

◀ IMPORTANT UPDATE ▶

The attached FAQ 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 FAQ Letter 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.



TOYOTA

SAFETY RECALL 25TA05 *(Remedy)*

Certain 2021 – 2025 Model Year Sienna HV
Third Row Seat Back Performance

Frequently Asked Questions

Original Publication Date: February 13, 2025

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?*

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.