

# TOYOTA

Updated:  
12/10/2011 – Operation Code Update

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

Subject: Submission of Non-Compliance Information Report  
Safety (Non-Compliance) Recall B0N (B1N) – **Preliminary Notice (Dealership In-Stock Vehicles)**  
2011 and Certain early 2012 Model Year Sienna Vehicles  
Tire and Loading Information Placard

On November 30, 2011, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that 2011 and certain early 2012 Model Year Sienna vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No.110, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less." Toyota will be conducting a voluntary Safety (Non-Compliance) Recall on these vehicles.

**This preliminary information is being provided to keep you informed of the filing and provide instructions for the handling of vehicles currently in dealership inventory. Additional information will be provided shortly for customer vehicle handling.**

## **Background**

The Tire and Loading Information Placard (located on the B-Pillar) which is required by this FMVSS to state the combined weight of occupants and cargo, does not meet the requirement of the standard. A vehicle which is not loaded correctly can increase the risk of a crash. The vehicles will receive a corrected Tire and Loading Information Placard and a label for the owner's manual.

### **1. New Vehicles in Dealership Inventory (In-Stock Vehicles)**

As required by Federal law, dealers are not to deliver any new vehicle in inventory, which is covered by a Safety (Non-Compliance) Recall, until the necessary remedy has been performed.

Each dealership will receive a package containing the following:

- VIN list of new vehicles our records indicate are in dealership inventory.
- Corresponding corrected Tire and Loading Information Placards and owner's manual labels.

### **XLE (7 Passenger) or SE Grade Equipped with a Genuine Toyota Accessory Towing Hitch**

- In the unlikely event an **XLE** or **SE** grade\* is also equipped with a Genuine Toyota Accessory Towing Hitch (p/n PT791-08101), please assist us by removing the Towing Hitch and corresponding wiring harness before the vehicle is offered for sale.

\*Japan model codes: **GSL30L-PFTQKA, GSL30L-PRTSKA, and GSL35L-PFTQKA**

Please refer to the Technical Instructions and Reimbursement Section for details. The Towing Hitch and Wiring Harness will be placed on Warranty Parts Recovery.

- After the Towing Hitch, Wiring Harness and/or Ball Mount is removed, you will need to recalculate the weight of accessories installed on the vehicle by reducing the accessory weight indicated on the yellow Load Carrying Capacity Addendum Label (located on the B-Pillar) by **subtracting the weight which was removed**:
  - Towing Hitch: 48.2 lbs
  - Wiring Harness: 2.5 lbs
  - Ball Mount: 8.3 lbs
  - Total Reduction: 59.0 lbs
- Overlay an updated Load Carrying Capacity Addendum Label (Addendum Label). Additional Load Carrying Capacity Addendum Labels (material number: 00107-FMVSS) can be ordered from the Material Distribution Center.

**(Continued...1. New Vehicles in Dealership Inventory)**

- If the Towing Hitch was installed as a PPO (installed at the Vehicle Processing Center), a new Monroney Label will need to be printed by the Region/PD Office Vehicle Supply Department. Please assist any dealerships that may contact you by making arrangement to have the vehicle bought back and re-invoiced. The cost of the PPO installed Towing Hitch will be credited to the dealership during the re-invoicing process.
- If the Genuine Toyota Accessory Towing Hitch is a Dealer Installed Option, please see the Warranty Processor Instructions section of the Dealer Letter.

**8 Passenger XLE Grade Equipped with a Genuine Toyota Accessory Towing Hitch and/or Cargo Organizer**

- In the unlikely event an 8 passenger **XLE\*** is also equipped with a Genuine Toyota Accessory Towing Hitch (p/n PT791-08101) and/or a cargo organizer (p/n PT924-08100-10, PT924-08100-40, PT924-08101-10, or PT924-08101-40), please assist us by removing the Towing Hitch and corresponding wiring harness and cargo organizer before the vehicle is offered for sale.

\*Japan model codes: **GSL30L-PRTQKA**

Please refer to the Technical Instructions and Reimbursement Section for details. The Towing Hitch and Wiring Harness will be placed on Warranty Parts Recovery.

- After the Towing Hitch, Wiring Harness, Ball Mount and/or Cargo Organizer is removed, you will need to recalculate the weight of accessories installed on the vehicle by reducing the accessory weight indicated on the yellow Load Carrying Capacity Addendum Label (located on the B-Pillar) by **subtracting the weight which was removed:**

- Towing Hitch: 48.2 lbs
- Wiring Harness: 2.5 lbs
- Ball Mount: 8.3 lbs
- Cargo Organizer: 17.2 lbs
- Total Reduction: 76.2 lbs

- Overlay an updated Load Carrying Capacity Addendum Label (Addendum Label). Additional Load Carrying Capacity Addendum Labels (material number: 00107-FMVSS) can be ordered from the Material Distribution Center.
- If the Towing Hitch and/or Cargo Organizer was installed as a PPO (installed at the Vehicle Processing Center), a new Monroney Label will need to be printed by the Region/PD Office Vehicle Supply Department. Please assist any dealerships that may contact you by making arrangement to have the vehicle bought back and re-invoiced. The cost of the PPO installed Towing Hitch and or PPO installed Cargo Organizer will be credited to the dealership during the re-invoicing process. If the Genuine Toyota Accessory Towing Hitch and/or Cargo Organizer is a Dealer Installed Option, please see the Warranty Processor Instructions section of the Dealer Letter (information will be added in the near future). It is necessary to make a new dealer accessory addendum label for the vehicle, the new label will need to be updated so it does not include the accessories that were removed from the vehicle.

**2. Dealer New Vehicle Inventory Report and Corrected Tire and Loading Information Placards**

The dealer (hard copy) package will include the following:

- Report, according to our records, listing new vehicles in your Dealership's inventory.
- Corresponding Tire and Loading Information Placards (label) specific to the vehicles on the listing Owner's manual labels. *Note: To avoid mixing owners manuals, please make sure corrected manuals are stored with the correct vehicle*

**3. Sienna Towing Hitch and/or Cargo Organizer Accessory Returns**

Dealerships that wish to return any new/unused inventory of the applicable Sienna Towing Hitch Accessory (p/n PT791-08101) and/or Cargo Organizer are requested to refer to the Toyota Dealers Parts Manual, Section V (Support Programs), 5.2.4 (Toyota Monthly Parts Returns Program).

**4. Number of Vehicles Covered**

- There are approximately 210,000 Sienna (2011 and certain early 2012 model year) vehicles covered by this Safety Recall.
- The vehicles were produced from January, 2010 through late November, 2011.

**5. Owner Notification**

Additional information will be provided shortly for customer vehicle handling.

**6. Remedy Procedures**

Refer to TIS for the Technical Instructions.

Conduct all applicable Safety Recall and Service Campaigns on the vehicle. Refer to each specific recall and/or campaign for specific instructions.

**7. Parts Ordering**

If the vehicle required tow hitch or Cargo Organizer removal, the Load Capacity Addendum Label will need to be updated. The updated Load Capacity Addendum Label can be order the through the Materials Distribution Center (MDC# 00107-FMVSS)

Dealers do not need to order the Tire and Loading Information Placard (Label) or Owner's Manual Label for this Safety Recall. These labels are specific to each vehicle based upon the grade, seating capacity, tire/wheel size, etc.

If a corrected Tire and Loading Information Placard (Label) is required for a used vehicle in dealership inventory please call the Quality Compliance Hotline at 310-468-5516. Please leave the following information:

- VIN
- Katashiki
- Tire Size
- Dealer Code
- Contact Person
- Phone Number

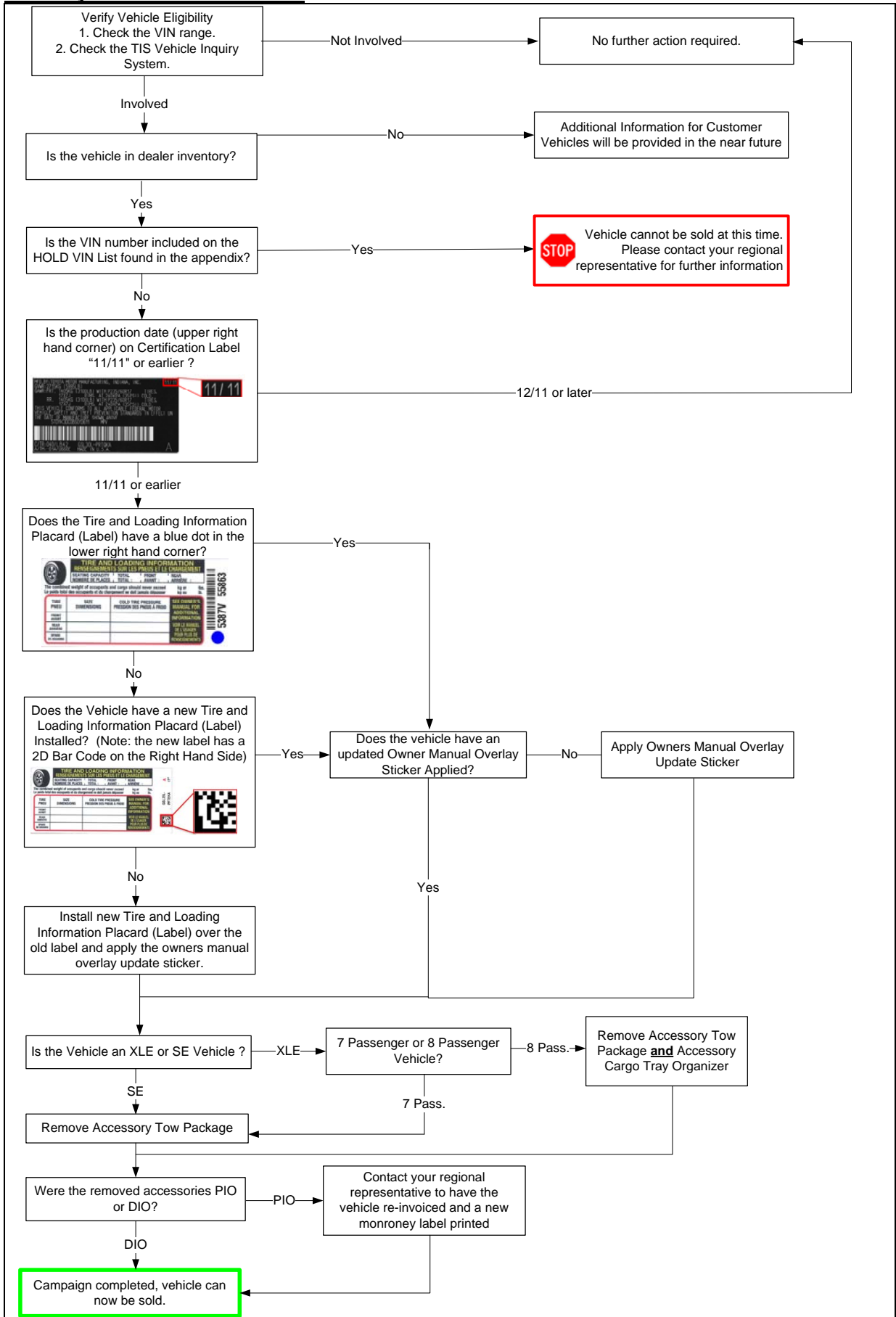
When removing the Accessory Tow Package it is necessary to replace the following part. Toyota anticipates that only a small number of vehicles will require tow hitch removal. To ensure there are adequate parts for these vehicles the following parts have been placed on manual allocation control (MAC).

Model Trim	Part Number	Part Name	Qty
XLE 8 Passenger	58167-08010	COVER, FR FLOOR, CTR	1
SE	58167-08020	COVER, FR FLOOR, CTR	1
XLE 7 Passenger	58167-08030	COVER, FR FLOOR, CTR	1

If you need a part released that is on manual allocation control, please send an email to [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) with the following information:

- Dealer Code
- VIN
- Order Reference Number
- Order Date
- Part Number
- Dealer Contact Person

8. **Warranty Processor Instructions**



**(Continued... 8. Warranty Processor Instructions)**

The Operation Codes to be used for this Non-Compliance Campaign are:

Model Year	Model	Non-Compliance Recall	Op. Code	Description	Flat Rate Hour
2011 and Certain Early 2012	Sienna	B0N	1528LA	Install corrected "Tire and Loading Information Placard" and Owner's Manual Label.	0.3 hr/vehicle

*In the unlikely event* an **in-stock XLE** or **SE** grade Sienna requires removal of a Genuine Toyota Towing Hitch Accessory and/or Cargo Organizer use the following operation codes. The Towing Hitch and Wiring Harness will be placed on Warranty Parts Recovery and subject to claim debit if the Towing Hitch is not returned.

Model Year	Model	Non-Compliance Recall	Op. Code	Description	Flat Rate Hour
2011 and Certain Early 2012	Sienna <b>XLE or SE only</b> (In-Stock Vehicle Only)	B0N	1528LC *	Remove PPO installed Towing Hitch and Install corrected "Tire and Loading Information Placard" and Owner's Manual Label.	2.8 hr/vehicle
			1528LD **	Remove Dealer Installed Genuine Toyota Accessory Towing Hitch <b>and</b> the Cargo Organizer***. Install corrected "Tire and Loading Information Placard" and Owner's Manual Label. (time includes reimbursement for installation labor time)	5.3 hr/Vehicle

The cost of the rear underbody trim panel (XLE 8 Passenger: 58167-08010) (SE: 58167-08020) (XLE 7 Passenger: 58167-08030) can be claimed under Op. Code 1528LC and 1528LD.

\*Cost of the PPO (Vehicle Processing Center) installed Towing Hitch will be reimbursed during the vehicle re-invoicing process to print a new Monroney Label.

\*\*If the removed Genuine Toyota Accessories were **Dealer Installed Options**, the cost of the removed accessories can be claimed under sublet type "ZZ" for Op. Code 1528LC, and 1528LD. Add the cost (shown below) of removed accessories to obtain the proper sublet cost total.

- **Towing Hitch: \$275.00**
- **Trailer Wiring Harness: \$140.00**
- **Ball Mount: \$75.00**
- **Ball: \$13.50**
- **Cargo Organizer: \$144.00 (8 Passenger XLE Only)**

\*\*\*If the vehicle is only equipped with a Cargo Organizer and not a Towing Hitch, due to the ease of removing the Cargo Organizer, an operation code is not being provided.

**9. Media Contacts**

- If you are a dealership associate and have any questions, please contact your DSPM.
- ***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.)

**10. Customer Contacts**

A Q&A has been attached for your use in the event you receive customer inquiries. Toyota will provide further information for customer vehicles shortly. Please express our appreciation for their patience. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

***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 Non-Compliance Recall.***

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



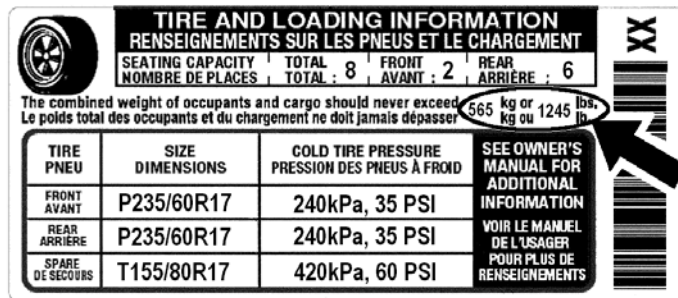
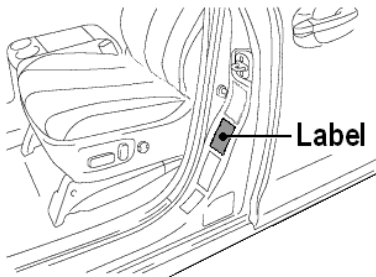
**Safety Recall B0N (Preliminary Notice B1N)  
2011 and Certain Early 2012 Model Year Sienna Vehicles  
Tire and Loading Information Placard (Label) Q&A**

**Q1: What is the condition?**

A1: The tire and loading information placard located on the B-Pillar, which is required by Federal Motor Vehicle Safety Standards (FMVSS) does not meet the requirement of FMVSS 110 S4.3.

**Q1a: What is the requirement for FMVSS 110 S4.3?**

A1a: FMVSS 110 S4.3 requires that "Each vehicle, except for a trailer or incomplete vehicle, shall show the information specified in S4.3 (a) through (g), and may show, at the manufacturer's option, the information specified in S4.3 (h) and (i), on a placard permanently affixed to the driver's side B-pillar. ... (a) Vehicle capacity weight expressed as "The combined weight of occupants and cargo should never exceed XXX kilograms or XXX pounds"; ..." When conducted under the NHTSA test procedure used to demonstrate compliance with the standard, it was determined that the capacity weight did not meet the requirement.



**Q2: Which and how many vehicles are involved?**

A2: There are approximately 210,000 Toyota Sienna vehicles covered by this Safety (Non-Compliance) Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles
Sienna	2011	January 2010 Through November 2011	182,000
	Certain early -2012		28,000

**Q2a: Are there any other Lexus or Toyota vehicles involved?**

A2a: No, there are no other Lexus or Toyota vehicles involved.

**Q3: What is Toyota going to do?**

A3: Toyota is currently working on the remedy for owners. Additional details will be provided shortly. We greatly appreciate the patience of our customers.

**Q4: Have there been any reports of accidents related this matter?**

A4: There have been no reports of accidents related to this matter.

[For Vehicle Owner Inquiries]

**Q5: What if an owner has additional questions or concerns?**

A5: 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 Standard Time.