

TOYOTA CUSTOMER SERVICES

INTEROFFICE MEMORANDUM

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/
VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

Subject: 2004-2007 Braun/IMS Sienna Rampvan Safety Recall

Volume: XIV
Number: TC07-021
Date: 11/29/2007
 Action
 Retain
 Information

On November 29, 2007 the attached message will be posted on Dealer Daily to inform dealership associates of the Braun/IMS Sienna Rampvan Safety Recall.

The Braun Corporation (Braun) converts the Sienna into the Sienna Rampvan, which is an option for drivers and passengers in wheelchairs for better accessibility. Braun is considered to be a vehicle alterer by the National Highway Traffic Safety Administration (NHTSA). After Braun converts a vehicle, Braun affixes a label stating that the vehicle was altered by the Braun Corporation and as altered it conforms to all applicable Federal Motor Vehicle Safety and Theft Prevention Standards affected by alteration.

Braun has advised us that they have filed a Defect Information Report (DIR) with NHTSA regarding a safety defect in 2004-2007 Sienna Rampvan vehicles converted by Braun. A voluntary safety recall will be launched by Braun in late December, 2007. ***This is not a Toyota recall.***

Braun Sienna Rampvan Recall

- On November 19, 2007, Braun filed a Defect Information Report (DIR) with NHTSA regarding the rear axle beam mounting brackets which were welded to the Sienna vehicle during the Rampvan conversion process.
- Approximately 4,000 Sienna Rampvan vehicles are involved.
- The following 2004-2007 Braun Sienna Rampvan Products are affected:
 - Braun Sienna Rampvans produced in Winamac, Indiana
 - Independent Mobility Systems (IMS) Sienna Rampvans produced in Farmington, New Mexico

Status

- Braun will notify authorized Braun Dealers in December, 2007. They will send an owner notification in late December requesting that owners bring their Sienna Rampvan vehicle to a ***Braun Rampvan Dealer*** for inspection, and if necessary, repair.
- Braun has advised that vehicles converted after August, 2007 are not affected by this recall.
- In accordance with Federal Regulation, Sienna Rampvan dealers are not to deliver any vehicle affected by this recall. In the event that a Toyota dealer has a Sienna Rampvan vehicle in inventory, they should contact Braun to find an Authorized Braun Dealer and make arrangements for inspection, and if necessary repair.
- If contacted, please request Sienna Rampvan owners call Braun at 1-800-488-0359 for further information.

We request your assistance in assuring that your staff is aware of the Sienna Rampvan Safety Recall so they are able to respond to any customer concerns.

Richard Jung / TMS Customer Services Division
Quality Compliance
November 29, 2007
Approved By: Dave Zellers

To: All Toyota Dealers
From: Toyota Customer Services

2004-2007 BRAUN/IMS SIENNA RAMPVAN SAFETY RECALL

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Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.