

Original Publication Date: June 13, 2019

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

SAFETY RECALL K0G *(Remedy Notice)*

Certain 2019 Model Year Sienna Vehicles
Potential Unintended or Non-Deployment of Passenger Side Front Seat and Curtain Shield Airbags
NHTSA Recall No. 19V-318

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2019 Sienna	Mid-February 2019	270	67



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On April 23, 2019, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2019 Model Year Sienna vehicles.

Condition

During the manufacturing process of the passenger side front doors, it is possible that a component may not have been welded properly. This could affect an airbag system sensor and lead to nondeployment or inadvertent deployment of the passenger side front seat and curtain shield airbags. This can increase the risk of a crash or injury in the event of a crash.

Remedy

Any authorized Toyota dealer will replace the passenger side front door sub-assembly with a new one **FREE OF CHARGE**.

NOTE: The remedy involves the replacement of the passenger side front door sub-assembly. All other door components such as the interior door panel, window, moldings, door handle, etc. will be reused. The door will also require painting. Installation of the new door sub-assembly, re-installation of the other door components, and painting will be covered by this recall remedy.

Covered Vehicles

There are approximately 270 vehicles covered by this Safety Recall. No vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by mid – June 2019. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please ***verify eligibility by confirming through TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 67 vehicles in new dealer inventory as of April 22, 2019.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60 day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

New Vehicles in Dealership Inventory – Post Repair Handling

All vehicles in new dealer inventory should be inspected and repaired as outlined in the Technical Instructions. Due to the extent of the repair necessary to replace the passenger side front door sub-assembly, Toyota will repurchase these vehicles from the dealer and replace that inventory with another similar vehicle. For vehicles that require passenger side front door sub-assembly replacement, follow the instructions outlined below:

1. Complete passenger side front door sub-assembly replacement and file the campaign claim;
2. Contact the regional vehicle supply manager after the campaign is completed.

The region will administer the vehicle repurchase and replace that inventory with another similar vehicle.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form K0G/K1G" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process – Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
67001-08070	PANEL SUB-ASSY, FRONT DOOR, RH	1
04003-49233	BUTYL TAPE	1
68160-08020	FRONT DOOR GLASS OUTER WEATHERSTRIP ASSEMBLY	1
67831-08020	FRONT DOOR SERVICE HOLE COVER	1
75968-08010	TAPE, BLACK OUT FRONT DOOR, INNER REAR RH	1
75957-08010	TAPE, BLACK OUT FRONT DOOR, OUTER REAR RH	1
75955-08010	TAPE, BLACK OUT FRONT DOOR, OUTER UPPER RH	1
75929-08010	TAPE, BLACK OUT FRONT DOOR, INNER UPPER RH	1
90189-05003	GROMMET, SCREW (Inside Handle)	1
90901-89021	GROMMET, SCREW (Arm rest)	1
90189-04200	GROMMET, SCREW (Door Panel)	1
90189-06227	GROMMET, SCREW (Speaker)	4
67663-08010	DOOR FRAME GARNISH	1
69318-AA010	DOOR LOCK WIRE HARNESS SEAL	1
82711-1E360	CLAMP, WIRING HARNESS	1

Parts that MAY be needed for some vehicles:

90084-10049	Non-shoulder, hinge bolts for adjustment	4
PT29A-08100	Door Moulding (Bright Chrome)	1 (Optional Accessory)

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Any Specialty)
- Expert Technician (Any Specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures

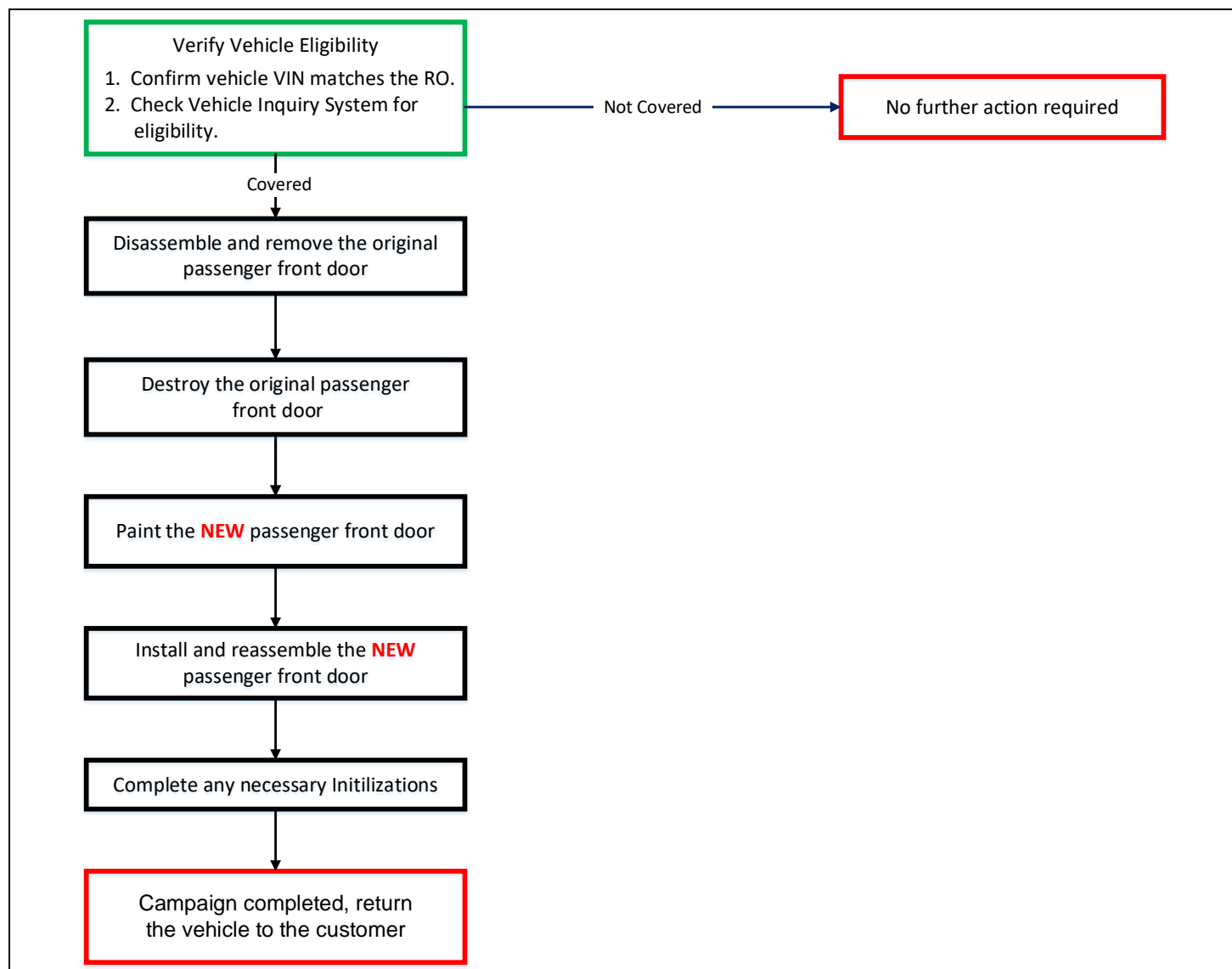
Loaner Vehicle Reimbursement Procedure

If the customer requested a rental during the Interim period, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

Op Code	Description
UGG26A	Vehicle Rental 1-30 Days
UGG26B	Vehicle Rental 31-50 Days

NOTE:

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).

Warranty Reimbursement Procedure

Op Code	Description	Flat Rate Hours
K0G001	Replace the passenger side door + Paint the passenger side door (By Dealership)	9.3 hrs/vehicle
K0G002	Replace the passenger side door + Paint the passenger side door (By External Body Shop)	2.0 hrs/vehicle

NOTE: The 2.0 flat rate hours under Op Code K0G002 is for the disassembly and reassembly of the door at the dealership. All refinishing costs are to be claimed as a sublet as described below.

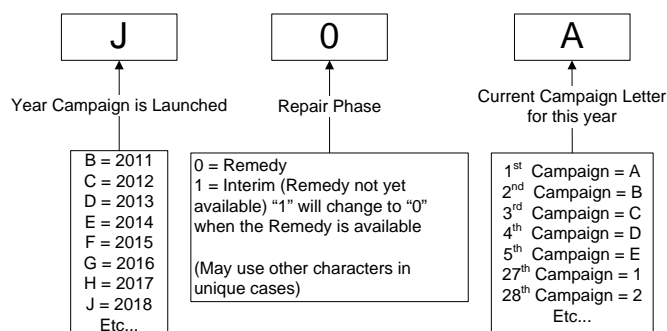
- The flat rate times include 0.2 hours for administrative cost per unit for the dealership.
- The cost for the paint materials can be claimed under Op Code K0G001 as sublet type "PT".
- The cost for the paint, materials, and door refinishing can be claimed under Op Code K0G002 as sublet type "PT".

- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 2 days as a sublet type "RT" under Op Codes K0G001 or K0G002.
 - *For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.*
 - *Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 J0A = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



SAFETY RECALL K0G *(Remedy Notice)*

Certain 2019 Model Year Sienna Vehicles

Potential Unintended or Non-Deployment of Passenger Side Front Seat and Curtain Shield Airbags

NHTSA Recall No. 19V-318

Frequently Asked Questions

Original Publication Date: June 13, 2019

Q1: *What is the condition?*

A1: During the manufacturing process of the passenger side front doors, it is possible that a component may not have been welded properly. This could affect an airbag system sensor and lead to nondeployment or inadvertent deployment of the passenger side front seat and curtain shield airbags. This can increase the risk of a crash or injury in the event of a crash.

Q2: *Are there any warnings that this condition exists?*

A2: No. There are no warnings that this condition exists.

Q3: *What is Toyota going to do?*

A3: Any authorized Toyota dealer will replace the passenger side front door sub-assembly **FREE OF CHARGE**.

NOTE: The remedy involves the replacement of the passenger side front door sub-assembly. All other door components such as the interior door panel, window, moldings, door handle, etc. will be reused. The door will also require painting. Installation of the new door sub-assembly, re-installation of the other door components, and painting will be covered by this recall remedy.

Q3a: *What is a "door sub-assembly"?*

A3a: The door sub-assembly is the door without any trim or components added to it. All other door components such as the interior door panel, window, moldings, door handle, etc. will be reused. The door sub-assembly will also require painting. Installation of the new door sub-assembly, re-installation of the other door components, and painting will be covered by this recall remedy.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 270 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Sienna	2019	Mid-February, 2019

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: *How long will the repair take?*

A5: The repair takes approximately nine hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: *How does Toyota obtain my mailing information?*

A6: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q7: *What if I have additional questions or concerns?*

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

IMPORTANT SAFETY RECALL (*Remedy Notice*)

Certain 2019 Model Year Sienna Vehicles Potential Unintended or Non-Deployment of Passenger Side Front Seat and Curtain Shield Airbags NHTSA Recall No. 19V-318

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Sienna vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

During the manufacturing process of the passenger side front doors, it is possible that a component may not have been welded properly. This could affect an airbag system sensor and lead to nondeployment or inadvertent deployment of the passenger side front seat and curtain shield airbags.

This can increase the risk of a crash, or injury in the event of a crash.

What will Toyota do?

Any authorized Toyota dealer will replace the passenger side front door sub-assembly with a new one **FREE OF CHARGE** to you. All other door components, such as the interior door panel, window, moldings, door handle, etc., will be reused. The door sub-assembly will also require painting. Installation of the new door sub-assembly, re-installation of the other door components, and painting will be covered by this recall remedy.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. **The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.**

Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

This is an important Safety Recall

The remedy will take approximately nine hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

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Campaign Code

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Model _____ Model Year _____

Customer Information

Customer Name _____ Customer Email _____

Customer Address _____ Home Phone # _____

_____ Mobile Phone # _____

_____ Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____