

Special Service Campaign 90I

Non-Compliance Recall – Update to Load Carrying Capacity Modification (Addendum) Label

VIN: <Add VIN> – <Model Year> Model Year <Make> <Model>

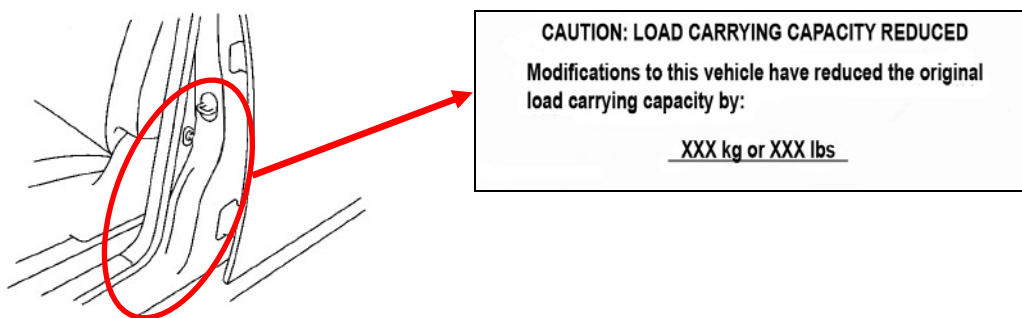
Dear Toyota Owner:

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 the Federal Motor Vehicle Safety Standards (FMVSS) as it relates to Load Carrying Capacity Modification (Addendum) Labels.

What is the condition?

The Addendum Label is a yellow label (see diagram below) located on the driver's side center pillar. The label provides the weight of Toyota Genuine Accessories added to your vehicle which was not already taken into account in the vehicle occupant and cargo carrying capacity located on the Tire and Loading Information Label.

In the majority of affected vehicles, the current Addendum Label is not correct in that it overstates the weight of Toyota Genuine Accessories installed on the vehicle at one of our Vehicle Processing Centers. In addition, on a small number of vehicles the required Addendum Label was not installed at all. In the worst case, a driver may overload a vehicle which may increase the risk of a crash.



What will Toyota do?

Enclosed, you will find a new Addendum Label for your specific vehicle (VIN listed above). Please note that, if on your vehicle, the weight of Toyota Genuine accessories was already factored into the occupant and cargo carrying capacity before the accessories were installed, the new Addendum Label will reflect that the load carrying capacity was reduced by "0 kg or 0 lbs". In this case, you may rely on the Vehicle Capacity Weight stated on the Tire and Loading Information placard on the driver's side door jamb, near the Addendum Label.

What should you do?

Please assist us by affixing the enclosed Addendum Label to your vehicle. Installation instructions are located on the following page.

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.

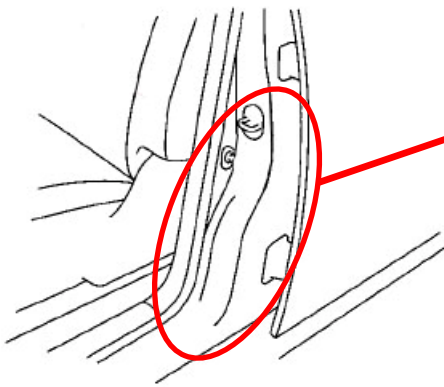
Thank you for driving a Toyota.

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

Addendum Label Installation Instructions

I. Affected Vehicles that currently have an Addendum Label

1. Locate the Addendum Label currently installed on your vehicle, see illustrations below.



CAUTION: LOAD CARRYING CAPACITY REDUCED
Modifications to this vehicle have reduced the original load carrying capacity by:

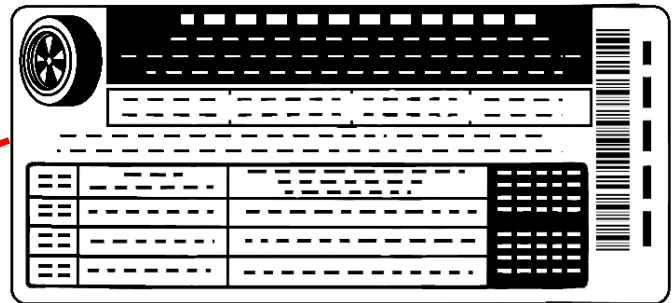
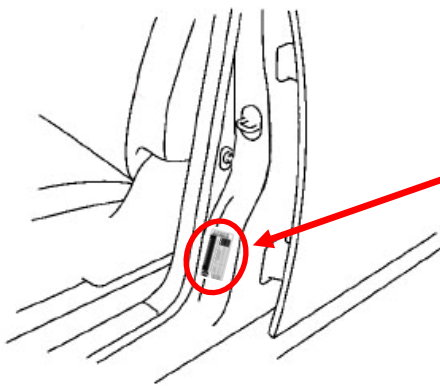
XXX kg or XXX lbs

Addendum Label Location (may vary by model)

2. Clean the Addendum Label currently installed on your vehicle and the surrounding areas with a clean, dry cloth to remove any dust or dirt.
3. Affix the new Addendum Label on top of the current label installed on your vehicle.

II. Affected Vehicles that currently DO NOT have an Addendum Label

1. Locate the Tire and Loading Information Placard currently installed on your vehicle, see illustrations below.



Locate this label to position the Addendum Placard

Tire and Loading Information Label Location (may vary by model)

2. Locate an area on the driver door post that meets the following criteria:
 - Large enough for the Addendum Label to be installed without overlapping any other labels
 - As close to the Tire and Loading Information Placard as possible
3. Clean the area located in the previous step with a clean dry cloth. Make sure to clean an area slightly larger than the Addendum Label.
4. Affix the new Addendum Label to the area located above.

