTA SIENNA Structure I WAS TRAVELING IN AN AREA SURROUNDED BY CONSTRUCTION BARRELS TRYING TO NAVIGATE MY TURN. THE PERSON IN FRONT OF ME STOPPED SUDDENLY, AND I HIT HIM IN THE REAR. THE VEHICLE SUSTAINED ALMOST \$9000 WORTH OF DAMAGE, HOWEVER WAS NOT TOTALED. THE AIRBAG DID NOT DEPLOY. WE ASKED TOYOTA FOR AN EXPLANATION, AND THEY FINALLY SENT A THIRD PARTY TO INVESTIGATE. WE WERE SENT THE DOWNLOAD OF THE CRASH DATA

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RECORDER, BUT NO EXPLANATION OF WHAT IT MEANT, AND TOYOTA DETERMINED THAT THE AIRBAG WAS NOT FAULTY, EVEN THOUGH THE CRASH DATA RECORDER SHOWS I HIT SOMEONE FRONT-TO-REAR TRAVELING 38 MILES PER HOUR. AFTER WAITING 3 MONTHS ON TOYOTA, WE FINALLY GAVE UP AND ARE HAVING THE VEHICLE REPAIRED. I HAVE A CHRONIC NECK CONDITION WHICH WAS NOT CAUSED BY THE ACCIDENT BUT WAS GREATLY AGGRAVATED AND MADE MORE PAINFUL FROM THE ACCIDENT. WE HAVE ASKED TOYOTA FOR AN EXPLANATION OF THE DATA FROM THE RECORDER, BUT HAVE NOT BEEN PROVIDED ONE, ONLY SENT A LETTER STATING TOYOTA WAS NOT AT FAULT AND THAT INJURIES SUCH AS MINE AREN'T PROVEN TO BE PREVENTED BY THE AIRBAG. ..UPDATED 11/03/14 \*BF UPDATED 4/28/2015 \*JS \*TR PARKTON NC Failure Date: 06/27/2014

13 10587256 2011 TOYOTA SIENNA Structure FAILURE OF STRUTS ON REAR HATCH. REAR HATCH DOES NOT OPEN ON ITS OWN. HATCH SLAMS SHUT. RISK OF INJURY. \*TR CARMEL VALLEY CA Failure Date: 05/01/2014

13 10660420 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V273000 (STRUCTURE: BODY). AFTER CONTACTING BOTH THE DEALER AND THE MANUFACTURER, THE CONTACT WAS INFORMED THAT A REMEDY TO REPAIR THE DEFECT HAD NOT YET BEEN DEVELOPED AND NO ESTIMATED TIME TO GET THE VEHICLE REPAIRED COULD BE PROVIDED. LEBANON PA Failure Date: 05/01/2014

13 10583658 2011 TOYOTA SIENNA Structure THE AIR CONDITIONER HOUSING IS LEAKING WATER ONTO SAFETY-CRITICAL PARTS. THIS HOUSING IS MADE OF PLASTIC PARTS THAT ARE GLUED TOGETHER. WATER IS CONDENSED DURING THE COOLING CYCLE, AND IT THEN COLLECTS AT THE BOTTOM AND EXITS THE VEHICLE THROUGH A RUBBER HOSE. THE GLUE HOLDING THE HOUSING TOGETHER HAS FAILED. WATER IS LEAKING FROM THE HOUSING AND RUNNING ONTO THE COMPUTER MODULE THAT



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DEPLOYS THE AIRBAGS. I HAVE BEEN ADVISED BY THE DEALER THAT IT IS NOT SAFE TO DRIVE THE VEHICLE WITH A WET MODULE BECAUSE THE AIRBAGS CAN DEPLOY WHILE MOVING, OR THAT THEY MIGHT NOT DEPLOY IN THE EVENT OF A COLLISION. AN IDENTICAL PROBLEM AFFECTS TOYOTA MODELS CAMRY, AVALON, AND VENZA. THIS RECALL CAN BE FOUND AT: [WWW.TOYOTANEWS.PRESSROOM.TOYOTA.COM](http://WWW.TOYOTANEWS.PRESSROOM.TOYOTA.COM) THE RECALL INFO IS: [RELEASES/TOYOTA/RECALL+CAMRY+AVALON+VENZA+OCT17](http://RELEASES/TOYOTA/RECALL+CAMRY+AVALON+VENZA+OCT17) THIS WILL TURN INTO A SERIOUS SAFETY ISSUE AS THESE VEHICLES GET OLDER WATER CAN LEAK ONTO THE DEPLOYMENT MODULE WITHOUT BEING SEEN. IN MY PARTICULAR CASE, THE WATER HAD APPARENTLY BEEN LEAKING FOR SOME TIME - PERHAPS A YEAR OR TWO - AND WAS DETECTED PURELY BY CHANCE. THERE WAS SIGNIFICANT RUST ON THE FLOORBOARD OF THE VEHICLE. I HAVE DISCUSSED THE ISSUE WITH TOYOTA, AND THEY REFUSE TO DO ANYTHING ABOUT IT. THE CIRCUMSTANCES OF THE RECALL ON CAMRY, AVALON, AND VENZA APPEAR TO BE IDENTICAL TO THE CIRCUMSTANCES I HAVE EXPERIENCED, YET THERE IS NO RECALL ON THE SIENNA. THIS APPEARS TO BE AN UNSAFE CONDITION. I WOULD APPRECIATE IT IF YOU WILL TAKE A LOOK. \*TRSTUART FL Failure Date: 04/14/2014

13 10582792 2011 TOYOTA SIENNA Structure WITHIN ONE WEEK OF PURCHASE, THE DRIVER SIDE, POWER ASSIST SLIDING DOOR FAILED TO OPEN COMPLETELY. AFTER INITIALLY OPENING SIX INCHES IT WOULD ONLY MOVE FOUR INCHES IN EITHER DIRECTION BY PULLING THE EXTERIOR HANDLE. ONLY WITH MULTIPLE PULLS/JERKS COULD THE DOOR BE FULLY OPENED OR CLOSED. THIS PROBLEM WOULD MANIFEST UNPREDICTABLY, MOST OFTEN WITH THE DRIVER SIDE POWER DOOR, BUT ONCE WITH THE PASSENGER SIDE. OTHERWISE THE DOORS FUNCTIONED PROPERLY ABOUT EIGHTY PERCENT OF THE TIME. THIS FAILURE APPEARS TO INVOLVE A SAFETY FEATURE WHICH PREVENTS THE DOOR FROM ADVANCING WHEN SUFFICIENT RESISTANCE IS MET. IN ALL CASES OF FAILURE NO MECHANISM FOR RESISTANCE WAS FOUND. MY FEAR IS THAT THE SAFETY FEATURE MAY ALSO FAIL WHEN IT NEEDS TO PERFORM PROPERLY, TO

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PREVENT AN ARM OR LEG FROM BEING CRUSHED. \*TT

YORKTOWN VA Failure Date: 04/04/2014

13 10561970 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT THE REAR DRIVER'S SIDE SLIDING DOOR WOULD CLOSE INDEPENDENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE POWER DOOR MOTOR WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 68,000 AND THE CURRENT MILEAGE WAS 92,150. UPDATED 03/31/14\*LJ UPDATED 04/1/2014 \*JS MOUNT EATON OH Failure Date: 09/17/2013

13 10549245 2011 TOYOTA SIENNA Structure I WAS TRYING TO PARK MY VAN INSIDE A CAMPSITE, DRIVING AT APPROX 1.2 MPH WHEN MY VAN TOOK OFF LIKE A ROCKET. I COULDN'T STOP THE CAR EVEN BY BRAKING. LUCKILY MY VAN WENT INTO A DITCH, AIRBAGS OPENED UP, VAN WENT DOWN THE DITCH AND CAME UP AT AN ANGLE AND STOPPED. I WAS BADLY HURT AND PASSED OUT FOR FEW MINUTES, TAKEN TO A LOCAL HOSPITAL EMERGENCY ROOM. THE 16 PAGE REPORT ORDERED BY TOYOTA THRU' A 3RD PARTY CLEARLY SHOWED THAT THE CAR WENT FROM 1.2 MPH TO 31.5 MPH, ENGINE RPM WENT FROM 800 TO 4800 RPM IN 4.2 SECS. I CHECKED WITH A REPUTABLE AUTO MECHANIC. HE COMMENTED THAT NO ONE CAN MANUALLY RAMP THE ENGINE RPM TO 4800 RPM. IT IS CLEARLY AN ISSUE WITH TOYOTA'S ELECTRONIC SYSTEM. TOYOTA HAS DENIED ANY ISSUE WITH THEIR CAR IN A LETTER TO ME. I WANT THE NATIONAL HIGHWAY TRANSPORTATION SAFETY ADMIN TO TAKE MY CASE AGAINST TOYOTA. I WILL BE GLAD TO EMAIL THE REPORT AND TOYOTA LETTER TO YOU. PLEASE REPLY SOON. \*TR

MARLTON NJ Failure Date: 08/25/2013

13 10533323 2011 TOYOTA SIENNA Structure (TOYOTA, SIENNA 2011) PASSENGER AUTOMATIC SLIDING DOOR ANTI-JAM SENSOR FAILED. OBJECT (MACBOOK) WAS PLACED IN DOOR POCKET COMPARTMENT. DOOR SWITCH WAS PRESSED AND DOOR BEGAN OPENING. MACBOOK DID NOT

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COMPLETELY CLEAR THE DOORS PATH COMPLETELY AND DOOR BEGAN CRUSHING IT. I COULD HEAR SOMETHING WASN'T RIGHT AND SAW THE DOOR BEND THE LAPTOP AND PARK IN THE FULLY OPEN POSITION. YOU COULD CLEARLY SEE AND HEAR THE DOOR HAD MET AN OBSTACLE AND WAS STRUGGLING, BUT JUST PRESSED THROUGH IT. DOOR MADE NO ATTEMPT TO STOP OR REVERSE. THE MACBOOK WAS DAMAGED. THE WHOLE MACHINE WAS BENT BY THE DOOR AND I CAN NO LONGER FIT A CD IN THE OPTICAL SLOT BECAUSE IT IS NOW CURVED RATHER THAN FLAT. THESE DOORS ARE STRONG ENOUGH BE BEND METAL! THE "ANTI-JAM" SYSTEM FAILED. AFTER SEEING THAT, I REALLY THINK THAT THESE DOORS HAVE TO CAPABILITY TO SERIOUSLY INURE SOMEONE. WASHINGTON DC Failure Date:

08/02/2013

13 10520384 2011 TOYOTA SIENNA Structure SIENNA PARKED INSIDE GARAGE. GARAGE DOOR WAS OPEN. I SLAMMED THE TRUNK DOOR TO CLOSE IT. MY 10 YEAR OLD SON COMPLAINED WHY I SLAMMED DOOR; I COULD HAVE CLOSED IT GENTLY. I TOLD HIM BECAUSE SOMETIMES THE TRUNK DOOR DOES NOT CLOSE ALTHOUGH IT APPEARS TO HAVE CLOSED. WE GOT IN THE SIENNA. I STARTED ENGINE. GARAGE DOOR STILL OPEN. I REVERSED THE CAR. THEN HEARD SMALL NOISE FROM THE BACK. THEN I SAW THE TRUNK DOOR WAS UP AND OPEN IN UP POSITION. I PARKED THE CAR, WENT BACK. THE SIENNA TAG PLATE WAS BROKEN HALF IN THE MIDDLE, APPARENTLY HITTING THE GARAGE DOOR. I CLOSED THE DOOR DOWN. SLOWLY BACKED THE CAR OUT OF THE GARAGE. THEN MY WIFE AND I HAD TO FORCE THE GARAGE TO CLOSE BECAUSE THE CAR'S BACKDOOR KNOCKED ONE OF ITS GLIDING WHEELS OFF TRACK. WE HAD TO FORCE IT BACK IN. THE DOOR OPENER WAS OFF THE TRACK AS WELL. ONE DAY LATER AFTER TRYING SEVERAL TIMES, THE DOOR WAS BACK WORKING AGAIN. WE ARE TESTING THE DOOR NOW. THE CAR DRIVES FINE. ~10 DAYS I DUMPED BOOKS OFF LIBRARY AND CLOSED THE TRUNK DOOR. AFTER GOING THROUGH A ROUNDABOUT FOR 0.7 MILE, THE SIGNAL FLASHED INDICATING THE TRUNK DOOR WAS LOOSE. I HAD TO PULL OVER TO CLOSE IT. MY WIFE ALSO SAID SEVERAL TIMES NOW SHE HAD THE SAME PROBLEM: THE DOOR WENT LOOSE

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AND THEN SIGNALLED US IT WAS LOOSE MINUTES OR MILES AFTER WE STARTED THE ENGINE AND LEFT THE PARKING SLOT. \*TR CHESTNUT HILL MA Failure Date: 06/16/2013

13 10514321 2011 TOYOTA SIENNA Structure THE POWER SLIDING DOORS FAILED ON THE VEHICLE AND WHILE I WAS DRIVING DOWN THE ROAD THE DOOR STARTED SLIDING OPEN. MY KIDS WERE SAFELY FASTENED IN THEIR SEATBELTS BUT THE LATCH AND SAFETY LATCHES BOTH FAILED AND THIS COULD HAVE RESULTED IN AN ACCIDENT OR INJURY. THE DEALER SAID THE LATCHES CORRODED WHICH CAUSE THE FAILURE AND PROPER LUBRICATION COULD HAVE PREVENTED THE DEFECT BUT I CAN'T FIND THAT ANYWHERE IN THE SERVICE MANUAL AND I ASKED THE DEALER TO SHOW ME THAT ON THEIR LIST OF CHECKS AND HE DID NOT HAVE ANY DOCUMENTATION THAT THEY CHECK THAT. I HAVE HEARD THAT MANY OF THESE LATCHES FAIL AND NEED TO BE REPLACED BUT TOYOTA DOESN'T SEEM TO THINK IT IS AN ISSUE. \*TR BERGEN NY Failure Date: 05/29/2013

13 10503421 2011 TOYOTA SIENNA Structure THE REAR HATCH STRUTS BLEW CAUSING THE REAR HATCH TO CLOSE AUTOMATICALLY AND FORCIBLY. LUCKILY, ONLY MY HUSBAND WAS UNDER THE HATCH AT THE TIME AND COULD STOP IT FROM HURTING SOMEONE. IT WOULD HAVE SERIOUSLY INJURED ONE OF OUR CHILDREN IF THEY WERE UNDER THE HATCH. IT HAPPENED VERY SUDDENLY AND UNEXPECTEDLY. THERE IS AN EXISTING RECALL ON OLDER SIENNA VANS TO FOR THE EXACT SAME ISSUE. THE DESIGN CHANGE DOES NOT SEEM TO MITIGATE AGAINST THE FAILURE. WE ALSO SEE THAT OTHER VEHICLES INCLUDING OTHER 2011 VANS CONTINUE TO HAVE THIS PROBLEM. WE ARE ASKING YOU TO CONTACT THE COMPANY TO DISCUSS THE RECALL WITH THEM AND SEE IF THE RECALL IS NOT MITIGATING THE RISK OF THIS FAILURE. I WOULD NOT WANT A CHILD (ONE OF THE REASONS IN PURCHASING A MINI-VAN) GET HURT WITH A HATCH COLLAPSING ON THEM. \*TR ALLISON PARK PA Failure Date: 03/10/2013

13 10971966 2011 TOYOTA SIENNA Structure TL\* TAKATA RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED

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THAT THE DRIVER AND PASSENGER SIDE SLIDING DOORS FAILED TO OPEN AND OPENED INADVERTENTLY. THE VEHICLE WAS TAKEN TO THREE DIFFERENT DEALERS FOR DIAGNOSTIC TESTING, BUT THE TECHNICIAN COULD NOT LOCATE A FAILURE. IN ADDITION, THE VEHICLE WAS TAKEN TO ANOTHER DEALER WHERE IT WAS DIAGNOSED THAT THE SLIDING DOOR MOTOR AND THE CONTROL BOTTOM THAT CONTROLLED THE SLIDING DOORS FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V340000 (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 MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 65,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. MERIDIAN ID Failure Date: 03/06/2013

13 10462611 2011 TOYOTA SIENNA Structure THE OPENING SEQUENCE OF POWER SLIDING DOORS ON BOTH SIDES OF THIS VEHICLE IS OUT-OF-SEQUENCE WHEN OPENED WITH THE DOOR HANDLE. WHEN USING DOOR HANDLE, THERE IS A LOUD NOISE WHEN DOOR FIRST OPEN, IT CAUSED BY THE MECHANICAL LATCH WERE NOT COMPLETELY OPEN BEFORE THE DOOR WAS PULLED BY DORR'S MOTOR. THIS PROLONGES "JERK" COULD EVENTUALLY CAUSE THE LATCH TO BREAK OR DEFECTED TO THE POINT IT CAN NOT FULLY LATCHED ON AND MAY CAUSE DOOR TO OPEN WHILE DRIVING. THIS PROBLEM IS NOT DETECTED IF DOOR OPENING USING REMOTE CONTROL OR INSIDE VEHICLE BUTTONS. \*TT PLANO TX Failure Date: 06/21/2012

13 10442723 2011 TOYOTA SIENNA Structure WATER ACCUMULATING IN FOLD-DOWN COMPARTMENT FOR THIRD ROW SEATS. STANDING WATER NOTICED UNDER CARPET. DEALERSHIP UNABLE TO REPLICATE LEAK. \*TR PORTLAND OR Failure Date: 12/29/2011

13 10444983 2011 TOYOTA SIENNA Structure ROOF RACK DETACHMENT ON HIGHWAY: WE HAVE THE TOYOTA SIENNA OEM ROOF RACK

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CROSS BARS INSTALLED WHEN WE PURCHASED THE VEHICLE, BUT NEVER HAD ACTUALLY ATTACHED ANYTHING TO THE CROSS BARS. WHILE DRIVING DOWN THE HIGHWAY, WE HEARD A BANG, LOOKED IN THE MIRROR AND SAW MY CROSS BAR IN THE ROAD. IMMEDIATELY, PULLED OVER AND CONFIRMED THAT THE CROSS BAR HAD IN FACT DETACHED FROM OUR CAR AND FELL IN THE ROAD BEHIND US. THE REMAINING CROSS BAR WAS STILL ON, BUT WAS COCKED AND THE TIGHTENING MECHANISM WAS LOOSE. OUR CONCERN: THE SPECIAL INSTALLATION PRACTICE HAS BEEN EXPLAINED TO ME BY THE PARTS MANAGER. APPARENTLY, THIS NEW CLAMP DESIGN REQUIRES THE USER ASSURE PERPENDICULAR ALIGNMENT OF THE LOWER CLAMP PLATE TO THE ROOF RACK, OTHERWISE WHEN YOU TIGHTEN THE SCREW YOU CAN GET A FALSE TIGHT SENSE, WHEN THE PLATE IS COCKED AND NOT TRUE. SO, I SEE MANY THINGS WRONG WITH THIS DESIGN: (1) TOO MUCH RELIANCE ON FOLLOWING PROPER INSTALLATION TO ASSURE PRODUCT IS SAFELY SECURED. (2) HOW TIGHT IS TIGHT ON THE SCREW? NO INSTRUCTIONS PROVIDED? (3) EXCESSIVE RELIANCE ON THE OWNER TO CHECK THIS PART FOR THE LIFE OF THE CAR - SERVICE MANAGER SAYS THIS MUST BE INTERMITTENTLY TIGHTENED BY THE OWNER? WHERE IS THIS IN THE SERVICE MANUAL? (4) IT ALSO APPEARS THAT TOYOTA MAY HAVE INTRODUCED THIS "EASY TO REMOVE" DESIGN TO APPEAL TO THOSE CUSTOMERS WHICH COMPLAINED ON HOW LONG IT TAKES TO REMOVE THE EARLIER MODEL ROOF RACKS (<2011), BUT IN TURN HAVE COMPROMISED ON QUALITY AND MORE IMPORTANTLY SAFETY. (5) NOT ONLY IS THIS A UNIQUE DESIGN FOR THE TOYOTA LINEUP OF CARS, IT IS ALSO A UNIQUE IN THE INDUSTRY DESIGN, WHICH HAS FOR MANY YEARS NOW ESTABLISHED A HISTORY OF HAVING POSITIVE LOCKING AND REDUNDANT INSTALLATIONS FOR ROOF RACK CROSS BARS. I WROTE LETTER, AND TOYOTA SAID OUR INSURANCE COVERS SUCH THINGS, AND FOR US TO WORK WITH OUR DEALER, RATHER THAN MAIN COMPANY. UPDATED IVOQ 03/20/12 \*TR  
COLUMBUS IN Failure Date: 12/01/2011

13 11024004 2011 TOYOTA SIENNA Structure TL\* TAKATA  
RECALL. THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT

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RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V858000, 16V340000, AND 11V560000 (STRUCTURE, AIR BAGS, EQUIPMENT). 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 CONTACTED THREE MONTHS AGO AND STATED THAT THEY WOULD SEND THE PARTS TO URBANA, IL. A CASE NUMBER WAS PROVIDED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

UPDATED 11/01/17\*LJ                      TILTON      IL      Failure Date: 11/30/2011

13    10432501    2011 TOYOTA    SIENNA    Structure    THE POWER SLIDING DOORS ON BOTH SIDES STOPPED WORKING. MUST OPEN AND CLOSE THE SLIDING DOORS MANUALLY. NONE OF THE OPEN BUTTONS ON THE CAR OR REMOTE RESPONDS TO OPENING THE SLIDING DOORS. JUST A BEEP IS HEARD WHEN THE KEY IS PRESSED. \*TR                      CORDOVA    TN      Failure Date: 10/23/2011

13    10450680    2011 TOYOTA    SIENNA    Structure    TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THE DRIVER'S SIDE AUTOMATIC SLIDING DOOR JAMMED AND FAILED TO RELEASE OPEN UNTIL BODY FORCE WAS APPLIED TO THE DOOR. THE FAILURE OCCURRED FIFTY TIMES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER TWICE AND THEY WERE UNABLE TO DUPLICATE THE MALFUNCTION. THE CONTACT PLANNED TO NOTIFY THE MANUFACTURER OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 8,000.                      SAN MARCOS

CA      Failure Date: 10/05/2011

13    10496430    2011 TOYOTA    SIENNA    Structure    DURING THE TEST DRIVE AND INSPECTION OF 2011 TOYOTA SIENNA VAN THE DRIVER'S SIDE REAR SLIDING DOOR WOULD CLOSE WITHOUT TOUCHING THE BUTTON OR HANDLE. THE DEALER (REP) TOLD ME THAT HE HAD PRESSED THE CLOSE BUTTON TOO MANY TIMES AND THAT'S WHY IT SHUT DURING THE INSPECTION OF THE VEHICLE. AFTER TAKING THE VEHICLE HOME THE DRIVER'S REAR SLIDING DOOR SHUT ON ME WHILE I WAS GETTING A SMALL CHILD OUT OF A

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CAR SEAT-I DID NOT TOUCH THE BUTTON OR DOOR HANDLE. AFTER THE SAME THING HAPPENED 4-5 MORE TIME I TOOK THE 2011 SIENNA VAN BACK TO THE DEALER AND TOLD THEM THAT I WOULD NOT TAKE THE VEHICLE BACK UNTIL THE PROBLEM WAS FIXED. THE DEALER REPLACED THE MOTORS IN BOTH SLIDING DOORS. THE PROBLEMS HAS CONTINUED AND AFTER RESEARCH HAVE FOUND THAT THIS IS A COMMON COMPLAINT REGARDING THE SLIDING DOORS ON THE SIENNA VANS. BETWEEN TIRE PROBLEMS AND DOOR PROBLEMS IT'S NOT WORTH THE TIME OR HASSLE. \*TR

MILLVILLE MA Failure Date: 10/03/2011

13 10429237 2011 TOYOTA SIENNA Structure PURCHASED OUR NEW 2011 SIENNA XLE AWD IN JULY 2010, FROM KOONS TOYOTA IN WESTMINSTER, MD. IN EARLY SEPTEMBER 2011, MY WIFE COMPLAINED OF A BAD ODOR IN THE VAN. ON 09/10/11 I COMBED THROUGH THE VAN, THINKING THAT ONE OF OUR CHILDREN HAD SPILLED OR DROPPED SOMETHING THAT WAS CAUSING THE SMELL. INSTEAD, I FOUND THAT THE FLOOR OF THE VAN, UNDER THE CARPETS, WAS SOAKED THROUGHOUT. I IMMEDIATELY CALLED THE DEALER, AND THEY PICKED UP THE VAN ON 09/12/2011. THE FOLLOWING DAY I RECEIVED A CALL FROM THE DEALER'S SERVICE ADVISOR, WHO INFORMED ME THAT THE PROBLEM WAS WORSE HAD BEEN IMMEDIATELY APPARENT: WATER WAS ACTUALLY POOLING UNDER THE CARPETS. HE ALSO SAID THEIR MECHANICS HAD SPEND ALL DAY ON THE PROBLEM AND HAD NOT BEEN ABLE TO DETERMINE HOW THE WATER HAD SEEPED INTO THE CAR, AND THAT THE NEXT STEP WAS FOR A TOYOTA REGIONAL SPECIALIST TO LOOK AT THE VAN, THAT WEEK. A FEW DAYS LATER, THAT HAPPENED, BUT THAT TECHNICIAN, TOO, WAS UNABLE TO SOLVE THE PROBLEM. AS A RESULT, THE DEALER ESSENTIALLY SAID IT WAS MY PROBLEM. I THEN CALLED TOYOTA USA HQ AND, TOO, MY INSURANCE COMPANY (USAA); WITH THE FORMER, I INITIATED A CASE/COMPLAINT, WITH THE LATTER, A COMPREHENSIVE CLAIM. ON SEPTEMBER 22, I SENT TOYOTA HQ A CERTIFIED LETTER WHICH, 1) REQUESTED THAT THE COMPANY REPLACE OR BUY BACK OUR VAN, AND 2) GAVE NOTICE THAT I WAS FILING A LEMON LAW COMPLAINT WITH THE MARYLAND ATTORNEY GENERAL'S CONSUMER PROTECTION AFFAIRS OFFICE.



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IN THE MEANTIME, MY COMPREHENSIVE INSURANCE COVERED THE WATER REMEDIATION EFFORT OF CARPET AND MATERIALS REPLACEMENT, NOTWITHSTANDING THE FACT THAT THE SOURCE OF THE WATER INTRUSION WAS NEVER DIAGNOSED. ON 10/07/2011, I RECEIVED NOTICE FROM THE DEALER THAT THE "REPAIRS" (I.E., CARPETS, SOUND-DEADENER REPLACED, CAR "OXINATED" (SP?), AND DETAILED), BUT THAT THE SMELL WAS STILL THERE. AFTER ONE MONTH NO ANSWER TO WHY A NEW \$40K VAN IS SOAKED INSIDE. \*TR TOWSON MD Failure Date: 09/01/2011

13 10448978 2011 TOYOTA SIENNA Structure SATELLITE BUTTONS OVERHEAD CONSOLE FOR SLIDING DOORS ARE NOW INOPERABLE FOR DRIVER'S SIDE SLIDING DOOR. TOOK TO DEALER WHO AFTER SEEING THE ISSUE CAME BACK AND SAID UNABLE TO DUPLICATE. VERY CONCERNED..... \*TR NORTHRIDGE CA Failure Date: 09/01/2011

13 10418523 2011 TOYOTA SIENNA Structure AFTER ARRIVING HOME WITH MY 2 KIDS YESTERDAY, WE WERE GETTING OUT OF THE VEHICLE (2011 TOYOTA SIENNA XLE)- MY 2 1/2YR OLD DAUGHTER WAS GETTING OUT OF THE PASSENGER SIDE POWER DOOR WHILE I WAS ABOUT TO GET MY 3 MONTH OLD SON OUT OF THE DRIVER SIDE POWER DOOR. MY 2 1/2YR OLD DAUGHTER PUSHED THE POWER DOOR BUTTON TO CLOSE HER DOOR AFTER GETTING OUT OF THE VEHICLE AND WAS HOLDING ONTO THE VAN TO GAIN HER GROUND, AT WHICH TIME THE POWER SLIDING DOOR CLOSED ENTIRELY ON HER RIGHT HAND! IT DID NOT OPEN WITH THE DOOR SENSOR AS WE WERE TOLD IT WOULD DO IF ANYTHING WAS IN THE PATH OF THE DOOR CLOSING. WHEN I FRANTICALLY TRIED TO PULL OPEN THE DOOR FROM THE INSIDE, AND PUSH THE POWER DOOR BUTTON, THE DOOR WOULD NOT OPEN AND SHE JUST KEPT SCREAMING FROM THE OTHER SIDE. I HAD TO PUT THE KEYS BACK IN THE IGNITION JUST TO OPEN THE DOOR AND FREE MY DAUGHTER! IT WAS A PROLONGED, SCARY AND TRAUMATIZING ORDEAL THAT I HOPE NO ONE ELSE EVER HAS TO EXPERIENCE! WHEN YOU ARE TOLD THE POWER DOORS AND WINDOWS ARE ON A SENSOR THEY NEED TO ACTUALLY FUNCTION 100%, NOT ONLY FOR A LARGE OBJECT LIKE A BODY OBSTRUCTING THE DOOR/

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WINDOW, BUT ALSO CHILDREN'S HANDS- AFTER ALL THIS IS A FAMILY VEHICLE THAT I WAS UNDER THE IMPRESSION WAS BUILT ON SAFETY! \*TR WAKE FOREST NC Failure Date: 08/10/2011

13 10950096 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE). 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 MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. IN ADDITION, THE CONTACT OBSERVED AN ABNORMAL NOISE AND MOVEMENT FROM THE REAR SEATS. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. UPDATED 04/19/17 LJ \*CN STRONGSVILLE OH Failure Date: 07/15/2011

13 10408980 2011 TOYOTA SIENNA Structure PURCHASED A 2011 TOYOTA SIENNA LIMITED ON JUNE 25TH. NEXT MORNING, AFTER THE CAR HAD BEEN IN DRY WEATHER AND GARAGED OVERNIGHT, I PULLED IT OUT TO FIND THE ENTIRE REAR STORAGE AREA BY THE BACK DOOR WAS SOAKING WET WITH WATER STANDING IN PUDDLES AND THE REAR WELDS CORRODED. IT IS APPARENT THE WATER HAS BEEN THERE FOR SOME TIME. AFTER WRINGING OUT 4 BEACH TOWELS, I PUT AN INDUSTRIAL FAN ON IT FOR 5 HOURS. IT'S STILL WET. \*TR URBANDALE IA Failure Date: 06/26/2011

13 10948663 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. WHILE DRIVING APPROXIMATELY 15 MPH, THE REAR PASSENGER SLIDING DOOR OPENED WITHOUT WARNING. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V858000 (STRUCTURE) AND STATED THAT THE PART NEEDED FOR THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE

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AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 1,500. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. NORWALK CA Failure Date: 06/07/2011

13 10447806 2011 TOYOTA SIENNA Structure BOTH POWER-SLIDING SIDE VAN DOORS ON MY 2011 TOYOTA SIENNA XLE AWD DO NOT FUNCTION PROPERLY OR SAFELY IN ALL INSTANCES WHEN USING THE EXTERIOR DOOR HANDLES. APPROXIMATELY 25% OF ATTEMPTS TO OPEN THE SIDE DOORS USING THE EXTERIOR DOOR HANDLES TO ACTIVATE THE POWER SLIDE MECHANISM FAIL. THE FAILURE RESULTS IN THE DOORS ONLY OPENING ABOUT SIX INCHES, THEN STOPPING IN PLACE WHILE AN AUDIBLE ALARM SOUNDS. THE GAP IS LARGE ENOUGH FOR AN ADULT OR CHILD TO PUT ARM THROUGH THE GAP. AFTER THE AUDIBLE ALARM CEASES, THE DOOR CAN BE MANUALLY CLOSED IN A "JERKY" FASHION. THE DOOR FAILURE ONLY HAPPENS WHEN USING THE EXTERIOR HANDLES. WHEN USING THE KEY FOB, INTERIOR CONTROLS LOCATED IN THE CEILING ABOVE THE REAR VIEW MIRROR, OR INTERIOR CONTROLS NEAR THE SLIDING DOORS, THE DOORS WORK CORRECTLY. \*TR PALATINE IL Failure Date: 06/01/2011

13 10405994 2011 TOYOTA SIENNA Structure MY 2 YEAR OLD DAUGHTER GOT HER LEG CAUGHT IN THE BACK PART OF THE SLIDING DOOR OF A 2011 TOYOTA SIENNA. SHE WAS INSIDE THE CAR. THE DOOR WAS OPENED. HER LEG FELL INTO THE SPACE WHILE THE DOOR WAS OPENING. THE DOOR OPENED AS FAR AS IT COULD AND CONSTRICTED HER LEG. HER LEG WAS SO TIGHTLY CONSTRICTED WE COULD NOT REPOSITION HER BODY TO OPEN THE DOOR. AVERILL PARK FIRE DEPT AND SAND LAKE AMBULANCE ARRIVED ON THE SCENE. SHE WAS TRAPPED(SCREAMING) FOR 20 -25 MINUTES. HER LEG WAS COLD AND TURNING BLUE BEFORE IT WAS REMOVED. WE WENT TO THE HOSPITAL CONCERNED FOR INTERNAL BLEEDING, BROKEN LEG, AND OTHER COMPLICATIONS. SHE IS DOING FINE BUT I'M VERY CONCERNED ABOUT THE DESIGN OF THE DOOR. I'VE LOOKED AT OTHER MINIVANS (EVEN THE SAME MAKE AND MODEL BUT DIFFERENT

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YEAR) AND THEY DON'T HAVE THE GAP IN THE BACK PART OF THE DOOR LIKE THE 2011 TOYOTA SIENNA. UPDATED IVOQ 07/27/11 \*TR WEST SAND LAKE NY Failure Date: 05/20/2011

13 10450839 2011 TOYOTA SIENNA Structure SIDE POWER DOOR DOES NOT OPEN. HANDLE IS USED TO OPEN DOOR DURING NORMAL OPERATION. POWER SLIDER OPENS ABOUT 6 INCHES AND THEN STICKS. A ALARM SOUNDS. POWER SLIDE MOTOR STOPS DOOR FROM OPENING. DOOR JUMPS BACK AND FORTH AND WILL NOT OPEN REGARDLESS OF AMOUNT OF FORCE USED. DOOR WILL CLOSE IF PUSHED SHUT. PROBLEM IS INTERMITTENT AND HAS NOT BEEN DEALT WITH BY DEALER WHICH HAS BEEN COMPLAINED ABOUT AND DOCUMENTED THROUGHOUT THE LAST YEAR. DEALER UNABLE TO REPEAT ISSUE. DEALER HAS ACCUSED OWNER OF NOT USING HANDLE CORRECTLY. IN AN EMERGENCY SITUATION THIS FAILURE COULD RESULT IN PASSENGERS BEING TRAPPED IN PASSENGER COMPARTMENT BECAUSE OF THIS HAZARD. THIS PROBLEM IS DOCUMENTED BY OTHER OWNERS ON TOYOTA FORUMS AND OTHER NHTSA SAFETY COMPLAINTS. \*TR NORTH BEND OR Failure Date: 05/03/2011

13 10429366 2011 TOYOTA SIENNA Structure DRIVER SIDE POWER DOOR IS NOT OPENING ON ITS OWN. WITH VERY FEW MILES THE DOOR REFUSED TO OPEN AND CLOSE ON ITS OWN POWER. AS TIME PROGRESSED THE DOOR IS NOW NOT FUNCTIONAL IN POWER MODE. THE VAN CURRENTLY HAS 20000 MILES. DEALER BLAMED CUSTOMER FOR PROBLEM AS THE CAR WAS "TOO DUSTY". DEALER IS GOING TO ATTEMPT TO FIX UNDER WARRANTY BUT WARNED CUSTOMER IF THE VAN IS CONTINUALLY DRIVEN ON GRAVEL ROADS THAT THE CUSTOMER WILL NEED TO WASH THE CAR AFTER EVERY DUSTY TRIP TO ENSURE THE DOORS DO NOT FAIL AGAIN. THE PASSENGER POWER DOOR IS NOW STARTING TO FAIL. IT WAS NEVER DISCLOSED TO CUSTOMER THAT CAR CANNOT BE DRIVEN ON GRAVEL OR DUSTY ROADS. THE CUSTOMER MUST DRIVE ON GRAVEL ROADS DAILY SO THE VAN IS NOW ALL BUT USELESS FOR ITS INTENDED PURPOSE. ADDITIONALLY THE LACK OF THE DRIVER SIDE SLIDING DOOR TO OPEN IS A

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SAFETY CONCERN FOR REAR SEAT PASSENGERS. IF THE PASSENGER DOOR WERE TO BECOME DAMAGED IN AN ACCIDENT THE REAR OCCUPANTS WOULD BE UNABLE TO SAFELY EXIT THE VEHICLE. \*KB SCRANTON KS

Failure Date: 05/01/2011

13 10395706 2011 TOYOTA SIENNA Structure TL\*THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE VEHICLE WAS PARKED WITH THE REAR LIFT GATE OPEN; HOWEVER, THE CONTACT PRESSED THE BUTTON TO CLOSE THE LIFT GATE AND SHE ATTEMPTED TO TAKE AN ITEM FROM INSIDE THE VEHICLE AND NEARLY SUSTAINED AN INJURY WHEN THE LIFT GATE CONTINUED TO CLOSE. THE CONTACT THOUGHT THERE WOULD BE AN AUTOMATIC OVERRIDE SYSTEM IN PLACE TO STOP THE LIFT GATE FROM CLOSING IF AN OBJECT WAS OBSTRUCTING ITS PATH. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOTIFIED AND ADVISED THE CONTACT THAT THE VEHICLE WAS NOT EQUIPPED WITH A FEATURE TO AUTOMATICALLY STOP THE DOOR FROM CLOSING. THE FAILURE AND CURRENT MILEAGES WERE 6,400. THE VIN WAS UNAVAILABLE.

WAYNE PA Failure Date: 03/20/2011

13 10386513 2011 TOYOTA SIENNA Structure 2011 TOYOTA SIENNA LE POWER SLIDING DOORS HAVE JAMMED MULTIPLE TIMES. HAS HAPPENED 4-5 TIMES NOW WITH ONLY 285 MILES ON IT. THIS IS POTENTIALLY A VERY SERIOUS MALFUNCTION THAT COULD COST A LIFE. ALL PASSENGERS SHOULD BE ABLE TO EVACUATE IF NEEDED. CALLED TOYOTA BUT THEY SAY THEY HAVE NOT GOTTEN ANY COMPLAINTS? WILL TAKE IT IN AND SEE WHAT THEY SAY. \*TR BEL IAR MD Failure Date: 03/01/2011

13 11005107 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBERS: 11V560000 (EQUIPMENT) AND 16V858000 (STRUCTURE). THE DEALER (GATEWAY TOYOTA, 395 NJ-37, TOMS RIVER, NJ 08753, (732) 240-2000) MADE NO MENTION AS TO WHEN THE REMEDY AND PARTS WOULD BE AVAILABLE. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE SLIDING DOORS FAILED TO OPEN AND CLOSE

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PROPERLY. THE MANUFACTURER WAS INFORMED OF THE FAILURE AND THE RECALLS TO DETERMINE WHEN THE DEALER WOULD BE ABLE TO PROVIDE A SOLUTION. THE FAILURE MILEAGE WAS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. TOMS RIVER NJ Failure Date: 02/21/2011

13 10379344 2011 TOYOTA SIENNA Structure DRIVER SIDE POWER SLIDING DOOR ON 2011 TOYOTA SIENNA REPEATEDLY (BUT INTERMITTENTLY) JAMS UPON OPENING -- HAPPENED ALMOST IMMEDIATELY AFTER PURCHASED. BECAUSE THE PROBLEM WAS NOT REPLICATED BY TOYOTA SERVICE AND NO COMPUTER ERROR CODE WAS REGISTERED, THEY WERE PROHIBITED BY TOYOTA FROM ATTEMPTING TO SOLVE THE PROBLEM. THIS WAS DESPITE THAT FACT THAT I HAD PHONE VIDEO DOCUMENTING THE PROBLEM, A TOYOTA SALESPERSON OBSERVED THE DOOR JAMMED, AND PREVIOUS TOYOTA TECHNICAL SERVICE BULLETINS RELATED TO THE SIENNA POWER SLIDING DOOR PROBLEMS (BO010-01). I WAS TOLD THAT UNTIL ENOUGH PEOPLE COMPLAIN, TOYOTA WON'T RECOGNIZE THAT THERE IS A PROBLEM AND WON'T DO ANYTHING ABOUT IT. THIS IS REMINISCENT OF THE TOYOTA ACCELERATOR PROBLEM THAT THEY REFUSED TO ADDRESS UNTIL THEY WERE FORCED TO. \*TR VIRGINIA BEACH VA Failure Date: 01/01/2011

13 10381567 2011 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT THE PASSENGER AND DRIVER SIDE SLIDING DOORS WERE BECOMING JAMMED INTERMITTENTLY. THE VEHICLE WAS INSPECTED BY THE DEALER AND THEY ADVISED THE CONTACT THAT THERE WAS NO REMEDY FOR THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 1,310. THE VIN WAS UNAVAILABLE. MIDDLEBURG HEIGHTS OH Failure Date: 12/01/2010

13 10376522 2011 TOYOTA SIENNA Structure TL\*THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT STATED THAT UPON OPENING THE PASSENGER SLIDING DOOR HE HEARD A LOUD POPPING NOISE. HE ALSO NOTICED THAT THE DRIVERS SIDE SLIDING DOOR WAS ALSO MAKING THE

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SAME NOISE. THE VEHICLE WAS INSPECTED BY A DEALER WHO INFORMED HIM THAT THEY WERE AWARE OF THE FAILURE, BUT THEY DO NOT HAVE A CURRENT REPAIR FOR IT. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 8,000. DIAMOND BAR CA

Failure Date: 11/13/2010

13 10395399 2011 TOYOTA SIENNA Structure PURCHASED 2011 SIENNA LE VAN IN OCTOBER 2010. ALMOST IMMEDIATELY THE POWER SLIDING DOORS INTERMITTENTLY OPEN AN INCH OR LESS & ALARM SOUNDS. YOU CAN'T OPEN OR CLOSE DOOR AT THIS POINT. YOU HAVE TO MAN-HANDLE IT TO CLOSE. EVEN TURNING OFF THE POWER DOOR WITH THE SWITCH DOES NOT HELP. TOOK IT TO THE DEALER & THEY SAID TOYOTA CORP. KNOWS ABOUT IT BUT NO IDEA HOW TO REPAIR. I SHOULD JUST CHECK BACK AT NEXT 5000 MILES CHECK. WHAT IF DOOR GETS STUCK OPEN & IT'S RAINING.... ONLY OPTION IS TO SHUT OFF THE POWER DOORS & USE MANUALLY. I BOUGHT THIS MODEL BECAUSE OF THE POWER SLIDING DOORS! \*TR

LAWRENCEVILLE GA Failure Date: 10/30/2010

13 10395795 2011 TOYOTA SIENNA Structure TL\*THE CONTACT OWNS A 2011 TOYOTA SIENNA. THE CONTACT NOTICED THAT THE REAR SLIDING DOOR REMAINED STUCK IN AN OPEN POSITION INTERMITTENTLY. THE FAILURE OCCURRED WHILE USING THE MANUAL OPERATION OR POWER ASSIST BUTTON. THE VEHICLE WAS TAKEN TO THE DEALER ON FIVE OCCASIONS AND THEY WERE UNABLE TO DUPLICATE THE FAILURE. A COMPLAINT WAS FILED WITH THE MANUFACTURER AND THEY ADVISED THE CONTACT THAT A REMEDY WOULD BE AVAILABLE IN MARCH 2011; HOWEVER, WHEN THE VEHICLE WAS TAKEN TO THE DEALER TO BE REPAIRED THE DEALER INFORMED THE CONTACT THAT THE PART WAS NOT AVAILABLE. THE CURRENT MILEAGE WAS 5,200 AND THE FAILURE MILEAGE WAS 100.

SOUTH FORK PA Failure Date: 10/01/2010

13 10342813 2011 TOYOTA SIENNA Structure WE BOUGHT OUR FIRST MINIVAN - A TOYOTA SIENNA XLE 2011- BARELY TWO WEEKS AGO FROM TOYOTA LAUREL, MD. THE SECOND DAY, THE STEERING STARTED TO CREAK

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WHEN MAKING TURNS. NOW, THE TRUNK DOOR HAS STOPPED WORKING AND THE LOCAL NEW JERSEY DEALERSHIP DCH TOYOTA IS TELLING US IT HAS BEEN "BENT". THEY ARE REFUSING TO FIX IT OR REPLACE THE VEHICLE AND ARE TELLING US OUR INSURANCE COMPANY NEEDS TO PAY TO FIX IT. THE DOOR IS NOT DAMAGED OR DENTED/DINGED IN ANY WAY. IT'S PERFECTLY FINE, EXCEPT IT DOESN'T CLOSE ANYMORE WITH THE REMOTE CLOSING/ OPENING BUTTONS. WE BELIEVE SOMETHING IS WRONG WITH THE ELECTRONICS, OR THAT THE DOOR WAS NOT CORRECTLY PUT IN WHEN THE CAR WAS BEING MANUFACTURED. WE HAVE A CHILD AND WOULD LIKE TO KNOW WHAT ELSE IS GOING TO BREAK DOWN IN THIS NEW CAR THROUGH NO FAULT OF OUR OWN. \*TR BELLE MEAD NJ Failure Date: 07/11/2010

13 10333886 2011 TOYOTA SIENNA Structure WE HAVE OWNED A 2011 TOYOTA SIENNA FOR 1.5 WEEKS. YESTERDAY OUR 3 YEAR OLD'S HAND BECAME STUCK IN THE SLIDING DOOR. HE HAD JUST EXITED THE CAR AND HIS HAND WAS IN THE PATH OF THE DOOR AS IT WAS SLIDING CLOSED. THE DOOR DID NOT RETRACT. IT CLOSED TIGHTLY AND A MINUTE OR SO PASSED BEFORE THE DOOR WAS ABLE TO BE OPENED. WE TOOK HIM TO THE EMERGENCY ROOM. NO BREAK WAS EVIDENT ON THE X RAYS BUT THE DOCTOR SAID AN EXAM BY AN ORTHOPEDIC DOCTOR NEXT WEEK, AFTER THE SWELLING HAS SUBSIDED, WILL CONFIRM WHETHER THERE IS A BREAK OR FRACTURE. THE ER DOCTOR PUT A FIBERGLASS CAST ON HIS ARM AND TOLD US TO FOLLOW UP WITH AN ORTHOPEDIC DOCTOR AFTER THE WEEKEND. \*TR HARVARD MA Failure Date: 05/29/2010

13 10357206 2011 TOYOTA SIENNA Structure 2011 TOYOTA SIENNA: THE FLOOR RUG ON THE REAR RIGHT SIDE OF THE PASSENGER SEAT KEEPS ROLLING UP, CAUSING AN UNAWARE PASSENGER ENTERING OR EXITING FROM/TO THE THIRD ROW SEAT OF THE VEHICLE TO TRIP OVER IT. IT'S A SAFETY HAZARD. \*TR SAN GABRIEL CA Failure Date: 05/25/2010



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13 10954438 2011 TOYOTA SIENNA Structure "TAKATA RECALL"  
SLIDING DOOR BEHIND THE DRIVER SEAT IS NOT WORKING AUTOMATICALLY  
MANY TIMES. SOMETIMES IT DOESN'T WORK AND LEFT OPEN, SO HAVE TO  
PUSH HARD BY HAND FORCEFULLY. MY NHTSA RECALL NO. IS 16V-858 ON  
INTERIM NOTICE BUT TOOK ALMOST TWO MONTHS TO WAIT AND NEVER BEEN  
RECEIVED THE LETTER TO BRING TO THE DEALER TO BE REPAIRED.

IVOQ V EMGLEWOOD CLIFFS NJ 20130115