

3/6/2025

Consumer Safety Recall Notice

RE: NHTSA Defect Recall Notification 25V-062

IMPORTANT SAFETY RECALL

Dear Vantage Mobility Toyota Sienna Rear Entry Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Vantage Mobility (VM) has decided that a defect, which relates to motor vehicle safety exists in certain 2023-2024 Toyota Sienna vehicles, equipped with a Rear Entry Conversion.

! I M P O R T A N T !

- **Your Toyota Sienna Rear Entry Minivan is being recalled.**
- **Contact your local VM Dealer immediately.**

WHAT IS BEING RECALLED:

Certain Toyota Sienna Rear Entry minivans modified by VM that were manufactured between 12/18/2023 and 12/4/2024 are being voluntarily recalled by VM. Please contact your VM mobility dealer, who will have access to the complete list of affected vehicles identified by Toyota's Vehicle Identification Number (VIN). The VIN is a 17-digit identifier, which includes both numbers and letters. It can be found on the OEM sticker, located inside the driver's side door jamb or on the driver's side of the dashboard. The VIN can be read by looking at the dashboard from outside of the car, standing in front of the driver's side door. The affected population is 644 vehicles.

WHY IS IT BEING RECALLED:

The recall is due to a potential issue with the left and right side rear axle trailing arm mounts on certain Toyota Sienna Rear Entry conversions. 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 that you could experience 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.

WHAT VM WILL DO:

VM has already notified its mobility dealers and provided them with access to proper repair procedures, as well as all required parts. 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 on your vehicle will be approximately 3 hours plus a vehicle alignment.

If, after attempting to take advantage of this recall, you believe you have not been able to have your trailing arm mount issue remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration,

2/25/2025

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1200 New Jersey Ave., S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to <http://www.safercar.gov>.

If you have already paid to have your Toyota Sienna repaired for this issue, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, please call VM at (800) 488-9082.

WHAT YOU AS THE DEALER/OWNER/OPERATOR SHOULD DO:

Immediately call your local VM mobility dealer to schedule your vehicle for the trailing arm mount upgrade kit. Inform the dealer at the time of the call that you are calling in response to this voluntary recall letter. If you have difficulty doing this, please contact VM at (800) 488-9082 for assistance.

WHAT IF YOU NO LONGER OWN THE VEHICLE:

Please call VM at (800) 488-9082 and provide the new owner's contact information to VM for proper and timely notification.

WHAT IF YOU ARE THE LESSOR OF THE VEHICLE:

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures, please contact VM at (800) 488-9082 or by email at Warranty@vantagemobility.com.

We apologize for the inconvenience caused by this safety recall, but the safety of our customers is our first concern.

Sincerely,

Chris Sack
Compliance Manager
Vantage Mobility