



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

**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
SAFETY RECALL FOLLOW-UP NOTICE (Remedy Available)**

URGENT

[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. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

As previously communicated, 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 limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.

What will Toyota do?

Toyota has prepared the remedy for this condition. Any Toyota dealer will inspect your spare tire carrier assembly. Based upon the inspection Toyota will do one of the following at **NO CHARGE** to you.

- If the spare tire carrier assembly cable has a black resin coating, the spare tire carrier assembly will be replaced with a newly designed one. A protector will also be installed between the spare tire carrier and right front tire to minimize rearward water splash. Both of these operations will be performed at **no cost** to you.
- If the spare tire carrier assembly cable does **not** have a black resin coating, Toyota will apply a Corrosion Resistant Compound (CRC) to the end of the spare tire carrier cable. If significant corrosion is found on the spare tire carrier cable, Toyota will first repair the spare tire carrier cable prior to applying the CRC. Both CRC application, and if necessary, cable repair will be performed. A protector will also be installed between the spare tire carrier and right front tire to minimize rearward water splash. All of these operations will be performed at **no cost** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer and make an appointment as soon as possible. The inspection and remedy for the spare tire carrier assembly cable 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.

***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

If your vehicle is covered by this Safety Recall, you do not need an owner letter to have this Safety Recall completed; however to assist the dealer in confirming vehicle eligibility, 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 remedy. 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 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 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, WC10
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.



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

**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
SAFETY RECALL FOLLOW-UP NOTICE (Remedy Available)**

URGENT

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. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

As previously communicated, 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 limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.

What will Toyota do?

Toyota has prepared the remedy for this condition. A Corrosion Resistant Compound (CRC) will be applied to the end of the spare tire carrier cable. If significant corrosion is found on the spare tire carrier cable, Toyota will first repair the spare tire carrier cable prior to applying the CRC. Both CRC application, and if necessary, cable repair will be performed at **no charge** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer and make an appointment as soon as possible. The CRC application and/or spare tire carrier cable 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.

***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

If your vehicle is covered by this Safety Recall, you do not need an owner letter to have this Safety Recall completed; however to assist the dealer in confirming vehicle eligibility, 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 remedy. 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 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 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, WC10, 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.

Spanish translation on back side
Traducción en español en el reverso