



**TOYOTA**

Toyota Motor Sales, U.S.A., Inc. 6565 Headquarters Drive Plano, TX 75024

<postal info scq.>  
<business name>  
<addr\_1>  
<addr\_2>  
<city>, <state> <zip>  
IMB

<Date><Year>

Dear Business Owner:

At Toyota, safety is a top priority. With that in mind, we want to provide safe and reliable vehicles for your business and its employees.

Our records indicate that the following **IMPORTANT SAFETY RECALL(S)** have not been completed on <XXX> of your Toyota vehicle(s) you are currently using for your business.

<Campaign code><Year><Model><VIN>, <Campaign code><Year><Model><VIN>

To avoid injury to you or one of your employees, we highly recommend that you make an appointment to bring the affected vehicles to an authorized Toyota dealer as soon as possible. The Toyota dealer will remedy any open recalls on your vehicle(s) FREE OF CHARGE. Please:

- **Contact any authorized dealer to make an appointment, or**
- **Visit your local dealer at your convenience.**

**The sooner you do so, the safer you and your employees will be.**

The repair(s) should take approximately 1 to 2 hours per vehicle to complete. However, depending on the number of recalls and the dealer's work schedule, it may be necessary to make your vehicle(s) available for a longer period of time.

**This is Not a Sales Opportunity for Us or Our Dealers. This is about an IMPORTANT SAFETY RECALL.**

**Contact Any Authorized Toyota Dealer to Schedule Your FREE OF CHARGE Recall Repair Today!**

The attached list can help a dealer schedule repair appointments for your vehicles. If you have any questions, or would like help locating an authorized Toyota dealer, call the Toyota Customer Experience Center at:

**1-800-XXX-XXXX**

Monday-Friday, 7 a.m. to 7 p.m. CT, Saturday, 7 a.m. to 4:30 p.m. CT

**IMPORTANT SAFETY RECALL(S)**

**Your Business Has <XXX> Vehicle(s)  
that are Affected by Toyota's  
Open Recall(s).**

**CALL 1-800-XXX-XXXX TO SCHEDULE  
YOUR FREE OF CHARGE RECALL REPAIR.**



<postal info scq.>  
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IMB

<Date><Year>

Estimado propietario de negocio:

Para Toyota, la seguridad es una prioridad absoluta. Por eso, queremos proporcionarle vehículos seguros y confiables para su negocio y sus empleados.

Según nuestros registros, al <XXX>, no se han realizado los siguientes **RETIROS DE SEGURIDAD IMPORTANTES** de el/los vehículo(s) Toyota que usa actualmente para su negocio.

<Campaign code><Year><Model><VIN>, <Campaign code><Year><Model><VIN>

Para evitar que usted o sus empleados sufran lesiones, le recomendamos especialmente que haga una cita para llevar los vehículos afectados a un concesionario Toyota autorizado lo antes posible. El concesionario Toyota se encargará de realizar cualquier retiro de seguridad pendiente relacionado con su(s) vehículo(s) SIN CARGO. Por favor:

- **Ponerse en contacto con su concesionario autorizado para programar una cita, o**
- **Visite un concesionario local de su preferencia.**

**Cuanto antes lo haga, más seguros estarán usted y sus empleados.**

Las reparaciones llevarán aproximadamente entre 1 y 2 horas por cada vehículo. Sin embargo, dependiendo de la cantidad de retiros de seguridad y del horario de trabajo del concesionario, es posible que necesiten su vehículo por más tiempo.

**Esta no es una oportunidad de venta para nosotros ni para nuestros concesionarios. Este es un RETIRO DE SEGURIDAD IMPORTANTE.**

**Comuníquese con cualquier concesionario autorizado Toyota para programar su reparación de retiro de seguridad SIN CARGO hoy mismo.** La lista adjunta puede serle útil a un concesionario para programar las citas de reparación de sus vehículos. Si tiene preguntas o si necesita ayuda para localizar un concesionario autorizado Toyota, llame al Centro de Experiencia del Cliente de Toyota al:

**1-800-XXX-XXXX**

De lunes a viernes, de 7:00 a.m. a 7:00 p.m. y los sábados de 7:00 a.m. a 4:30 p.m., hora central.

## **IMPORTANTE(S) RETIRO(S) DE SEGURIDAD**

**Su negocio tiene <XXX> vehículo(s) afectado(s) por retiro(s) de seguridad pendiente(s) de Toyota.**

**LLAME AL 1-800-XXX-XXXX PARA PROGRAMAR LA REPARACIÓN DE ESTE RETIRO SIN CARGO PARA USTED.**



Listed below are additional details of each of the recall(s) possibly affecting your vehicle(s).



## Recall COM

### POWER WINDOW MASTER SWITCH RECALL DETAILS

The Power Window Master Switch assembly (PWMS assembly) which controls the driver and passenger windows is located in the driver's door. These switches may have been manufactured with insufficient lubricant grease. If sufficient grease is not applied, under certain conditions the switch may develop a short circuit that can cause the switch assembly to overheat and melt. A melting switch can produce smoke and potentially lead to a fire.

## Recall EOL

### FRONT SEAT RAIL RECALL DETAILS

In the seat rail of the driver and front passenger seats of the subject vehicles, the springs used for the mechanism which locks the seat rail in its adjusting positions could break. This can happen if the seat is adjusted forward and/or rearward with high frequency. If a seat rail spring breaks, the seat may not lock into the adjusted position. If the vehicle is operated with a broken seat rail spring, the seat could move in the event of a crash, increasing the risk of injury to the occupant.

## Recall EOM

### DEACTIVATED AIRBAG RECALL DETAILS

The steering column assembly in the involved vehicles contains a spiral cable assembly with electrical connections to the driver's airbag module that could become damaged when the steering wheel is turned. If this occurs, the airbag warning lamp will illuminate. In addition, the driver's airbag could become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver in certain types of crashes. The SRS Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it goes off after a few seconds. If the airbag warning does not illuminate during the check period, or illuminates or remains illuminated after the few second check period, please contact your local authorized Toyota dealer for diagnosis and appropriate repair.

## Recall EOS

### SPARE TIRE RECALL DETAILS

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. Any authorized Toyota dealer will inspect and, if necessary, replace the entire Spare Tire Carrier with an improved one.

\*Severe Cold Climate States – CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

## Recall FOS

### WINDSHIELD WIPER RECALL DETAILS

In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

## Recall GOF

### REAR LAP-SHOULDER SEATBELT RECALL DETAILS

The subject vehicles are equipped with lap-shoulder seatbelts in both second-row outboard seats. There is a possibility that, in the event of a frontal crash, the lap belt webbing could contact a portion of the metal seat cushion frame, become cut, and separate. If this occurs, the seatbelt may not properly restrain the occupant, which could increase the risk of injury.