

Special Service Campaign
Non-Compliance Recall – Update to Vehicle Capacity Weight and Gross Vehicles Weight Rating

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

Dear Sienna Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Southeast Toyota Distributors, LLC. 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 once accessories were added to certain vehicles.

What is the condition?

Certain Toyota vehicles that were accessorized at vehicle processing centers operated by Southeast Toyota Distributors, LLC. (SET) 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 Southeast Toyota Distributors, LLC 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.

Southeast Toyota Distributors, Inc. will arrange to have a dealer replace the certification label, the tire and loading information label, and the load carrying capacity modification (addendum) label (if necessary) at **NO CHARGE**. The dealer will also correct the owner's manual at **NO CHARGE**.

What should you do?

Please call Southeast Toyota Distributors, LLC at 1-800-301-6859, identify your vehicle as a Sienna vehicle requiring the replacement of the certification label and provide the VIN. Southeast Toyota Distributors, LLC will then assist you in arranging to have your local Toyota dealer replace your vehicle specific labels.

Please ensure your owner's manual is in the vehicle at the time of the campaign repair.

The campaign repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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

- If you no longer own the vehicle, please call Southeast Toyota Distributors, LLC at 1-800-301-6859.
- If you are a vehicle Lessor, Federal law requires you to forward a copy of this notice to the Lessee within ten days.

What should you do if you have further questions or any problems?

- If you have any further questions, or if you have a problem obtaining the needed service or repair, please contact Southeast Toyota Distributor's Customer Assistance Center at 1-800-301-6859 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Eastern Standard Time.
- If you believe that the dealer or Southeast Toyota Distributors, LLC has failed, or is unable to remedy the noncompliance 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,

Southeast Toyota Distributors, LLC