

Zac White / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
June 1, 2011
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

Safety Recall B0H – Preliminary Notice
Certain 2011 Model Year Sienna AWD and Venza AWD Vehicles
Right-Hand Front Drive Shaft
*******URGENT*******

On June 1, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on Certain 2011 Model Year Sienna All Wheel Drive (AWD) and Venza (AWD) vehicles.

Condition

- In the right-hand front drive shaft of certain 2011 model year Sienna All Wheel Drive (AWD) and Venza AWD vehicles, due to an insufficient heat treatment of the drive shaft, there is a possibility that the drive shaft may break. If this occurs, engine power will not be transmitted to the wheels, and the vehicle will coast to a stop, increasing the risk of a rear collision.

Covered Vehicles

- There are 50 vehicles covered by this Safety Recall

Model Year	Model	UIO
2011	Sienna AWD	16
	Venza AWD	34

Status

- B0H Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, June 1, 2011. **For reference purposes** only, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, June 1, 2011 (Pacific Time).
- Dealers will receive a Safety Recall Dealer Package, which will include Technical Instructions and reimbursement procedures, shortly.
- Owner notification letters sent by first class mail will be mailed in mid-June, 2011.

Vehicles in Dealer Stock

- As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. A VIN list is attached for your reference.
- TMS will be contacting dealerships that our records indicate may have vehicles in dealership new vehicle inventory.
- Please make sure the remedy is completed on all new, TCUV, used and TRAC vehicles covered by this safety recall once the instructions are available. The technical instructions will be available on TIS shortly.

Media Contacts

- It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If a customer believes his/her vehicle's has the condition, he/she is asked to contact his/her local Toyota dealer for diagnosis and, if applicable, repair.
- Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

[VIN List]

	Venza	Status	Dealer Code
1	4T3BK3BB0BU052410		
2	4T3BK3BB0BU052469	Dlr. Inv.	34089
3	4T3BK3BB0BU052519		
4	4T3BK3BB1BU052500		
5	4T3BK3BB2BU052490	Dlr. Inv.	34081
6	4T3BK3BB2BU052540	Dlr. Inv.	12102
7	4T3BK3BB3BU052529	Dlr. Inv.	13053
8	4T3BK3BB4BU052409	Dlr. Inv.	48035
9	4T3BK3BB4BU052443	Dlr. Inv.	48005
10	4T3BK3BB4BU052474		
11	4T3BK3BB4BU052524	Dlr. Inv.	48007
12	4T3BK3BB4BU052605		
13	4T3BK3BB5BU052404		
14	4T3BK3BB5BU052581		
15	4T3BK3BB5BU052662		
16	4T3BK3BB6BU052380	Dlr. Inv.	47025
17	4T3BK3BB6BU052427		
18	4T3BK3BB6BU052458	Dlr. Inv.	48012
19	4T3BK3BB6BU052511		
20	4T3BK3BB6BU052525	Dlr. Inv.	34078
21	4T3BK3BB6BU052623	Dlr. Inv.	48007
22	4T3BK3BB7BU052405		
23	4T3BK3BB7BU052498		
24	4T3BK3BB7BU052551	Dlr. Inv.	13067
25	4T3BK3BB7BU052596	Dlr. Inv.	12034
26	4T3BK3BB8BU052574		
27	4T3BK3BB9BU052390	Dlr. Inv.	21072
28	4T3BK3BB9BU052423	Dlr. Inv.	34044
29	4T3BK3BB9BU052454	Dlr. Inv.	12141
30	4T3BK3BB9BU052597	Dlr. Inv.	21110
31	4T3BK3BBXBU052463	Dlr. Inv.	12130
32	4T3BK3BBXBU052480	Dlr. Inv.	34064
33	4T3BK3BBXBU052575		
34	4T3BK3BBXBU052611	Dlr. Inv.	21065

	Sienna	Status	Dealer Code
1	5TDDK3DC0BS022081		
2	5TDDK3DC1BS021957	Dlr. Inv.	21082
3	5TDDK3DC1BS022056		
4	5TDDK3DC2BS022051		
5	5TDDK3DC3BS021961		
6	5TDDK3DC3BS022110		
7	5TDDK3DC4BS022052		
8	5TDDK3DC5BS021900	Dlr. Inv.	16006
9	5TDDK3DC6BS022053		
10	5TDDK3DC7BS021963		
11	5TDDK3DC7BS021977	Dlr. Inv.	13058
12	5TDDK3DCXBS022072		
13	5TDJK3DC1BS022092		
14	5TDJK3DC2BS022019		
15	5TDJK3DC2BS022103		
16	5TDJK3DC9BS021952		



**Safety Recall Campaign B0H
Certain 2011 model year Venza AWD and Sienna AWD Vehicles
Right-Hand Front Drive Shaft Q&A**

Background

On June 1, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on Certain 2011 Model Year Venza AWD and Sienna AWD vehicles.

Q1: What is the condition?

A1: In the right-hand front drive shaft of certain 2011 model year Venza All Wheel Drive (AWD) and Sienna AWD vehicles, due to an insufficient heat treatment of the drive shaft, there is a possibility that the drive shaft may break. If this occurs, engine power will not be transmitted to the wheels, and the vehicle will coast to a stop, increasing the risk of a rear collision.

Q2: Are there any warnings that this condition exists?

A2: No, there are no specific warnings that this condition exists.

Q3: Which and how many vehicles are covered by this Safety Recall Campaign?

A3: This campaign will cover 34 Toyota Venza AWD vehicles (2011 model year) and 16 Sienna AWD vehicles (2011 model year). However, only 38 of those vehicles have an insufficiently heat-treated drive shaft.

Q3a: What is the production period of the covered vehicles?

A3a: The 34 Venza vehicles were produced from March 7 through March 10, 2011.
The 16 Sienna vehicles were produced from March 8 through March 10, 2011.

Q3b: Are there any other Toyota or Lexus vehicles covered?

A3b: No, this recall only covers the 50 specific 2011 model year vehicles described above.

Q4: What is Toyota going to do?

A4: Any authorized Toyota dealer will inspect the right-hand front drive shaft of the covered vehicles. If it is found to be one within the affected lot number, it will be replaced with a new one. The inspection and any necessary replacement will be performed at NO CHARGE to the vehicle owner. Owner notification letters sent by first class mail will be mailed in mid-June, **2011**.

Q5: How long will the inspection take?

A5: The inspection will take approximately 10 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5a: If replacement of the RH front drive shaft is necessary how long will it take?

A5a: If replacement of the right-hand front drive shaft is necessary, the repair time is approximately two hours. However, the dealer will need to order the necessary part. It will take a few days for the dealer to order and receive the part, and then to perform the replacement. During this time the dealer will offer to provide a rental vehicle (upon proof of adequate insurance) at no charge.

Q6: What should an owner do if he or she experiences the condition or has immediate concerns about the current safety of the vehicle?

A6: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.



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Dealer Contact Script

Person to be contacted: Service Manager

I'm calling to inform you that today Toyota will file a Defect Information Report with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on 16 specific 2011 Model Year Sienna All Wheel Drive and 34 specific Venza All Wheel Drive vehicles. As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Our records have identified that you have (#) vehicle(s) in your inventory. Please hold (these/this) specific vehicle(s) and do not deliver to customers prior to remedy. The VIN is _____