

◀ IMPORTANT UPDATE ▶

The attached Dealer packet has been updated. Refer to the details below.

DATE	TOPIC
2/21/2025	Procedure for closing campaign on mobility converted Sienna

*The most recent update in the attached Dealer packet will be highlighted with a **red box**.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



SAFETY RECALL 25TA05 (Remedy Notice)

Certain 2021 – 2025 Model Year Sienna HV
 Third Row Seat Back Performance
 NHTSA Recall No.25V086

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
Refer to Dealer Inventory Procedures section for more details.

On February 13,2025 Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2021 - 2025 model year Sienna HV vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2021 - 2025 Sienna HV	Mid-October 2020 – Late January 2025	168,000	433

Condition

The bolts connecting the split 60/40 third-row seat backs to the recliner assemblies may not have been tightened to specification, causing the subject vehicles to not meet certain safety standards. A seat back in this condition may not perform as intended, leading to an increased risk of injury to a seated occupant.

Remedy

Toyota dealers will tighten these bolts on the third-row seat assemblies to proper specification, **FREE OF CHARGE**.

Owner Notification

Mail

Toyota will notify owners by mid-April 2025.

Head Unit Notification

Vehicle Head unit notifications will begin in early March 2025.

Tech Requirements TCC200C - Torque application
Inspection/Repair Time Repair: 0.6
Parts Control at Launch N/A
Parts Replacement Rate N/A
Owner Notification Date Mail – Mid- April 2025 HUM – Early March 2025
Salvage Title Eligible Yes

Original Publication Date: February 13, 2025

Toyota App

Vehicles involved in this Safety Recall will be visible in the Toyota App at time of announcement.

Customer Contacts

Customers may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A FAQ is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Media Contacts

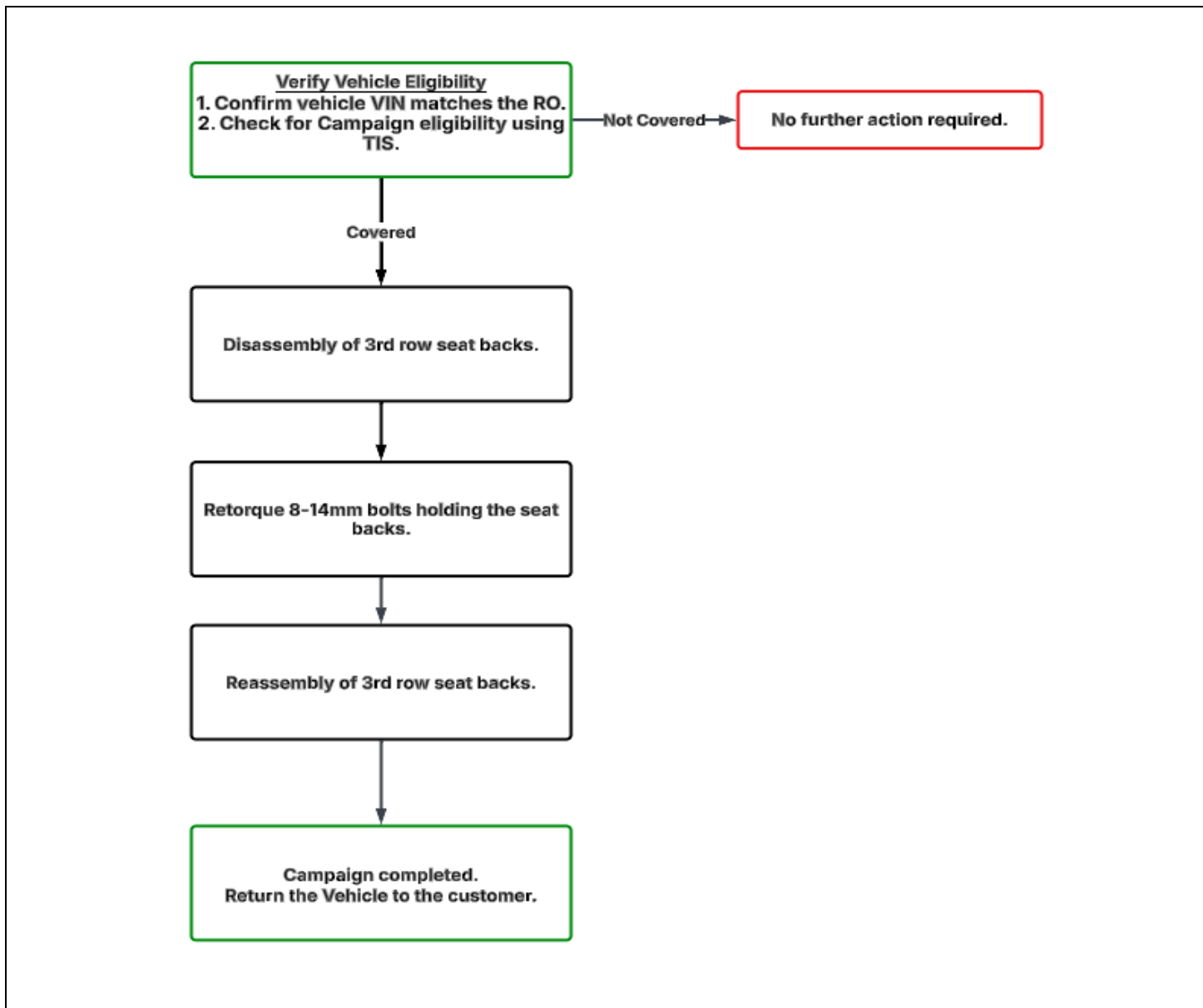
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to pressroom.toyota.com.

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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25TA05R1	Retorque third row seat back bolts	0.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare instance that a vehicle arrives with a mobility conversion that has removed the 3rd row seat, please email the VIN and a picture showing the 3rd row seat is no longer present to quality_compliance@toyota.com. Toyota will close out these vehicles.

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently have completed the following course:

- TCC200C - Torque application

Sales Department

New Vehicles in Dealership Inventory

There are approximately 433 vehicles in new dealer inventory as of February 11, 2025



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements within 30 days of remedy launch. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*

- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (Non SET and GST dealers: <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns. [Policy for TCUV, Pre-Owned Vehicles and Rent a Toyota](#)

Frequently Asked Questions

Q1: *What is the condition?*

A1: The bolts connecting the split 60/40 third-row seat backs to the recliner assemblies may not have been tightened to specification, causing the subject vehicles to not meet certain safety standards. A seat back in this condition may not perform as intended, leading to an increased risk of injury to a seated occupant.

A1a: *Are there any warnings that this condition exists?*

Owners may notice a rattle-type noise from the third-row seats.

Q2: *What is Toyota going to do?*

A2: Toyota dealers will tighten these bolts on the third-row seat assemblies to proper specification, **FREE OF CHARGE**.

Q3: *What if I own a rear entry mobility converted Sienna and no longer have the factory 3rd row seats?*

A3: Your vehicle is not affected by the subject condition if the 3rd row seat has been removed. Please contact your Toyota dealer to have the Safety Recall completed.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 168,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Sienna HV	2021 - 2025	Mid-October 2020 – Late January 2025

Q5: *What if I previously paid for repairs related to this Safety Recall?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: *How long will the repair take?*

A6: The repair takes approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: *How does Toyota obtain my mailing information?*

A7: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q8: *What if I have additional questions or concerns?*

Original Publication Date: February 13, 2025

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Policies And Procedures

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Rent a Toyota & Service Loaners

Toyota requests that dealers remove all Rent a Toyota and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.