

TMS-NTC-14164
August 4, 2014

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

Re: Toyota Safety Recall 14V-273 Owner Notification Letter (Interim)

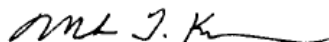
To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 14V-273 on the following Toyota vehicles:

- Certain 2004 through 2010 Toyota Sienna (2WD) vehicles Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
- Certain 2011 Toyota Sienna (2WD) vehicles Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States

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

Sincerely,



Mark T. Kubota
Quality Compliance Assistant Manager

Attachments:

- Toyota 14V-273 (E0S) Owner Notification Letter (Interim)



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

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

**Certain 2004 through 2010 Toyota Sienna (2WD) vehicles
Originally Sold In and/or Currently Registered In Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Cable
REVISED REMEDY UNDER DEVELOPMENT
SAFETY RECALL NOTICE (Interim Notice)**

This notice applies to your vehicle: VIN ABCDEFGH987654321

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 **2004 through 2010** Model Year Sienna (2WD) vehicles equipped with a Spare Tire.

Toyota previously initiated a Safety Recall on these vehicles (Safety Recall #A9E). We have discovered that the original remedy procedure may not have been adequate. This new Safety Recall (#E1S) supersedes A9E.

Toyota is preparing parts for this recall. We will notify you again when the remedy is available for you.

EVEN IF YOU HAVE HAD THE PREVIOUS RECALL COMPLETED, YOU WILL NEED TO RETURN YOUR VEHICLE TO A TOYOTA DEALER FOR THE NEW RECALL REPAIR WHEN IT BECOMES AVAILABLE. IF YOU DID NOT HAVE THE PREVIOUS RECALL COMPLETED, OR ARE NOT SURE, WE WILL NOTIFY YOU AGAIN WHEN YOU CAN BRING YOUR VEHICLE TO A TOYOTA DEALER TO HAVE THE RECALL REPAIR COMPLETED.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

What is the condition?

On certain 2004 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may occur on the end of the spare tire carrier cable. If the corrosion becomes severe, the spare tire stowed under the floor could separate from the spare tire carrier and become a road hazard, increasing the risk of a crash.

What will Toyota do?

Toyota is in the process of developing the remedy. In the interim, Toyota will provide the following temporary solution at **NO CHARGE** to you:

- An inspection of the Spare Tire Carrier Cable and, if necessary, removal of the spare tire and securing it in the luggage compartment.
- Roadside Assistance for any tire changing and/or towing services due to tire issues.

You will be notified as soon as a remedy is available.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to relocate the spare tire as soon as possible. The relocation of the spare tire 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.

Prior to taking your vehicle in for your appointment, please remove all personal belongings from the cargo area of your Sienna.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

We request that you present this notice to the dealer 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 the temporary solution. 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., or 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 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, 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.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

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.



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19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

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