



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 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-560

Subject: LOAD CARRYING CAPACITY INFORMATION/FMVSS 110

Dear MR. VENUGOPAL:

This letter serves to acknowledge Toyota Motor North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a noncompliance with Federal Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims," in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

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/2011-2012

**NHTSA Campaign Number:** 11V-560

**Mfg's Report Date:** November 30, 2011

**Components:** EQUIPMENT OTHER LABELS

**Potential Number of Units Affected:** 210,000

**Summary:**

TOYOTA IS RECALLING CERTAIN MODEL YEAR 2011 THROUGH 2012 SIENNA VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NUMBER 110, "TIRE SELECTIONS AND RIMS." THESE VEHICLES DO NOT MEET THE REQUIREMENT FOR DISPLAYING THE CORRECT VEHICLE CAPACITY WEIGHT AS THE RATED LOAD FOR THE COMBINATION OF CARGO AND OCCUPANTS.

**Consequence:**

INCORRECT INFORMATION ON THE VEHICLE PLACARD MAY LEAD TO TIRE OVERLOADING AND POSSIBLY CAUSE TIRE FAILURE INCREASING THE RISK OF A CRASH.

**Remedy:**

TOYOTA WILL MAIL OUT A CORRECTED PLACARD TO CUSTOMERS ALONG WITH REVISED OWNER MANUAL INFORMATION. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE MANUFACTURER HAS NOT YET PROVIDED A REMEDY PLAN OR AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT TOYOTA AT 1-800-331-4331.

**Notes:**

CUSTOMERS MAY ALSO 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 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).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

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 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 written in a cursive style with a long horizontal flourish at the end.

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