



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-12199
August 28, 2012

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 09V-199 Dealer Notification Letter for Owner Follow-Up Notice

To whom it may concern,

Please find attached Dealer Notification Letters for a Follow-Up Owner Notification for the following Toyota vehicles:

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
09V-234	90J	Certain 2004 – 2009 MY Sienna

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

Mark Kubota
Quality Compliance Assistant Manager

Attachments:

- Toyota 09V-234 (90J) Dealer Notification Letter



Toyota Motor Sales, U.S.A., Inc.
 19001 South Western Avenue
 Torrance, CA 90501
 (310) 468-4000

To: All Toyota Dealer Service Managers & Parts Managers

Subject: Owner Notification with Enclosed Vehicle Specific Labels for Non-Completed Safety Recall 90J

Safety Recall completion is important not only in satisfying government requirements but also is an integral part of our commitment to meet customer expectations of Toyota products. Toyota will be sending Safety Recall Notices with Vehicle Specific Labels to owners whose vehicles have not yet had campaign repairs completed.

We request your assistance in completing the applicable campaign repairs if owners contact your dealership requesting assistance.

1. **Safety Recall Notification**

Safety Recall	Safety Recall & Campaign Description (Title)	Model and Model Year	Remedy Type
90J	Update to Vehicle Capacity Weight and Gross Vehicles Weight Rating	Certain 2004 – 2009 MY Sienna	Labels Only*

* Note: Vehicles covered by 90J that require all 4 wheels and tires to be replaced are not included in this notification.

2. **Safety Recall Owner Notification Letter and Mailing Date**

The Owner Notification Letters will be mailed approximately 1 week after the dealer notification. The owner letter will contain the vehicle specific Certification Addendum Label, Tire and Loading Information Placard ("Placard"), Load Carrying Capacity Reduction Label, and Owner's Manual Insert ("Insert") with instructions for the owner to install them to the vehicle.

3. **Number of Covered Vehicles**

There are approximately 1,500 vehicles that are covered by this notification.

4. **Customer Handling and Dealership Follow-Up**

If a customer contacts your dealership requesting assistance in the application of the labels and/or the owner's manual insert please schedule an appointment with the customer to perform the campaign repairs. Please utilize the sample technical instructions attached to this dealer letter.

If a customer wishes to have a new certification label instead of the certification addendum label provided we ask that you follow the technical instructions posted on TIS for label ordering and label application. Please remember since the labels are vehicle specific that it will take 5 to 10 working days to receive.

To ensure customer satisfaction, please review this letter with your Service and Parts staff to familiarize them with the proper procedure for this Service Campaign.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

**90J – Update to Vehicle Capacity Weight and Gross Vehicles Weight Rating
SAFETY RECALL FOLLOW-UP NOTICE**

VIN:

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that your vehicle (VIN listed above) fails to conform to a provision of Federal Motor Vehicle Safety Standards (FMVSS) No. 110, "Tire selection and Rims," and 49 CFR Part 567. The value of the Vehicle Capacity Weight (VCW) on the tire and loading information label and the Gross Vehicle Weight Rating (GVWR) stated on the certification label was insufficient for certain vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

Certain Toyota vehicles that were accessorized at vehicle processing centers operated by Toyota Motor Sales, U.S.A., Inc. (TMS) had accessories installed that caused the weight of the vehicle plus the weight of possible passengers to exceed the stated GVWR value. Therefore, the stated GVWR is insufficient. This condition does not meet federal requirements.

What will Toyota do?

Toyota has carefully evaluated the GVWR value originally assigned to the subject vehicles, and has concluded that there is sufficient reserve in the stated GVWR to permit an upward adjustment of the GVWR assigned to these specific vehicles.

Please find enclosed with this owner notification letter the following materials:

- Corrected Tire and Loading Information Label
- Load Carrying Capacity Modification (addendum) Label (if applicable)
- Owner Manual Insert
- Addendum Label for the Certification Label
- Instructions for installing these materials

What should you do?

First confirm that the 17-character Vehicle Identification Number (VIN) printed on your owner notification letter matches the vehicle VIN. The VIN can be located on the Certification Label adjacent to the Tire and Loading Information Label on the driver's side door jamb. See the enclosed instructions for details. (If the VIN on the letter does not match the one on your vehicle, please contact your local Toyota dealer. Your local Toyota dealer will verify the condition and make arrangements for new labels to be provided.)

Apply the enclosed labels and owner's manual inserts using the provided instructions.

If you are not comfortable installing the provided materials, please contact any authorized Toyota dealer to schedule an appointment to have the materials applied at **NO CHARGE** to you.

If you prefer to have a new certification label instead of the certification addendum label please contact your authorized Toyota dealer. You will need to provide the dealer with the VIN number so the dealership can order the replacement certification label. It will take several days for the dealer to receive the label; once it is received the dealer will contact you to schedule an appointment to have the new label applied at **NO CHARGE** to you.

We request that you present this notice to the dealer at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Standard Time.

If you believe that the dealer or Toyota has failed, or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 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, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

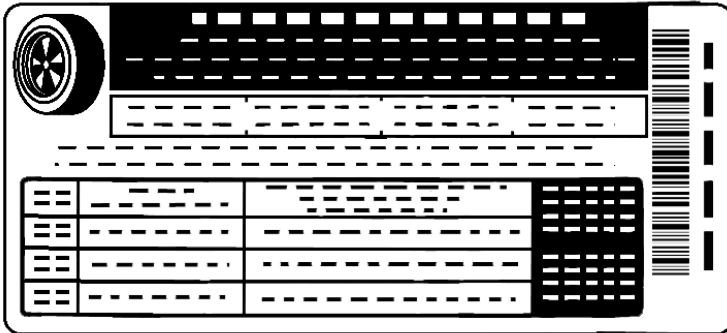
SAMPLE

Customer Instructions

Package Contents

(Please find the following materials enclosed in the separate envelope)

- Tire and Loading Information Label



- Owner's Manual Content Replacement (2004-2005)

Dimensions and weights			
Overall length	mm (in.)	5080 (200.0)	
Overall width	mm (in.)	1965 (77.4)	
Overall height	mm (in.)	1750 (68.9) ^{*1}	
Wheelbase	mm (in.)	3030 (119.3)	
Front tread	mm (in.)	1665 (65.6) ^{*2}	1675 (65.9) ^{*3}
Rear tread	mm (in.)	1700 (66.9) ^{*2}	1710 (67.3) ^{*3}
Vehicle capacity weight (occupants + luggage)	kg (lb.)	*4	
Towing capacity (trailer weight + cargo weight)	kg (lb.)	Vehicle without towing package	907 (2000)
		Vehicle with towing package	1587 (3500)

^{*1}: Unladen vehicle
^{*2}: With P215/65R16 tires
^{*3}: With P225/60R17 tires
^{*4}: Refer to tire placard on driver's side door jamb.

- Load Carrying Capacity Reduced (Addendum) Label (if applicable)

CAUTION: LOAD CARRYING CAPACITY REDUCED

Modifications to this vehicle have reduced the original load carrying capacity by:

XXX kg or XXX lbs

- Certification Addendum Label

ATTENTION
THIS LABEL AMENDS THE GVWR/GAWR INFORMATION ON THE ADJACENT CERTIFICATION LABEL.
-GVWR: XXXXKG (XXXXLB) -GAWR: FRT. XXXXKG (XXXXLB)
RR. XXXXKG (XXXXLB)

(2006)

Total load capacity				
For the U.S.A.—				
				kg (lb.)
Wagon	Front-wheel drive models	LE or CE grade	8-passengers models	609 (1340)
			7-passengers models	570 (1250)
		XLE or Limited grade	8-passengers models	565 (1250)
			7-passengers models	550 (1215)*
	All-wheel drive models	LE grade	550 (1220)	535 (1185)*
		XLE or Limited grade	7-passengers models	559 (1230)
Van				800 (1760)
For Canada—				
				kg (lb.)
Wagon	Front-wheel drive models	LE or CE grade	8-passengers models	550 (1210)
			7-passengers models	570 (1250)
		XLE or Limited grade	8-passengers models	565 (1250)
			7-passengers models	550 (1215)*
	All-wheel drive models	LE or CE grade	550 (1220)	535 (1185)*
		XLE or Limited grade	7-passengers models	500 (1100)
Van				495 (1095) 480 (1060)* 800 (1760)

*: With moon roof

497

(2007-2008)

Total load capacity				
For the U.S.A.—				
Wagon	Front-wheel drive models	LE grade	8-passenger models	609 (1340)
			7-passenger models	520 (1150)
		XLE or Limited grade	8-passenger models	550 (1210)
			7-passenger models	569 (1250)
	All-wheel drive models	LE grade		559 (1230)
		XLE or Limited grade	7-passenger models	539 (1180)
Van				550 (1210)
For Canada—				
Wagon	Front-wheel drive models	LE or CE grade	8-passenger models	550 (1210)
			7-passenger models	520 (1150)
		XLE or Limited grade	8-passenger models	550 (1210)
			7-passenger models	510 (1120)
	All-wheel drive models	LE or CE grade		500 (1100)
		XLE or Limited grade	7-passenger models	480 (1050)
Van				550 (1210)

(2009)

5-1. Specifications				
Maintenance data (fuel, oil level, etc.)				
Dimensions and weights				
Overall length		201.0 in. (5105 mm)		
Overall width		77.4 in (1965 mm)		
Overall height ^{*1}		68.9 in (1750 mm)		
Wheelbase		119.3 in (3030 mm)		
Tread	Front		65.6 in (1665 mm) ^{*2}	
			65.9 in (1675 mm) ^{*3}	
	Rear		66.9 in (1700 mm) ^{*2}	
Vehicle capacity weight (Occupants + luggage)	Wagon	2WD models	► LE or CE grade	
			1340 lb. (609 kg) ^{*4}	
			1150 lb. (520 kg) ^{*5}	
		AWD models	► XLE or Limited grade	
			1210 lb. (550 kg) ^{*4}	
			1250 lb. (569 kg) ^{*5}	
	Van		► LE or CE grade	
		1230 lb. (559 kg)		
		► XLE or Limited grade		
		1180 lb. (539 kg)		
Towing capacity (Trailer weight + cargo weight)	Vehicle without towing package		1200 lb. (544 kg)	
	Vehicle with towing package		3500 lb. (1587 kg)	

^{*1}. Unladen vehicle
^{*2}. With P215/65R16 tires
^{*3}. With P225/60R17 tires
^{*4}. 8-passenger models
^{*5}. 7-passenger models

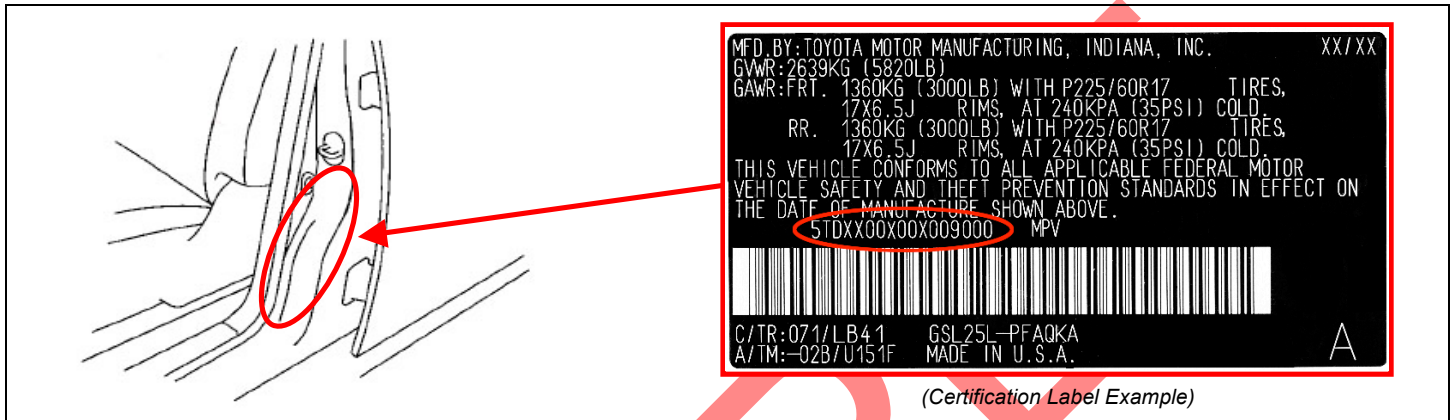
Installation Instructions

STEP 1 – Vehicle Verification

- Locate the Vehicle Identification Number (VIN) on the driver's door opening.
(The VIN is found on the Black Certification Label pictured below.)
- Verify that the VIN on the Black Certification Label matches the VIN on the owner letter and the new labels provided.

STOP

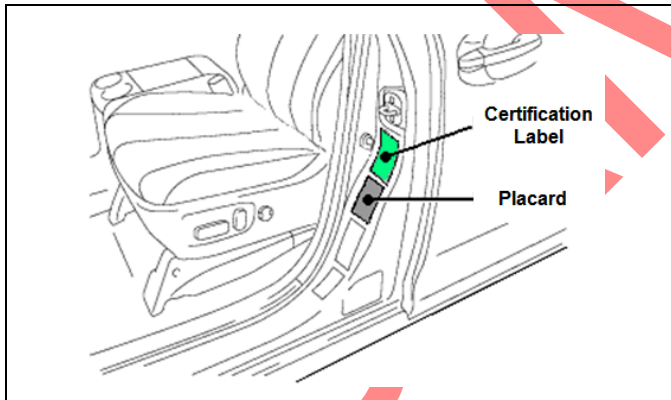
If the VIN does not match contact your local Toyota dealer for assistance.



STEP 2 – Label Application Guidelines

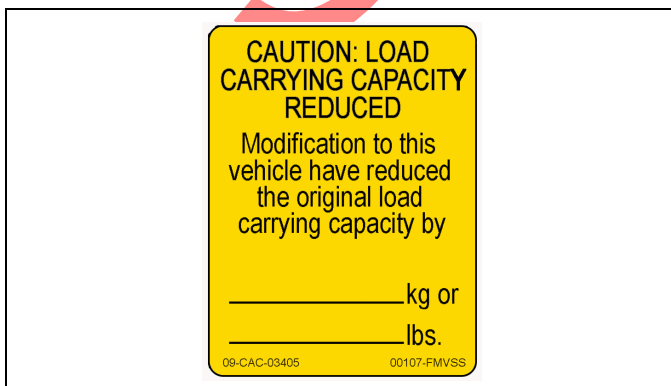
- Prior to applying the label(s), clean all surfaces with a clean dry cloth.
- When applying the labels, hold the label corner with one hand and the backing material with the other; peel the label away from the white backing material.

Note: Use care when removing label(s) from backing material to avoid damage.



STEP 3 – Tire and Loading Information Label Application

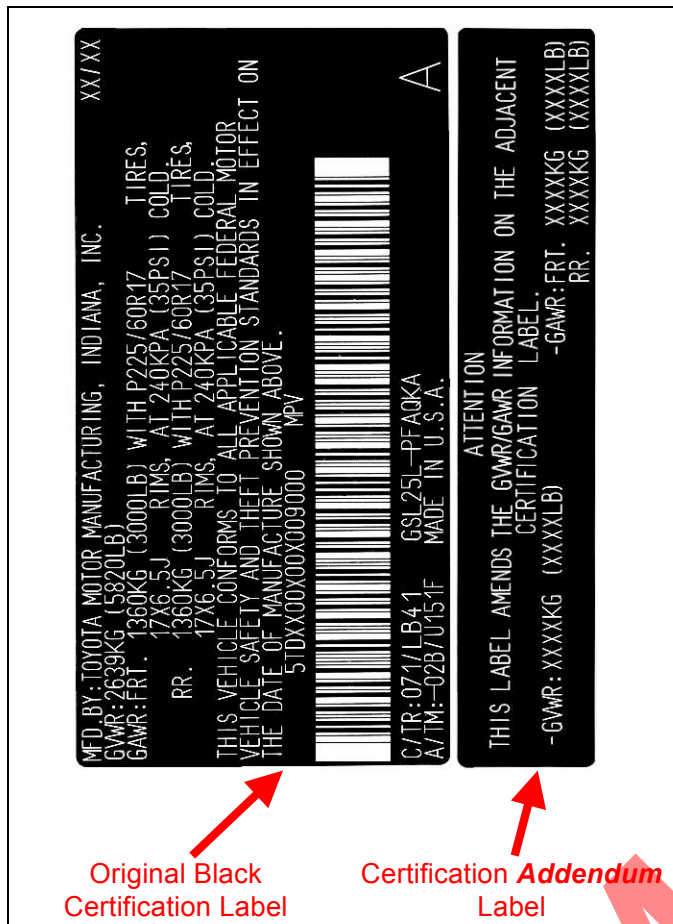
- Locate the Tire and Loading Information label which is adjacent to the Black Certification Label.
- Apply the new Tire and Loading Information Label on top of the existing label.



STEP 4 – Load Carrying Capacity Reduced (Addendum) Label Application (if applicable)

- Confirm if your vehicle has the Yellow Load Carrying Capacity Reduced Label Installed (shown on the left).
- If applicable, apply the new Yellow Load Carrying Capacity Reduced Label over the existing label.

Note: Not all vehicles will have this label.

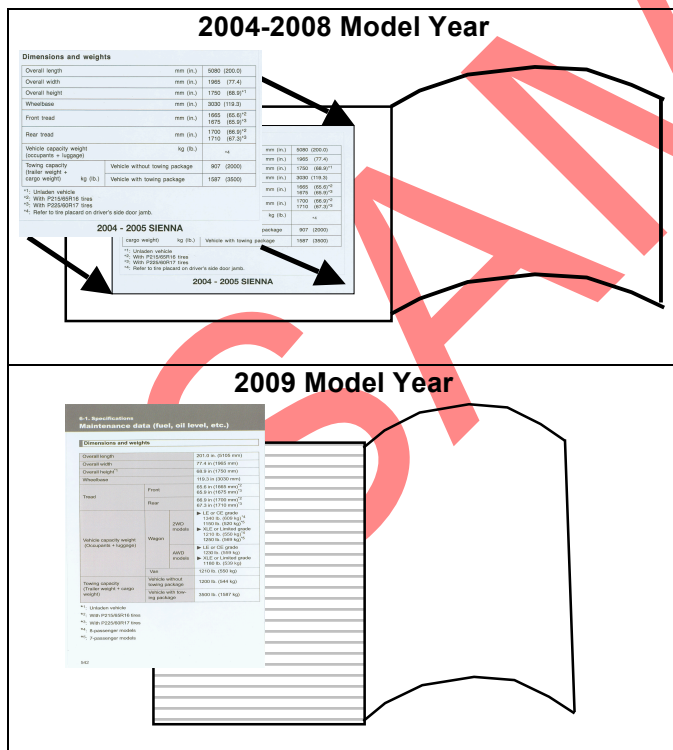


STEP 5 – Certification Addendum Label Application

- Locate the Black Certification Label which is adjacent to the Tire and Loading Information Label.
- Apply the Certification **Addendum** Label adjacent to the Original Black Certification Label as shown in the illustration to the left.

NOTE:

Depending on the placement of the Original Black Certification Label, it may be necessary to place the Certification **Addendum** Label above, below, or to the side of the original label.



STEP 6 – Owner's Manual Insert Installation

- Apply the owner's manual insert sticker to the appropriate page shown below.

Model Year	Page Number
2004-2005	496
2006	497
2007-2008	513
2009	542

NOTE:

Only the 2009 Model Year Sienna vehicles receive a complete replacement page. All other Model Year Sienna vehicles receive an updated table (partial page).

IMPORTANT: Do not attempt to remove the page once it is applied. This will cause irreversible damage to the owner's manual.

If you are not comfortable installing the provided labels using these technical instructions, your local Toyota dealer will be more than happy to assist you. You will need to bring the labels with you at the time of your service appointment.