

**Certain 2015 Model Year Sienna
Equipped with a Non-Toyota Rear Seat Entertainment Package**

IMPORTANT SAFETY RECALL
This notice applies to your vehicle: [VIN]

MR. SAMPLE A. SAMPLE
12345 SAMPLE STREET
ANYPLACE, USA 77551-1212

Dear Toyota Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Gulf States Toyota, Inc. (GST) has decided that a potential defect exists as a result of the process followed during GST's installation of a Non-Toyota Rear Seat Entertainment Package on certain model year 2015 Sienna vehicles.

You received this notice because our records indicated that you are the current owner of a 2015 Toyota Sienna that is equipped with this package.

What is the Condition?

GST installed a non-Toyota Rear Seat Entertainment Package on certain model year 2015 Toyota Sienna vehicles. The front pillar garnish clip was removed and reused during the installation of the package rather than replaced. If the garnish clip was reused and damaged during the installation of the package, there is a potential for the clip to become detached during a curtain shield airbag deployment and cause injury to an occupant.

What will GST do?

Your local Toyota dealer will replace the front pillar garnish clip at no cost to you.

What should you do?

If you are in Texas, Louisiana, Oklahoma, Arkansas or Mississippi, contact any authorized Toyota dealer to schedule an appointment to have the remedy performed. If you are outside these five states, please contact the GST Customer Assistance Center toll free at 1-800-444-1074. GST will ship the new part to your preferred local Toyota dealer and the dealer will call you to schedule an appointment for installation. Please note that an appointment will be necessary to confirm part availability. The time to perform this service is 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.

What if you have other questions?

If you have any questions please contact your local Toyota Dealer or the GST Customer Assistance Center at 1-800-444-1074.

If you believe the dealer or GST has failed or is unable to remedy the defect within a reasonable amount of time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We sincerely regret any inconvenience this safety recall may cause you.

Thank you for driving a Toyota.

Sincerely,

Gulf States Toyota, Inc.