



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

TMS-NTC-13142
June 21, 2013

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

Re: Toyota Safety Recall 11V-560 Dealer Notification - Remedy

To whom it may concern;

Please find attached the Dealer Notification - Remedy Letter for Toyota 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) Dealer Notification (Remedy)



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 (Non-Compliance) Recall BSN – **Supplemental Phase for Vehicles with Specific Accessories**
2011 and Certain early 2012 Model Year Sienna Vehicles
Tire and Loading Information Placard

As communicated in January, 2012, a number of owners whose vehicles are covered by Safety Recall B0N were requested to provide information regarding accessories equipped on their vehicle. Toyota has completed the remedy for these specific vehicles and will begin notifying these vehicle owners. For campaign administrative purposes, these vehicles will be removed from B0N and assigned a separate campaign number BSN.

Remedy

Customers that responded that their vehicle was equipped with certain accessories will be requested to make an appointment with an authorized Toyota dealer. The dealer will be requested to verify the accessory inspection and perform the vehicle specific remedy. Due to the many combinations of models and accessories a website has been designed to help determine the appropriate vehicle specific remedy.

The following information is provided to inform you and your staff of the remedy notification phase.

1. Owner Notification

The BSN Owner Notification Letters will be mailed in late June 2013, approximately one week after the dealer notification.

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 dealership's responsibility to forward the owner letter to the customer who purchased the vehicle

2. Dealer Summary Reports

BSN specific summary reports will be provided for this Safety (Non-Compliance) Recall.

3. Number of Vehicles Covered

There are approximately 3,400 Sienna (specific 2011 to early 2012 Model Year) vehicles covered by BSN.

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 instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

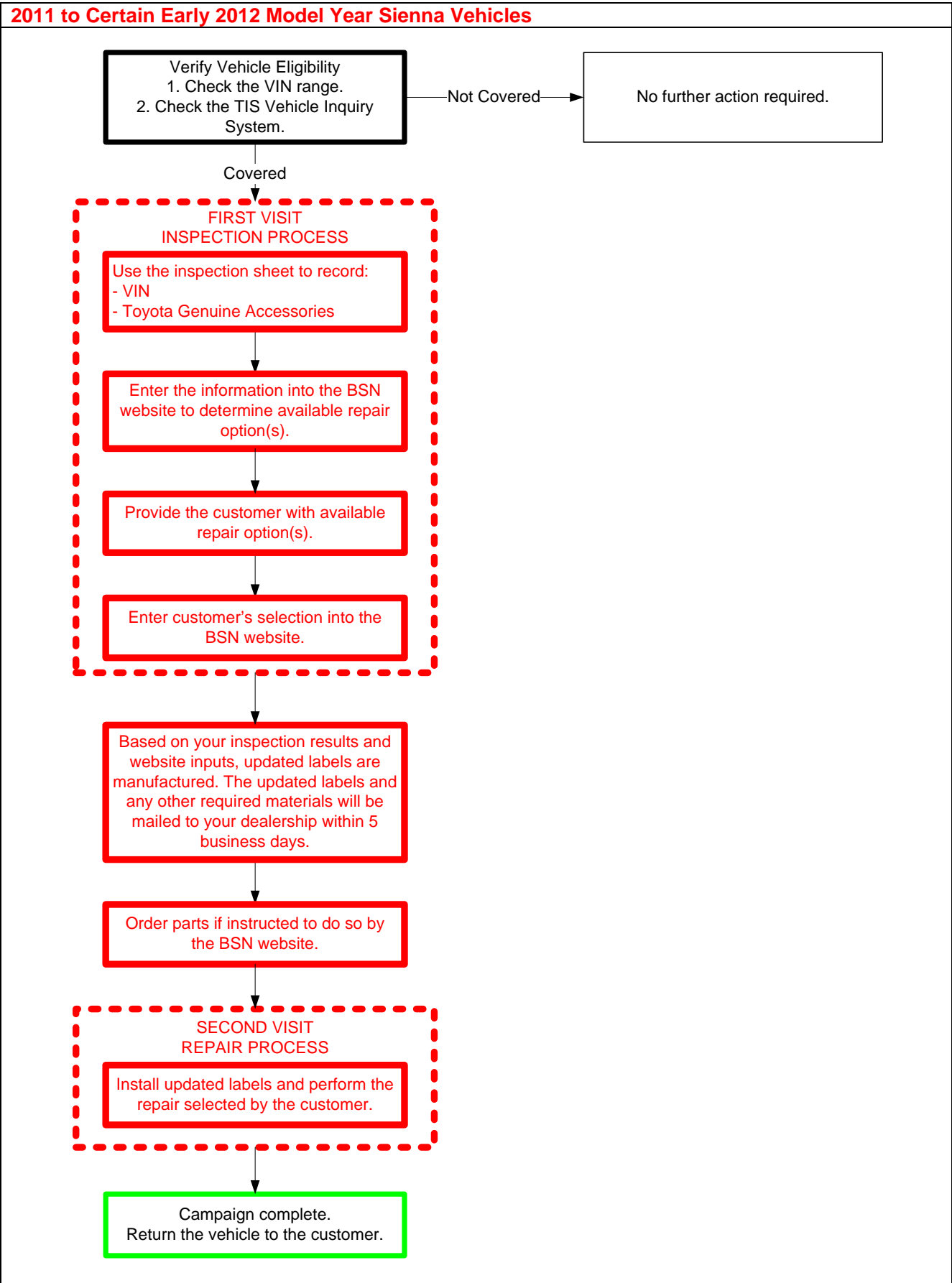
4. Remedy Procedures

Please refer to the Technical Instructions found on TIS for repair information. [You will need to log in to the website found in the Technical Instructions to determine the appropriate remedy for the vehicle you are currently servicing.](#)

5. Parts Ordering

[The website found in the technical instructions will inform you of the necessary parts that need to be ordered for the vehicle you are servicing.](#)

6. Warranty Processor Procedures



(Warranty Reimbursement Procedures Continued . . .)

Please be sure to use the appropriate operation code for the services that you are performing. Operation Codes will be closely monitored; any inappropriate use of the operation codes will result in a warranty claim debit.

Operation Codes

Non-Compliance	Model Year	Model	Op. Code	Description	Flat Rate Hour
BSN	2011 and Certain Early 2012	Sienna (ALL)	1528LL	Perform Inspection – Vehicle does not have subject accessories, apply customer supplied Tire and Loading Information Placard and Owner’s Manual Insert	0.3 hr/vehicle
		Sienna 17”	1528LM	Perform Inspection – Order and Apply New Certification Label, Tire and Load Information Placard, and Install Owner’s Manual Insert	0.4 hr/vehicle
		Sienna 18”	1528LN	Perform Inspection – Order and Install 18” Extra Load Tires, Apply New Certification Label, Tire and Load Information Placard, and Install Owner’s Manual Insert	2.0 hr/vehicle
			1528LJ	Perform Inspection – Remove Tow Hitch and Install Tire and Loading Information Label and Install Owner’s Manual Insert	2.8 hr/vehicle
		Sienna 19”	1528LP	Perform Inspection – Remove Tow Hitch and Install Tire and Loading Information Label and Install Owner’s Manual Insert	2.8 hr/vehicle
			1528LR	Perform Inspection – Order and Install 18” Wheels with 18” Extra Load Tires, Apply New Certification Label, Tire and Load Information Placard, and Install Owner’s Manual Insert	2.0 hr/vehicle
		Sienna 18” AWD	1528LS	Perform Inspection – Order and Install 18” Extra Load Tires, Apply New Certification Label, Tire and Load Information Placard, Provide Customer with Roadside Assistance Information and Install Owner’s Manual Insert	2.0 hr/vehicle
			1528LT	Perform Inspection – Remove Tow Hitch and Cargo Organizer and Install Tire and Loading Information Label, and Owner’s Manual Insert	2.8 hr/vehicle
			1528LW	Perform Inspection – Remove Tow Hitch and Install Tire and Loading Information Label, and Owner’s Manual Insert	2.8 hr/vehicle
			1528LZ	Perform Inspection – Remove Cargo Organizer and Install Tire and Loading Information Label, and Owner’s Manual Insert	0.3 hr/vehicle

- The above operation codes include 0.1 hr/vehicle for administrative cost for the dealership.
- The cost of the Extra Load Tires, Tax, Weights, and Tire Disposal can be claimed under sublet type “TY” for Op. Codes 1528LN, 1528LR, 1528LS at a maximum rate of \$1,013.20
- When replacing tires the cost of the tire pressure valve fitting kit can be claimed in the parts cost box.
- The cost of the 18” replacement alloy wheels for Op. Code 1528LR can be claimed in the parts cost box.



If you are removing accessories, or changing the wheel and tire size the related cost must be reimbursed to the customer. Please provide the customer with a check for the appropriate amount based upon the sublet table on the following page.

(Warranty Reimbursement Procedures Continued . . .)

Customer Reimbursement Sublets			
Action	Applicable OP. Codes	Sublet Type	Sublet Cost
Customer Reimbursement for Cost of Removed Tow Hitch, Wire Harness, Ball Mount, and Ball (Includes Installation Cost)	1528LP 1528LT 1528LW 1528LJ	"ZZ"	\$1,100.00
Customer Reimbursement for Retail Cost of Removed Cargo Organizer	1528LT 1528LZ	"ZZ"	\$265.00
Customer Reimbursement for Cost Difference between 18" and 19" Wheels	1528LR	"ZZ"	\$200.00

7. 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.

8. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

9. Customer 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.

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 (Non-Compliance) Recall BSN - Supplemental Phase for Vehicles with Specific Accessories 2011 and Certain Early 2012 Model Year Sienna Vehicles
Tire and Loading Information Placard (Label) FAQ**

Customer Frequently Asked Questions
Published Mid-June, 2013

Background

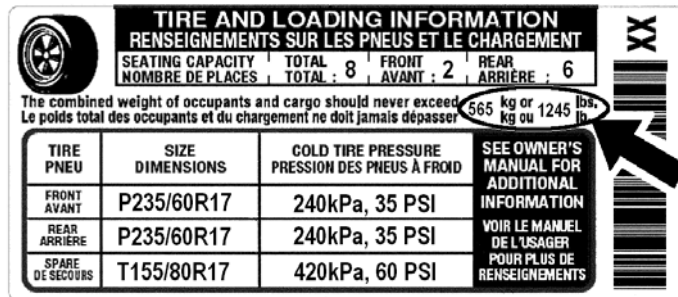
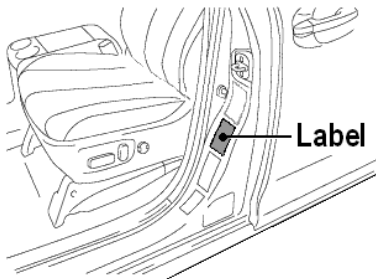
As communicated in January, 2012, a number of owners whose vehicles are covered by Safety Recall B0N were requested to provide information regarding accessories equipped on their vehicle. For campaign administrative purposes, these vehicles will be removed from B0N and assigned a separate campaign number BSN.

Q1: What is the condition?

A1: 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.

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.



Q2a: Which and how many vehicles are covered by (BSN) the Supplemental Phase for Vehicles with Specific Accessories?

A2a: There are approximately 3,400 Toyota Sienna vehicles covered by the supplemental Phase for Vehicle with Specific Accessories in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles
Sienna	2011	January 2010 Through November 2011	3,400
	Certain early 2012		

Q2b: How did Toyota determine which vehicles are covered by the Supplemental Phase?

A2b: In late January 2012, an Owner Notification Letter was mailed to all customers whose vehicle was covered by this Safety (Non-Compliance) Recall. The owner notification letter contained the vehicle specific Tire and Loading Information Placard ("Placard") and Owner's Manual Insert ("Insert") with instructions for the owner to install them in the vehicle.

A small number of these owners were requested to provide information regarding accessories equipped on their vehicle. Customers who filled out and returned the reply card that was supplied in the initial mailing indicating their vehicle was equipped with one or more of the "specific accessories" are covered by (BSN), the supplemental phase of this Safety (Non-Compliance) Recall.

Q2a: Are there any other Lexus, Toyota, or Scion vehicles covered?

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

Q3: What is Toyota going to do?

A3: Customers that responded that their vehicle was equipped with certain accessories will be requested to make an appointment with an authorized Toyota dealer. The dealer will verify the accessory inspection and perform the vehicle specific remedy. Due to the many combinations of models and accessories a website has been designed to help the dealer determine the appropriate vehicle specific remedy. The owner notification letters are customized by VIN to inform the customer of the available remedy(ies) for their specific vehicle. Not all vehicles will have the same remedy(ies) available. The available remedy(ies) are based upon the vehicle trim level, wheel size, and accessories which were identified on the returned reply card.

Q3a: What if a customer incorrectly filled out the reply card in the initial mailing?

A3a: The dealer will verify the accessory inspection the customer performed; if the vehicle does not have the accessories shown in the reply card, the dealer will assist the customer by installing the Tire and Loading Information Label and Owner's Manual Insert that was provided to them.

Q3b: What if the customer has lost or misplaced the Vehicle Specific Tire and Loading Information Label and/or Owner Manual Insert that was provided to them?

A3b: The dealership should reference the website found in the technical instructions; the website will provide information on how the dealer can obtain a replacement Tire and Loading Information Label and Owner's Manual Insert for the customer.

Q4: What if an owner has additional questions or concerns?

A4: 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.

**2011 through Certain Early 2012 Model Year Sienna
Tire and Loading Information Placard
SAFETY RECALL NOTICE**

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 dealers work schedule, it may 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. 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 Standard 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 <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 inconveniences this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

SAMPLE

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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.

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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 dealers work schedule, it may 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. 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 Standard Time.

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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.

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Thank you for driving a Toyota.

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 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.

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 dealers work schedule, it may 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. 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 Standard Time.

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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 Loading Information Placard will be applied to your vehicle. You will also be provided a revision for your Owner's manual.

What should you do?

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SAMPLE

UPDATE:

This chart replaces the “Vehicle Capacity Weight (Occupant + Luggage)” section of the Dimensions and weights page in the Owner’s Manual.

△ Caution – To Avoid Injury

Never exceed following updated Vehicle Capacity Weight on this insert page

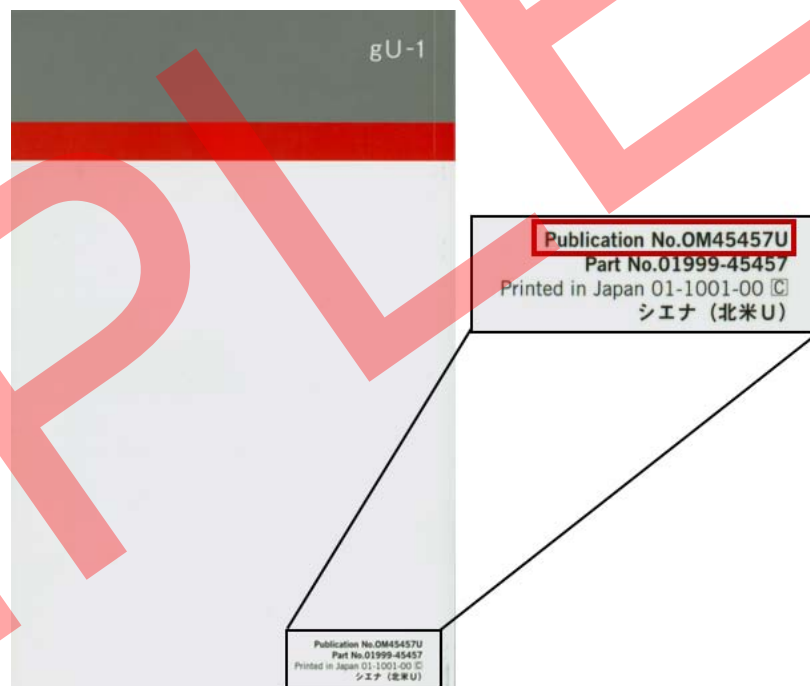
Vehicle Capacity Weight (Occupants + Luggage)	GSL30L-PFTQKA* ²	1200 lb.	(545 kg)
	GSL30L-PRTQKA* ²	1335 lb.	(605 kg)
* ² : The model code is indicated on the Certification Label			

Note: See reverse for Installation Instructions

EL-L, EL-L

Installation Instructions

- 1.) Identify the Owner’s Manual Publication Number found on the lower right corner of the back cover.



- 2.) Place the Owner’s Manual insert behind the appropriate page shown below.

Publication Number	Owner’s Manual Page
OM45457U	Page 728
OM45466U	Page 736
OM45467U	Page 784
OM45477U	Page 784
OM45478U	Page 784

UPDATE:

This chart replaces the “Vehicle Capacity Weight (Occupant + Luggage)” section of the Dimensions and weights page in the Owner’s Manual.

⚠ Caution – To Avoid Injury

Never exceed following updated Vehicle Capacity Weight on this insert page

Vehicle Capacity Weight (Occupants + Luggage)	Model Code	Weight (lb.)	Weight (kg)
	GSL30L-PRTSKA* ²	1,280 lb.	(580 kg)
	GSL30L-PFTQKA	1,145 lb.	(520 kg)
	GSL35L-PFTQKA* ²	1,115 lb.	(505 kg)

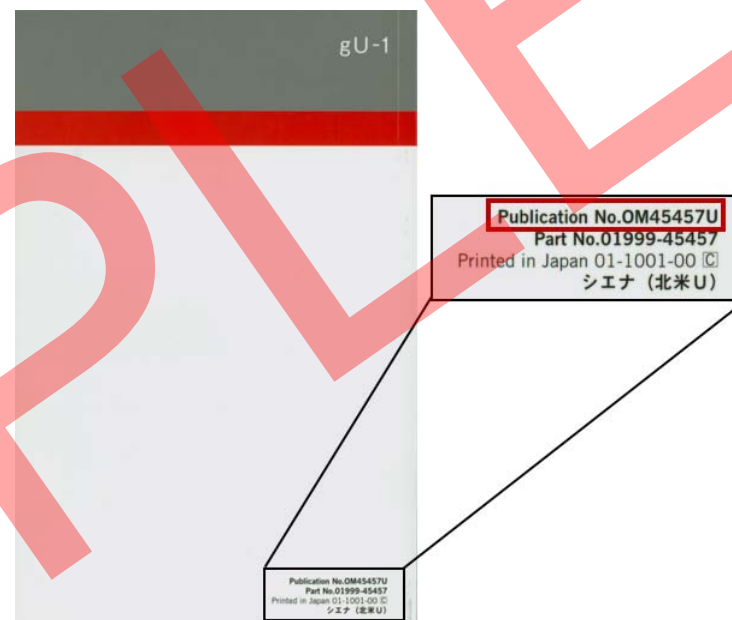
*²: The model code is indicated on the Certification Label

Note: See reverse for Installation Instructions

M or K or J

Installation Instructions

- 1.) Identify the Owner’s Manual Publication Number found on the lower right corner of the back cover.



- 2.) Place the Owner’s Manual insert behind the appropriate page shown below.

Publication Number	Owner’s Manual Page
OM45457U	Page 728
OM45466U	Page 736
OM45467U	Page 784
OM45477U	Page 784
OM45478U	Page 784

UPDATE:

This chart replaces the “Vehicle Capacity Weight (Occupant + Luggage)” section of the Dimensions and weights page in the Owner’s Manual.

⚠ Caution – To Avoid Injury

Never exceed following updated Vehicle Capacity Weight on this insert page

Vehicle Capacity Weight (Occupants + Luggage)	GSL30L-PFTQKA* ²	1310 lb. (595 kg)
	GSL30L-PRTSKA* ²	1455 lb. (660 kg)
	GSL35L-PFTQKA* ²	1335 lb. (605 kg)

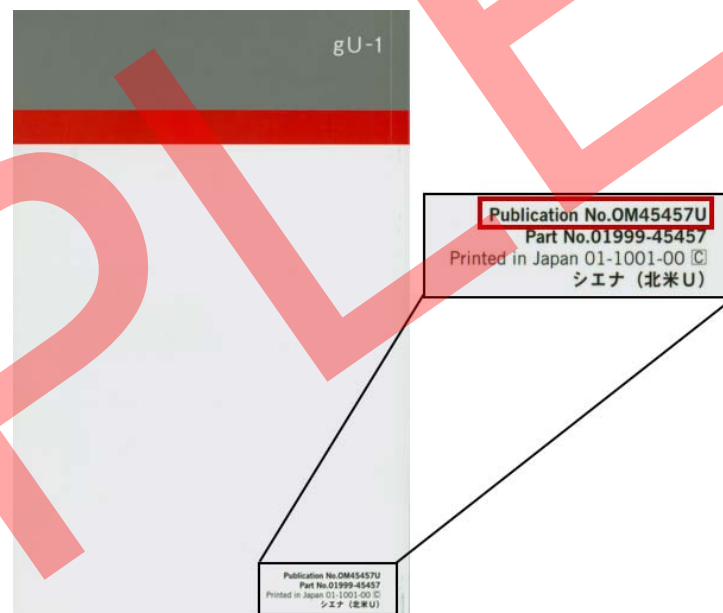
*²: The model code is indicated on the Certification Label

Note: See reverse for Installation Instructions

EL-J18, EL-K18, EL-M18

Installation Instructions

- 1.) Identify the Owner’s Manual Publication Number found on the lower right corner of the back cover.



- 2.) Place the Owner’s Manual insert behind the appropriate page shown below.

Publication Number	Owner’s Manual Page
OM45457U	Page 728
OM45466U	Page 736
OM45467U	Page 784
OM45477U	Page 784
OM45478U	Page 784

UPDATE:

This chart replaces the “18-inch tires” section of the Tires and wheels Page in the Owner’s Manual.

⚠ Caution – To Avoid Injury

Your vehicle is equipped with Extra Load Tires. When replacing them, use the appropriate Load Index rating shown below. Never exceed the updated Vehicle Capacity Weights listed in “Vehicle Capacity Weight (Occupant + Luggage)” section of the Owner’s Manual.

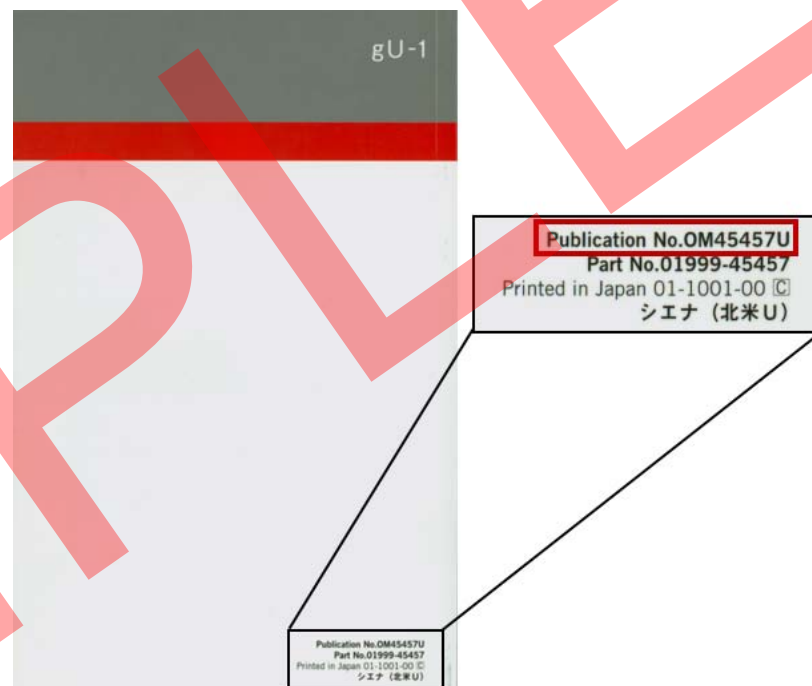
Tire Size	P235/55R18 102V T155/80R17 101M (spare)
Tire Inflation Pressure (Recommended cold tire inflation pressure)	Front: 41 psi (280 kPa, 2.8 kgf/cm ² or bar) Rear: 41 psi (280 kPa, 2.8 kgf/cm ² or bar) Spare: 60 psi (420kPa, 4.2 kgf/cm ² or bar)
Wheel size	18 x 7J, 17 x 4T (spare)
Wheel nut torque	76 ft•lbf (103 N•m, 10.5kgf•m)

Note: See reverse for Installation Instructions

EL-J18, EL-K18, EL-M18

Installation Instructions

- 1.) Identify the Owner’s Manual Publication Number found on the lower right corner of the back cover.



- 2.) Place the Owner’s Manual insert behind the appropriate page shown below.

Publication Number	Owner’s Manual Page
OM45457U	Page 736
OM45466U	Page 744 or 745
OM45467U	Page 794
OM45477U	Page 794
OM45478U	Page 794

Complementary Road Side Assistance

As part of the **Tire and Load Information Placard Safety (Non-Compliance) Recall** on certain 2011 and 2012 MY Sienna's, Toyota has provided 3 years of complementary road side assistance for your vehicle with unlimited mileage from the date the safety (Non Compliance) Recall was completed. (VIN # _____)

Note:

- This 3 year complementary road side assistance package is supplemental to the Toyota Care Complementary Maintenance program (if you were eligible at the time of purchase).
- This complementary program provides Road Side Assistance only and does not include maintenance.
- Primary coverage is within the continental US. However, at the service provider's discretion, limited coverage/services may be extended into Canada and Mexico.
- Complementary coverage is only extended to customers whose VIN's have been registered with the service provider as having had the following remedy performed:
 - OE 18" inch Run Flat Tires replaced with 18"Extra Load Tires.

To receive Road Side Assistance call 1-800-444-4195

Note: When calling for roadside assistance, to expedite service, please have the following information available:

- Vehicle Identification Number (VIN)
- Vehicle year, make, and model
- Location of the vehicle
- Nature of disablement

Complementary Road Side Assistance

Your Complementary Roadside Assistance includes the following:

Flat Tire Service: A service provider will come to vehicle location and tow the vehicle to the nearest repair facility (if within 25 miles of the breakdown) or to the closest Toyota dealer regardless of mileage.

Emergency Fluid Delivery: A service provider will deliver necessary emergency fluids needed to get the vehicle to a service facility, i.e. gas, oil, water

Dead Battery Jump-Starts: A service provider will come to the vehicle location to jump-start the vehicle if it has a dead battery.

Lockout Service: A service provider will come to vehicle location to unlock the doors of the vehicle or provide assistance if the key is lost or broken.

Towing: A service provider will tow the vehicle to the closest Toyota dealer regardless of mileage. Customer has the option to be towed to the closest repair facility (Non-Toyota Dealer) if within 25 miles of the breakdown.

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.

TECHNICAL INSTRUCTIONS

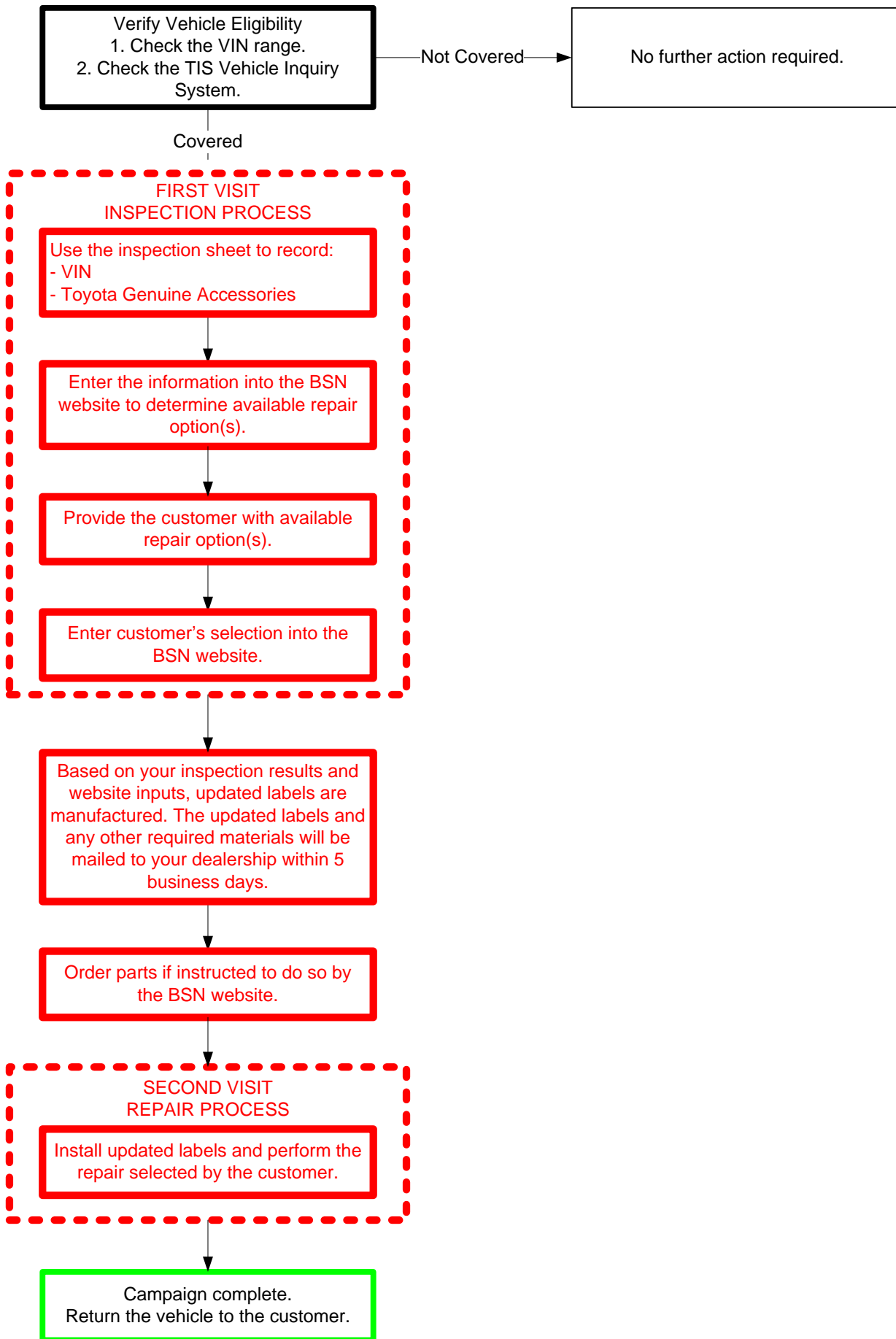
FOR

**SAFETY (NON-COMPLIANCE) RECALL CAMPAIGN BSN
SUPPLEMENTAL PHASE FOR VEHICLES WITH SPECIFIC ACCESSORIES**

TIRE AND LOADING INFORMATION PLACARD

2011 – CERTAIN 2012 MODEL YEAR SIENNA

I. OPERATION FLOW CHART



II. IDENTIFICATION OF COVERED VEHICLES

A. COVERED VIN RANGE

WMI	Year	VIN Range	
		VDS	Range
5TD	2011	DK3DC	S001067 - S030160
5TD	2011	JK3DC	S001069 - S030140
5TD	2011	KA3DC	S001016 - S009344
5TD	2011	KK3DC	S001254 - S176126
5TD	2011	XK3DC	S025859 - S176097
5TD	2011	YK3DC	S001250 - S176123
5TD	2011	ZK3DC	S001251 - S176057
5TD	2012	DK3DC	S029648 - S034906
5TD	2012	JK3DC	S029741 - S034895
5TD	2012	KA3DC	S009295 - S010656
5TD	2012	KK3DC	S173306 - S204460
5TD	2012	XK3DC	S173831 - S204365
5TD	2012	YK3DC	S173824 - S204424
5TD	2012	ZK3DC	S173309 - S204452

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety (Non-Compliance) Recall Campaign, 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 covered or were completed by another dealer.

III. PREPARATION

A. PARTS

- Not all vehicles will require parts replacement. **ONLY** order the appropriate parts as indicated by the BSN website if the repair selected by the customer requires parts.
- An updated Certification Label, Tire and Loading Information Placard, owner's manual insert, and other supplies and materials based on your inputs to the BSN website will be mailed to your dealership.

A. TOOLS, SUPPLIES & EQUIPMENT

- Standard hand tools
- Shop cloth
- 3M General Purpose Adhesive Cleaner (P/N 08984) or equivalent

IV. BACKGROUND

The Tire and Loading Information Placard (located on the B-Pillar) 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.

V. INSPECTION PROCESS



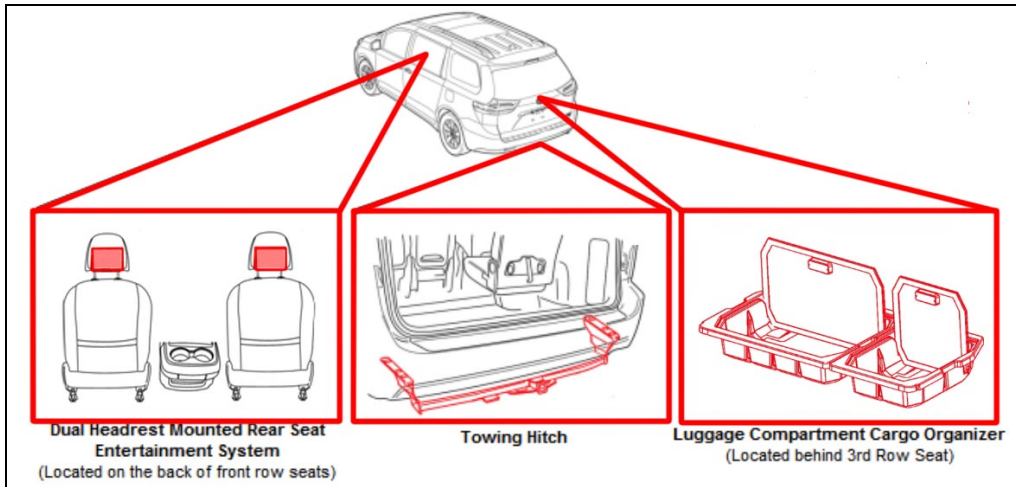
Fill in this inspection sheet then use the BSN website to determine the available repair options for the customer. <http://tmsbsn-lookup.imagespm.info/> (Default password: xxxxx)

1. INSPECT THE VEHICLE

- Record the VIN _____
- Confirm the vehicle is equipped with OEM wheels.

NOTE: If the wheels are *NOT* OEM email quality_compliance@toyota.com for assistance.

2. RECORD THE ACCESSORIES INSTALLED ON THE VEHICLE



Accessories

- Tow Hitch
- Cargo Organizer
- Headrest Mounted Rear Seat Entertainment

NOTE: Subject to this inspection are Toyota Genuine Accessories *ONLY*.

3. INPUT THE INSPECTION RESULTS TO THE BSN WEBSITE

- The website will use your inputs to determine which repair options are available to the customer.
- Provide the options to the customer, then input the customer's selection on the BSN website.
- The website will then direct you to the appropriate sections in the technical instructions to complete the repair.



- The website will only save the last entry per VIN, if you have made the selections correctly *DO NOT* change them, if you have made the selections incorrectly change them to the correct selections.
- Not all repair options are available for every vehicle, only offer the customer the options provided by the website and only perform the repair selected by the customer.
- If there are concerns regarding this inspection process email quality_compliance@toyota.com for assistance.

4. RECORD THE REPAIR OPTION SELECTED

- | | | |
|--|--|---|
| <input type="checkbox"/> REPAIR 1528LN | <input type="checkbox"/> REPAIR 1528LR | <input type="checkbox"/> REPAIR 1528LS |
| <input type="checkbox"/> REPAIR 1528LJ/1528LP/1528LW | <input type="checkbox"/> REPAIR 1528LT | <input type="checkbox"/> REPAIR 1528LZF |
| <input type="checkbox"/> REPAIR 1528LM | | |

NOTE: Keep this inspection sheet to reference when the customer returns for their repair.

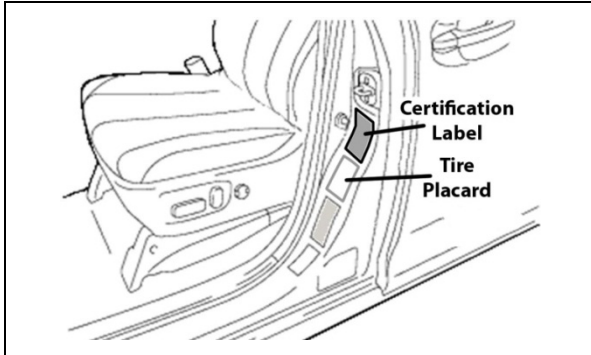
VI. UPDATED LABELS / OWNER'S MANUAL INSERT INSTALLATION

1. INSTALL THE UPDATED OWNER'S MANUAL INSERT

- a) Follow the installation instructions on the back of the insert.

NOTE:

- Based on your inspection results and BSN website inputs this insert is manufactured then mailed to your dealership.
- This insert is VIN specific and **MUST** be installed on the vehicle for which the inspection was performed.



2. INSTALL THE UPDATED TIRE AND LOADING INFORMATION PLACARD

- a) Clean the original placard with a clean, dry cloth.
- b) Apply the updated placard on top of the original placard.

NOTE:

- Based on your inspection results and BSN website inputs this label is manufactured then mailed to your dealership.
- This label is VIN specific and **MUST** be installed on the vehicle for which the inspection was performed.



NOT EVERY vehicle requires certification label replacement, **ONLY** perform these steps if instructed to do so by the BSN website. This is based on the repair option that was selected.

3. REMOVE THE ORIGINAL CERTIFICATION LABEL

- a) Heat the original certification label evenly using a heat gun.

NOTE:

- It will take approximately 1 to 2 minutes, depending on the type of heat gun being used, to heat the label sufficiently.
- Avoid heating the courtesy switch.



The old label **MUST** be removed and the updated label **MUST** be affixed directly to the body panel, placing the updated label on top of the old label **IS NOT** acceptable.

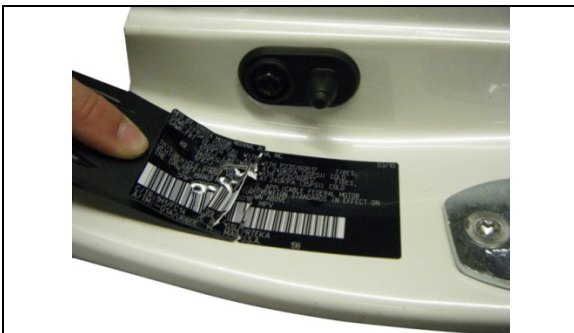
- b) While continuing to apply heat, peel the label using the provided scraper.

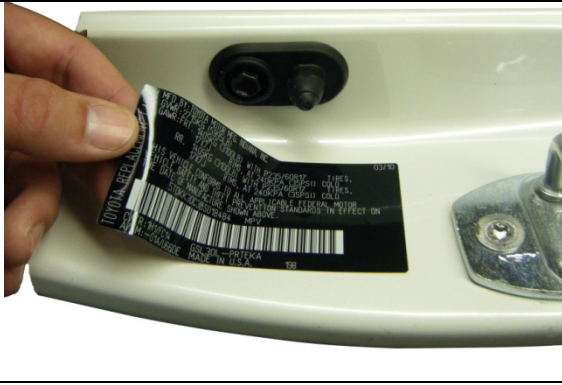
NOTE:

- **DO NOT** use any type of metal scraper to remove the label.
- If the label does not come off in 2 or 3 large pieces, the label may not be heated up enough.

- c) Clean the panel to remove all adhesive residue using '3M General Purpose Adhesive Remover', or equivalent.

NOTE: If the adhesive residue is not completely removed, the updated label may not adhere properly.





4. INSTALL THE UPDATED CERTIFICATION LABEL

- a) Place the updated certification label on the panel in the same location as the old label.

NOTE: Confirm there are no bubbles or creases when installing the updated label.



The old label **MUST** be removed, the updated label **MUST** be affixed directly to the body panel, placing the updated label on top of the old label **IS NOT** acceptable.

VII. REPAIR 1528LN

1. INSTALL 4 NEW EXTRA LOAD TIRES

- a) Install Goodyear Eagle RSA tires.
- b) Initialize the tire pressure warning system.

NOTE:

- For details on initialization procedure, refer to the repair manual on TIS. [Initialization Procedure](#)
- Failure to initialize the TPWS may result in the tire warning light illuminating incorrectly.
- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.

VIII. REPAIR 1528LR

1. INSTALL 4 NEW 18" WHEELS AND EXTRA LOAD TIRES

- a) Install new 18" wheels and Goodyear Eagle RSA tires.
- b) Initialize the tire pressure warning system.

NOTE:

- For details on initialization procedure, refer to the repair manual on TIS. [Initialization Procedure](#)
- Failure to initialize the TPWS may result in the tire warning light illuminating incorrectly.
- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.
- Reimburse the customer the cost difference of the wheels. Refer to the Warranty Reimbursement Procedures in the dealer letter for details.

IX. REPAIR 1528LS

1. INSTALL 4 NEW 18" EXTRA LOAD TIRES

- a) Install Goodyear Eagle RSA tires.
- b) Initialize the tire pressure warning system.

2. PROVIDE COMPLIMENTARY ROAD SIDE ASSISTANCE DOCUMENTATION TO CUSTOMER

NOTE:

- For details on initialization procedure, refer to the repair manual on TIS. [Initialization Procedure](#)
- Failure to initialize the TPWS may result in the tire warning light illuminating incorrectly.
- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.

X. REPAIR 1528LJ/1528LP/1528LW

1. REMOVE THE TOW HITCH

- a) Refer to the Tow Hitch removal instructions available on TIS.
[Tow Hitch Removal](#)
- b) Recalculate the weight of the accessories installed on the vehicle by subtracting the weight which was removed from the load carrying capacity addendum label located on the B-Pillar.
 - Towing Hitch: 48.2 lbs
 - Wiring Harness: 2.5 lbs
 - Ball Mount: 8.3 lbs
 - Total Reduction: 59.0 lbs
- c) Overlay an updated label over the label that was previously installed.

NOTE:

- Several parts must be replaced when removing the tow hitch, refer to the tow hitch removal instructions for details.
- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.
- Addendum labels can be ordered through the Material Distribution Center, P/N: 01007-FMVSS.
- Reimburse the customer the cost of the accessory. Refer to the Warranty Reimbursement Procedures in the dealer letter for details.

XI. REPAIR 1528LT

1. REMOVE THE TOW HITCH

- a) Refer to the Tow Hitch removal instructions available on TIS.
[Tow Hitch Removal](#)

NOTE: Several parts must be replaced when removing the tow hitch, refer to the tow hitch removal instructions for details.

2. REMOVE THE LUGGAGE COMPARTMENT CARGO ORGANIZER

- a) Remove both cargo organizer bins from the vehicle.

3. RECALCULATE ACCESSORY WEIGHTS

- a) Recalculate the weight of the accessories installed on the vehicle by subtracting the weight which was removed from the load carrying capacity addendum label located on the B-Pillar.
 - Cargo Organizer: 17.2 lbs
 - Towing Hitch: 48.2 lbs
 - Wiring Harness: 2.5 lbs
 - Ball Mount: 8.3 lbs
 - Total Reduction: 76.2 lbs
- b) Overlay an updated label over the label that was previously installed.

NOTE:

- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.
- Addendum labels can be ordered through the Material Distribution Center, P/N: 01007-FMVSS.
- Reimburse the customer the cost of the accessories. Refer to the Warranty Reimbursement Procedures in the dealer letter for details.

XII. REPAIR 1528LZ

1. REMOVE THE LUGGAGE COMPARTMENT CARGO ORGANIZER

- a) Remove both cargo organizer bins from the vehicle.
- b) Recalculate the weight of the accessories installed on the vehicle by subtracting the weight which was removed from the load carrying capacity addendum label located on the B-Pillar.
 - Cargo Organizer: 17.2 lbs
- c) Overlay an updated label over the label that was previously installed.

NOTE:

- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.
- Addendum labels can be ordered through the Material Distribution Center, P/N: 01007-FMVSS.
- Reimburse the customer the cost of the accessory. Refer to the Warranty Reimbursement Procedures in the dealer letter for details.

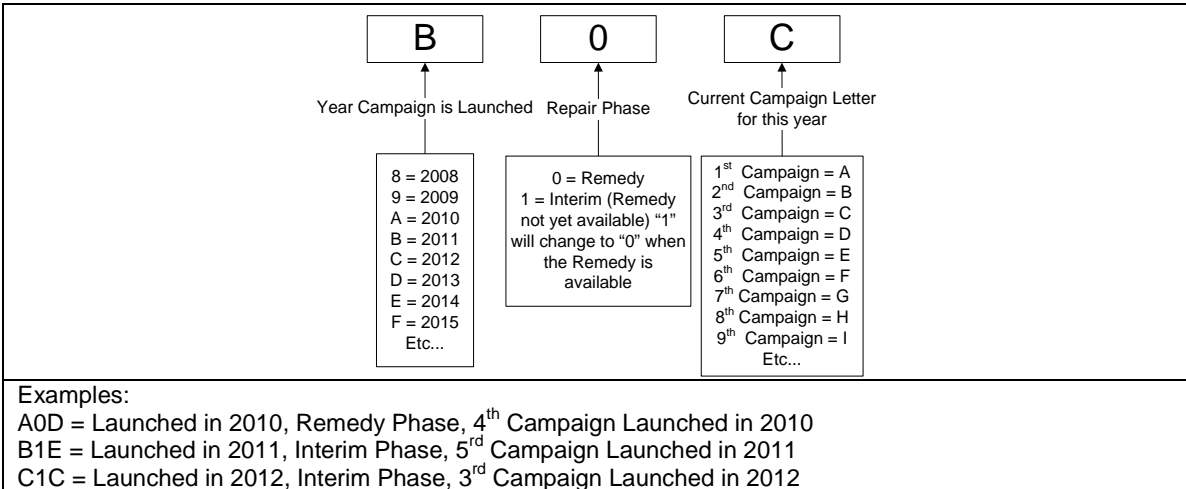
◀ VERIFY REPAIR QUALITY ▶

- Confirm **ALL** inspection steps are followed before performing the remedy
- Confirm the applicable remedy options are provided to the customer
- Confirm the original certification label is completely removed before applying the updated label
- Confirm the owner's manual insert is inserted in the owner's manual in the correct location

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

XIII. 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 / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
June 20, 2013
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

**Safety (Non-Compliance) Recall BSN – *Supplemental Phase for Vehicles with Specific Accessories*
2011 and certain early 2012 Model Year Sienna Vehicles
Tire and Loading Information Placard (Placard)**

As communicated in January, 2012, a number of owners whose vehicles are covered by Safety Recall B0N were requested to provide information regarding accessories equipped on their vehicle. Toyota has completed the remedy for these specific vehicles and will begin notifying these vehicle owners. For campaign administrative purposes, these vehicles will be removed from B0N and assigned a separate campaign number BSN.

Toyota has completed remedy preparations and will begin to notify owners in Late June, 2013.

- 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 FAQ 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 1-800-270-9371.
- 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 Cindy Knight (310) 468-2170, 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.)



**Safety (Non-Compliance) Recall BSN - Supplemental Phase for Vehicles with Specific Accessories 2011 and Certain Early 2012 Model Year Sienna Vehicles
Tire and Loading Information Placard (Label) FAQ**

Customer Frequently Asked Questions
Published Mid-June, 2013

Background

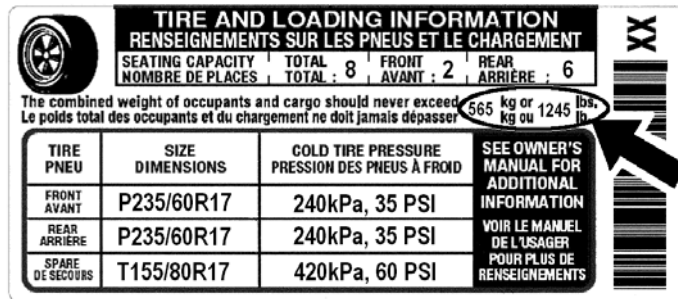
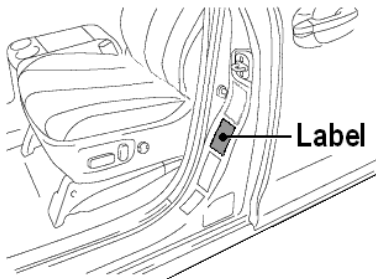
As communicated in January, 2012, a number of owners whose vehicles are covered by Safety Recall B0N were requested to provide information regarding accessories equipped on their vehicle. For campaign administrative purposes, these vehicles will be removed from B0N and assigned a separate campaign number BSN.

Q1: What is the condition?

A1: 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.

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.



Q2a: Which and how many vehicles are covered by (BSN) the Supplemental Phase for Vehicles with Specific Accessories?

A2a: There are approximately 3,400 Toyota Sienna vehicles covered by the supplemental Phase for Vehicle with Specific Accessories in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles
Sienna	2011	January 2010 Through November 2011	3,400
	Certain early 2012		

Q2b: How did Toyota determine which vehicles are covered by the Supplemental Phase?

A2b: In late January 2012, an Owner Notification Letter was mailed to all customers whose vehicle was covered by this Safety (Non-Compliance) Recall. The owner notification letter contained the vehicle specific Tire and Loading Information Placard ("Placard") and Owner's Manual Insert ("Insert") with instructions for the owner to install them in the vehicle.

A small number of these owners were requested to provide information regarding accessories equipped on their vehicle. Customers who filled out and returned the reply card that was supplied in the initial mailing indicating their vehicle was equipped with one or more of the "specific accessories" are covered by (BSN), the supplemental phase of this Safety (Non-Compliance) Recall.

Q2a: Are there any other Lexus, Toyota, or Scion vehicles covered?

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

Q3: What is Toyota going to do?

A3: Customers that responded that their vehicle was equipped with certain accessories will be requested to make an appointment with an authorized Toyota dealer. The dealer will verify the accessory inspection and perform the vehicle specific remedy. Due to the many combinations of models and accessories a website has been designed to help the dealer determine the appropriate vehicle specific remedy. The owner notification letters are customized by VIN to inform the customer of the available remedy(ies) for their specific vehicle. Not all vehicles will have the same remedy(ies) available. The available remedy(ies) are based upon the vehicle trim level, wheel size, and accessories which were identified on the returned reply card.

Q3a: What if a customer incorrectly filled out the reply card in the initial mailing?

A3a: The dealer will verify the accessory inspection the customer performed; if the vehicle does not have the accessories shown in the reply card, the dealer will assist the customer by installing the Tire and Loading Information Label and Owner's Manual Insert that was provided to them.

Q3b: What if the customer has lost or misplaced the Vehicle Specific Tire and Loading Information Label and/or Owner Manual Insert that was provided to them?

A3b: The dealership should reference the website found in the technical instructions; the website will provide information on how the dealer can obtain a replacement Tire and Loading Information Label and Owner's Manual Insert for the customer.

Q4: What if an owner has additional questions or concerns?

A4: 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.