



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

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

As previously announced 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.

This communication is to inform you that the Safety Recall remedy is available and Toyota will begin notifying owners of vehicles covered by this Safety Recall.

Background

In the right-hand front drive shaft of certain 2011 model year Venza 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.

Remedy

Any authorized Toyota dealer will inspect the right-hand front drive shaft. If it is found to be one within the affected production lot numbers, it will be replaced with a new one. The inspection and, if necessary, replacement will be performed at **NO CHARGE**.

The following vital information is provided to inform you and your dealers of this campaign and your degree of involvement.

1. Owner Notification Mailing Date

The owner notification will commence in mid-June 2011.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealerships responsibility to forward the owner letter to the customer who purchased the vehicle.

2. 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. Vehicle Safety Recall completion can be verified through TIS.

A VIN list containing all vehicles covered by this Safety Recall has been included; you can reference the VIN list for dealer stock vehicles. Please make sure these vehicles are inspected, and based upon inspection, repaired before customer delivery.

3. Region/District Summary Reports

Summary reports will not be provided for this Safety Recall. Please see the attached VIN list.

4. Number and Identification of Covered Vehicles

There are 34 Venza and 16 Sienna (Certain 2011 Model Year) vehicles covered by this Safety Recall.

	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		

If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

5. Remedy Procedures

For additional information on inspection and repair please refer to TIS.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

6. Parts Ordering

Due to a limited number of parts available to support this Safety Recall the Drive Shaft Assemblies have been placed on Manual Allocation Control (MAC). In the event you need a part that is on MAC, please place the order for the parts and send an email to Quality_Compliance@Toyota.com with the following information:

- **Subject Line: B0H MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number and Qty Ordered**
- **Order Reference Number**
- **Order Date**
- **Picture of the Production Lot Number**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information. *All parts replaced for this Safety Recall are subject to Warranty Parts Recovery. Any inappropriate replacements will be subject to claim debit.*

Important Note: Once you have placed your order DO NOT upgrade or change your order status.

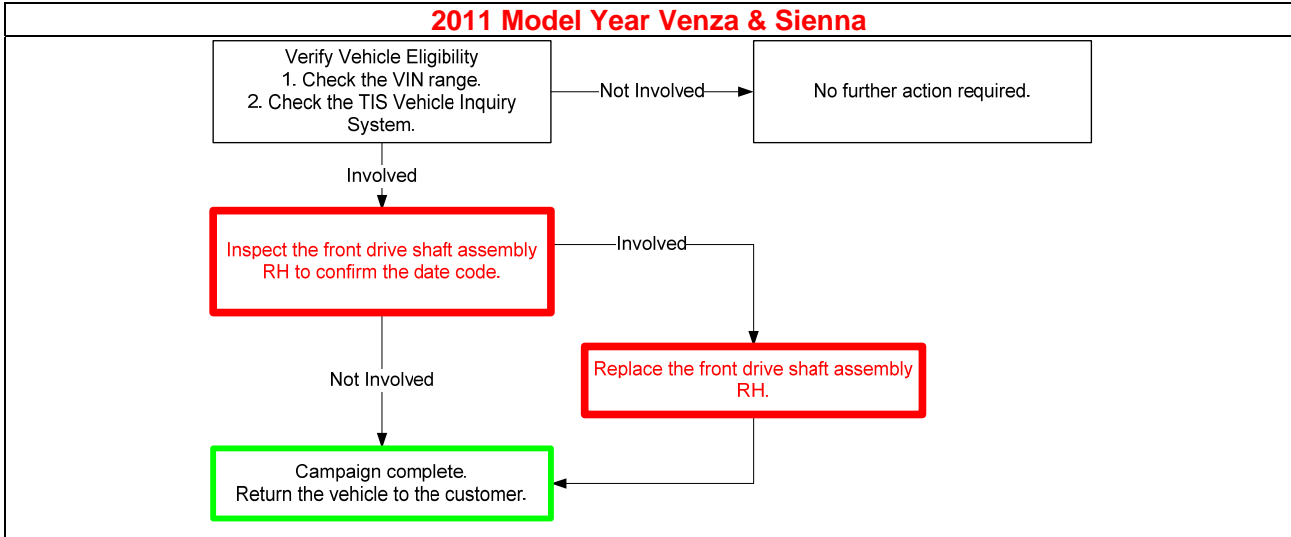
Model	Part Number	Part Description	Quantity
Sienna	43410-08060	Front Drive Shaft Assembly, RH	1
	90080-17238	Axle Shaft Nut	1
	90901-19060	Bearing Bracket Setting Bolt	1
	90521-73001	Bearing Bracket Hole Snap Ring	1
	95381-03025	Tie Rod End Cotter Pin	1
	12157-10010	Transfer Case Overflow Plug Gasket	2
	90430-12008	Transaxle Drain Plug Gasket	1
	90430-18008	Transaxle Service Plug Gasket	1

Model	Part Number	Part Description	Quantity
Venza	43410-0T030	Front Drive Shaft Assembly, RH	1
	90080-17238	Axle Shaft Nut	1
	90901-19060	Bearing Bracket Setting Bolt	1
	90521-73001	Bearing Bracket Hole Snap Ring	1
	95381-03025	Tie Rod End Cotter Pin	1
	12157-10010	Transfer Case Overflow Plug Gasket	2
	90430-12008	Transaxle Drain Plug Gasket	1
	90430-18008	Transaxle Service Plug Gasket	1

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

7. Warranty Processor Instructions



2011 Model Year Sienna Vehicles

Safety Recall	Model	Op. Code	Description	Flat Rate Hour
B0H	Sienna	1530E1	Inspect the Date Code on the Front RH Driveshaft Assembly	0.6 hr/vehicle
		1530E3*	Inspect the Date Code and Replace the Front RH Driveshaft Assy.	3.8 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Available Sienna Sublets:

- Toyota Genuine ATF WS Fluid (00289-ATFWS) may be claimed up to 3 quarts under Op. Code 1530E3
- Toyota Genuine Differential Gear Oil LT API GL-5 75W-85 (08885-02506) may be claimed up to 1 quart under operation code 1503E3
- *Rental Car: Use "RT" sublet type for Op. Code 1530E3. In the event the dealer needs to order the part to complete the remedy, customer rental car (upon proof of adequate insurance) through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of 3 days at a maximum rate of \$35.00 per day.

2011 Model Year Venza Vehicles

Safety Recall	Model	Op. Code	Description	Flat Rate Hour
B0H	Venza	1530E1	Inspect the Date Code on the Front RH Driveshaft Assembly	0.6 hr/vehicle
		1530E2*	Inspect the Date Code and Replace the Front RH Driveshaft Assy.	3.4 hr/vehicle

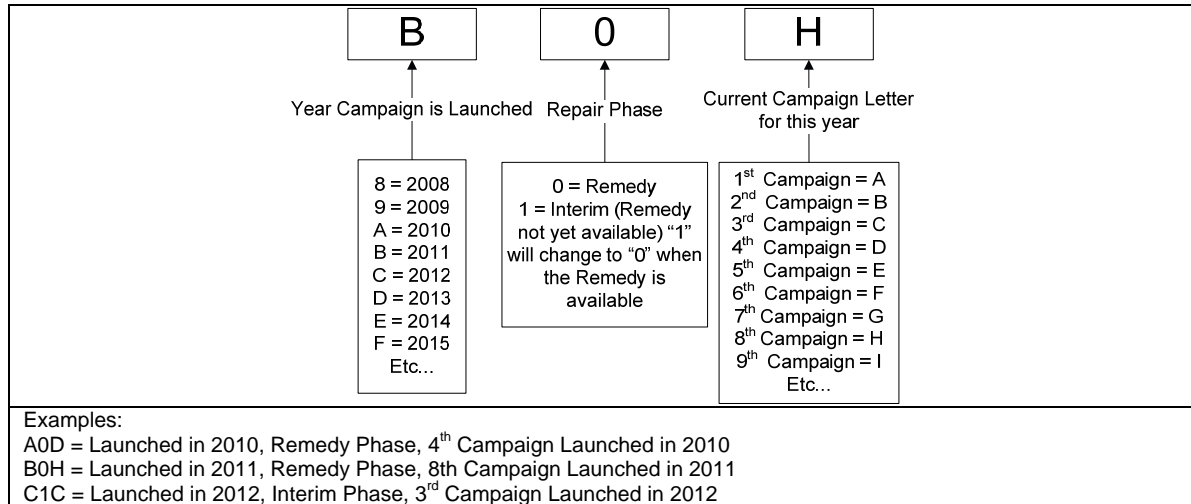
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Available Venza Sublets:

- Toyota Genuine ATF WS Fluid (00289-ATFWS) may be claimed up to 3 quarts under Op. Code 1530E2
- Toyota Genuine Differential Gear oil API GL-5 SAE 90W, 80W, 80W-90 or **equivalent** may be claimed up to 1 quart as sublet type "OF" at a maximum of \$30.00 per vehicle under Op. Code 1530E2
- *Rental Car: Use "RT" sublet type for Op. Code 1530E2. In the event the dealer needs to order the part to complete the remedy, customer rental car (upon proof of adequate insurance) through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of 3 days at a maximum rate of \$35.00 per day.

(Warranty Processor Instructions Continued. . .)

Campaign Designation Decoder



8. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

9. Customer Contacts

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota’s highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

10. Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.

In the event you are contacted by the News media, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media representatives.)

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



**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 four 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.

**Certain 2011 Model Year Venza AWD and Sienna AWD Vehicles
Inspection and Possible Replacement of Right-hand Front Drive Shaft
SAFETY RECALL NOTICE**

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 2011 model year Venza and Sienna All-Wheel-Drive vehicles.

What is the Condition?

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.

What will Toyota do?

Any authorized Toyota dealer will inspect the right-hand front drive shaft. If it is found to be one within the affected production lot number, it will be replaced with a new one. The inspection and, if necessary, replacement will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to have the right-hand front drive shaft inspected as soon as possible. Inspection will take approximately 10 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If replacement of the right-hand front drive shaft is necessary, your dealer will need to order a new part for your vehicle. It will take a few days for the dealer to order and receive the part, and then to perform the replacement. During this period of time, Toyota will offer to provide you with a rental vehicle (upon proof of adequate insurance) at no charge to you. The actual time needed to replace the right-hand front drive shaft is approximately four hours.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice 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 this important Safety Recall. 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 <http://www.safercar.gov>.

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.

TECHNICAL INSTRUCTIONS

FOR

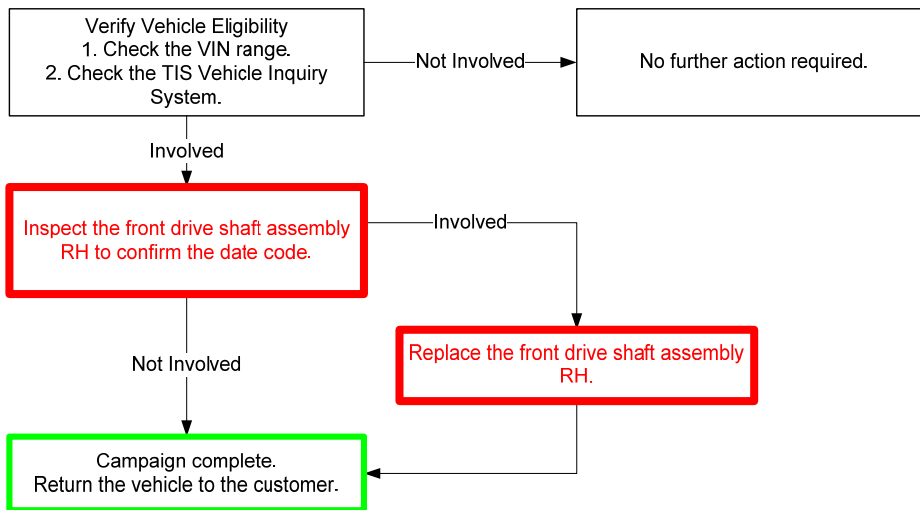
SAFETY RECALL B0H

RIGHT HAND FRONT DRIVE SHAFT ASSEMBLY INSPECTION

CERTAIN 2011 MODEL YEAR VENZA AWD

CERTAIN 2011 MODEL YEAR SIENNA AWD

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VINs

ONLY the VINs listed below are affected by this Safety Recall.

Model	VIN
Venza	4T3BK3BB0BU052410
	4T3BK3BB0BU052469
	4T3BK3BB0BU052519
	4T3BK3BB1BU052500
	4T3BK3BB2BU052490
	4T3BK3BB2BU052540
	4T3BK3BB3BU052529
	4T3BK3BB4BU052409
	4T3BK3BB4BU052443
	4T3BK3BB4BU052474
	4T3BK3BB4BU052524
	4T3BK3BB4BU052605
	4T3BK3BB5BU052404
	4T3BK3BB5BU052581
	4T3BK3BB5BU052662
	4T3BK3BB6BU052380
	4T3BK3BB6BU052427
	4T3BK3BB6BU052458
	4T3BK3BB6BU052511
	4T3BK3BB6BU052525
	4T3BK3BB6BU052623
	4T3BK3BB7BU052405
	4T3BK3BB7BU052498
	4T3BK3BB7BU052551
	4T3BK3BB7BU052596
	4T3BK3BB8BU052574
	4T3BK3BB9BU052390
	4T3BK3BB9BU052423
	4T3BK3BB9BU052454
	4T3BK3BB9BU052597
	4T3BK3BBXBU052463
	4T3BK3BBXBU052480
4T3BK3BBXBU052575	
4T3BK3BBXBU052611	

Model	VIN
Sienna	5TDDK3DC0BS022081
	5TDDK3DC1BS021957
	5TDDK3DC1BS022056
	5TDDK3DC2BS022051
	5TDDK3DC3BS021961
	5TDDK3DC3BS022110
	5TDDK3DC4BS022052
	5TDDK3DC5BS021900
	5TDDK3DC6BS022053
	5TDDK3DC7BS021963
	5TDDK3DC7BS021977
	5TDDK3DCXBS022072
	5TDJK3DC1BS022092
	5TDJK3DC2BS022019
	5TDJK3DC2BS022103
5TDJK3DC9BS021952	

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

Part Number	Part Description	Quantity	Model
43410-08060	Front Drive Shaft Assembly, RH	1	Sienna
43410-0T030	Front Drive Shaft Assembly, RH	1	Venza
90080-17238	Axle Shaft Nut	1	Sienna and Venza
90901-19060	Bearing Bracket Setting Bolt	1	Sienna and Venza
90521-73001	Bearing Bracket Hole Snap Ring	1	Sienna and Venza
95381-03025	Tie Rod End Cotter Pin	1	Sienna and Venza
12157-10010	Transfer Case Overflow Plug Gasket	2	Sienna and Venza
90430-12008	Transaxle Drain Plug Gasket	1	Sienna and Venza
90430-18008	Transaxle Service Plug Gasket	1	Sienna and Venza

NOTE:

- Only a small number of vehicles will require front drive shaft assembly replacement.
- The subject drive shaft assemblies will be on MAC, failure to follow the steps outlined in these instructions will result in the part not being released.

B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- Alignment machine

SST – These are essential special service tools that the dealership should have.

Part Number	Part Name	Quantity
00002-11100	Transmission fill system	1
09930-00010	Drive shaft nut chisel	1
09520-24010 (09521-32040)	Differential side gear tool (slide hammer)	1
09520-01010	Drive shaft remover attachment	1
09960-20010	Ball joint puller set*	1

*The set above includes the following tools.

Part Number	Part Name	Quantity
09961-02010	Ball joint puller assy	1
09961-02060	Spacer B (M12)	1

C. SUPPLIES

Sienna Supplies

Part Name	Quantity
Toyota Genuine ATF WS	Approximately 3.0 quarts
Toyota Genuine Differential Gear Oil LT API GL-5, SAE 75W-85	Approximately 0.9 quarts

Venza Supplies

Part Name	Quantity
Toyota Genuine ATF WS	Approximately 3.0 quarts
Toyota Genuine Differential Gear Oil API GL-5, SAE 90 Above 0°F SAE 80W or 80W-90 Below 0°F	Approximately 0.8 quarts

IV. BACKGROUND

In the right-hand front drive shaft of certain 2011 model year Sienna 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.

V. WORK PROCEDURE

A. LOCATE AND INSPECT THE DATE CODE ON THE FRONT DRIVE SHAFT ASSEMBLY RH

1. TAKE A PICTURE OF THE DATE CODE



AFFECTED DATE CODES

60561A	60571A	60581A	60591A	60601A
60561B	60571B	60581B	60591B	60601B
60561C	60571C	60581C	60591C	60601C

NOTE: If the 6 digit date code cannot be determined, the drive shaft **SHOULD** be replaced.

a) Does the date code match any of the affected date codes listed?

NO – The vehicle **IS NOT** affected. Record the date code on the repair order AND attach a picture of the date code to the repair order. Campaign complete.

YES – The vehicle **IS** affected. The drive shaft must be replaced. Proceed to **STEP B**.

B. REPLACE THE FRONT DRIVE SHAFT ASSEMBLY RH

1. REFER TO TIS FOR INSTRUCTIONS ON FRONT DRIVE SHAFT ASSEMBLY REPLACEMENT

[FRONT DRIVE SHAFT ASSEMBLY REPLACEMENT \(VENZA\)](#)
[FRONT DRIVE SHAFT ASSEMBLY REPLACEMENT \(SIENNA\)](#)



Follow ALL steps as outlined on TIS when removing and installing the driveshaft.

When removing and installing the front drive shaft assembly RH in an AWD vehicle, the transaxle fluid and transfer case oil **MUST** be drained first. Failure to drain these fluids will cause the fluids to mix and extensive cleaning will be necessary.

2. PERFORM VEHICLE ALIGNMENT

MAC PART RELEASE PROCESS

- 1) Take a picture of the date code.
- 2) Order the drive shaft assembly.
- 3) Email Quality Compliance and provide:
 - Dealer code
 - Dealer contact and phone number
 - Order reference number
 - Part number ordered
 - Order date
 - VIN
 - Picture
- 4) Quality Compliance will release parts upon confirmation of inspection.

Failure to follow the steps outlined in these instructions will result in the part not being released.

QC Email: quality_compliance@toyota.com

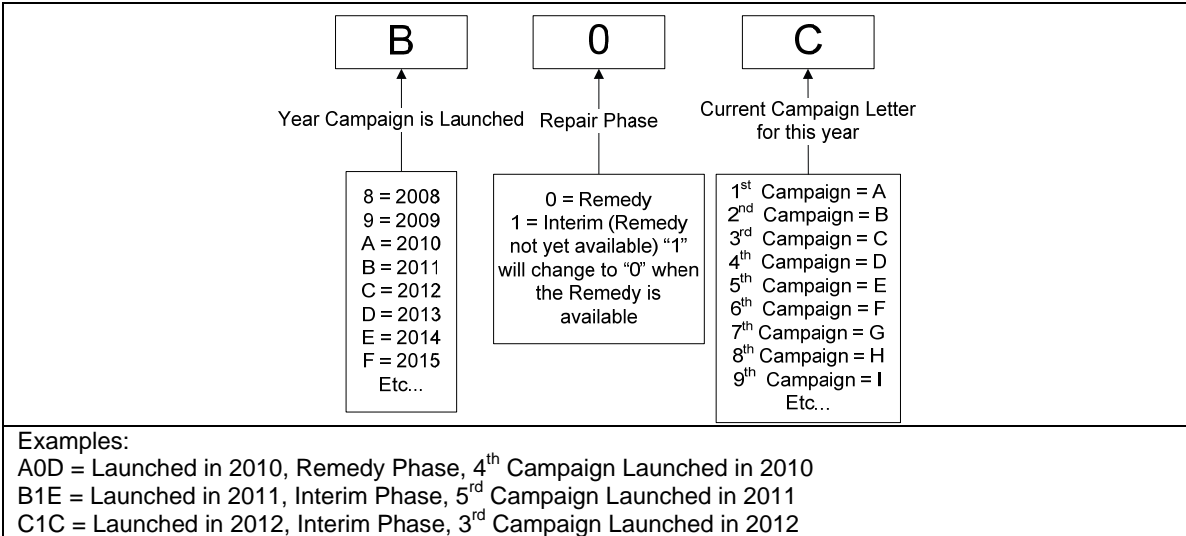
◀ VERIFY REPAIR QUALITY ▶

- Confirm the date code before replacing the front drive shaft assembly
- Confirm all steps outlined in TIS are followed when replacing the front drive shaft assembly
- Confirm the transmission fluid level and the transfer case oil level are set correctly

- If you have any questions regarding this recall, please contact your regional representative

VI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Lonnie Peterson / Toyota Customer Services
Product Quality and Service Support, Quality Compliance
June 16, 2011
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

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

As previously announced 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.

- **Toyota has completed preparations for the Safety Recall remedy and will now begin notifying owners of vehicles covered by this Safety Recall.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

Customer and Media 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 you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)