

TOYOTA CUSTOMER SERVICES

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz, *BWaltz*
Vice President, Product Quality and Service Support

Subject: Safety Recall – A0E
Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
Interim Inspection Procedure of Spare Tire Carrier and Temporary Relocation of Spare Tire

As previously announced in April 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 1998 through 2010 model year Toyota Sienna 2WD vehicles equipped with a spare tire. Vehicles currently registered in or originally sold in the District of Columbia and the following states, where specific cold climate conditions and high road salt use exists, are covered by this Safety Recall:

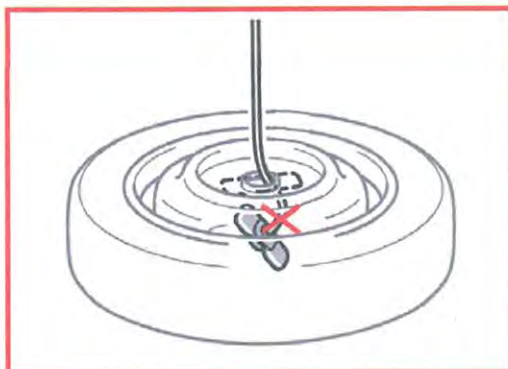
CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

This notice is to inform you of the **interim** inspection procedure of the spare tire carrier and if necessary the temporary relocation of the spare tire. **Additional information will be provided once the final Safety Recall remedy is available. We anticipate the remedy will be available in late August or early September.**

A separate Special Service Campaign (SSC) will be launched for the vehicles in the remaining 30 states and U.S. Territories.

Background

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, originally sold in or currently operated in severe cold climate areas with high road salt use (Severe Cold Climate States), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the vehicle may become separated from the spare tire carrier.



Interim Inspection Process

Toyota is in the process of developing the Safety Recall remedy. However, in the interim, Toyota will be providing inspection instructions, as well as reimbursement procedures in a Safety Recall package. Once dealerships receive the Safety Recall interim inspection process package, owners of the covered vehicles will be notified by first class mail to bring their vehicles to a Toyota dealer for the initial inspection. Based upon the initial inspection results, Toyota will do one of the following at no charge to vehicle owners:

1. If there is no significant corrosion of the spare tire carrier cable, the owner will be notified of that fact and told that he or she will subsequently be requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
2. If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire and a remedy is not available, a temporary solution, such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. The owner will be notified as soon as a remedy is available.

Once the remedy is developed, dealerships will receive additional technical instructions and reimbursement procedures. Owners of the covered vehicles will receive another owner letter.

The following vital information is provided to inform you and your staff of the owner notification phase of this campaign and your degree of involvement.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in mid-July 2010.

2. Owner Notification Mailing Date

There will be **two separate** phases for the owner notifications:

1. The **first** notification will commence in mid-July 2010. This notification will advise owners to bring their Sienna vehicles to a Toyota dealership for an **interim inspection** of the spare tire carrier and, if necessary, temporary relocation of the spare tire.
2. The **second** notification will be sent as soon as the **remedy** is available.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

3. Number of Vehicles Covered

There are approximately 600,000 Sienna 2WD (certain 1998 through 2010 Model Year) vehicles originally sold in or currently registered in the states covered by this Safety Recall.

4. Region/District Summary Reports

We have enclosed the following Safety Recall A0E Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.

5. **Warranty Reimbursement Procedure**

Please use the following operation codes for the Interim inspection:

Safety Recall #	Op. Code	Description	Flat Rate Hour
A0E	0519D1	<i>Inspection Only</i> Inspect the rear spare tire carrier cable for rust. Cable OK . Reinstall spare tire.	0.4 hr/vehicle
A0E	0519D2	<i>Inspect and Relocate Spare Tire</i> Inspect the rear spare tire carrier cable for rust. Cable NG . Relocate spare tire to cargo area.	0.4 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **Spare Tire Temporary Relocation:** For Op. Code 0519D2 a maximum of \$30 per vehicle may be claimed for supplies used to relocate the spare tire into the cargo area (i.e. tie down straps, tire bag, etc). Sublet type **ZZ**.

6. **What if a customer has a unique situation where relocation of the spare tire to the cargo area can not be accommodated?**

If the customer has a unique situation where relocation (based upon the inspection results) of the spare tire to the cargo area can not be accommodated, a few new current generation parts will be available for use until the remedy is available. These situations will require case-by-case review and approval by a Region/PD representative. If the Region/PD approves the use of the current generation parts, please communicate the following operation codes and part ordering information to that specific dealership.

Special Case Op Codes

SSC #	Op. Code	Description	Flat Rate Hour
A0E	0519D3	Inspect & replace spare tire carrier assy ('98 - '03 Sienna)	0.4 hr/vehicle
	0519D4	Inspect & replace spare tire carrier assy ('04 - '10 Sienna)	0.5 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- For cases where the spare tire is missing from the vehicle, due to rust corroding the cable, use the following formula for reimbursement. Sublet type **ZZ**:

$$\text{Op Code 0519D3/0519D4} + \text{Tire \& Rim Cost} + \text{Mounting of Tire on Rim (max. 0.4hr)} + \text{Valve Stem, Tire Weights, etc (max. \$10)} =$$

The parts to handle these case-by-case circumstance are on Manual Allocation Control. Please request the dealership to order the appropriate part number. The Region Representative will be required to contact Sal Berardesco to release the part.

(Warranty Reimbursement Procedure Continued . . .)

Part Number	Make	Part Number	Description	Qty per Vehicle
	1998-2003 Model Year Sienna (Gen 1)	51900-08010*	Carrier Assy, Spare Tire	1
	2004-2010 Model Year Sienna (Gen 2)	51900-08034*	Carrier Assy, Spare Tire	1
2004 Through Certain 2008 Model Year Sienna		51942-28010**	Spare Wheel Carrier Bolt Socket Handle	1
		51939-45010**	Spare Wheel Carrier Lock Cover	1
		74544-08120**	Tire Carrier Notice Label	1

- * Newly designed Spare Tire Carrier Assembly will utilize a different part number. An additional communication will be sent out when the final Safety Recall remedy is available. **Customers who have their spare tire carrier assemblies replaced during the interim phase of this campaign should return to the dealership once the final Safety Recall remedy is available.**
- ** Second generation 2WD Sienna vehicles produced before mid-February 2008 may be equipped with a spare tire carrier assembly utilizing a hexagon (6-sided ☉) type spare tire clamp bolt. The replacement carrier will be equipped with a pentagon (5-sided ☉) type clamp bolt. When installing a new spare tire carrier assembly that utilizes a pentagon type bolt, dealers will need to make sure the vehicle is equipped with a Spare Tire Wheel Carrier Bolt Socket, Spare Wheel Carrier Lock Cover and the Tire Carrier Notice Label on the vehicles. Please refer to T-SB-0381-08 for additional information.

Note: Replacement of the spare tire carrier assembly or temporary relocation of the spare tire during the interim phase of this campaign is only temporary. Once a remedy is available the customer will need to have the remedy completed.

- cc: Region/Private Distributor Assistant General Managers
 Region/Private Distributor Customer Service Operations Managers
 Region/Private Distributor Service Managers/Directors/VPs
 Region/Private Distributor Parts Managers/Directors/VPs
 Region/Private Distributor Customer Services Field Managers
 Region/Private Distributor Technical Services and Training Managers
 Region/Private Distributor District Service and/or Parts Managers
 Region/Private Distributor Customer Relations Managers
 Region/Private Distributor PDC Managers
 Region/Private Distributor Field Technical Specialists
 Region/Private Distributor Service Training Specialists
 Region/Private Distributor Vehicle Operations Managers
 All NAPC General Managers
 All TMS Sales Administration Managers
 All TMS Product Quality & Service Support Managers
 All Field Product Engineers

- | | | | |
|--------------|---------------|----------------|---------------|
| G. Borst | N. Fein | E. Matsuda | S. Sugawara |
| R. Broughman | F. Fontanella | M. Michels | M. Templin |
| G. Bryan | H. Fukui | T. Morrison | J. Tetherow |
| W. Burns | S. Haag | T. Nakagami | P. Turner |
| D. Camden | J. Hanson | D. Pettitt | P. Uribe |
| B. Carter | T. Hayakawa | R. Pflughaupt | K. Ura |
| G. Christoff | K. Higgins | C. Reynolds | A. Vaish |
| J. Colon | C. Hostetter | C. Roberts | R. Waltz |
| B. Cooper | M. Hosoè | R. Sakai | S. Yamaguchi |
| R. Daly | Y. Inaba | D. Sakakibara | M. Yamanami |
| F. Davidson | M. King | M. Setta | H. Yoshihashi |
| T. Doi | K. Kusakawa | A. Smith | D. Zellers |
| D. Esmond | J. Lang | R. Specht | |
| W. Fay | J. Lentz | J. Stempkowski | |

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Safety Recall – A0E
Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire
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Interim Inspection Procedure of Spare Tire Carrier and Temporary Relocation of Spare Tire

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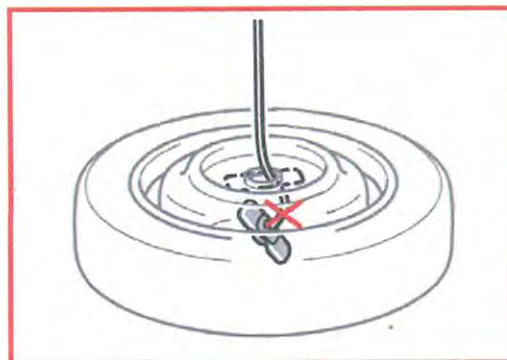
CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

This notice is to inform you of the ***interim*** inspection procedure of the spare tire carrier and if necessary the temporary relocation of the spare tire. ***Additional information will be provided once the final Safety Recall remedy is available. We anticipate the remedy will be available in late August or early September.***

A separate Special Service Campaign (SSC) will be launched for the vehicles in the remaining 30 states.

Background

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, originally sold in or currently operated in severe cold climate areas with high road salt use (Severe Cold Climate States), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the vehicle may become separated from the spare tire carrier.



The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

Interim Inspection Process

Toyota is in the process of developing the Safety Recall remedy. However, in the interim, Toyota will be providing inspection instructions, as well as reimbursement procedures in a Safety Recall package. Once dealerships receive the Safety Recall interim inspection process package, owners of the covered vehicles will be notified by first class mail to bring their vehicles to a Toyota dealer for the initial inspection. Based upon the initial inspection results, Toyota will do one of the following at no charge to vehicle owners:

1. If there is no significant corrosion of the spare tire carrier cable, the owner will be notified of that fact and told that he or she will subsequently be requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
2. If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire and a remedy is not available, a temporary solution, such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. The owner will be notified as soon as a remedy is available.

Once the remedy is developed, dealerships will receive additional technical instructions and reimbursement procedures. Owners of the covered vehicles will receive another owner letter.

1. Owner Notification Mailing Date

There will be **two separate** phases for the owner notifications:

1. The **first** notification will commence in mid-July 2010. This notification will advise owners to bring their Sienna vehicles to a Toyota dealership for an **interim inspection** of the spare tire carrier and, if necessary, temporary relocation of the spare tire.
2. The **second** notification will be sent as soon as the **remedy** is available.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions located on TIS.

2. Vehicles in Dealer Stock

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a safety recall, until the necessary remedy has been performed. Please verify vehicle Safety Recall completion through TIS prior to performing the remedy.

3. Dealer/Owner Lists

Summary Reports containing the **number** of covered vehicles in your dealership's primary marketing area have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

4. Number and Identification of Covered Vehicles

There are approximately 600,000 Sienna 2WD (certain 1998 through 2010 Model Year) vehicles originally sold in or currently registered in the states covered by this Safety Recall.

MODEL	WMI	MY	VDS	START - FINISH	MODEL	WMI	MY	VDS	START - FINISH
Sienna 1998-2003 MY (Generation 1)	4T3	1998	GF13C	U000021 - U089580	Sienna 2004-2010 MY (Generation 2)	5TD	2004	ZA22C	S000020 - S221159
			GF19C	U000018 - U089713				ZA23C	S000038 - S221167
			MF19C	U000055 - U070516			2005	ZA22C	S153073 - S387524
			ZF13C	U000019 - U089730				ZA23C	S152435 - S387528
			ZF19C	U000024 - U000080			2006	ZA22C	S381751 - S587358
		GF13C	U053491 - U068145	ZA23C				S381759 - S587362	
		GF19C	U068550 - U170849	2007			ZK22C	S000015 - S099335	
		ZF13C	U051335 - U170866				ZK23C	S000019 - S099342	
		ZF19C	U052090 - U170857	2008			ZK22C	S099344 - S225325	
		GF13C	U125596 - U125596				ZK23C	S095940 - S225607	
		GF19C	U126004 - U313355	2009	ZK22C	S225328 - S289073			
		ZF13C	U124826 - U319644		ZK23C	S222346 - S289398			
		ZF19C	U127616 - U319641	2010	KK4CC	S289076 - S343710			
		ZF13C	U250332 - U413544		YK4CC	S289078 - S343708			
		ZF19C	U253475 - U413527						
		ZF13C	U382040 - U508298						
		ZF19C	U411144 - U508297						
		ZF13C	U476697 - U556505						
		ZF19C	U476695 - U556508						

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of affected vehicles in your state.

Sienna Vehicles 1998 – 2003 Model Year (Generation 1)

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
CT	6,325	MA	14,794	NJ	18,177	VT	728
DC	577	MD	15,441	NY	25,936	WI	8,412
DE	1,147	ME	1,543	OH	14,006	WV	1,098
IL	19,515	MI	6,067	PA	15,644		
IN	6,009	MN	7,638	RI	1,880		
KY	7,018	NH	2,239	VA	17,883		

Sienna Vehicles 2004 - 2010 Model Year (Generation 2)

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
CT	7,893	MA	21,096	NJ	30,415	VT	1,347
DC	933	MD	26,156	NY	49,176	WI	16,441
DE	2,417	ME	2,816	OH	24,993	WV	2,788
IL	38,584	MI	11,272	PA	29,772		
IN	13,434	MN	14,575	RI	2,191		
KY	9,702	NH	3,703	VA	31,500		

5. Inspection Procedures


Refer to the Technical Instructions located on TIS for inspection and temporary relocation instructions. Conduct all applicable, open Special Service Campaigns on the vehicle during the time of appointment.

6. What if a customer has a unique situation where relocation of the spare tire to the cargo area can not be accommodated?

If the customer has a unique situation where relocation (based upon the inspection results) of the spare tire to the cargo area can not be accommodated, a few new current generation parts will be available for use until the remedy is available. These situations will require case-by-case review and approval by a Region/PD representative. **Please contact your regional representative for additional support.**

7. Customer Handling

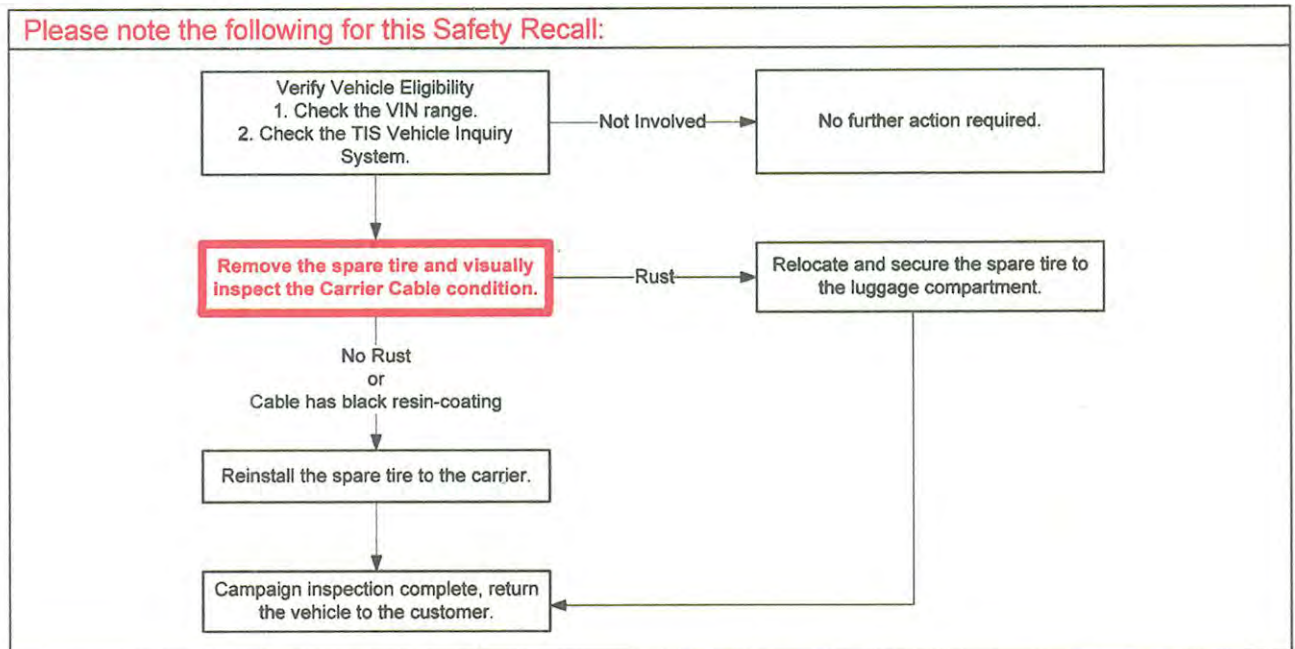
Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions they may have. A Q&A is provided to assure a consistent message is communicated.



Before performing the inspection, make sure the customer will accept the temporary relocation of the spare tire in the case the spare tire carrier assembly fails inspection. If the customer has any concerns about the spare tire being temporarily relocated and your dealership can not resolve the concern using the materials provided with this campaign, please contact your regional representative for additional support.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

8. Warranty Processor Instructions



Please use the following operation codes for the interim inspection:

Safety Recall #	Op. Code	Description	Flat Rate Hour
		Inspection Only	
A0E	0519D1	Inspect the rear spare tire carrier cable for rust. Cable OK . Reinstall spare tire.	0.4 hr/vehicle
		Inspect and Relocate Spare Tire	
A0E	0519D2	Inspect the rear spare tire carrier cable for rust. Cable NG . Relocate spare tire to cargo area.	0.4 hr/vehicle

- The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **Spare Tire Temporary Relocation:** For Op. Code 0519D2 a maximum of \$30 per vehicle may be claimed for supplies used to relocate the spare tire into the cargo area (i.e. tie down straps, tire bag, etc). Sublet type **ZZ**.

9. **Media Contacts**

For ***News media inquiries only***:

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
SAFETY RECALL NOTICE (Interim Notice)**

[VIN]

Dear Toyota Customer:

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 a defect, which relates to motor vehicle safety, exists in certain 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire.

What is the condition?

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard.

What will Toyota do?

Toyota is in the process of developing the remedy. However, in the interim any authorized Toyota dealer will inspect the spare tire carrier cable. Based upon the inspection, Toyota will do one of the following at **NO CHARGE** to you:

- If there is no significant corrosion of the spare tire carrier cable, you will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
- If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire, a temporary solution such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. You will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.

Owners of affected vehicles will be notified as soon as a remedy is available.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to inspect and, if necessary, relocate the spare tire as soon as possible. The inspection and, if necessary, the relocation of the spare tire will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

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 and set up an appointment to perform the replacement. 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, Saturday 7:00 am through 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>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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



**Safety Recall A0E
Certain 1998 through 2010 Toyota Sienna Vehicles
Severe Corrosion of Spare Tire Carrier Cable
Q&A**

Q1: What is the condition?

A1: On certain 1998 through 2010 model year Sienna 2WD vehicles (equipped with a spare tire) currently registered in or originally sold in cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable.

Q2: Which are the Severe Cold Climate States with high road salt usage?

A2: Vehicles originally sold in or currently registered in the following states and the District of Columbia are covered:
CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Q2a: Why are some states contiguous to the Severe Cold Climate States not included?

A2a: Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state as a Severe Cold Climate State rather than a portion. Therefore, contiguous states not identified as a Severe Cold Climate State are not directly involved in the safety recall.

Owners of subject vehicles in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they desire. Once a remedy has been developed, Toyota will perform the same inspection and repair for those vehicles at **no charge**.

Q3: Are there any warnings this condition exists?

A3: No, there are no specific warnings that this condition exists.

Q4: What is the cause of this condition?

A4: The corrosion resistance of the spare tire carrier cable is insufficient when vehicles are operated in areas where a large amount of road salt is applied.

Q5: What is Toyota going to do?

A5: Toyota is currently working to develop a remedy for this condition. Until this remedy is developed, customers covered by the Safety Recall will receive an interim notice instructing them to bring their vehicle to a dealership for a preliminary inspection.

Based upon the dealer's inspection, Toyota will do one of the following **at no charge** to the vehicle's owner:

- If there is no significant corrosion of the spare tire carrier cable, the owner will be notified of that fact and told that he/she will subsequently be requested to bring the vehicle back to the dealership when a campaign remedy is available.
- If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire and a remedy is not available, a temporary solution, such as the removal of the spare tire and securing it in the luggage compartment, will be performed. The owner will be notified as soon as a remedy is available.

Q6: What should customers do?

A6: Customers, whose vehicles are currently registered in or were originally sold in the Severe Cold Climate States or the District of Columbia, are requested to bring the vehicle to a Toyota dealership as soon as possible. The dealer will inspect the spare tire carrier cable. Based upon the inspection results, Toyota will take one of the actions outlined above (see "What is Toyota going to do?")

Q6a: When will the campaign remedy be available?

A6a: Toyota is currently developing the remedy for this condition. We anticipate the remedy will be available in mid-to-late August 2010. Once the remedy has been developed, Toyota will send another notification.

Q6b: What steps can consumers take to mitigate any risk prior to completion of the recall inspection?

A6b: Customers may minimize any risks by removing the spare tire from the spare tire carrier located underneath the vehicle. However, if stowing the spare tire in the luggage area of the vehicle, it must be secured to the vehicle.

Q7: Why is Toyota not launching this Safety Recall in the remaining 30 states?

A7: Continued prolonged exposure to road salts and other cold climate environmental factors may contribute to the development of excessive corrosion of the spare tire carrier cable in some vehicles.

Therefore, customers not covered by this safety recall do not need to take any action at this time. However, owners of subject vehicles in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they desire. Toyota will perform the same inspection and repair for those vehicles at no charge to the customer.

Q8: Which and how many vehicles are involved?

A8: There are approximately 600,000 vehicles originally sold in or currently registered in the covered states.

	Model Year	Model	Approx UIC
USA	1998 - 2003	Sienna 2WD	220,000
USA	2004 - 2010	Sienna 2WD	380,000

Q9: Are there any other Toyota or Lexus vehicles involved?

A9: No, this specific condition only affects certain 1998 through 2010 model year Toyota Sienna 2WD vehicles (equipped with a spare tire).

Q10: What is the production period of the affected vehicles?

A10: The vehicles covered by the safety recall were produced from August 1997 to January, 2010.

Q11: How long will the repair take?

A11: Inspection of the spare tire carrier will take approximately 30 minutes. However it may take longer based upon the inspection results and the dealer's work schedule.

Q12: What should customers in states not covered by the Safety Recall do?

A12: Owners of 1998 – certain 2010 model year Sienna vehicles in states not covered by the Safety Recall will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they desire. Toyota will perform the same inspection and repair for those vehicles at no charge.

Q13: What if a customer has previously paid to replace the vehicle's spare tire carrier for this specific condition?

A13: Reimbursement consideration instructions will be provided in the owner letter for those customers that have previously paid to replace the spare tire carrier cable for this specific condition.

Q14: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A14: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair.

Owners may also contact the Toyota Customer Experience Center (1-800-331-4331) for additional assistance.