



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
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**Certain 2011 Model Year Venza AWD and Sienna AWD Vehicles
Inspection and Possible Replacement of Right-hand Front Drive Shaft
SAFETY RECALL NOTICE**

[VIN]

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 (AWD) vehicles.

What is the Condition?

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.

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 on Venza vehicles is approximately three hours and the time needed for Sienna vehicles 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 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.

Spanish translation on back side
Traducción en español en el reverso