



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 2, 2011

MR. L. TAYLOR WARD, III  
VICE PRESIDENT & GENERAL COUNSEL  
SOUTHEAST TOYOTA DISTRIBUTORS, LLC  
100 N.W. 12<sup>TH</sup> AVENUE  
DEERFIELD BEACH, FLORIDA 33442

NVS-215dgl  
11V-566

**SUBJECT: A-PILLAR TRIM PANEL RETENTION CLIP**

DEAR MR. WARD:

This letter serves to acknowledge Southeast Toyota Distributors, LLC's 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/COROLLA/2010-2011

TOYOTA/SIENNA/2011

**NHTSA Campaign Number:** 11V-566

**Mfg's Report Date:** November 22, 2011

**Components:** STRUCTURE: BODY: ROOF AND PILLARS

**Potential Number of Units Affected:** 518

**Summary:**

SOUTHEAST TOYOTA IS RECALLING CERTAIN MODEL YEAR 2010-2011 COROLLA VEHICLES EQUIPPED WITH A NON-TOYOTA, BLUE TOOTH HANDS FREE DEVICE OR NAVIGATION UNIT AND CERTAIN MODEL YEAR 2011 TOYOTA SIENNA VEHICLES EQUIPPED WITH A NON-TOYOTA, OVERHEAD ENTERTAINMENT SYSTEM AND/OR BLUETOOTH HANDS FREE DEVICE. THERE IS A POSSIBILITY THAT THE FRONT A-PILLAR TRIM PANEL RETENTION CLIP MAY HAVE BEEN DAMAGED DURING THE INSTALLATION OF THE AFTERMARKET ACCESSORY.

**Consequence:**

A DAMAGED A-PILLAR TRIM PANEL RETENTION CLIP MAY ALLOW THE TRIM PANEL TO COME LOOSE AND INJURE AN OCCUPANT IN THE EVENT OF A CRASH.

**Remedy:**

DEALERS WILL INSPECT THE A-PILLAR TRIM PANEL RETENTION CLIP AND REPLACE IT IF NECESSARY FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING DECEMBER 2011. OWNERS MAY CONTACT SOUTHEAST TOYOTA AT 1-800-301-6859.

**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).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

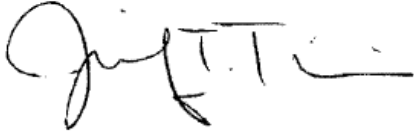
Please provide us with the beginning and ending dates for the build date range of vehicles affected by this recall.

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 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after 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 long horizontal stroke at the end.

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