

NHTSA Consumer Complaints as of June 10, 2019

14 11145243 2009 TOYOTA SIENNA Structure THE DRIVER SIDE SLIDE DOOR AFTER I OPENED IT , THE CABLE THAT CONTROLS THE OPEN AND SHUT BROKE. THE VAN WAS NOT RUNNING OR MOVING I HAD JUST OPENED THE DOOR THEN HEARD IT SNAP CINCINNATI OH Failure Date: 11/03/2018

14 11141214 2009 TOYOTA SIENNA Structure ELECTRICAL DRIVER SIDE DOOR CABLE GOT SNAPPED. LOOKS LIKE OTHER TOYOTA SIENNA OWNER FACE SAME ISSUE. COMPANY KNOWS THE ISSUE AND ENHANCEMENT WARRANTY 10 YEARS FROM THE DATE-OF-FIRST-USE OR 150,000 MILES (WHICHEVER OCCURS FIRST). CURRENTLY MY CAR IS 10 YEARS AND 5 MONTHS AND LESS THAN 95000 MILES. THEY DECLINE. IF PARTS ARE FAULTY THAN COMPANY SHOULD ABLE TO REPAIR REGARDLESS OF YEAR OR MILEAGES. INDIANAPOLIS IN Failure Date: 10/16/2018

14 11139906 2009 TOYOTA SIENNA Structure MY NAME IS [XXX], SINCE YOUNG UNTIL NOW I HAD BOUGHT TOTAL 7 TOYOTA VEHICLES IN MY LIFE. MY TOYOTA SIENNA 2009 HAS PROBLEM WITH THE POWER SLIDE DOOR THAT IT OPEN AND CLOSE BY IT SELF A FEW TIMES WHILE I VACUUM THE RUG OF FLOOR TODAY. THE CAR WAS AT PARKED AND ENGINE IS OFF. ALSO I FOUND THE CABLES ON THE SLIDE DOOR HUNG OUT EXPOSED ON THE SIDE OF THE DOOR EDGE. PLEASE SEE PICTURE ATTACHED. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR ORO VALLEY AZ Failure Date: 10/11/2018

14 11090501 2009 TOYOTA SIENNA Structure PASSENGER SLIDING DOOR WON'T CLOSE WITH BOTH POWER MOTOR AND MANUALLY. IT'S STUCK OPEN. I CALLED TOYOTA CORPORATE OFFICES TO GET ASSISTANCE AND THEY STATED THAT THE WARRANTY ENHANCEMENT JUST EXPIRED 1 MONTH AGO. DO NOT KNOW HOW TO GET THE VAN DOOR UNSTUCK. IT JUST HAPPENED TODAY, OR I WOULD'VE CALLED 1 MONTH AGO. VERY FRUSTRATED, CANNOT DRIVE VEHICLE. IT HAPPENED IN MY DRIVEWAY, VEHICLE WAS STATIONARY. CENTERVILLE UT Failure Date: 04/27/2018

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14 11078489 2009 TOYOTA SIENNA Structure 2009 TOYOTA SIENNA WITH POWER SLIDING DOORS. I BELIEVE THE CAUSE OF THIS ISSUE MAY BE A POORLY DESIGNED ROLLER HINGE FOR THE SLIDING DOORS. IF THE ROLLER HINGE FAILS AND BINDS, IT WILL CAUSE THE POWER SLIDING DOOR MOTOR AND/OR CABLE TO FAIL. PASSENGER SIDE POWER SLIDING DOOR BECAME STUCK, PARTIALLY OPEN, WITH MY HANDICAPPED SON INSIDE WHILE I WAS PARKED OUTSIDE HIS SCHOOL FOR DROP OFF. I OBSERVED THAT THE POWER DOOR CABLE WAS BROKEN. WHEN I ATTEMPTED TO PUSH THE DOOR OPEN TO GET MY SON OUT, THE ROLLER HINGE FAILED, COMING PARTWAY OUT OF ITS TRACK, AND THE REAR SIDE WINDOW SHATTERED, COVERING THE THIRD SEAT WITH BROKEN GLASS. A SMALL AMOUNT OF GLASS LANDED ON MY SON. I WAS FORCED TO CARRY HIM (13 YEARS OLD, APPROXIMATELY 75 LBS.) OUT FROM THE DRIVER SIDE SLIDING DOOR. THE DOOR WOULD NOT OPEN OR CLOSE SO I WAS FORCED TO HAVE IT TOWED TO THE DEALERSHIP FOR REPAIR. THIS IS THE SECOND TIME THIS HAS HAPPENED! IN 2015 AN ALMOST IDENTICAL SCENARIO TOOK PLACE IN MY DRIVEWAY, IN THIS EARLIER INSTANCE WITH THE DRIVER SIDE SLIDER DOOR FAILING AND SHATTERING THE DRIVER SIDE REAR SIDE WINDOW. FORTUNATELY, NO ONE WAS IN THE VEHICLE IN THAT CASE, EITHER. IN THE FIRST INSTANCE INSURANCE COVERED THE DAMAGE, WITH A \$300 DEDUCTIBLE. A FEW MONTHS AFTER THAT WE PAID \$1100 TO HAVE THE PASSENGER SIDE POWER DOOR MOTOR AND CABLE REPLACED AFTER THE CABLE BROKE. THIS RECENT FAILURE IS ESTIMATED TO COST BETWEEN \$2000 AND \$3000. AS YET, INSURANCE IS REFUSING TO PAY FOR ANYTHING EXCEPT THE BROKEN WINDOW.

BOURNE MA Failure Date: 03/08/2018

14 11061030 2009 TOYOTA SIENNA Structure DURING COLD WEATHER THE LIFT GATE WILL ENGAGE THE POWER CLOSE FEATURE AUTOMATICALLY BEFORE USER REQUESTS IT. NORMALLY THE POWER CLOSE IS INITIATED BY THE USER PULLING THE LIFT GATE DOWN. THIS IS A SAFETY ISSUE AS IT TAKES A GOOD AMOUNT OF FORCE TO STOP THE POWER CLOSE FEATURE. ONCE YOU HAVE STOPPED IT, THE DOOR WILL RAISE, AND THAN IT WILL JUST BEGIN THE POWER CLOSE AGAIN. SOMETIMES THE DOOR WILL

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IMMEDIATELY BEGIN TO CLOSE ONCE IT HAS BEEN RAISED, OTHER TIMES IT WILL WAIT FOR A SHORT PERIOD OF TIME BEFORE DOING SO. ONCE IT STARTS CLOSING YOU HAVE TO MOVE VERY QUICKLY TO AVOID BEING TRAPPED BY THE DOOR. THIS OCCURS WHEN THE VEHICLE IS STOPPED. IT MAKES NO DIFFERENCE IF THE VEHICLE IS RUNNING OR NOT, NOR IF THE VEHICLE IS PARKED ON A SLOPE OR FLAT SURFACE. ANKENY

IA Failure Date: 01/06/2018

14 11141311 2009 TOYOTA SIENNA Structure THE PASSENGER SIDE DOOR CABLE BROKE & AUTO SLIDE DOOR NO LINGER WORKS. STATIONARY. KC MO Failure Date: 01/03/2018

14 11053605 2009 TOYOTA SIENNA Structure THE ELECTRICALLY-POWERED SLIDING REAR DOOR ON THE PASSENGER SIDE FAILED IN THE CLOSED POSITION BECAUSE THE CABLE DESIGNED TO DO THIS TASK HAD RUSTED THROUGH AND SNAPPED. THIS IS A KNOWN ISSUE, BUT TOYOTA HAS REFUSED TO COVER IT. THE DOOR CANNOT BE MOVED BECAUSE THE CABLE HAS WOUND ITSELF UP INSIDE THE DOOR. THIS CAN TRAP THE OCCUPANTS INSIDE THE REAR OF THE VEHICLE IN AN EMERGENCY. THIS MAKES THE SIENNA UNSAFE. WOODBURYMN Failure Date: 12/08/2017

14 11041562 2009 TOYOTA SIENNA Structure POWER SLIDING DOOR MALFUNCTION DISABLING THE USE OF A SLIDING DOOR. THE CABLE THAT MOVES THE SLIDING DOOR BROKE MAKING THE DOOR INOPERABLE. A CLEAR SAFETY HAZARD BY ELIMINATING A POINT OF ACCESS OR REGRESS. BREMEN IN Failure Date: 10/29/2017

14 11034868 2009 TOYOTA SIENNA Structure 2009 TOYOTA SIENNA WITH MILEAGE LESSER THAN 110,000. THE LEFT SLIDING DOOR WONT OPEN. LOOKED AT THE TOYOTA WEB SITE AND FOUND OUT THAT ITS PART OF THE VEHICLE WARRANTEE AS LONG AS ITS MILEAGE IS LESSER THAN 120,000.

\*NF THE CONSUMER STATED THE DEALER ADVISED THE VEHICLE WAS NOT

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INCLUDED IN THE RECALL. UPDATED 10/17/2017\*JS

WASHINGTON DC Failure Date: 09/13/2017

14 11005094 2009 TOYOTA SIENNA Structure DRIVERS SIDE SLIDING DOOR CABLE SNAPPED. THIS IS A SAFETY HAZZARD. IT HAPPENED WHILE MY DAUGHTER WAS STANDING WAITING FOR THE DOOR TO OPEN AND THE CABLE JUST SNAPPED RIGHT IN FRONT OF HER FACE. WE WERE IN OUR DRIVEWAY AND THE VAN WAS STATIONARY. THAT CABLE CAME SHOOTING OUT FROM THE CHASE IT SITS IN SUPER FAST. I CAN'T BELIEVE THIS CABLE IS ACTUALLY OUTSIDE THE CAR! ARLINGTON HEIGHTS IL Failure Date: 07/06/2017

14 11003024 2009 TOYOTA SIENNA Structure BODY- AT 112,000 MILES, DRIVER'S SIDE SLIDING DOOR WIRE SNAPPED FROM NORMAL USE. INFERIOR MATERIAL AND OR DESIGN ALLEGED. FUEL ITEM CHARCOAL CANISTER, OIL CONTROL VALVE, AND OXYGEN SENSOR FAILURE AT 116,000 MILES. GAITHERSBURG MD Failure Date: 07/02/2017

14 10991198 2009 TOYOTA SIENNA Structure SLIDING PASSENGER DOOR CABLE BROKE. COULD NOT CLOSE DOOR AND THEN LATER. COULD NOT OPEN DOOR. VEHICLE WAS STATIONARY. DEALER STATES \$1000-\$2000 TO REPAIR. RAPID CITY SD Failure Date: 05/11/2017

14 10983944 2009 TOYOTA SIENNA Structure THE DRIVER'S SIDE SLIDING DOOR CABLE JUST SNAPPED, AND NOW CANNOT BE USED. NOT FOR KIDS TO GET OUT. GETZVILLE NY Failure Date: 05/07/2017

14 10984177 2009 TOYOTA SIENNA Structure CABLE SNAPPING ON AUTOMATIC SLIDING DOOR IN THE VAN. THE CABLES THAT OPERATE THE AUTOMATIC FUNCTION OF THE SLIDING DOORS SNAPPED ON BOTH DOORS WITHIN 9 MONTHS OF EACH OTHER AS THE DOOR WAS BEING CLOSED. THIS CAUSED THE DOOR TO BE STUCK SHUT (BECAUSE OF THE WAY THE CABLE COILED WHEN IT SNAPPED). ONCE WE GOT HOME WE WERE ABLE TO GET

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THE DOOR OPEN BUT NOW IT THE CLOSES VERY HARD OR IS VERY HARD TO OPEN WHEN ON INCLINES. FRANKLIN MA Failure Date: 04/29/2017

14 11030466 2009 TOYOTA SIENNA Structure THE CABLE IN THE REAR PASSENGER SLIDING DOOR FOR THE MINIVAN BECAME FRAYED/ RUSTED AND SNAPPED, CAUSING A LONG METAL CABLE TO BE HANGING OFF THE DRIVER SIDE OF THE VEHICLE (POSSIBLY COULD HAVE HIT OTHER CARS) AND THE DOOR NO LONGER WORKS. THE CAR WAS STATIONARY (CLOSING DOOR) WHEN THIS HAPPENED. THE DOOR WAS HARD TO OPEN/CLOSE BEFORE THIS HAPPENED, AND THEN THE CABLE JUST BROKE ONE DAY. TOYOTA HAS A "WARRANTY ENHANCEMENT" FOR THIS ISSUE FOR MODELS THROUGH 2007, BUT ARE SAYING THEY WILL NOT COVER IT FOR THE EXACT SAME ISSUE IN A 2009 SIENNA, DESPITE EVIDENCE I'M FINDING ONLINE THAT MANY OF THE 2008S AND BEYOND ARE HAVING THE ISSUE. MOUNT JOY PA Failure Date: 04/28/2017

14 10967254 2009 TOYOTA SIENNA Structure POWER CABLE ASSEMBLY FOR POWER SLIDING DOOR BEHIND THE DRIVER SNAPPED WHILE OPENING THE DOOR USING THE KEY FOB. DOOR IS STILL OPERABLE IN MANUAL MODE. HOWEVER, TOYOTA ISSUED A CUSTOMER SUPPORT PROGRAM (ZTS) FOR POWER SLIDING DOOR CABLE ASSEMBLY FOR MODEL YEARS 2004-2007. THE UNFORTUNATE THING IS THAT THE SAME PART ON MY 2009 TOYOTA SIENNA IS THE SAME PART THAT IS COVERED FOR THE 2004-2007 MODEL YEARS. THERE HAVE BEEN NO CHANGES TO THE PART OR PART NUMBER FOR THE 2008, 2009 OR 2010 MODELS BUT YET THEY ARE NOT COVERED. THESE YEARS SHOULD BE COVERED AS THERE IS ZERO DIFFERENCE BETWEEN THEM AND THE 2004-2007 MODELS. MY PART NUMBER IS 69641-08030 AND WAS COVERED IF I HAD A 2004-2007 SIENNA, BUT NOT FOR ANYTHING NEWER. RIDICULOUS. ATTACHING THE CUSTOMER SUPPORT PROGRAM (ZTS) FOR YOUR REVIEW. THANKFULLY WE WERE NOT MOVING OR THAT THE CABLE SNAPPED AND HIT SOMEONE STANDING NEXT TO THE VEHICLE. AURORA IL Failure Date: 03/19/2017

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14 10956178 2009 TOYOTA SIENNA Structure PASSENGER SIDE  
POWER DOOR CABLE SYSTEM BROKE. THIS IS A KNOWN ISSUE FOR TOYOTA  
BUT FOR SOME REASON THEY ARE NOT COVERING THE REPAIR FOR 2009  
MODEL YEARS. PLEASE SEE ATTACHMENT WHICH DOCUMENTS THIS WOULD  
BE COVERED FOR OTHER YEARS....EVEN THOUGH NO CHANGE IN DESIGN  
OCCURRED. LAKE HOPATCONG NJ Failure Date: 02/19/2017

14 10940084 2009 TOYOTA SIENNA Structure BOTH SLIDING  
DOOR CABLES HAVE BROKEN UNDER NORMAL USE AND WERE PREVIOUSLY  
REPLACED BY TOYOTA. THE GENUINE TOYOTA REPLACEMENT CABLE ON THE  
DRIVER SIDE HAS BROKEN A SECOND TIME, INCLUDING DAMAGING THE  
MOTOR ASSEMBLY. THE DOOR DOES NOT OPEN OR CLOSE PROPERLY AND  
TEMPORARILY TRAPPED MY DAUGHTER INSIDE WHO DID NOT KNOW HOW TO  
OPEN THE DOOR BESIDES USING THE DOOR OPEN BUTTONS AND HANDLE.  
ONE DAUGHTER WAS STANDING OUTSIDE THE VEHICLE WHEN THE CABLE  
SNAPPED AND IT NEARLY CUT HER NECK (IT CAME ABOUT 2 INCHES FROM  
HER NECK WHEN IT SNAPPED OUT OF THE TRACK). THIS IS A KNOWN ISSUE AT  
TOYOTA WHERE THE PLASTIC COATING BREAKS ALLOWING THE CABLE TO  
RUST. HAVING INOPERATIVE OR IMPROPERLY OPERATING DOORS CREATES A  
SIGNIFICANT SAFETY RISK, INCLUDING VEHICLE ENTRAPMENT AND INABILITY  
TO ENTER/EGRESS FROM THE NON-TRAFFIC SIDE OF THE ROADWAY.  
\*TR WAKEFIELD MA Failure Date: 12/26/2016

14 10919233 2009 TOYOTA SIENNA Structure THE RIGHT HAND  
SLIDING DOOR CABLE SNAPPED WHILE CHILD WAS OPENING DOOR IN PARKED  
CAR. LUCKILY NO INJURIES. HOWEVER, THE COMPANY HAS EXTENDED  
WARRANTY FOR MODEL YEAR 2004-2007, NOT LATER MODEL YEARS.  
CORRECTIVE ACTION SHOULD BE COVERED FOR ALL MODEL YEARS.  
MORTON GROVE IL Failure Date: 10/23/2016

14 10916240 2009 TOYOTA SIENNA Structure THIS IS THE  
SECOND TIME IN LESS THAN A YEAR THAT THE SLIDING DOOR CABLE HAS  
RUSTED AND SNAPPED MAKING MY DOOR UNUSABLE. MY 4 YEAR OLD  
AUTISTIC SON WAS STANDING OUTSIDE THE DOOR AND THE CABLE WENT

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SNAPPING AND FLYING BEFORE EVENTUALLY JAMMING UP THE MOTOR. IT WAS TERRIFYING. I HAD THE SAME INCIDENT HAPPEN WITH THE DRIVERS SIDE DOOR THIS YEAR. THIS CAR HAS 88K AND HAS HAD BOTH REPLACED FOR RUSTING THROUGH AND SNAPPING. WHAT IF THIS CABLE WHIPPED AND HIT MY CHILD? WE WERE LUCKY THIS TIME. WHEN WILL SOMEONE TAKE THIS ISSUE SERIOUSLY. ROCKY HILL CT Failure Date: 10/15/2016

14 10915607 2009 TOYOTA SIENNA Structure THE CABLE FOR THE PASSENGER POWER SLIDING DOOR BROKE AND NOW THE DOOR IS INOPERABLE. TOYOTA HAS A WARRANTY ENHANCEMENT PROGRAM IN PLACE FOR THIS EXACT PROBLEM, HOWEVER IT ONLY COVERS THROUGH THE 2007 MODEL YEAR. VERY FRUSTRATING THAT NOTHING CHANGED WITH THE PART ON THE 2009 MODEL YEAR AND IT IS NOT COVERED. WEST BEND WI Failure Date: 10/11/2016

14 10899292 2009 TOYOTA SIENNA Structure DRIVER SIDE PASSENGER AUTOMATIC DOOR CABLE SNAPPED. DOOR WILL AUTOMATICALLY SHUT BUT WILL NOT OPEN. 2100 TO FIX. OUR MODEL YEAR IS NOT INCLUDED FOR THE SAME ISSUE FOR THE CSP. GREENWOOD IN Failure Date: 08/28/2016

14 10888308 2009 TOYOTA SIENNA Structure PASSENGER SLIDE DOOR CABLE SNAPPED WHEN CLOSING THE DOOR. IT SNAPPED NEAR THE END OF THE GROVE WHERE THE DOOR SLIDES ON TO. THE OTHER END OF THE CABLE WHICH PULLS THE DOOR TO THE CLOSE POSITION IS NOT GOING IN SO THE SLIDING DOOR HAD TO BE FORCED TO BE CLOSED. EVENTUALLY, THIS CABLE WAS WINDED BACK INTO THE DOOR. HOWEVER, WITH THE OTHER END SNAPPED, THIS END WOULD NOT BE RELEASED FROM THE MOTOR AFTER A FEW TIMES OF OPENING AND CLOSING THE DOOR MANUALLY. THIS HAD CAUSED THE DOOR TO BE FULLY SHUT AND CLOSED. A FEW MORE PULLS ON THE DOOR HANDLE FROM THE OUTSIDE EVENTUALLY MADE A FEW BIG BANGS. THESE BANGS WERE A RESULT OF THE MOTOR PULLING THE REMAINING ATTACHED CABLE END TO SNAP AS WELL. NOW BOTH END OF THE CABLES ARE INSIDE THE DOOR/MOTOR. TOYOTA HAS A

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WARRANTY ENHANCEMENT IN REGARDS TO THIS DOOR ISSUE. HOWEVER, IT ONLY COVERS YEAR 2007 TO 2007. MINE IS A 2009. I SEE PLENTY OF PEOPLE POSTING ONLINE ABOUT THEIR 2008 AND 2009 SIENNA'S HAVING THIS SAME SLIDING DOOR CABLE ISSUE OF IT BEING SNAPPED. I CAN'T SEE WHY TOYOTA IS NOT COVERING THESE TWO YEARS. MY SIENNA WAS STATIONARY WHEN THIS HAPPENED. STATEN ISLAND NY Failure Date: 07/20/2016

14 11055833 2009 TOYOTA SIENNA Structure SLIDING DOOR BECOMES INOPERABLE. WILL NOT OPEN. CINCINNATI OH Failure Date: 06/30/2016

14 11001259 2009 TOYOTA SIENNA Structure POWER SLIDING DOOR MECHANISMS FAIL AND DOOR IS UNABLE TO BE OPENED MANUALLY OR ELECTRICALLY , FROM INSIDE OR OUTSIDE THE CAR. IF THERE IS AN ACCIDENT THERE IS NO WAY TO OPEN THE DOOR. THIS IS VERY DANGEROUS. SOUTHFIELD MI Failure Date: 05/02/2016

14 10862434 2009 TOYOTA SIENNA Structure PASSENGER SLIDING DOOR IS LOCKED SHUT AND WILL NOT OPEN EITHER WITH ELECTRONIC DOOR OPENER OR BY HAND. COMPLETELY LOCKED AND SAFETY HAZARD. DOOR APPEARS TO LOCK AND UNLOCK BUT CANNOT OPEN DOOR AT ALL. DRIVER SIDE BACK SLIDING DOOR CABLE SNAPPED ONE MONTH AGO WITH WIRE DANGLING OUTSIDE CAR. THAT HAD TO BE STRIPPED OUT TO GET DOOR TO OPEN CLOSE BY HAND. VERONA NJ Failure Date: 05/01/2016

14 10853579 2009 TOYOTA SIENNA Structure 2009 TOYOTA SIENNA WAS PARKED AND UPON OPENING SLIDING REAR AUTOMATIC DOOR, THE REAR AUTOMATIC DOOR CABLE SNAPPED AND THE DOOR AUTOMATICALLY CLOSED AND CAN NO LONGER BE OPENED POSING A SAFETY HAZARD. TOYOTA HAS A WARRANTY ENHANCEMENT REPLACING THE CABLE ASSEMBLY FOR REAR DOORS FOR 2004-2007 MODEL YEARS, BUT NOT FOR 2009. THE THIN CABLE IS FRAYED AND RUSTED INDICATING A DESIGN



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DEFECT BECAUSE THE CABLE COULD HAVE BEEN SHEATHED BETTER OR STAINLESS STEEL CABLE COULD HAVE BEEN USED. VIENNA

VA Failure Date: 04/02/2016

14 10887376 2009 TOYOTA SIENNA Structure RUBBER COATING ON HANDLE ON TAILGATE DOOR LIFT MELTED. LEAVES FINGERS WITH BLACK GUNK ON THEM THAT IS VERY DIFFICULT TO WASH OFF WHENEVER OPENING THIS HATCH. SUGAR LAND TX Failure Date: 04/01/2016

14 10908822 2009 TOYOTA SIENNA Structure THE SLIDING SIDE DOORS' (BOTH) CABLES SNAPPED WITHIN 3 WEEKS OF EACH OTHER. EARLIER, AND WHILE STILL UNDER WARRANTY, THE LOCKING MECHANISMS FAILED TO WORK AND WOULD ALLOW THE DOOR TO OPEN ON ITS OWN WHILE I WAS DRIVING. THIS WAS VERY DANGEROUS. BOTH DOORS WERE FIXED BY THE TOYOTA DEALER AT NO COST TO ME. WHEN MY SIENNA HAD 118000 MILES THE PASSENGER SIDE SLIDING DOOR MADE A GRINDING TYPE NOISE AND THEN I HEARD A SNAP. THE DOOR'S CABLE SNAPPED. I IMMEDIATELY TOOK IT TO TOYOTA DEALER AND THEY SAID THAT EARLIER YEAR MODELS WERE COVERED AND REPAIRED BY TOYOTA AT NO COST TO THE OWNER. THEY WOULD FIX MINE FOR ABOUT \$1,300 DOLLARS. I DID NOT HAVE THE MONEY AND THE DEALER MADE MY DOOR A "MANUAL" DOOR. THREE WEEKS LATER THE SAME EXACT SEQUENCE OF EVENTS OCCURED TO THE DRIVER'S SIDE SLIDING DOOR. NOW BOTH OF MY ELECTRIC SLIDING DOORS ARE "MANUALLY" OPERATED. IT WOULD COST ME \$2,600 DOLLARS TO REPAIR BOTH DOORS. IF EARLIER YEAR TOYOTA SIENNA DOORS ARE COVERED BY AN EXTENDED WARRANTY AT NO COST TO THE CONSUMER, WHY IS MY SIENNA 2009 NOT COVERED BY THIS EXTENDED WARRANTY??? IT IS OVIOUS THAT IT IS A MANUFACTURER'S DEFECT AND AS SUCH THIS DEFECT SHOULD BE REPAIRED BY THE TOYOTA DEALER AT NO COST TO CONSUMER.

CHICAGO IL Failure Date: 03/01/2016

14 10925117 2009 TOYOTA SIENNA Structure THE RUBBER FROM BACK DOOR MELTED SINCE I LIVE IN TROPICAL ISLAND AND THERE IS A LOT OF HEAT. THE PLASTIC BASE FOR THE ANTENA BROKE, I GUES THE HEAT

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CRACKED THE PLASTIC BASE, AND THE CELL CHARGER DOESN'T WORK, THOUGH I HAVE HARDLY USED IT. I SEEMS LIKE IT GETS OUT OF POSITION EASILY. OVERALL, THE PLASTIC FEATURES ARE GIVING ME A HARD TIME. I LOVE MY SIENNA AND IT'S IN VERY GOOD CONDITION, BUT THESE PROBLEMS DON'T HAVE TO DO WITH USE. PONCE PR Failure Date: 02/16/2016

14 10823616 2009 TOYOTA SIENNA Structure SLIDING DOOR CABLE MOTOR ASSEMBLY BROKE ON BOTH DOORS. FIRST WAS DURING EXTENDED WARRANTY PERIOD AT 40K MILES AND 2ND DOOR AFTER EXTENDED WARRANTY EXPIRED AT 65K MILES. THERE WAS A RECALL ON THE 2004-2007 FOR FAULTY CABLE ASSEMBLY BUT NOT ON THE 2009. I FEEL THERE SHOULD BE ONE FOR THE 2009 AS WELL. THIS IS A 1,400 EXPENSE X 2! THIS HAPPENED WITH NORMAL USAGE, OPENING/CLOSING THESE DOORS ONCE OR TWICE A DAY ON AVERAGE. IF IT WERE HEAVIER USAGE THEY WOULD BE SNAPPING MORE FREQUENTLY. AN AVERAGE FAMILY USING THIS CAR FOR 100K MILES WOULD HAVE TO REPLACE THESE MORE THAN ONCE! THAT'S NEARLY \$6,000 JUST FOR DOOR USAGE. KINNELON NJ Failure Date: 01/29/2016

14 10838029 2009 TOYOTA SIENNA Structure RIGHT SIDE POWER SLIDING DOOR CABLE ASSY BROKE DURING NORMAL OPERATION. A WARRANTY EXTENSION WAS ISSUED BY TOYOTA FOR THE CABLE TO BE REPLACED IN 2004-2007 SIENNAS.2004-20010 MODEL YEARS FOR LATCHES BUT THE CABLE PROBLEM STILL EXISTS IN MY 2009 SIENNA. I'VE SEEN A LOT OF SIMILAR COMPLAINTS AND THE COST IS CLOSE TO \$ 2000.00 TO FIX.PLEASE CHECK INTO THIS FOR THE GOOD OF THE PEOPLE THANKS PINE VALLEY NY Failure Date: 12/31/2015

14 10816799 2009 TOYOTA SIENNA Structure THE POWER DOOR CABLE HAS RUSTED CLEAR THROUGH AND SNAPPED WHIPPING AROUND LIKE A LIVE WIRE. THIS WAS JUST AFTER I PUT MY 2 YEAR OLD IN HIS CAR SEAT. THE CAR WAS PARKED..NOW THE DOOR WILL NOT OPEN ALL THE WAY AND THERE IS A CABLE LOOSE ON THE DRIVER'S SIDE. THERE IS A BULLETIN CAMPAIGN FOR THE CABLE ON TOYOTA SIENNA CABLE FOR

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REPLACEMENT UP TO 2007. BUT 2008-2010 IS NOT COVERED. THIS IS CRAZY THAT TOYOTA WILL NOT COVER IT. [HTTPS://WWW.FACEBOOK.COM/TOYOTA-SIENNA-FAULTY-POWER-SLIDING-DOORS-233250320033754/](https://www.facebook.com/toyota-sienna-faulty-power-sliding-doors-233250320033754/) THERE ARE MORE PEOPLE THIS IS HAPPENING TO, I CANNOT OPEN MY DOOR ALL THE WAY TO GET MY 2 YEAR OLD OUT IN AN EMERGENCY. UNACCEPTABLE BY TOYOTA. 1300\$ FOR THE PART AND 5+ HOURS OF LABOR...FOR A FAULTY CABLE. DANGEROUS! NOW I FEAR THE OTHER SIDE WILL SNAP TOO 2009 SHOULD BE COVERED UNDER THE BULLETIN ATTACHED BELOW [HTTPS://WWW.DROPBOX.COM/S/UUTAPYNPPJ55GCR/T-CP-ZTS.PDF?DL=0](https://www.dropbox.com/s/UUTAPYNPPJ55GCR/T-CP-ZTS.PDF?DL=0)

ROCKY HILL CT Failure Date: 12/27/2015

14 10788570 2009 TOYOTA SIENNA Structure MY PASSENGER SIDE SLIDING DOOR MAKE A "CRACK" SOUND AND NOW I CAN NOT OPEN IT. I TOOK IT TO THE DEALER AND SHOWED THEM THE CSP NO POL12-02 BY TOYOTA AND THEY SAID THAT MY VIN NUMBER WASN'T ON IT EVEN THOUGHT IT LOOKS TO BE A LATCH PROBLEM. I ASKED THEM TO MAKE IT SO THAT I CAN OPEN AND CLOSE IT MANUALLY AND THEY SAID THEY COULDN'T DO IT UNLESS I PAY THEM TO OPEN UP THE DOOR. THIS IS A SAFETY ISSUE WHERE I HAVE TWO KIDS IN THE BACK SEAT. THESE DOORS IF THE AUTOMATIC MECHANICS ARE BROKEN, THEY NEED TO MAKE IT SO THAT IT CAN BE OPENED MANUALLY WITHOUT THE COSTUMER HAVING TO PAY FOR IT. THIS IS RIDICULOUS HOW TOYOTA CAN'T JUST MAKE A DOOR TO OPEN AND CLOSE. NOW I HAVE TO DRIVE MY KIDS WITH ONE DOOR THAT SOMETIME COMES OPEN WHILE DRIVING. LAUREL MD Failure Date: 11/05/2015

14 10747007 2009 TOYOTA SIENNA Structure DRIVER'S SIDE POWER DOOR STOPPED WORKING. CABLE BROKE. 3 WEEKS LATER PASSENGER POWER DOOR STOPPED WORKING. CAUSE OF THAT IS UNKNOWN. MILFORD PA Failure Date: 07/01/2015

14 10716888 2009 TOYOTA SIENNA Structure 2009 TOYOTA SIENNA. CONSUMER WRITES IN REGARDS TO EXCESSIVE CORROSION OF THE SPARE TIRE CARRIER CABLE RECALL NOTICE ISSUES. \*SMD THE CONSUMER STATED IT HAS BEEN NINE MONTHS, SINCE SHE FIRST RECEIVED

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THE INTERIM NOTICE. THE DEALER INFORMED HER, THERE WAS SOLUTION FOR THE PROBLEM AND TO REMOVE THE SPARE TIRE FOR NOW. \*JB

STRONGSVILLE OH Failure Date: 06/01/2015

14 10722060 2009 TOYOTA SIENNA Structure AUTOMATIC SLIDING DOOR CABLE SNAPPED. PASSENGER SIDE. THIS IS THE SECOND TIME, SAME PROBLEM. GREAT NECK NY Failure Date: 05/28/2015

14 10781355 2009 TOYOTA SIENNA Structure I HAVE THE 2009 SIENNA, AND BOTH SLIDING DOOR HAVE BROKEN DUE TO THE POWER SLIDING DOOR ASSEMBLY SNAPPING, AND THIS SAME PROBLEM IS COVERED ON 2004-2007 MODELS EVEN THOUGH ITS THE EXACT SAME CAR!

SPRING VALLEY NY Failure Date: 05/10/2015

14 10712794 2009 TOYOTA SIENNA Structure DASHBOARD HAS BECOME STICKY AND IS CRACKING. \*TR PARRISH FL Failure Date: 04/25/2015

14 10705024 2009 TOYOTA SIENNA Structure POWER REAR HATCH GOES UP WITH DIFFICULTY, THEN STOPS AND DROPS SEVERAL INCHES AND THEN POWERS DOWN. WILL NOT STAY UP. TOYOTA PUT OUT A SPECIAL SERVICE CAMPAIGN [RECALL] 80C IN 2008 FOR THIS VERY SAME PROBLEM FOR 2004 THRU 2006 MODELS. THEY ADDRESSED IT AS A SAFETY PROBLEM. THE REPAIR WAS TO REPLACE THE STRUTS AND BRACKETS. MY STRUT P/N IS 68905-AE013 WHICH HAS NOW SUBSTITUTES TO 68905-AE015. I CONTACTED TOYOTA HEADQUARTERS CUSTOMER SERVICE TO MAKE A REPORT AND WAS TOLD THERE IS NO SSC FOR MY MODEL. \*TR WEST HILLSCA

Failure Date: 03/26/2015

14 10705806 2009 TOYOTA SIENNA Structure SLIDING DOOR CABLE - DRIVER'S SIDE. TOYOTA STATED THERE IS A TSB FOR THE PASSENGER SIDE SLIDING DOOR CABLE, YET NOT FOR THE DRIVER'S SIDE AS IT'S OPTIONAL. SEEMS TOYOTA HAS AN ISSUE WITH CABLES IN GENERAL IN COLD REGIONS WHERE SALT IS USED ON THE ROADS. WHEN THE CABLE

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SNAPPED THE VEHICLE WAS PARKED ON A SLIGHT DECLINE (FRONT OF VEHICLE LOWER THAN THE BACK), SO WHEN MY YOUNG DAUGHTER OPENED THE DOOR AND WAS IN THE PROCESS OF EXITING THE VEHICLE THE CABLE SNAPPED AND THE SLIDING DOOR, WHICH IS HEAVY ALMOST SMASHED HER.

\*TR ST. PAUL MN Failure Date: 03/20/2015

14 10823188 2009 TOYOTA SIENNA Structure CAR WAS PARKED ON LEVEL LAND BOTH TIMES: DAMAGES DOOR #1: UPON ENTERING THE LEFT REAR SLIDER DOOR THE CABLE SNAPPED CAUSING LOUD NOISES AND A LARGE CABLE TO APPEAR AND WHIP AROUND WHICH COULD HAVE HIT ONE OF MY CHILDREN. I WAS READY TO REPAIR IT AND TOOK IT TO THE DEALERSHIP WHEN THEY INFORMED ME OF THE OUTRAGEOUS COST TO REPAIR. WITHIN A FEW MONTHS ... THE NEXT DO HAPPENED ... DAMAGED DOOR #2: MONTHS AFTER WITNESSING THE FIRST DOOR, MY DAUGHTER AND SON AND I WERE GETTING OUT OF THE VEHICLE WHEN SUDDENLY THE CARE SHOOK AND SOUNDED LIKE GLASS WAS BREAKING AAND BEFORE WE KNEW IT THE CABLE WAS WHIPPING AROUND LIKE A WILD SNAKE. IT WAS CRAZY! I MADE AN APPOINTMENT WITH THE DEALERSHIP AT THIS POINT BECAUSE THE DOORS DO NOT OPEN ALL THE WAY. I WAS INFORMED THERE WAS NO RECALL AND THEIR WERE NO OTHER COMPLAINTS LOGGED. I SEE NOW I WAS MISINFORMED. NEEDLESS TO SAY THE WORK WAS NOT COMPLETED BECAUSE OF THE PRICE TO COMPLETE THE WORK BEING TOO EXPENSIVE. I AM NOW LEFT WITH A VAN/VEHICLE WHICH WILL NOT BE WORTH ANYTHI NG IF I WANTED TO SELL IT OR TRADE IT IN FOR ANOTHER MODEL. ALSO, I TRIED CALLING THE MANUFACTURER MYSELF AND THEY COMMUNICATED TO ME THEY HAD DONE ONE RECALL ON ANOTHER VEHICLE I OWNED AND WILL NOT HELP ME ON ANOTHER ONE. THIS SEEMS TO BE POOR BUSINESS PRACTICE. NEWTON NH Failure Date: 03/04/2015

14 10851977 2009 TOYOTA SIENNA Structure THE POWER CABLES SNAPPED AND ONE SLIDING DOOR WILL NOT OPEN AT ALL, NOT EVEN MANUALLY. THE OTHER OPENS APPROXIMATELY TWELVE INCHES MANUALLY THEN SHUTS ON ITS OWN AND CANNOT BE HELP OPEN. SOMEONE CAN GET

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TRAPPED IN THE DOOR AS IT SHUTS AND IT DOES NOT AUTOMATICALLY RE-OPEN OR "BOUNCE" OPEN. ANY BACK SEAT PASSENGERS MUST CLIMB THROUGH THE FRONT DOORS TO GET IN OR OUT. I HAVE FILED A PREVIOUS COMPLAINT BUT ONE OF THE DOORS WOULD OPEN MANUALLY AND THAT IS NO LONGER THE CASE. MANHATTAN IL Failure Date: 02/01/2015

14 10660445 2009 TOYOTA SIENNA Structure THE CABLE ON MY DRIVER SIDE POWER SLIDING DOOR OF MY 2009 TOYOTA SIENNA SNAPPED. THE END WAS CORRODED. THE DOOR CANNOT BE OPENED MAKING IT A SAFETY HAZARD BECAUSE I HAVE CHILDREN WHO NEED TO SAFELY OPEN THE DOORS IN CASE OF EMERGENCY. THE DEALERSHIP TOLD ME THAT THE CABLES ARE COVERED UNDER AN EXTENDED WARRANTY FOR THE '06-'08 BUT NOT THE '09, DESPITE BEING THE EXACT SAME DESIGN. THE DEALER SAID THEY COULD CUT THE CABLE BELOW THE DOOR SO THE DOOR COULD BE MANUALLY OPENED FOR \$165 WHICH COULD NOT BE REIMBURSED IN THE EVENT OF A RECALL. THE DEALER SAID THE DOOR COULD BE FIXED FOR \$1600 WHICH WOULD BE REIMBURSED IF THERE WAS A RECALL.  
\*TR LANCASTER NY Failure Date: 11/22/2014

14 10661831 2009 TOYOTA SIENNA Structure LEFT AUTOMATIC SLIDING DOOR CABLE SNAPPED AFTER THE RIGHT DOOR CABLE SNAPPED TWO MONTHS PRIOR RIGHT AFTER WARRANTY EXPIRED. TOYOTA FIXED THE FIRST PROBLEM BUT WILL NOT FIX THE OTHER DOOR AND WANTS \$2000 TO FIX IT. THE CAR IS ONLY 5 YEARS OLD AND TOYOTA KNOWS THIS IS AN ISSUE BUT WILL NOT HELP. THIS IS NOT RIGHT. MY CHILD WAS SEAT BELTED IN WHEN THE CABLE SNAPPED AND IT WHIPPED AROUND AND ALMOST HIT HER IN THE HEAD. THIS IS VERY SERIOUS AND TOYOTA NEEDS TO MAKE IT RIGHT.  
\*JS MAHOPAC NY Failure Date: 11/01/2014

14 10650980 2009 TOYOTA SIENNA Structure THE CABLES ON BOTH POWER SLIDING DOORS OF MY 2009 TOYOTA SIENNA SNAPPED WITHIN A FEW DAYS OF EACH OTHER. THE DOORS ARE VERY DIFFICULT TO OPEN AND SOMETIMES JAM PARTIALLY OPEN, MAKING IT BOTH A SAFETY HAZARD BECAUSE I HAVE 4 CHILDREN WHO NEED TO SAFELY OPEN THE DOORS IN

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CASE OF EMERGENCY, AND A ISSUE FOR DRIVING, SINCE SOMETIMES THE DOOR WILL JAM PARTIALLY OPEN AND WON'T CLOSE. THE DEALERSHIP TOLD ME THAT THE CABLES ARE COVERED UNDER AN EXTENDED WARRANTY FOR THE '06-'08 BUT NOT THE '09, DESPITE BEING THE EXACT SAME DESIGN. THE COST TO GET THE DOORS REPAIRED IS APPROXIMATELY \$4,000! \*TR

NATICK MA Failure Date: 09/15/2014

14 10629710 2009 TOYOTA SIENNA Structure MELTING  
DASHBOARD. \*TR VENICE FL Failure Date: 08/31/2014

14 10615262 2009 TOYOTA SIENNA Structure TL\* THE CONTACT  
OWNS A 2009 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE APPROXIMATELY DRIVING AT 45 MPH, THE SPARE TIRE FELL OFF FROM UNDER THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 85,000. DAYTON OH Failure Date:  
07/16/2014

14 10744012 2009 TOYOTA SIENNA Structure SLIDING DOOR  
CABLE SNAPPED. SEEMS LIKE A COMMON THEME SO I THOUGHT I SUBMIT THE SAME THING HAPPEN TO ME. THEN THE DOOR ROLLER WENT BAD LEADING TO THE DOOR COMING OFF. NOW DOOR IS INOPERABLE.  
DUBLIN OH Failure Date: 07/14/2014

14 10630752 2009 TOYOTA SIENNA Structure THE CABLE FOR  
THE AUTOMATIC SLIDING DOOR SNAPPED AND GOT JAMMED IN THE MOTOR CAUSING THE PASSENGER SIDE SLIDING DOOR TO BE STUCK IN THE CLOSED POSITION. THIS CAUSES A SAFETY ISSUE BECAUSE IT HINDERS PASSENGER EGRESS FROM THE VEHICLE. THIS VEHICLE IS EQUIPPED WITH A DRIVER'S SIDE SLIDING DOOR SO PASSENGERS WERE ABLE TO EXIT ON THE STREET SIDE OF THE VEHICLE WHICH IS A SAFETY HAZARD BECAUSE THEY WERE EXITING INTO TRAFFIC. TOYOTA RECALLED/EXTENDED THE WARRANTY FOR THE DEFECTIVE CABLE ASSEMBLY BUT ONLY FOR MODELS YEARS 2002-2007. TOYOTA REFUSES TO EXTEND THE WARRANTY FOR THE SAME EXACT

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DEFECTIVE PART IN THE 2009 MODEL. \*TR KATONAH NY Failure Date:  
07/08/2014

14 10610655 2009 TOYOTA SIENNA Structure WHILE  
TRAVELING AT HIGHWAYS SPEEDS (65 MPH) ON INTERSTATE 290 HEADING  
WEST OUTSIDE OF WORCESTER, MA AT APPROXIMATELY 7:30AM THE SPARE  
TIRE FELL OFF THE VEHICLE CAUSING US TO RUN OVER THE TIRE. VISUAL  
INSPECTION OF THE VEHICLE IMMEDIATELY FOLLOWING (WITHIN A MILE DOWN  
ROAD), THE PASSENGER SIDE RUNNING BOARD WAS ALSO MISSING. A ROAD  
SIDE ASSISTANCE VEHICLE WAS ALREADY TENDING TO ANOTHER MOTORISTS  
NEAR THE INCIDENT AND WE TALKED TO HIM. HE INDICATED THAT THE MASS  
STATE POLICE WERE RESPONDING TO ASSISTS. THEY ARRIVED SHORTLY  
AFTER AND TOLD ME THE SPARE TIRE WAS IN THE MEDIAN AND PROBABLY  
DAMAGED AFTER BEING HIT BY A TRUCK. WE WERE WELCOMED TO RETRIEVE  
IT, BUT SINCE SHE WAS OPERATING ALONE SHE COULDN'T STOP 4 LANES OF  
WESTBOUND TRAFFIC BUT THAT I WAS WELCOME TO TRY AND RETRIEVE IT.  
BECAUSE OF THE TRAFFIC SPEEDS, THE NUMBER OF LANES OF TRAFFIC, AND  
THE LACK OF A BREAKDOWN LANE NEAR THE MEDIAN, IT WAS DECIDED IT  
WOULD NOT BE SAFE TO RETRIEVE THE TIRE. WE HAVE FILED A DAMAGED  
VEHICLE REPORT WITH TOYOTA CORPORATION ESPECIALLY IN LIEU OF A  
KNOWN DEFECT (FEDERAL RECALL NOTICE) REGARDING THE HARNESS  
HOLDING THE SPARE TIRE IN PLACE ON THESE VEHICLES. \*TR

PITTSBURGH PA Failure Date: 07/07/2014

14 10573756 2009 TOYOTA SIENNA Structure PASSENGER  
POWER SLIDING DOOR CABLE BROKE. \*TR DRACUT MA Failure Date:  
03/18/2014

14 10596208 2009 TOYOTA SIENNA Structure WHILE ON A  
DECLINE, AUTOMATIC SLIDING DOOR CABLE SNAPPED WHILE DOOR WAS  
AUTOMATICALLY CLOSING. DOOR SLAMMED SHUT JUST AS AN 11 YEAR OLD  
CHILD GOT INTO THE CAR. THANKFULLY SHE WAS NOT INJURED. BROUGHT IT  
TO DEALER AND SINCE MODELS 2004-2007 UNDERWENT RECALL FOR THIS  
VERY INCIDENT, SLIDING DOOR WAS FIXED AT NO CHARGE. IT WAS FOUND



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THAT CABLE WHICH ALLOWS THE SLIDING DOOR TO GLIDE OPEN AND CLOSE FLUENTLY WAS RUSTED AND ROTTED AWAY CAUSING IT TO SNAP. CAR IS PARKED IN A COVERED AND CLOSED GARAGE ALL YEAR THROUGH. THIS WAS ON DRIVER SIDE. THE PASSENGER SIDE HAD THE SAME RUST AND ROT BUT SINCE STILL FUNCTIONING, TOYOTA WOULD NOT REPLACE AS A PREVENTATIVE MEASURE. WE WERE ALWAYS CONCERNED THAT THIS WOULD HAPPENED AGAIN AND TOOK GREAT CARE ESPECIALLY ON DECLINES. WHILE PARKED ON FLAT DRIVEWAY, 6 MONTHS LATER, SECOND SLIDING DOOR CABLE SNAPPED. THANKFULLY NO INJURIES. BROUGHT IT TO DEALER AND WERE TOLD THAT THEY WOULD NOT COVER THIS TIME. WE WERE ALSO TOLD BY ONE OF THE DEALER'S MECHANICS THAT 2009 MODEL IS EXACTLY MADE LIKE 2004-2007 SO HE COULD NOT UNDERSTAND WHY THE RECALL WAS ARBITRARILY GIVEN TO ONLY THOSE YEARS. NOW DOOR IS MANUAL BUT WITHOUT CABLE, EVEN ON THE SLIGHTEST DECLINE, DOOR SLAMS SHUT. WILL NOT STAY OPEN. THIS IS A MAJOR CONCERN FOR MY CHILDREN'S SAFETY. THEY WILL NOT COVER COST TO REPLACE IT OR FIX IT BUT THE DOOR IS NOT SAFE TO USE OTHERWISE. \*TR MECHANICVILLE NY

Failure Date: 10/23/2013

14 10538350 2009 TOYOTA SIENNA Structure THE REAR LIFT DOOR OF THE 2009 SIENNA HAS THE POWER LIFT. I HIT THE FOB TO OPEN THE DOOR TO LOAD ITEMS INTO THE BACK OF THE VAN. IT OPENED NORMALLY AND MY WIFE AND I LEANED INTO THE VAN TO PUT ITEMS IN. AS THE DOOR REACHED THE TOP, IT SUDDENLY STARTED CLOSING WHILE WE WERE STANDING UNDER IT. I HAD TO USE QUITE A BIT OF FORCE TO SLOW IT DOWN ENOUGH SO WE COULD GET OUT OF THE WAY. AND EVEN WITH ME BEING 6'1 AND 195 LBS, IT WAS NOT EASY TO DO. MY WIFE WHO IS 5'1 AND 110 LBS COULD NOT HAVE STOPPED IT. IF I OPENED THE DOOR MANUALLY, THERE WAS NOTHING TO ASSIST ME WITH THE WEIGHT OF THE DOOR, SO I HAD TO CONTINUALLY HOLD IT UP. SINCE THIS INCIDENT, IT HAPPENED EVERY TIME UNTIL I GOT IT FIXED AT A TOYOTA DEALERSHIP. THEY SAID THE HATCH STAYS WERE LEAKING, IT COST ME \$327 FOR THEM TO INSTALL A BACK DOOR STAY KIT. IN RESEARCHING THIS ON THE INTERNET, I NOTICED THERE WAS A

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RECALL FOR OLDER MODEL YEARS, BUT NOT FOR 2009. IT SEEMS LIKE THE SAME EXACT PROBLEM, AND FEEL THE RECALL SHOULD BE EXTENDED TO NEWER MODEL YEARS. \*JS CINCINNATI OH Failure Date: 08/22/2013

14 10531611 2009 TOYOTA SIENNA Structure 2009 TOYOTA SIENNA MINIVAN DEVELOPED CORRODED REAR AIR-CONDITIONING LINES AFTER ONLY 4 YEARS. CORROSION CAUSED COMPLETE LOSS OF A/C COOLANT. IT COST ME \$118 TO HAVE THE A/C SYSTEM TESTED ONLY TO FIND OUT THAT IT WILL COST ME ANOTHER \$1578 TO REPAIR THE PROBLEM...AND THERE'S NO GUARANTEE THAT THIS WON'T HAPPEN AGAIN IN ANOTHER 4 YEARS. DEALERSHIP WON'T HELP. TOYOTA CORPORATE WON'T HELP. IT IS A SCAM THAT THEY USE UNTREATED ALUMINUM A/C LINES THAT THEY ADMIT ARE PRONE TO CORROSION IN NORTHERN CLIMATES WHERE SALT IS USED ON THE ROADS. EASY FIX: PAINT THE A/C LINES! TOYOTA WON'T OFFER ANY HELP WHATSOEVER! I HAVE FOUND AN EMOTIONAL STATE BEYOND RAGE.  
\*TR PLOVER WI Failure Date: 07/22/2013

14 10523363 2009 TOYOTA SIENNA Structure WHILE VEHICLE WAS PARKED, IGNITION ON, WE OPENED THE REAR HATCH ( MANUAL). UPON FULL OPENING THERE WAS A LOUD BANG AND THE STRUT ON THE RIGHT PROCEEDED TO RELEASE ALL OF IT'S GAS. THE GATE CAN BE OPENED BUT WILL CLOSE IMMEDIATELY UNLESS HELD IN PLACE, NEITHER SIDE HAS ANY SUPPORT. AS THE GATE IS HEAVY THIS IS A HUGE INCONVENIENCE. WE WERE VERY LUCKY THE PERSON UNLOADING WAS AN ADULT AND WAS ABLE TO KEEP THE HATCH FROM SLAMMING DOWN ON THEM. \*TR  
SOMERVILLE MA Failure Date: 07/05/2013

14 10629210 2009 TOYOTA SIENNA Structure THE DASHBOARD IS MELTING IN OUR TOYOTA SIENNA. WE HAVE HAD THE VAN HANDICAPPED ADAPTED. MY HUSBAND IS A DISABLED VET AND I AM THE DRIVER. I AM ALSO THE PERSON THAT IS HAVING THE SUN REFLECT OFF THE DASH AND CAN SOMETIMES IMPAIR VISION. THE DASH IS SO STICKY THAT EVERYTHING ATTACHES TO THE DASH AND IT IS DIRTY. THERE IS NO WAY TO CLEAN IT. I CANNOT AFFORD TO BUY A NEW DASH AND WE DO NOT TRAVEL FAR DURING

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THE EARLY PART OF THE DAY. HE IS 64 AND I WILL BE 64 YEARS OLD. WE WOULD APPRECIATE YOUR HELP THANK YOU VERY MUCH. \*TR

BRANDON FL Failure Date: 06/19/2013

14 10598999 2009 TOYOTA SIENNA Structure THE DASHBOARD IS STICKY. YOUR HAND WILL STICK TO IT. IT WAS FIRST NOTICED ABOUT A YEAR AGO. IT WAS JUST THE DRIVERS SIDE. I TOOK THE CAR TO THE LOCAL TOYOTA DEALER AND WAS TOLD IMMEDIATELY THAT IT WAS SOMETHING I USED TO CLEAN WITH. NOW THE WHOLE DASHBOARD IS STICKY AND I HAVE NOT USED ANYTHING ON IT AS EVERYTHING STICKS TO IT. \*TR

KENNETH CITY FL Failure Date: 06/03/2013

14 10514397 2009 TOYOTA SIENNA Structure THE BACK TRUNK DOES NOT STAY OPEN, AND SLAMS SHUT SO HARD! I FOUND THIS OUT AFTER A TRIP TO THE GROCERY STORE WITH MY TWO LITTLE ONES. I HAD TO USE MY HEAD TO PROP THE TRUNK OPEN, WHICH RESULTED IN ME HURTING MY NECK. FOR FEAR OF INJURY TO MYSELF OR MY CHILDREN WITH HOW THE TRUNK SLAMS DOWN SO HARD AND FAST, I JUST CRAWLED FROM THE BACKSEAT TO THE TRUNK AREA. BECAUSE I HAVE YOUNG CHILDREN, I HAVE STROLLERS IN THE TRUNK OF MY VAN, I SAW THAT THERE WAS A RECALL FOR REAR STRUTS FOR 2004 - 2005 SIENNAS, NOTHING SINCE. VERY FRUSTRATING THAT I'M GOING THROUGH THIS, BUT ITS SOMEWHAT A RELIEF THAT I NOT ALONE. BUT IF I'M NOT ALONE; WHY IS TOYOTA NOT DOING SOMETHING ABOUT THIS. \*TR ST PETERSBURG FL Failure Date:

05/28/2013

14 10683833 2009 TOYOTA SIENNA Structure THE CABLE THAT OPENS THE POWER SLIDING DOORS SNAPPED MAKING THE DOOR UNABLE TO OPEN. THIS OCCURRED ON THE PASSENGER SIDE IN APRIL OF 2013 AT 58,000 AND THEN TO THE DRIVER SIDE DOOR IN AUGUST OF 2014 AT 76,000. WE WERE ABLE TO USE OUR EXTENDED WARRANTY TO PAY FOR THE FIRST DOOR. THE PRICE TO REPAIR THIS PROBLEM IS \$1,00 TO \$1,400. TOYOTA HAS A RECALL FOR THIS PROBLEM UP TO THE 2008 MODEL, BUT WILL NOT REPAIR OUR VEHICLE BECAUSE IT IS A 2009. TO ME, THIS IS AN OBVIOUS

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DESIGN FLAW AND PRESENTS A DANGER BECAUSE PASSENGERS CAN'T EXIT THAT SIDE IN AN EMERGENCY. \*TR NEW KENSINGTON PA

Failure Date: 04/10/2013

14 10503461 2009 TOYOTA SIENNA Structure THE AUTOMATIC REAR LIFT GATE CLOSES AS SOON AS IT OPENS. IT BEEN DOING FOR PASS FEW DAYS NOW. ITS A PAIN BUT HAD TO GO THRU. ITS EXPENSIVE TO FIX,,, \*TR FORKS WA Failure Date: 03/14/2013

14 10712927 2009 TOYOTA SIENNA Structure UPON OPENING THE DRIVER SIDE POWER SLIDING DOOR, THE CABLE SNAPPED, AND THE DOOR WOULD NOT OPEN. WE DISENGAGED THE POWER AND FIGURED WE WOULD CONTINUE TO USE THE DOOR IN A MANUAL SETTING. HOWEVER, ONCE THE DOOR WAS CLOSED, WE DISCOVERED THAT YOU CANNOT OPEN IT IF THE CABLE IS SNAPPED. IT OPENED UP ABOUT 8-12 INCHES, BUT WOULD GO NO FURTHER. ALTHOUGH OUT OF WARRANTY, TOYOTA AGREED TO FIX THE ASSEMBLY DUE TO AN ENHANCED SERVICE AGREEMENT. IN JAN. 2015, THE SAME THING HAPPENED ON THE PASSENGER SIDE AND WE COULD AGAIN NOT USE THE DOOR. AFTER TAKING IT TO A TOYOTA DEALER AGAIN, WE WERE TOLD THEY WOULD NOT COVER IT UNDER THE ENHANCED SERVICE BECAUSE IT HAD BEEN COVERED IN ERROR THE FIRST TIME. WE ASKED THEM TO JUST GET IT TO A POINT WHERE WE COULD OPEN THE DOOR MANUALLY, BUT THEY SAID THE FULL REPAIR (\$1600) HAD TO BE DONE TO DO THAT. UPON DOING RESEARCH, WE DISCOVERED THAT THIS IS A COMMON PROBLEM AMONG MANY TOYOTA SIENNA OWNERS OVER THE PAST 10 YEARS. WE ARE FILING THIS COMPLAINT BECAUSE WE BELIEVE THAT IT IS A MAJOR SAFETY HAZARD TO NOT BE ABLE TO EVEN MANUALLY OPEN THE SLIDING DOORS WHEN THE POWER ASSEMBLY FAILS. IF THERE IS A SWITCH FOR MANUAL OPERATION, IT SHOULD ALWAYS FUNCTION IN MANUAL MODE. WHAT WOULD HAPPEN IF BOTH DOORS WERE BROKEN AND THERE WAS AN EMERGENCY? CHILDREN (OR ANYONE FOR THAT MATTER) WOULD NOT BE ABLE TO QUICKLY EXIT THE VEHICLE, NOR WOULD EMERGENCY WORKERS BE ABLE TO GET THEM OUT QUICKLY. THESE REPAIRS ARE AROUND \$1600 PER DOOR. MANY

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FAMILIES CANNOT AND SHOULD NOT HAVE TO SPEND THIS KIND OF MONEY TO MERELY GET A DOOR TO FUNCTION IN A MANUAL SETTING. \*TR

UNIONTOWN OH Failure Date: 03/07/2013

14 10501848 2009 TOYOTA SIENNA Structure THE AUTOMATIC REAR LIFT GATE CLOSES PREMATURELY. THE ABOVE DATE IS THE LAST TIME AN INJURY WAS CAUSED. I THINK THAT THE GAS STRUTS ARE DEFECTIVE, AND CAN NO LONGER SUPPORT THE WEIGHT OF THE LIFT GATE, WHICH CAUSES THE GATE TO CLOSE PREMATURELY. THE FAILURE HAS HAPPENED SEVERAL TIMES IN THE PAST YEAR. ON ONE OCCASION, THE GATE STRUCK THE BRIDGE OF MY NOSE AND CAUSED A SMALL LACERATION. I THINK THAT THE STRUTS CAN NO LONGER SUPPORT THE WEIGHT OF THE LIFTGATE WHEN IT IS OPEN, SO THE LIFTGATE WILL FALL ABOUT TEN INCHES AFTER IT REACHES THE FULLY OPEN POSITION, AT WHICH POINT THE POWER MOTOR WILL ENGAGE THE POWER LIFTGATE TO THE FULLY CLOSED POSITION. THIS HAS CAUSED INJURY TO ME BECAUSE I WAS STRUCK BY LIFTGATE WHEN IT FALLS OR CLOSES. I THINK THAT TOYOTA SHOULD CORRECT THE DEFECT BY REPLACING THE GAS STRUTS WITH REDESIGNED GAS STRUTS THAT HAVE LONGER SERVICE LIFE. \*TR BETHESDA MD Failure Date: 12/22/2012

14 10558444 2009 TOYOTA SIENNA Structure THE CABLE BROKE ON THE POWER SLIDING DOOR DUE TO THE PLASTIC COATING BEING WORN, EXPOSING THE CABLE TO THE ELEMENTS AND RUSTING IT. THIS VEHICLE IS LESS THAN 5 YEARS OLD. \*TR HOLLAND MI Failure Date: 12/21/2012

14 10667148 2009 TOYOTA SIENNA Structure THE CHILDREN LIFTED BACK LIFT GATE TO PUT SCHOOL BOOKS INTO THE VAN AND THE GATE FELL ON ONE OF THEM. THIS HAS HAPPENED TO SEVERAL OTHERS SINCE THEN. A TOYOTA REP SAID HE HAS THE SAME VEHICLE AND SAID HE USES A HOCKEY STICK TO PROP OPEN THE GATE. WE TRIED THAT FOR A WHILE BUT IT SOMETIMES FAILS. WE HAD IT REPLACED (NOT BY TOYOTA) IN AUGUST OF 2013 AND IT CONTINUES TO FAIL AS SOON AS THE WEATHER GETS COLD.

\*TR BURNSVILLE MN Failure Date: 11/20/2012

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14 10852725 2009 TOYOTA SIENNA Structure BOTH AUTOMATIC REAR SLIDING DOORS STICK AND HAVE TO BE USED MANUALLY. I'VE ALREADY HAD ONE DOOR FIXED A FEW YEARS AGO.

HORSEHEADS NY Failure Date: 05/28/2012

14 10453023 2009 TOYOTA SIENNA Structure THE SLIDING BACK DOOR WAS BEING CLOSED FROM THE POWER BUTTON NEAR THE DRIVERS SEAT. THE DOOR WOULDN'T CLOSE SO THE BUTTON WAS PRESSED AGAIN. THE DOOR THEN SLAMMED SHUT WITH GREAT FORCE AND COULD HAVE INJURED ANYONE IN IT'S WAY. NOW IT IS INOPERABLE AND NEEDS A VERY EXPENSIVE REPAIR. APPARENTLY THIS IS AN ONGOING PROBLEM WITH THIS GENERATION OF THE TOYOTA SIENNA VANS AND TOYOTA REFUSES TO ADDRESS IT. \*TR ROCKFORD IL Failure Date: 03/25/2012

14 10443232 2009 TOYOTA SIENNA Structure WAS HIT ALMOST IN A T-BONE FASHION, OTHER DRIVER WAS GOING APPROXIMATELY 40-50 MPH. NO SIDE CURTAIN AIRBAGS DEPLOYED. CONCERNED ABOUT THIS AND WHEN CONTACTED BY TOYOTA, THE WOMAN SAID THAT I DIDN'T KNOW WHAT I WAS TALKING ABOUT AND WHEN WE BOUGHT IT THEY WERE JUST TRYING TO SELL US A CAR. CAR HAS SIGNIFICANT DAMAGE AND HAS BEEN IN A SHOP FOR TWO WEEKS. \*TR CASTLE ROCK CO Failure Date: 12/23/2011

14 10489404 2009 TOYOTA SIENNA Structure REAR HATCH STRUTS STOPPED WORKING (MANUAL DOOR). EXTREMELY HEAVY REAR DOOR OF THE SIENNA IS NOW EXTREMELY DANGEROUS. ONCE OPENED THE DOOR JUST CRASHES SHUT. IT COULD EASILY KILL SOMEONE WHO WAS STANDING UNDER IT. \*TR PHOENIXILLE PA Failure Date: 12/20/2011

14 10487962 2009 TOYOTA SIENNA Structure WE WERE BACKING OUT OF A PARKING PLACE AT THE HOT SPRINGS VILLAGE WALMART. THE VAN ACCELERATED ON ITS OWN, THEN THE BRAKES FAILED. NO AMOUNT OF PRESSURE WOULD STOP THE VAN. WE STOPPED BY HITTING A PARKED CAR, DOING SOME DAMAGE TO IT. WE HAD THE VAN TOWED TO A BODY SHOP

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TO HAVE THE EXTERIOR REPAIRED. WE WERE AFRAID TO DRIVE IT. AFTER BEING REPAIRED, WE HAD IT TOWED TO LANDER'S IN LITTLE ROCK WHERE IT WAS PRONOUNCED SAFE TO DRIVE. A FEW WEEKS LATER WE SOLD IT AND BOUGHT A 2011 TOYOTA SIENNA VAN. (AN ACCIDENT REPORT WILL FOLLOW ON THE 2011 TOYOTA VAN VIN#[XXX]) INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR

FORT SMITH AR Failure Date: 08/11/2011

14 10430593 2009 TOYOTA SIENNA Structure MY 2009 SIENNA VAN SLIDING DOOR WILL NOT OPEN. \*TR OAK HILL VA Failure Date: 06/02/2011

14 10404198 2009 TOYOTA SIENNA Structure I WAS DRIVING MY 2009 TOYOTA SIENNA WITH 2 CHILDREN IN THE BACK AND WHEN I WENT OVER RAIL ROAD TRACKS THE SLIDING DOOR ON THE PASSENGER SIDE OPENED. THIS IS A GREAT CONCERN FOR ME ESPECIALLY WITH THE KIDS IN THE BACK. TOYOTA WANT \$1500 TO FIX THIS PROBLEM ON A 2009 WITH 47,000 MILES ON IT. THERE SHOULD BE SOMETHING THAT WILL MAKE THEM FIX THIS PROBLEM. I KNOW IT WOULD BE A MAJOR RECALL BUT THE SAFETY THAT GOES ALONG WITH THIS IS AN EXTREME CONCERN!!!! THIS VAN COST ME OVER \$35,000 AND THE ONLY REASON I BOUGHT IT WAS BECAUSE OF THE SAFETY OF THE VAN. WELL THAT WAS A MISTAKE AND THE SERVICE DEPARTMENT AT TOYOTA IS LOOKING TO MAKE MONEY OFF ME. I AM A SINGLE MOM WHO CAN HARDLY KEEP UP WITH EVERYTHING ELSE BUT THIS IS JUST WRONG, AND I THINK OUR GOVERNMENT SHOULD FORCE THEM TO DO SOMETHING ABOUT THIS BEFORE KIDS START FALLING OUT OF THE VANS ONTO THE STREETS AND GETTING FUN OVER!!! PLEASE HELP ME! \*TR

CAROL STREAM IL Failure Date: 06/01/2011

14 10439079 2009 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2009 TOYOTA SIENNA. THE CONTACT WAS DRIVING 45 MPH WHEN A VEHICLE CRASHED INTO THE FRONT DRIVER SIDE OF THE CONTACT'S VEHICLE. THE AIR BAGS DID NOT DEPLOY AND THE DOORS BECAME STUCK AND COULD NOT BE OPENED. THE DRIVER AND TWO PASSENGERS WERE

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TRANSPORTED TO THE HOSPITAL AND A POLICE REPORT WAS FILED. THE VEHICLE WAS IN THE PROCESS OF BEING DIAGNOSED AND REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 74,000. FLORENCE

MS Failure Date: 05/21/2011

14 10410012 2009 TOYOTA SIENNA Structure LIFT GATE STRUTS ON 2009 TOYOTA SIENNA HAVE FAILED MEANING THAT THE REAR DOOR DOES NOT HOLD ITSELF UP WHEN OPENED. THERE ARE TWO STRUTS AND BOTH HAVE FAILED. THE STRUTS MUST BE REPLACED AT A COST OF ABOUT \$200 EACH FOR A TOTAL OF \$400. \*TR LINDSBORGKS

Failure Date: 05/01/2011

14 10551923 2009 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2009 TOYOTA SIENNA. THE CONTACT STATED THAT THE SLIDING DOORS ERRONEOUSLY OPENED WHILE DRIVING VARIOUS SPEEDS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS FOUND THAT THE DOOR MECHANISM WAS RUSTED AND WAS CAUSING THE DOORS TO NOT SPRING BACK IN PLACE. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 49,463. UPDATED 12/24/13\*LJ EACH TIME THE CONSUMER RETURNED TO THE DEALER, THEY CLAIMED THEY FIXED THE PROBLEM. HOWEVER, THE DOOR WOULD POP OPEN AGAIN, DISABLING THE SECURITY SYSTEM AND CAUSES THE BATTERY TO GO DEAD. THE CONSUMER HAD TO TIE THE DOOR SHUT. UPDATED 12/24/13 MAYBROOK NY Failure Date: 04/01/2011

14 10384440 2009 TOYOTA SIENNA Structure I HAVE A 2009 TOYOTA SIENNA MINI-VAN WITH AUTOMATIC SLIDING DOORS. THESE DOORS ARE AN ACCIDENT WAITING TO HAPPEN. UNLIKE AN ELEVATOR DOOR THAT WILL IMMEDIATELY REVERSE IF SOMEONE OR SOMETHING IS IN ITS PATH. THE SIENNA'S DOORS CONTINUE TO CLOSE UNLESS FORCIBLY PUSHED BACK TO RETRACT WITH A SERIOUS AMOUNT OF STRENGTH. MY ARM HAS BEEN BRUISED AND I COULD ONLY IMAGINE A CHILD'S HAND BEING CAUGHT. IT'S INCONCEIVABLE TO ME HOW THESE DOORS DO NOT OPERATE ON THE SAME



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PREMISE AS AN ELEVATOR. VERY DANGEROUS! \*TR

NORTHBROOK IL Failure Date: 02/23/2011

14 10374442 2009 TOYOTA SIENNA Structure 2009 TOYOTA  
SIENNA. CONSUMER WRITES IN REGARDS TO IOWA BEING INCLUDED IN  
TOYOTA RECALL REGARDING CORROSION OF THE SPARE TIRE CARRIER  
CABLE.\*TGW JOHNSTON IA Failure Date: 01/03/2011

14 10496435 2009 TOYOTA SIENNA Structure IN COLD  
WEATHER, 32 DEGREES OR LESS, THE POWER REAR HATCH WHEN OPENED  
AUTOMATICALLY WITH THE KEY FOB OR INTERIOR CONTROL BUTTON WILL  
OPEN FULLY, THEN CLOSE IMMEDIATELY WITHOUT WARNING. IF A PERSON OR  
OBSTACLE IS IN THE WAY UPON CLOSING, IT IS VERY RELUCTANT TO REVERSE  
AGAIN. THIS POSES A DANGER FOR SMALLER PEOPLE SUCH AS MY WIFE OR 9  
YEAR OLD DAUGHTER. IF THE HATCH IS OPENED MANUALLY, IT STAYS OPEN  
AND IF IT'S WARMER OUTSIDE, THE AUTOMATIC FEATURE WORKS AGAIN. THIS  
HAS HAPPENED NUMEROUS TIMES OVER THE PAST COUPLE OF YEARS  
DURING THE WINTER. \*TR HARRISON CITY PA Failure Date:  
01/01/2011

14 10487683 2009 TOYOTA SIENNA Structure POWER DOORS  
NOT WORKING WILL NOT OPEN OR CLOSE ON AUTO ALL THE TIME OR ON  
MANUAL NOW DRIVERS SIDE CABLES HAVE BROKE. \*TR  
BELFAST NY Failure Date: 11/10/2010

14 10335682 2009 TOYOTA SIENNA Structure HI, I BOUGHT A  
TOYOTA SIENNA 2WD IN 2009. TOYOTA HAD A RECALL ON THE MINIVANS DUE  
TO THE MALFUNCTIONING OF THE SPARE TIRE IN COLD CLIMATES, BUT DID  
NOT INCLUDE IOWA IN IT. THEY HAVE NOT SENT ANY COMMUNICATION IN THIS  
REGARDS TO END CUSTOMERS. UPDATED IVOQ 08/05/10 UPDATED IVOQ  
08/31/10\*JB \*TR CORALVILLE IA Failure Date: 06/10/2010

14 10340732 2009 TOYOTA SIENNA Structure REAR SLIDING  
DOORS WON'T STAY OPEN ON 2009 TOYOTA SIENNA. THE SMALLEST OF

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INCLINES WILL MAKE THE SLIDING DOORS REFUSE TO STAY OPEN. \*TR

KENT WA Failure Date: 06/10/2010

14 10349459 2009 TOYOTA SIENNA Structure 2009 TOYOTA SIENNA - RAISED THE POWER REAR HATCH TO LOAD LUGGAGE. WAS UNDER THE HATCH WHEN IT STARTED TO AUTOMATICALLY CLOSE ON ME. I HAD TO USE FORCE FOR IT NOT TO CLOSE ON ME. NOT SURE WHAT WOULD HAVE HAPPENED IF IT WAS A CHILD PUTTING SOMETHING IN THE BACK. I DON'T THINK A YOUNG CHILD COULD HAVE STOPPED IT FROM SQUEEZING THEM. IT WOULD NOT STAY OPEN UNLESS WE MANUALLY HELD IT. HAD TO MANUALLY HOLD IT OPEN THE WHOLE WEEK OF VACATION. WHEN RETURNED, TOOK IT INTO THE DEALER THE STRUTS WERE BAD AND THEY REPLACED THEM UNDER WARRANTY. WORKS FINE NOW. \*TR LOGAN OH

Failure Date: 06/03/2010

14 10344829 2009 TOYOTA SIENNA Structure REAR HATCH ON 2009 TOYOTA SIENNA XLE CLOSES SPONTANEOUSLY AND DOES NOT STAY UP W/O HOLDING IT. \*TR FPO AE Failure Date: 04/15/2010

14 10328023 2009 TOYOTA SIENNA Structure THE AUTOMATIC SLIDING DOOR ON OUR VAN HAS CLOSED ON OUR 3 YEAR OLD TWICE, CAUSING MINOR INJURY. THE FIRST TIME, THE DOOR HIT HIS HEAD BUT DID NOT ENCOUNTER ENOUGH RESISTANCE TO ENGAGE THE SAFETY OPEN UNTIL IT HAD PUSHED HIM AGAINST THE SIDE OF THE VAN. THEN THE SAFETY ENGAGED AND THE DOOR OPENED. IT LEFT RED MARKS ON BOTH SIDES OF HIS HEAD. WE TOOK THE VAN TO THE DEALER ON APRIL 12 2010 TO HAVE THE DOOR LOOKED AT, AND REQUESTED THAT THE RESISTANCE BE LOWERED. ON APRIL 28TH THE DOOR AGAIN HIT OUR CHILD, THIS TIME THE DOOR COMPLETELY LATCHED CLOSED ON HIS HAND, PINNING HIS HAND IN THE DOOR. HIS THUMB HAD A "DENT" IN IT, AND IS NOW EXTREMELY AND IMMOBILE THE NEXT DAY. HE IS BEING TAKEN TO THE DR TODAY. I CALLED TOYOTA CORPORATE 10 MINUTES AFTER THE INCIDENT TO REPORT IT. \*TR

HUBER HEIGHTS OH Failure Date: 04/03/2010

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14 10281140 2009 TOYOTA SIENNA Structure OUR AUTOMATIC SLIDING DOOR WAS OPENED BUT WOULD NOT CLOSE. NO AMOUNT OF TUGGING, FINESSING, OR CURSING WOULD MAKE IT SHUT. CHILDREN WERE STRANDED IN PHOENIX HEAT IN AUGUST BECAUSE THE VEHICLE WAS UNSAFE TO DRIVE WITH A DOOR THAT COULD NOT BE CLOSED. THERE ARE MANY MENTIONS OF THIS EXACT PROBLEM ON VARIOUS BLOGS AND ALL REPORT DIFFICULTY IN GETTING TOYOTA TO OFFER A SOLUTION THAT DIDN'T COST \$1-2K. ALMOST ALL OWNERS REPORTED THE "FIXED" DOORS TO HAVE FAILED IN SOME WAY AGAIN WITH DEALERS REFUSING TO COVER THE COST OF THE SECOND (OR THIRD) FIX. THE FAILURE HAD TO DO WITH THE ACTUATOR THAT UNLOCKS THE "U" SHAPED STRIKER ASSEMBLY. IT SEEMS EVIDENT THAT THE CABLE IS EITHER BREAKING, STRETCHING, OR THAT SOME SOLENOID IS NOT DOING ITS JOB. THE OUTCOME OF OUR PROBLEM WAS THAT A SECOND VEHICLE HAD TO BE OBTAINED, CHILDREN AND THEIR SEATS MOVED TO THE NEW VEHICLE AND THE VAN DRIVEN IN AN UNSAFE CONDITION BACK TO OUR HOUSE 10 MILES AWAY BECAUSE THE DEALERSHIP WAS CLOSED. TO COMPLICATE THIS, THE SIENNA WAS DOWN TO NO GASOLINE AND IT WAS THE DRIVERSIDE DOOR THAT WAS STUCK IN OPEN POSITION WHICH MADE IT IMPOSSIBLE TO PUT FUEL IN THE VEHICLE. WHAT IF THIS SAME SCENARIO HAPPENED IN THE MIDDLE OF THE DESSERT HERE AT A REST STOP IN 120-DEGREE HEAT WITH NO TOW TRUCK IN 100 MILES AND NO WAY TO DRIVE THE VAN WITH CHILDREN INSIDE? THIS IS NOT ONLY POSSIBLE, BUT LIKELY. OUR VAN HAS TWO (2) AUTOMATIC DOORS AND THIS PROBLEM HAS BEEN REPORTED BY MANY PEOPLE. LASTLY, NO ONE WHO REPORTED THE PROBLEM, REPORTED THE PROBLEM PERMANENTLY FIXED BY ANYTHING THE DEALERSHIPS WERE ABLE TO DO. FOR US, THIS FIRST INCIDENT IS PROBABLY COVERED BY WARRANTY, BUT HOW ABOUT FUTURE PROBLEMS? THE ACTUATOR ISSUE IS A DESIGN FLAW. THE FUEL DOOR BEHIND SLIDING DOOR MAKES IT AN INCONVENIENT DESIGN FLAW. THAT THIS IS ON A VEHICLE THAT TRANSPORTS CHILDREN, MAKES THE DESIGN FLAW A SERIOUS SAFETY CONCERN. AND THAT TOYOTA IS NOT ADDRESSING THE PROBLEM IN ANY SUBSTANTIAL WAY JUST PLAIN SUCKS! \*TR GILBERT AZ Failure Date: 08/19/2009

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14 10853545 2009 TOYOTA SIENNA Structure TL\* THE CONTACT OWNS A 2009 TOYOTA SIENNA. WHILE DRIVING AT ANY SPEED, THE DASHBOARD REMAINED GREASY. WHEN THE SUN REFLECTED ON THE GREASY DASHBOARD, IT WOULD REFLECT ONTO THE WINDSHIELD AND HINDER THE DRIVER'S VISIONS. IN ADDITION, THE ENTIRE DASHBOARD AREA WAS CRACKED AND THE AIR BAGS WERE VISIBLE. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 26,000. SAN LORENZO PR Failure Date: 07/01/2009

14 10267519 2009 TOYOTA SIENNA Structure I HAVE A 2004 TOYOTA SIENNA (10000 ML.) IN A VERY GOOD CONDITION, LAST MONTH PASSENGER SIDE POWER SLIDING DOOR STOPPED WORKING. DEALER WANTED OVER \$1500 TO FIX IT. THIS AFTER GOING THROUGH FRONT DRIVER SIDE DOOR RECALL ( TOYOTA DEALER FIXED IT 3 TIMES) AND BACK TRUNK DOOR STRUTS RECALL IT SEEMS THAT THIS VAN HAS SOME SERIOUS DOOR PROBLEMS. AFTER USING SOME ONLINE BLOGS I DISCOVERED THAT THERE IS A LOT OF SIENNA OWNERS WITH THE VERY SAME PROBLEM, BESIDE THE FACT I AM DRIVING TWO 5 YEAR OLD KIDS IN THIS VAN EVERY DAY AND THIS CLEARLY CREATES A VERY DANGEROUS SAFETY CONCERN. \*TR SAN ANTONIO TX Failure Date: 04/02/2009

14 10260990 2009 TOYOTA SIENNA Structure 2009 TOYOTA SIENNA WITH LESS THAN 700 MILES HAD THE AUTOMATIC SLIDING DOOR BREAK. SHOULD BE COVERED UNDER WARRANTY. \*TR BERKSHIRE NY Failure Date: 03/05/2009

14 10307774 2009 TOYOTA SIENNA Structure USUALLY IN COLD TEMPERATURES, WHENEVER THE REAR AUTOMATIC HATCH IS OPENED FROM EITHER THE FOB OR THE VAN'S CONTROL PANEL, THE REAR HATCH DOOR BEGINS TO CLOSE BACK WITHOUT WARNING/NOTICE. THIS HAS HAPPENED AT LEAST 20 TIMES SINCE WE PURCHASED OUR 2009 TOYOTA SIENNA IN DECEMBER OF 2008 AND IS INCREASING IN FREQUENCY. THE APPROXIMATE ONSET DATE IS RECORDED BELOW ON THIS FORM. WHEN IT BEGINS TO

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CLOSE, ADULTS AND CHILDREN HAVE BEEN TRAPPED BETWEEN THE HATCH AND THE VEHICLE, RESULTING IN PINNING AND CUTS TO THE HEAD. ONLY WITH STRONG MANUAL FORCE DOES THE HATCH STOP CLOSING. AS OF TODAY, 2/9/10, THERE HAVE BEEN NO NOTIFICATIONS OF A RECALL OR EFFORT TO CORRECT OR REPAIR THE PROBLEM. BECAUSE THE PROBLEM WAS INFREQUENT AT FIRST AND CORRECTED ITSELF WHEN THE TEMPERATURES GOT WARMER, WE THOUGHT IT WAS JUST A TEMPORARY GLITCH, BUT THEN THE PROBLEM REAPPEARED ONCE TEMPERATURES BEGAN TO GET COLD AGAIN IN THE FALL OF 2009. \*TR           VINCENNES  
IN    Failure Date: 01/01/2009

14    10853464    2009 TOYOTA    SIENNA    Structure    TL\* THE CONTACT OWNS A 2009 TOYOTA SIENNA. THE CONTACT STATED THAT THE DASHBOARD MATERIAL WAS DEFECTIVE. THE DASHBOARD EXHIBITED FRACTURES AT THE DRIVER AND PASSENGER SIDE AIR BAG AREAS. THE SUNLIGHT CAUSED THE DASHBOARD TO BECOME STICKY AND CAUSED A REFLECTION ON THE WINDSHIELD THAT OBSTRUCTED THE DRIVER'S VIEW. THE DASHBOARD WAS NOT REPLACED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 10,000.           SAN LORENZO    PR    Failure Date: 01/01/2009