



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**2011 through Certain Early 2012 Model Year Sienna**  
**[Phase 1 – CE and LE Grade Vehicles]**  
**[Phase 2 – Certain SE and XLE Grade Vehicles]**  
**SAFETY RECALL NOTICE**

[VIN:]

Dear Toyota Owner:

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 2011 through 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."

**What is the condition?**

The Tire and Loading Information Placard (Placard) does not state the correct vehicle capacity weight as the rated load for the combination of cargo and occupants. Incorrect information on the vehicle placard may lead to tire overloading and possibly cause tire failure, increasing the risk of a crash.

**What will Toyota do?**

Please find enclosed with this owner notification letter a corrected Tire and Loading Information Placard and an Insert for the owner's manual.

**What should you do?**

***This is an important Safety Recall***

First confirm that the 17-character Vehicle Identification Number (VIN) printed on your owner notification letter matches the vehicle VIN. The VIN can be located on the Certification Label adjacent to the Tire and Loading Information Placard. See the enclosed instructions for details. (If the VIN on the letter does not match the one on your vehicle, please contact your local Toyota dealer. Your local Toyota dealer will verify the condition and make arrangements for a new label to be provided.)

Then apply the corrected Placard.

Also refer to the enclosed instructions to place the insert into your Sienna's Owner's Manual.

If you are not comfortable installing the corrected Placard or owner's manual insert, please contact any authorized Toyota dealer to schedule an appointment to have this performed at **NO CHARGE**. You will need to bring both Placard and insert to the dealership at the time of your appointment. It will take approximately 5 minutes to perform the installation. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. **When loading your vehicle, always follow the instructions on the Placard and in the owner's manual.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://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.*** 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 non-compliance within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 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](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.

***For multiple vehicle operators please note that the enclosed Placard and Owner's Manual Insert is vehicle specific. Please apply the corrected Placard and Owner's Manual insert to the associated vehicle after verifying the Vehicle Identification number (VIN) as instructed.***

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconveniences this condition may have caused you.

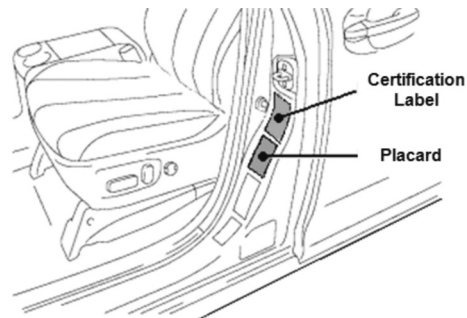
Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

## Tire and Loading Information Placard and Owner's Manual Insert Installation Instructions

### Certification Label Location



1. Confirm that the 17-character Vehicle Identification Number (VIN) printed on your owner notification letter matches the vehicle VIN. The VIN can be located on the Certification Label (Label) located on the Driver's door post (B-Pillar).

### Tire and Loading Information Placard

TIRE AND LOADING INFORMATION RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT			
SEATING CAPACITY NOMBRE DE PLACES	TOTAL : 8	FRONT : 2 ARRIERE : 6	
The combined weight of occupants and cargo should never exceed 665 kg or 1245 lb. Le poids total des occupants et du chargement ne doit jamais dépasser			
TIRE PNEU	SIZE DIMENSIONS	COLD TIRE PRESSURE PRESSION DES PNEUS A FROID	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS
FRONT AVANT	P235/60R17	240kPa, 35 PSI	
REAR ARRIERE	P235/60R17	240kPa, 35 PSI	
SPARE DE SECOURS	T155/80R17	420kPa, 60 PSI	

2. Please locate the Tire and Loading Information Placard (Placard) on the driver's door opening. It is adjacent to the Certification Label.
3. Wipe the original Placard with a clean dry cloth.
4. Apply the new Tire and Loading Information Placard on top of original placard.

### Owner's Manual Insert

1. Please refer to the backside of the owner's manual insert for installation instructions.



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**2011 through Certain Early 2012 Model Year Sienna  
Certain SE and XLE Grade Vehicles  
SAFETY RECALL NOTICE**

[VIN:]

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**What is the condition?**

The Tire and Loading Information Placard (Placard) does not state the correct vehicle capacity weight as the rated load for the combination of cargo and occupants. Incorrect information on the vehicle placard may lead to tire overloading and possibly cause tire failure, increasing the risk of a crash.

**What should you do?**

***This is an important Safety Recall***

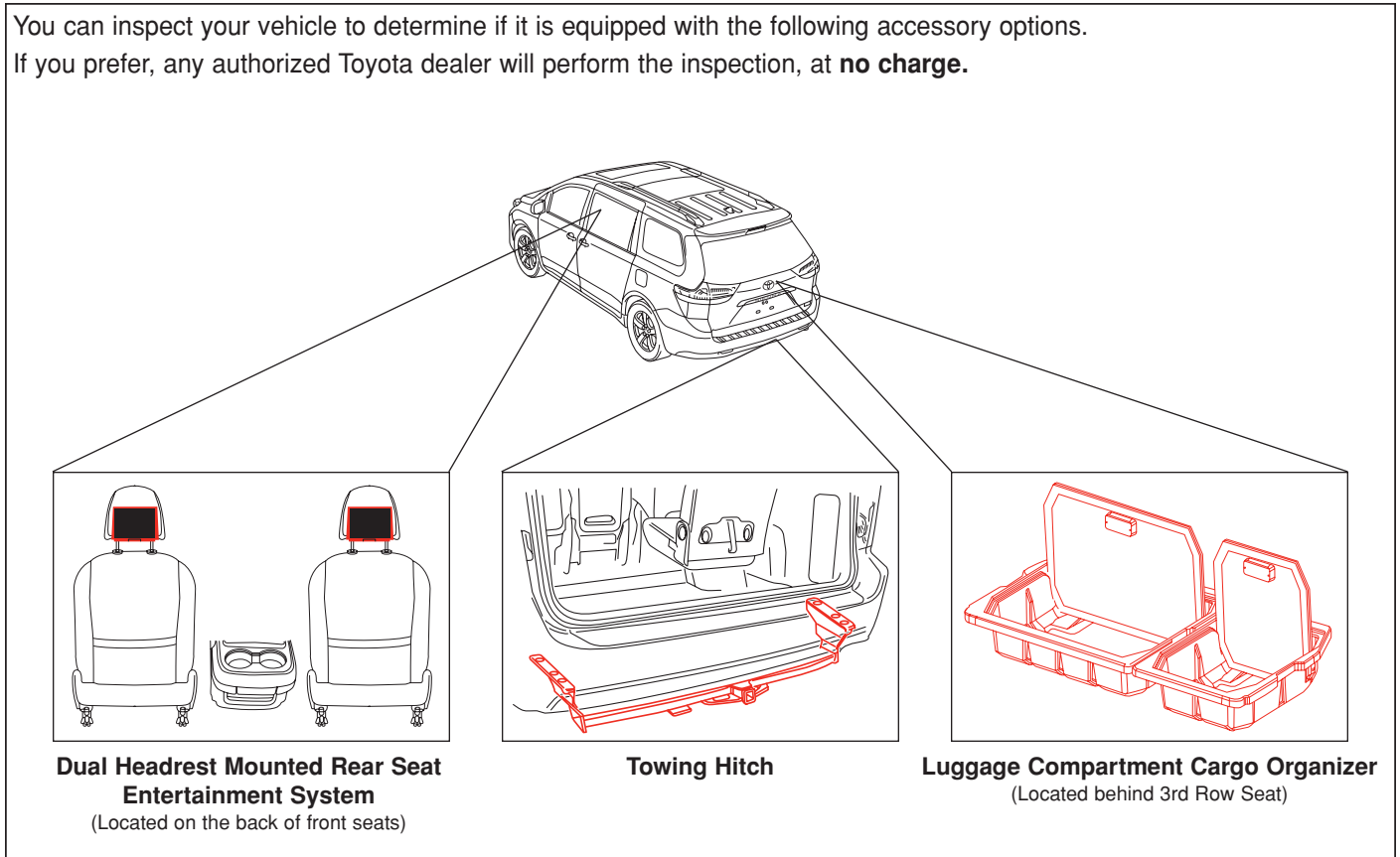
1. First, determine\* if your vehicle has any of the following accessory options:
  - Cargo Organizer or
  - Dual\*\* Headrest Mounted Rear Seat Entertainment System (this only applies to the type mounted on the headrest) or
  - Towing Hitch

*\*Refer to the "How can I determine if my vehicle is equipped with these accessory options?" for details.*  
*\*\*If your vehicle has a Single Roof-mounted Rear Seat Entertainment System, this does not apply.*
2. If your vehicle is **NOT** equipped with the above listed accessory\* option(s), please open the enclosed envelope and follow the instructions for installing the corrected Tire and Loading Information Placard (Placard) and an Insert for the owner's manual which are in the envelope. (Step 3 does not apply to you).
3. If your **vehicle is equipped with any of the accessory options listed above,**
  - a. Please **complete the enclosed reply card and return it by March 31, 2012.**
  - b. The enclosed Tire and Loading Information Placard, owner's manual insert and instructions in the envelope **do not apply to your vehicle.** Please throw them away and **do not install them.**
  - c. The remedy for your vehicle will be available after May 1, 2012. **We will send you another notice when it is ready.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

## **How can I determine if my vehicle is equipped with these accessory options?**

You can inspect your vehicle to determine if it is equipped with the following accessory options. If you prefer, any authorized Toyota dealer will perform the inspection, at **no charge**.



**Dual Headrest Mounted Rear Seat Entertainment System**  
(Located on the back of front seats)

**Towing Hitch**

**Luggage Compartment Cargo Organizer**  
(Located behind 3rd Row Seat)

## **What if you have other questions?**

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Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Spanish translation on back side  
Traducción en español en el reverso

## Tire and Loading Information Placard and Owner's Manual Insert Installation Instructions Applies to vehicles that are NOT equipped with the accessories shown in the cover letter

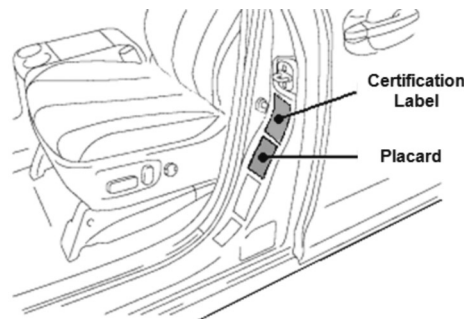
Please find enclosed in this separate envelope a corrected Tire and Loading Information Placard (Placard) and an Insert for the owner's manual.

1. First confirm that the 17-character Vehicle Identification Number (VIN) printed on your owner notification letter matches the vehicle VIN. The VIN can be located on the Certification Label adjacent to the Tire and Loading Information Placard. See the enclosed instructions for details. (If the VIN on the letter does not match the one on your vehicle, please contact your local Toyota dealer. Your local Toyota dealer will verify the condition and make arrangements for a new label to be provided.)
2. Then apply the corrected Placard.
3. Also refer to the enclosed instructions to place the insert into your Sienna's Owner's Manual.

If you are not comfortable installing the corrected Placard or owner's manual insert, please contact any authorized Toyota dealer to schedule an appointment to have this performed at **no charge**. You will need to bring both the Placard and insert to the dealership at the time of your appointment. It will take approximately 5 minutes to perform the installation. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**When loading your vehicle, always follow the instructions on the Placard and in the owner's manual.**

### Certification Label Location



1. Confirm that the 17-character Vehicle Identification Number (VIN) printed on your owner notification letter matches the vehicle VIN. The VIN can be located on the Certification Label (Label) located on the Driver's door post (B-Pillar).

### Tire and Loading Information Placard

TIRE AND LOADING INFORMATION RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT			
SEATING CAPACITY	TOTAL	FRONT	REAR
NOMBRE DE PLACES	TOTAL : 8	AVANT : 2	ARRIÈRE : 6
The combined weight of occupants and cargo should never exceed 665 kg or 1245 lbs. Le poids total des occupants et du chargement ne doit jamais dépasser 665 kg ou 1245 lb.			
TIRE PNEU	SIZE DIMENSIONS	COLD TIRE PRESSURE PRESSION DES PNEUS À FROID	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
FRONT AVANT	P235/60R17	240kPa, 35 PSI	VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS
REAR ARRIÈRE	P235/60R17	240kPa, 35 PSI	
SPARE DE SECOURS	T155/80R17	420kPa, 60 PSI	

2. Please locate the Tire and Loading Information Placard (Placard) on the driver's door opening. It is adjacent to the Certification Label.
3. Wipe the original Placard with a clean dry cloth.
4. Apply the new Tire and Loading Information Placard on top of original placard.

### Owner's Manual Insert

1. Please refer to the backside of the owner's manual insert for installation instructions.

# Is your vehicle equipped with any of the following accessories?

1. Look on the backside of the driver and passenger seat to determine if your vehicle is equipped with a Dual Headrest Mounted Rear Seat Entertainment System. If equipped, please check the red box in Diagram 1.
2. Stand behind the vehicle and look under the rear bumper to determine if your vehicle is equipped with a Towing Hitch. If equipped, please check the red box in Diagram 2.
3. Open the rear hatch to determine if your vehicle is equipped with a Luggage Compartment Cargo Organizer. If equipped, please check the red box in Diagram 3.

**Note:** If you do not have any of the listed accessories you do not need to return this reply card. If a reply card is returned with no boxes checked it will be assumed your vehicle does not have any of the listed accessories.

**1.**

**Dual Headrest Mounted Rear Seat Entertainment System**  
(Located on the back of front seats)

**OR**

**2.**

**Towing Hitch**

**OR**

**3.**

**Luggage Compartment Cargo Organizer**  
(Located behind 3rd Row Seat)



## NAME/ADDRESS INFORMATION

If your vehicle ownership information has changed you may update it by visiting us at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or by completing the following form:

**Mark One:** 1  Same Owner, Name and /or Address Changed    2  Same Owner, Additional Driver    3  New Owner Sold to Individual Listed Below    4  No Longer Have Vehicle—    5  Exported    6  Destroyed/Stolen

	First Name	MI	<input type="checkbox"/> MR. <input type="checkbox"/> MRS. <input type="checkbox"/> MS. <input type="checkbox"/> DR.	Effective Date of This Information	
	Last Name			Month Day	Year
	Company Name				
	Address/P.O. Box				
	Apt./Suite Number				
	City		State	Zip Code	
	Primary Telephone Number	Ext.	Alternate Telephone Number	Ext.	
	e-mail Address				



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**What is the condition?**

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**What should you do?**

***This is an important Safety Recall***

1. First, determine\* if your vehicle has any of the following accessory options:

- Cargo Organizer or
- Towing Hitch

*\*Refer to the "How can I determine if my vehicle is equipped with these accessory options?" for details.*

2. If your vehicle is **NOT** equipped with the above listed accessory\* option(s), please open the enclosed envelope and follow the instructions for installing the corrected Tire and Loading Information Placard (Placard) and an Insert for the owner's manual which are in the envelope. (Step 3 does not apply to you).

3. If your **vehicle is equipped with any of the accessory options listed above,**

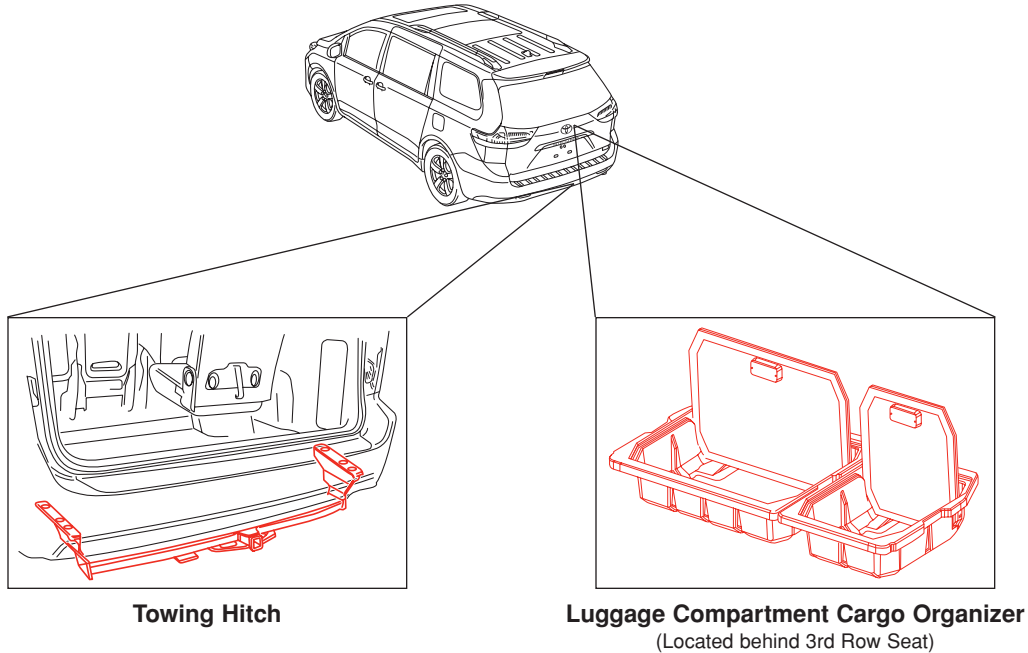
- a. Please **complete the enclosed reply card and return it by March 31, 2012.**
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### **How can I determine if my vehicle is equipped with these accessory options?**

You can inspect your vehicle to determine if it is equipped with the following accessory options. If you prefer, any authorized Toyota dealer will perform the inspection, at **no charge**.



### **What if you have other questions?**

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Thank you for driving a Toyota.

Sincerely,

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Traducción en español en el reverso

## Tire and Loading Information Placard and Owner's Manual Insert Installation Instructions Applies to vehicles that are NOT equipped with the accessories shown in the cover letter

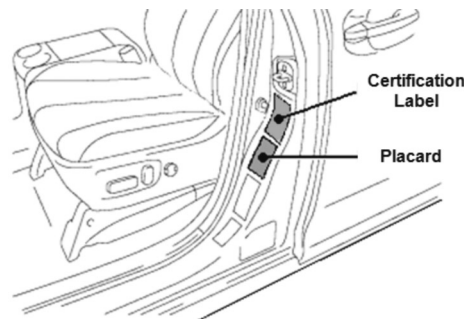
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1. First confirm that the 17-character Vehicle Identification Number (VIN) printed on your owner notification letter matches the vehicle VIN. The VIN can be located on the Certification Label adjacent to the Tire and Loading Information Placard. See the enclosed instructions for details. (If the VIN on the letter does not match the one on your vehicle, please contact your local Toyota dealer. Your local Toyota dealer will verify the condition and make arrangements for a new label to be provided.)
2. Then apply the corrected Placard.
3. Also refer to the enclosed instructions to place the insert into your Sienna's Owner's Manual.

If you are not comfortable installing the corrected Placard or owner's manual insert, please contact any authorized Toyota dealer to schedule an appointment to have this performed at **no charge**. You will need to bring both the Placard and insert to the dealership at the time of your appointment. It will take approximately 5 minutes to perform the installation. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**When loading your vehicle, always follow the instructions on the Placard and in the owner's manual.**

### Certification Label Location



1. Confirm that the 17-character Vehicle Identification Number (VIN) printed on your owner notification letter matches the vehicle VIN. The VIN can be located on the Certification Label (Label) located on the Driver's door post (B-Pillar).

### Tire and Loading Information Placard

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2. Please locate the Tire and Loading Information Placard (Placard) on the driver's door opening. It is adjacent to the Certification Label.
3. Wipe the original Placard with a clean dry cloth.
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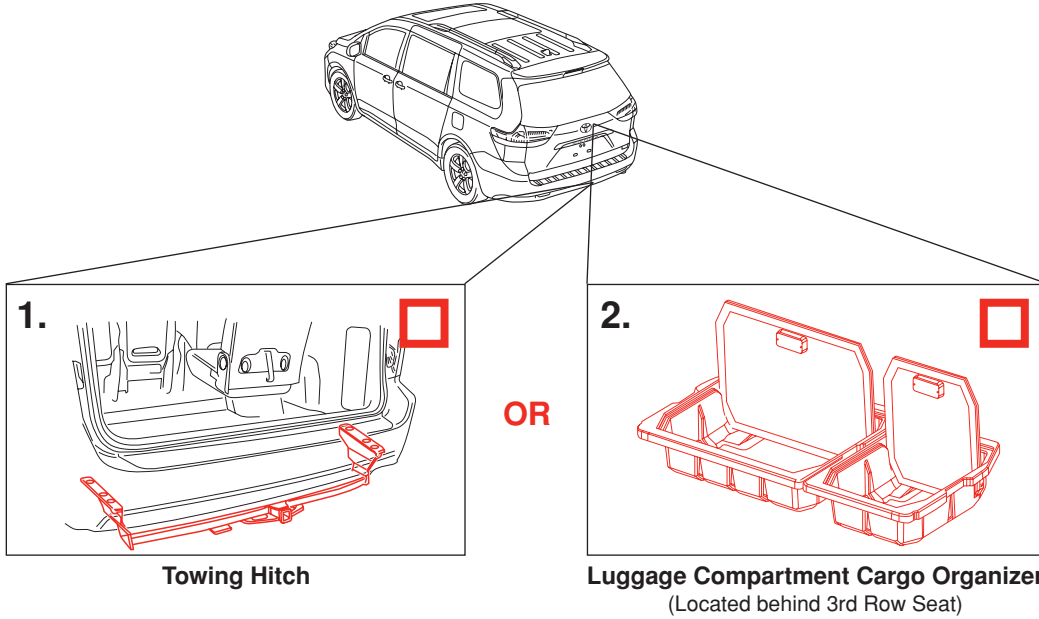
### Owner's Manual Insert

1. Please refer to the backside of the owner's manual insert for installation instructions.

# Is your vehicle equipped with any of the following accessories?

- Stand behind the vehicle and look under the rear bumper to determine if your vehicle is equipped with a Towing Hitch. If equipped, please check the red box in Diagram 1.
- Open the rear hatch to determine if your vehicle is equipped with a Luggage Compartment Cargo Organizer. If equipped, please check the red box in Diagram 2.

Note: If you do not have any of the listed accessories you do not need to return this reply card. If a reply card is returned with no boxes checked it will be assumed your vehicle does not have any of the listed accessories.



## NAME/ADDRESS INFORMATION

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	First Name	MI	<input type="checkbox"/> MR. <input type="checkbox"/> MRS. <input type="checkbox"/> MS. <input type="checkbox"/> DR.	Effective Date of This Information	
	Last Name			Month Day	Year
	Company Name				
	Address/P.O. Box				
	Apt./Suite Number				
	City		State		Zip Code
	Primary Telephone Number	Ext.	Alternate Telephone Number	Ext.	
	e-mail Address				



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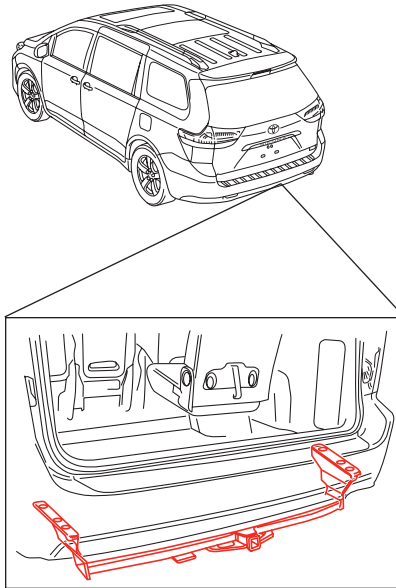
1. First, determine\* if your vehicle has the following accessory option:
  - Towing Hitch

*\*Refer to the "How can I determine if my vehicle is equipped with this accessory option?" for details.*
2. If your vehicle is **NOT** equipped with the above listed accessory\* option, please open the enclosed envelope and follow the instructions for installing the corrected Tire and Loading Information Placard (Placard) and an Insert for the owner's manual which are in the envelope. (Step 3 does not apply to you).
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**How can I determine if my vehicle is equipped with this accessory option?**

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**Towing Hitch**

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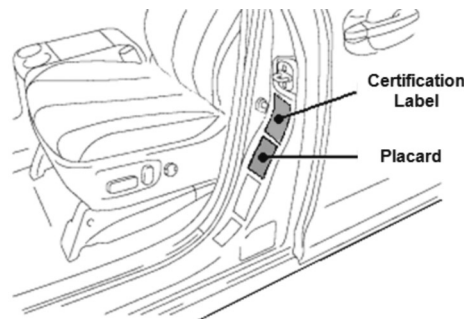
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NOMBRE DE PLACES	TOTAL : 8	AVANT : 2	ARRIERE : 6
The combined weight of occupants and cargo should never exceed 665 kg or 1245 lbs. Le poids total des occupants et du chargement ne doit jamais dépasser 665 kg ou 1245 lb.			
TIRE PNEU	SIZE DIMENSIONS	COLD TIRE PRESSURE PRESSION DES PNEUS A FROID	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
FRONT AVANT	P235/60R17	240kPa, 35 PSI	VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS
REAR ARRIERE	P235/60R17	240kPa, 35 PSI	
SPARE DE SECOURS	T155/80R17	420kPa, 60 PSI	

2. Please locate the Tire and Loading Information Placard (Placard) on the driver's door opening. It is adjacent to the Certification Label.
3. Wipe the original Placard with a clean dry cloth.
4. Apply the new Tire and Loading Information Placard on top of original placard.

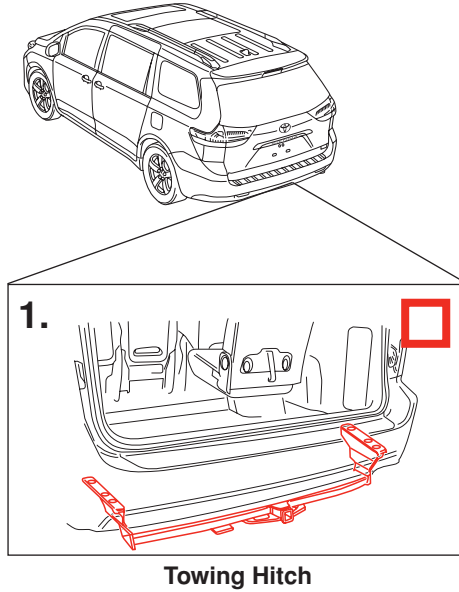
### Owner's Manual Insert

1. Please refer to the backside of the owner's manual insert for installation instructions.

# Is your vehicle equipped with the following accessory?

- Stand behind the vehicle and look under the rear bumper to determine if your vehicle is equipped with a Towing Hitch. If equipped, please check the red box in Diagram 1.

**Note:** If you do not have any of the listed accessories you do not need to return this reply card. If a reply card is returned with no boxes checked it will be assumed your vehicle does not have any of the listed accessories.



## NAME/ADDRESS INFORMATION

If your vehicle ownership information has changed you may update it by visiting us at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or by completing the following form:

**Mark One:** 1  Same Owner, Name and /or Address Changed    2  Same Owner, Additional Driver    3  New Owner Sold to Individual Listed Below    4  No Longer Have Vehicle—    5  Exported    6  Destroyed/Stolen

	First Name	MI	<input type="checkbox"/> MR. <input type="checkbox"/> MRS. <input type="checkbox"/> MS. <input type="checkbox"/> DR.	Effective Date of This Information			
	Last Name			<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 10px;">Month</td> <td style="width: 10px;">Day</td> </tr> </table> <table border="1" style="display: inline-table; border-collapse: collapse; margin-left: 20px;"> <tr> <td style="width: 20px;">Year</td> </tr> </table>	Month	Day	Year
Month	Day						
Year							
	Company Name						
	Address/P.C. Box						
	Apt./Suite Number						
	City		State	Zip Code			
Primary Telephone Number		Ext.		Alternate Telephone Number		Ext.	
e-mail Address							