

TOYOTA MOTOR
NORTH AMERICA

Quality

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
7/9/2026	Phase 4 added
6/4/2026	Phase 3 added
4/30/2026	- Phase 2 added - Updated Customer notification schedule

The most recent update in the attached Dealer 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.



SAFETY RECALL 25TA12(Remedy Notice)

Certain 2025 Model Year Sienna
Second Row Seat Rails Suspect Welds
NHTSA Recall No. 25V-668

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

On October 7, 2025, Toyota filed a (Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2025 model year Sienna vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2025 Sienna	Mid-January 2025 – Late July 2025	54,600	30

Condition

The subject vehicles contain second-row seats that are mounted on seat rails that may have been improperly welded. If these seats are occupied during certain high-speed collisions, the seat may lose structural integrity, increasing the risk of injury.

Remedy

Any authorized Toyota dealer will replace the second row seat rails with ones that have the proper welding, **FREE OF CHARGE**.

<u>Tech Requirements</u> TIC206B – Electrical Repair 2
<u>Inspection/Repair Time</u> Repair: 7 – Passenger: 1.5 8 – Passenger: 2.8
<u>Parts Control at Launch</u> CPOR
<u>Parts Replacement Rate</u> 100%
<u>Owner Notification Date</u> Mid – May 2026
<u>Salvage Title Eligible</u> Yes

Campaign Phase Interpretation

Campaigns may be launched in phases due to many factors, such as the nature of the repair, parts availability, etc. It is important that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.*

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall X0X - **Remedy Notice** - 2004-2005 Model Year Toyota - Generic Recall Description

Completion Status: **Not Completed**

[Show Documents]

A

B

STATUS IDENTIFICATION

A: Campaign Description: X0X Remedy

B: Completion Status: Not Completed

- This vehicle is eligible to have the remedy performed.*

INTERIM PHASE – FUTURE REPAIR

Campaign Description: Safety Recall X0X (X1X) - **Interim Notice** - 2004-2005 Toyota - Generic Recall Description

Completion Status: **Not Completed**

[Show Documents]

A

B

STATUS IDENTIFICATION

A: Campaign Description: X1X Interim

B: Completion Status: Not Completed

- This vehicle is in the interim phase; the remedy CANNOT be performed at this time.*

Campaign Phases

Phase	UIO	Model Year Vehicles	Estimated Remedy Timing
1	6,500	2025 Sienna	Available Now
2	5,500	2025 Sienna	Available Now
3	17,800	2025 Sienna	Available Now
4	10,000	2025 Sienna	Available Now
5	TBD	2025 Sienna	TBD

Owner Notification

Mail

Toyota will notify owners by

Phase 1 Customer Mailing	Mid-May 2026
Phase 2 Customer Mailing	Early June 2026
Phase 3 Customer Mailing	Late -July 2026
Phase 4 Customer Mailing	Late August 2026

Head Unit Notification

Vehicle Head unit notifications will begin in Early May 2026.

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 this Safety Recall. Please welcome them to your dealership and answer any questions that they may have. An 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 Toyota Newsroom pressroom.toyota.com.

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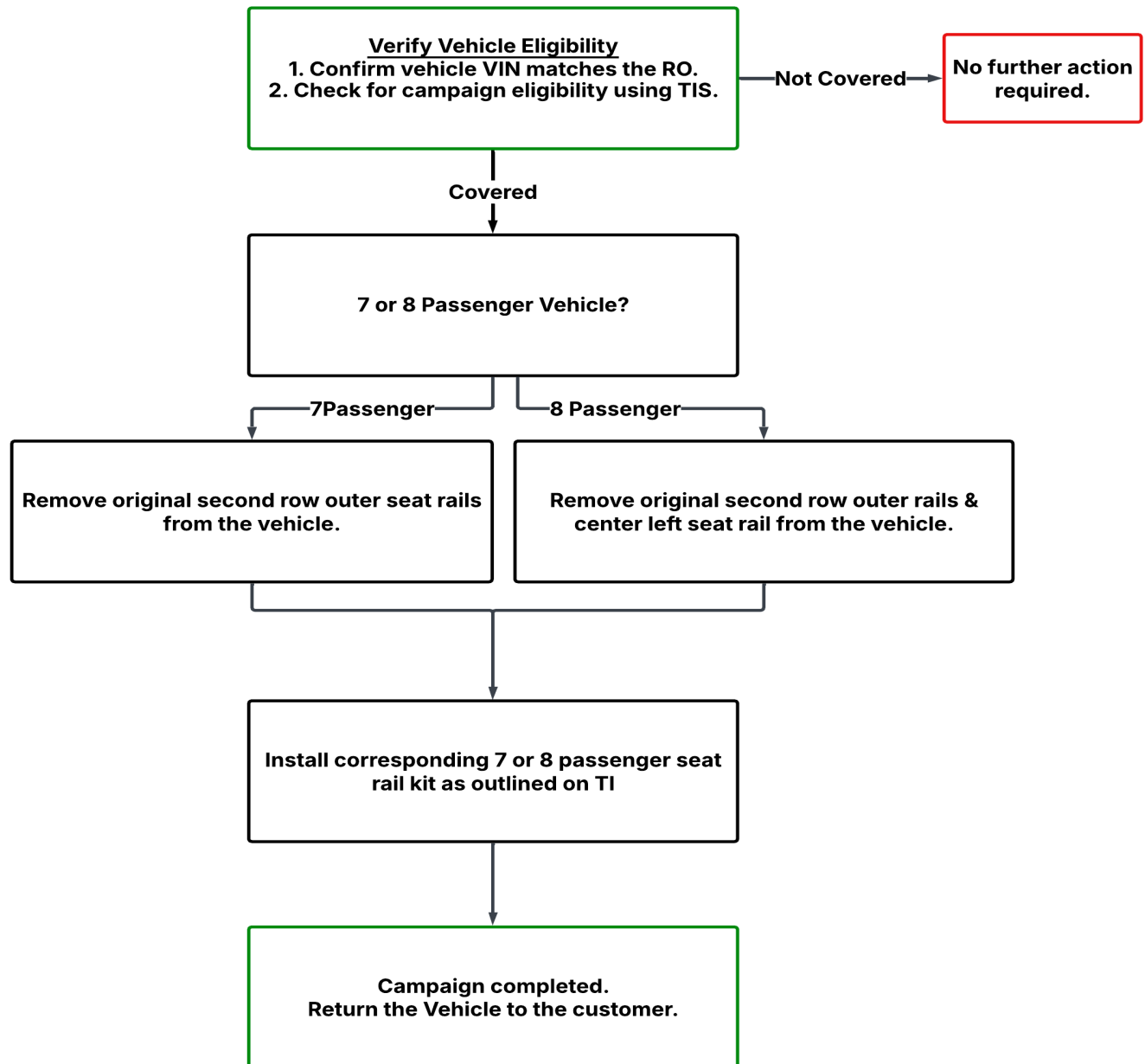
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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25TA12R1	R&R Second Row Seat Rails 7 passenger	1.5
25TA12R2	R&R Second Row Seat Rails 8 passenger	2.8

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

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 hold at to have completed the following courses:

- TIC206B - Electrical Repair 2

Interim Period Loaner Vehicle or Alternative Transportation Reimbursement Procedure

A loaner vehicle or alternative transportation through Rent a Toyota can be claimed for \$42 per day.

Op Code	Description
25TB12V1	Vehicle Rental 1-30 Days
25TB12V2	Vehicle Rental 31-60 Days
25TB12V3	Vehicle Rental 61-90 Days
25TB12V4	Vehicle Rental 91-120
25TB12V5	Vehicle Rental 121-150
25TB12V6	Vehicle Rental 151-180

NOTE:

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
Rental claims for this recall are required to be filed every 30 days by the dealer. Claim filing must be filed in sequential rental opcode order based on the number of days that a customer has been in a rental vehicle.

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR) on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign.

Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for an MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
04005-41108	(7 Passenger) TRACK ASSY, RR SEAT, OUTER SET	1
04005-41308	(8 Passenger) GASKET, EXHAUST PIPE	1
04005-41208	(8 Passenger) TRACK ASSY, SEAT SET	1

Sales Department

New Vehicles in Dealership Inventory

There are approximately 30 vehicles in new dealer inventory as of November 10, 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 New Vehicles, TCUV, Pre-Owned Vehicles and Rent a Toyota](#)

Frequently Asked Questions

Q1: What is the condition?

A1: The subject vehicles contain second-row seats that are mounted on seat rails that may have been improperly welded. If these seats are occupied during certain high-speed collisions, the seat may lose structural integrity, increasing the risk of injury.

Q2: What is Toyota going to do?

A2: Any authorized Toyota dealer will replace the second-row seat rails, **FREE OF CHARGE**.

Q3a: Should passengers sit in the second row of the subject vehicles?

A3a: Toyota recommends no one sit in or use a child restraint in the second-row seat while the vehicle is moving until the remedy is performed on the vehicle.

Q3: Which and how many vehicles are covered by this Safety Recall?

A3: There are approximately 54,600 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2025 Sienna	Mid-January 2025 – Late July 2025	54,600

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q4: How does Toyota obtain my mailing information?

A4: 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.

Q5: What if I have additional questions or concerns?

A5: 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

New Vehicles in Dealership Inventory - Reminder

Below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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: 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.

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. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available. Keep the completed form on file at the dealership.

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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.