



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-13145
July 1, 2013

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 11V-560 – Owner Notification (Remedy)

To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 11V-560 on the following Toyota vehicles:

- 2011 and Certain early 2012 Model Year Sienna

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 11V-560 (B0N) Owner Notification (Remedy)



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

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

**2011 through Certain Early 2012 Model Year Sienna Vehicles
Tire and Loading Information Placard
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 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?

In response to our first letter about this campaign, we received a reply card indicating that your vehicle had a Tow Hitch. Based upon this information Toyota has determined that the following actions will bring your vehicle into compliance with the applicable requirements:

- Replacement of the Tire and Load Information Placard containing revised information; and
- Replacement of the vehicle Certification label with revised information.

Any authorized Toyota dealer will verify the accessory information you provided. After this confirmation, the dealer will replace the label and placard noted above at **NO CHARGE** to you. You will also be provided a revision for your Owner's Manual.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer so they can confirm the accessory inspection and order the vehicle specific materials for this important campaign. It will take approximately 5 to 10 working days for the materials to arrive; the dealer will then contact you to schedule an appointment to install them.

Please ensure your owner's manual is in the vehicle at the time of the campaign repair so it can be updated.

The campaign repair will take approximately 30 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 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 the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. 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.

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 lado inverso



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What is the condition?

The Tire and Loading Information 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?

In response to our first letter about this campaign, we received a reply card indicating that your vehicle had a Tow Hitch and/or Cargo Organizer, and/or Dual Headrest Mounted Rear Seat Entertainment System. Based upon this information Toyota has determined that the following actions will bring your vehicle into compliance with the applicable requirements:

- Replacement of the Tire and Load Information Placard containing revised information; and
- Replacement of the vehicle Certification label with revised information.

Any authorized Toyota dealer will verify the accessory information you provided. After this confirmation, the dealer will replace the label and placard noted above at **NO CHARGE** to you. You will also be provided a revision for your Owner's Manual.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer so they can confirm the accessory inspection and order the vehicle specific materials for this important campaign. It will take approximately 5 to 10 working days for the materials to arrive; the dealer will then contact you to schedule an appointment to install them.

Please ensure your owner's manual is in the vehicle at the time of the campaign repair so it can be updated.

The campaign repair will take approximately 30 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 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 the repair.
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Sincerely,

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What is the condition?

The Tire and Loading Information 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?

In response to our first letter about this campaign, we received a reply card indicating that your vehicle had a Tow Hitch. Based upon this information Toyota has determined that the following actions will bring your vehicle into compliance with the applicable requirements:

- Replacement of the factory installed tires with new Extra Load tires;
- Replacement of the Tire and Load Information Placard containing revised information; and
- Replacement of the vehicle Certification label with revised information.

Any authorized Toyota dealer will verify the accessory information you provided. After this confirmation, the dealer will replace the tires and label/placard noted above at **NO CHARGE** to you. You will also be provided a revision for your Owner's Manual.

If you would prefer not to replace your factory installed tires, the alternative way to bring your vehicle into compliance is to remove the Tow Hitch. If you elect this option, the dealer will refund the cost of this accessory to you at the time of removal. A revised Tire and Load Information Placard will be applied to your vehicle. You will also be provided a revision for your Owner's Manual.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer so they can confirm the accessory inspection and order the vehicle specific materials for this important campaign. It will take approximately 5 to 10 working days for the materials to arrive; the dealer will then contact you to schedule an appointment to install them.

Please ensure your owner's manual is in the vehicle at the time of the campaign repair so it can be updated.

The campaign repair will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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 the repair.
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What will Toyota do?

In response to our first letter about this campaign, we received a reply card indicating that your vehicle had a Tow Hitch and/or Cargo Organizer. Based upon this information Toyota has determined that the following actions will bring your vehicle into compliance with the applicable requirements:

- Replacement of the factory installed tires with new Extra Load tires;
- Replacement of the Tire and Load Information Placard containing revised information; and
- Replacement of the vehicle Certification label with revised information.

Any authorized Toyota dealer will verify the accessory information you provided. After this confirmation, the dealer will replace the tires and label/placard noted above at **NO CHARGE** to you. You will also be provided a revision for your Owner's Manual.

In addition to the above remedy, because your run flat tires are being replaced with extra load tires, to ensure your satisfaction, Toyota will extend your Roadside assistance package for your vehicle from 2 years 24,000 miles to 5 years unlimited mileage from the date of first use at **NO CHARGE** to you. Please refer to your Roadside Assistance Information Pamphlet for additional details.

If you would prefer not to replace your factory installed tires, the alternative way to bring your vehicle into compliance is to remove the Tow Hitch and Cargo Organizer. If you elect this option, the dealer will refund the cost of these accessories to you at the time of removal. A revised Tire and Loading Information Placard will be applied to your vehicle. You will also be provided a revision for your Owner's manual.

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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.

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What will Toyota do?

In response to our first letter about this campaign, we received a reply card indicating that your vehicle had a Tow Hitch. Based upon this information Toyota has determined that the following actions will bring your vehicle into compliance with the applicable requirements:

- Replacement of the factory installed 19" wheels and tires with new 18" wheels and Extra Load tires;
- Replacement of the Tire and Load Information Placard containing revised information; and
- Replacement of the vehicle Certification label with revised information.

Any authorized Toyota dealer will verify the accessory information you provided. After this confirmation, the dealer will replace the wheels, tires and label/placard noted above at **NO CHARGE** to you. You will also be provided a revision for your Owner's Manual.

In addition to the above remedy, because your factory installed wheels and tires are being replaced with new 18" wheels and extra load tires, to ensure your satisfaction, Toyota will reimburse you for the cost difference.

If you would prefer not to replace your factory installed wheels and tires, the alternative way to bring your vehicle into compliance is to remove the Tow Hitch. If you elect this option, the dealer will refund the cost of the Tow Hitch to you at the time of removal. A revised Tire and Load Information Placard will be applied to your vehicle. You will also be provided a revision for your Owner's Manual.

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