



Consumer Safety Recall Notice 25V-062

TO: All Vantage Mobility Dealers

Certain Toyota Sienna Rear Entry minivans modified by Vantage Mobility (VM) that were manufactured between 12/18/2023 and 12/4/2024 are being voluntarily recalled by VM in NHTSA Recall Number 25V-062.

Owners will be notified by mail about the recall and will be instructed to contact their local VM dealer for an appointment to remedy the issue at no cost to owners. Owners will begin receiving notices by 2/25/2025.

For dealers with inventory, please contact VM at Recall@vantagemobility.com or at (800) 488-9082. When calling, please state that you are responding to this voluntary recall letter, provide the VIN numbers of the vehicles in stock, and request that VM ship a trailing arm mount upgrade kit for the vehicles on the recall list. Your regional account manager will contact dealers regarding VIN numbers that may be impacted by this recall.

If you no longer own the vehicle, please call VM at (800) 488-9082 and provide the new owner's contact information to ensure proper and timely notification.

Prior to starting the upgrade kit, dealers will be required to perform a visual inspection of the trailing arm mounts following the work instructions provided. The dealer will correct the issue by installing a bolt-on upgrade kit that has been tested and approved by VM. The remedy includes a 4-wheel alignment. After the alignment, the vehicle will be test driven and returned to the customer. All required materials and labor costs will be covered by VM. The estimated time to complete this repair will be approximately 3 hours plus vehicle alignment. Kits are available and will be shipped by VIN number.

Important: In the rare occurrence that a failed weld is identified during the visual inspection, dealers must stop all work and contact VM at (800) 488-9082. Dealers will be required to provide the necessary information and photos as outlined in the work instructions. If VM determines that the trailing arm mount welds have cracked or fatigued, the vehicle must be returned to a VM-designated facility for a welded-on kit installation. VM will coordinate all aspects of the vehicle's return and repair process. Ensuring each vehicle is repaired to the highest standards is our top priority to maintain the safety, reliability, and confidence of our customers.

The potential issue is with the left and right-side rear axle trailing arm mounts. It has been found that under certain conditions, such as aggressive maneuvering or extreme driving, the trailing arm mounts may be prone to cracking and fatigue, and could eventually separate. While this is not guaranteed to occur, if a mount were to separate during such driving conditions, there is a possibility of experiencing a loss of control, which may increase the risk of a crash. This situation could include the potential for injury, death, or damage to property.

We would like to remind all dealers and distributors that it is unlawful under federal law to ship, sell, or lease any 2023-2024 Toyota Sienna Rear Entry minivans covered by this recall until the necessary recall procedures have been completed. Any violation of this law could result in substantial civil penalties. Please ensure that all affected vehicles are addressed in accordance with this recall before proceeding with any transactions.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact VM at Recall@vantagemobility.com or at (800) 488-9082.

Sincerely,

Chris Sack
Compliance Manager
Vantage Mobility