

[REDACTED]
Durham, NC [REDACTED]

Tel: [REDACTED]

E-Mail: [REDACTED]

March 2, 2026

National Highway Traffic Safety Admin.
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Sirs/Mesdames:

Re: Toyota 2025 Sienna Safety Recalls

My husband and I purchased a VIN: [REDACTED] Sienna, 7-passenger van, April 2025 and have received two safety recalls, the first being the lack of second-row seats being installed correctly presenting a safety problem, and later a possible problem with the backup camera. We purchased a vehicle of that size especially for the convenience of transporting family when they visit. Also, we have a [REDACTED] [REDACTED] who live nearby and thought having a van would be helpful for trips together.

Unfortunately, all our hopes were diminished at being able to enjoy the reason we purchased such an expensive vehicle, \$65,000+. We are an [REDACTED], considered the vehicle an investment, because our two previous Toyota vehicles had lasted us for 15 years with no problems. Therefore hoping our daughter and grandchildren would be able to use the van for many years. The van has been nothing but an Albatross, not being able to drive it with only two passengers, in the front, since learning of the first recall on the second row seats.

The local dealer told me if I'd get an appointment and be at their door at 7:00 a.m. they could repair the camera. BUT, dealers have no fix from Toyota for the second row seats. However, I went on line to the Toyota web site and they have a "FIX" process listed. I cannot imagine how a vehicle maker can be allowed to sell a vehicle when they find out it has such safety hazards? We consumers can beg our Legislators to pass laws to that effect, but, hope your agency will take the lead on protecting us consumers since we know this Congress will do nothing.

I ask your agency to please take action on this issue and prod Toyota to do something concerning the major safety hazards with their 2025 model Sienna vans.

[REDACTED]

Attachment: letter to Toyota

[REDACTED]
Durham, NC [REDACTED]

E-m [REDACTED]

Tel: [REDACTED]

January 5, 2026

Toyota Motor Sales, U.S.A., Inc.
P. O. Box 3190
Highland Park, MI. 48203

Dear Sirs/Mesdames:

This letter is to voice my disappointment with inaction by your company. I spent \$60,000+ for a seven passenger, 2025 Sienna Hybrid, April 2025 because I wanted a vehicle my family could enjoy, including a new, [REDACTED] What I have instead is an expensive, piece of junk for which you have no fix. I traded our 2011 Toyota Avalon for this vehicle and regret I was so taken in by what I felt the Sienna would offer for my growing, extended family. The Avalon was the second Toyota we have owned, previously a RAV-4. Naturally, we decided to buy a Toyota because we'd had super service with those vehicles.

I purchased the vehicle at the Mark Jacobson Toyota Dealer, Durham-Chapel Hill Rd, Durham, NC. Around the end of October, 2025, after I found out about the problem with the second-row seats, I called their office and was given a time to bring my van in to have the seat situation corrected. That dealership is a 20-mile drive from my home, approximately a 25-minute drive on an off-business hour. Of course, it was a total waste of my time, gas, and, of course, STRESS.

Now I've received a notice about the rear view cameral image problem, more STRESS. Of course, my suggestion to anyone contemplating buying a new vehicle, STAY AWAY FROM TOYOTA until they are able to produce a product as they have done in years past.

I am anxiously awaiting a FIX for the second-row seats so I can enjoy the van to use as I envisioned, which now is only a Two-passenger vehicle.

Sincerely,
[REDACTED]

Attachment



Durham, NC

RALEIGH NC 275
Research Triangle Region
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National Hwy Traffic Safety Admin
1200 New Jersey Ave SE
Washington, DC 20590

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