



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 1, 2011

MR. VINNIE VENUGOPAL  
GENERAL MANAGER  
TOYOTA MOTOR ENGINEERING &  
MANUFACTURING NORTH AMERICA, INC.  
601 THIRTEENTH STREET, NW, SUITE 910 SOUTH  
WASHINGTON, DC 20005

NVS-215dgl  
11V-306

**SUBJECT: DRIVE SHAFT BREAKS**

**DEAR MR. VENUGOPAL:**

This letter serves to acknowledge Toyota Motor North America, Inc.'s (Toyota) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TOYOTA/SIENNA/2011  
TOYOTA/VENZA/2011

**NHTSA Campaign Number:** 11V-306      **Mfg's Report Date:** June 1, 2011

**Components:** POWER TRAIN:DRIVELINE:DRIVESHAFT

**Potential Number of Units Affected:** 50

**Summary:**

TOYOTA IS RECALLING CERTAIN MODEL YEAR 2011 VENZA AND SIENNA PASSENGER CARS MANUFACTURED FROM MARCH 7, THROUGH MARCH 10, 2011. THERE IS A POSSIBILITY THAT THE FRONT, RIGHT, DRIVE SHAFT MAY BREAK DUE TO INSUFFICIENT HEAT TREATMENT.

**Consequence:**

SHOULD THE SHAFT BREAK DURING VEHICLE OPERATION, THE VEHICLE WILL LOSE POWER WITHOUT PRIOR WARNING. LOSS OF MOTIVE POWER WITHOUT WARNING MAY INCREASE THE RISK OF A CRASH.

**Remedy:**

TOYOTA WILL NOTIFY OWNERS AND DEALERS WILL INSPECT THE DRIVE SHAFT, AND, IF THE SHAFT IS IDENTIFIED AS ONE THAT MAY NOT HAVE BEEN CORRECTLY MANUFACTURED, IT WILL BE REPLACED WITH A NEW ONE AT NO CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN MID-JUNE 2011. OWNERS MAY CONTACT TOYOTA AT 1-800-331-4331.

**Notes:**

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement