

[REDACTED]
Phoenix, AZ
[REDACTED]

March 24, 2026

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

Toyota Motor North America, Inc.
Attn: Customer Relations / Warranty Department
6565 Headquarters Drive
Plano, TX 75024

Re: Written Notice of Nonconformity Under Arizona Revised Statutes §§ 44-1261 to 44-1267 and the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq.

Vehicle: 2025 Toyota Sienna Hybrid

VIN: [REDACTED]

Odometer: Approximately 8,236 miles

NHTSA Recall No.: 25V668

Toyota Recall No.: 25TA12 / 25TB12

Toyota Case Reference No.: [REDACTED]

Dear Toyota Motor North America:

I am the original purchaser of the above-referenced 2025 Toyota Sienna Hybrid. This letter constitutes formal written notice, as required under Arizona Revised Statutes § 44-1262, of a nonconformity that substantially impairs the use, value, and safety of my vehicle, and serves as my demand for a final opportunity to cure the defect or, in the alternative, for Toyota to repurchase or replace the vehicle in accordance with A.R.S. § 44-1263 and the Magnuson-Moss Warranty Act.

The Defect

On October 7, 2025, Toyota issued Safety Recall 25TA12 (NHTSA 25V668) affecting approximately 55,000 model year 2025 Sienna Hybrid vehicles due to improperly welded second-row seat rails. Toyota's own recall notice states that the seats may lose structural integrity during certain high-speed collisions, increasing the risk of injury. Toyota's owner notification letter explicitly recommends that *no one sit in or use a child restraint in the second-row seats while the vehicle is moving until the remedy is performed.*

Substantial Impairment of Use, Value, and Safety

RA

I purchased this vehicle as a family minivan. I have two young children, ages [REDACTED] who require child safety seats in the second row. Toyota's own directive that no occupant or child restraint should be placed in the second row renders this vehicle unable to safely fulfill its primary and intended purpose. Since October 7, 2025—now nearly six months—I have been unable to safely transport my children in this vehicle. This constitutes a substantial impairment of the vehicle's use, value, and safety.

Timeline and Failure to Provide a Remedy

Despite nearly six months having elapsed since the recall was issued, Toyota has not made a remedy available. No parts have been produced, no timeline has been communicated, and no repair can be performed. The vehicle has been functionally out of service for its intended purpose for approximately 170 days and counting—far exceeding the 30-day threshold under A.R.S. § 44-1262(C)(2).

Good-Faith Efforts to Resolve

I have made good-faith efforts to resolve this matter through Toyota's authorized channels. On March 24, 2026, I contacted Camelback Toyota in Phoenix, Arizona, and was informed that no loaner vehicles were available and was directed to Toyota's Brand Engagement Center. I then spoke with a Toyota Brand Engagement Advocate named Jeff at 1-800-331-4331, who confirmed that Toyota's internal recall documentation authorizes alternative transportation (loaner or rental) for affected customers when the recall renders the vehicle not feasible for personal needs. Jeff initiated a case and indicated the dealership's customer relations manager would follow up to arrange a rental. However, no remedy for the underlying defect has been offered or is available.

Demand

Pursuant to A.R.S. § 44-1262(B), this letter serves as the required written notice to the manufacturer prior to the application of the presumption in A.R.S. § 44-1262(C). I am providing Toyota a final opportunity to conform the vehicle to its express warranty by completing the recall repair within ten (10) calendar days of receipt of this letter.

If Toyota is unable to conform the vehicle to its express warranty within that period, I hereby demand that Toyota, at its election, either:

- (a) Replace the vehicle with a comparable new 2026 Toyota Sienna Hybrid of equal or greater trim and equipment; or
- (b) Repurchase the vehicle at the full purchase price, including all taxes, fees, and collateral charges, less a reasonable allowance for use attributable only to the period before the nonconformity was first reported, as required by A.R.S. § 44-1263(A).

Reservation of Rights

I reserve all rights and remedies available under the Arizona Motor Vehicle Warranties Act (A.R.S. §§ 44-1261 to 44-1267), the Magnuson-Moss Warranty Act (15 U.S.C. § 2301 et seq.), and any other applicable federal or state consumer protection laws, including the right to recover attorney's fees and incidental and consequential damages.

I expect a substantive written response within ten (10) calendar days of your receipt of this letter.
Please direct all correspondence to the address above.

Sincerely,



Enclosures:

1. Screenshots from Toyota Owners App showing Recall 25TA12/25TB12 (Overview, Description, Remedy Status)
2. NHTSA Recall Report 25V668
3. Vehicle purchase documentation (to be supplemented)
4. Record of communications with Camelback Toyota and Toyota Brand Engagement Center

cc:

Arizona Attorney General's Office, Consumer Protection Division
National Highway Traffic Safety Administration (NHTSA)
Camelback Toyota, Customer Relations Manager

3:45



Safety Recalls



Oct 07, 2025

Overview



Description



Remedy



Remedy Status: Remedy Not Available

Toyota is currently preparing the remedy. When the remedy is available Toyota dealers will replace the second row seat rails with ones that have the proper welding, FREE OF CHARGE.

Contact Dealer

3:45



Safety Recalls



Oct 07, 2025

Overview



Description



The subject vehicles contain second-row seats that are mounted on seat rails that may have been improperly welded. If these seats are occupied during certain high-speed collisions, the seat may lose structural integrity, increasing the risk of injury If these seats are occupied during certain high-speed collisions, the seat may lose structural integrity, increasing the risk of injury.

Remedy



Contact Dealer

3:45



Safety Recalls



Oct 07, 2025

Overview



SAFETY RECALL 25TA12 (Interim Notice 25TB12) - Certain 2025 Model Year Sienna Second Row Seat Rails Suspect Welds

Dealer ID • 25TB12

NHTSA ID • 25V668

Description



Remedy



Contact Dealer



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V668

Manufacturer Name: Toyota Motor Engineering & Manufacturing

Submission Date: Oct 07, 2025

NHTSA Recall No.: 25V668

Manufacturer Recall No.: 25TB12/25TA12

Manufacturer Information

Population

Manufacturer Name: Toyota Motor Engineering & Manufacturing

Address: 6565 Headquarters Drive
Plano TX, 75024

Total number of potentially involved: 54,631

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2025 TOYOTA SIENNA HYBRID

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Jan 14, 2025 - Jul 24, 2025

Number of potentially involved: 54,631

Descriptive Information:

(1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

(2) This issue only affects the vehicles manufactured with the certain second-row seat rails that were welded by a specific supplier during a certain production period. Other Toyota and Lexus vehicles are not equipped with the certain second-row seat rails that were produced by this supplier during this time period.

100% of the involved vehicles contain certain second-row seat rails that were produced with weld machine settings that could lead to incomplete weld penetration. Whether this can lead to the condition described in Section 5 will depend on the actual crash conditions and the number of seat rails that are affected.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The subject vehicles contain second-row seats that are mounted to seat rails that attach the seats to the vehicle body. These seat rails are assembled with welds in multiple locations. Due to a changed setting of a welding machine during assembly, there is a possibility that certain seat rails contain welds that are not fully penetrated. A weld that is not fully penetrated in the seat rail assembly can lead to a

Part 573 Safety Recall Report**25V668**

loss of structural integrity of the seat system in certain high-speed collisions if that seat is occupied, increasing the risk of injury.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Due to a changed setting of a welding machine during assembly, there is a possibility that certain seat rails contain welds that are not fully penetrated. A weld that is not fully penetrated in the seat rail assembly can lead to a loss of structural integrity of the seat system in certain high-speed collisions if that seat is occupied, increasing the risk of injury.

Description of the cause:

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Toyota Boshoku Kentucky Harrodsburg

Address: 1120 Industry Road
Harrodsburg KY, 40330

Country: United States

Involved Components

Component Name 1: Track Assy, RR Seat, Outer RH

Component Description: RH Bench Seat Rail (Outer)

Component Part Number: 72160-08110

Component Name 2: Track Assy, RR Seat, Outer LH

Component Description: LH Captain Seat Rail (Outer)

Component Part Number: 72170-08110

Part 573 Safety Recall Report**25V668****Component Name 3:** Track Assy, RR Seat, Outer RH**Component Description:** RH Captain Seat Rail (Outer)**Component Part Number:** 72160-08120**Component Name 4:** Track Assy, No. 2 Seat, LH**Component Description:** LH Bench Seat Rail w/ Harness (Inner)**Component Part Number:** 72190-08240**Component Name 5:** Track Assy, RR Seat, Outer LH**Component Description:** LH Bench Seat Rail (Outer)**Component Part Number:** 72170-08100**Chronology**July 2025 – August 2025

During internal testing of prototype seats using production level seat rails, the seat system failed to meet a Toyota internal standard. Toyota inspected the cause of failure during the test and found a weld abnormality in the seat rail. After investigation at the seat rail supplier, it was found that the weld machine setting used during seat rail production for a particular production period could lead to a weld that was not fully penetrated.

After updating the weld machine settings, the supplier and Toyota conducted additional internal tests on seat systems that used production level seats and seat rails produced with weld machine settings that could lead to incomplete weld penetration to understand the impact to structural integrity of the seat system under certain high-speed collision conditions.

September 2025

Toyota completed testing and confirmed that the seat system could lose structural integrity under certain high-speed collisions if the seat rails were produced with weld machine settings that could lead to incomplete weld penetration. Toyota also conducted additional tests on seat systems that used production level seats and seat rails produced with weld machine settings that could lead to incomplete weld penetration to understand the impact to FMVSS performance. Toyota completed testing and confirmed that the seat system passed the relevant performance requirements of FMVSS Nos. 207 and 210.

October 1, 2025

Based on the results of the above investigation, Toyota decided to conduct a voluntary safety campaign.

As of October 1, 2025, based on a diligent review of records, Toyota's best engineering judgement is that there are zero (0) Toyota Field Technical Reports and zero (0) Warranty claims that have been

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received from U.S. sources that relate or may relate to this condition in the involved vehicles, and which were considered in the decision to submit this report.

Related NHTSA Recall Number:

Description of Remedy**Remedy Type:**

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

All known owners of the subject vehicles will be notified to return their vehicles to a Toyota dealer. For all involved vehicles, the dealer will replace the second-row seat rails with rails that have the proper welding, at no cost.

How remedy component differs from recalled component:

Identify how/when recall condition was corrected in production:

Reimbursement Plan**Description of reimbursement program:**

As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty ("Warranty"), all involved vehicle owners for this recall would have been provided a repair at no cost under the warranty.

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule**Description of recall schedule:**

Notifications to owners of the affected vehicles will occur by December 6, 2025. A copy of the draft

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owner notification will be submitted as soon as it is available. Notifications to distributors/dealers will be sent on October 7, 2025. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date: Oct 07, 2025 - Oct 07, 2025

☐ No Dealers

Planned Interim Owner Notification Date: Nov 21, 2025 - Dec 06, 2025

☐ No Owners

Planned Remedy Owner Notification Date:

☐ Phased Recall

Date when VIN will be searchable:

PHOENIX, AZ

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PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

6448-226

National Highway Traffic Safety
Administration
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Retail



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