

# ◀ IMPORTANT UPDATE ▶

*The attached TI 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 TI 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.

**TECHNICAL INSTRUCTIONS**

**FOR**

**SAFETY RECALL 25TA05**

**Third Row Seat Back Performance**

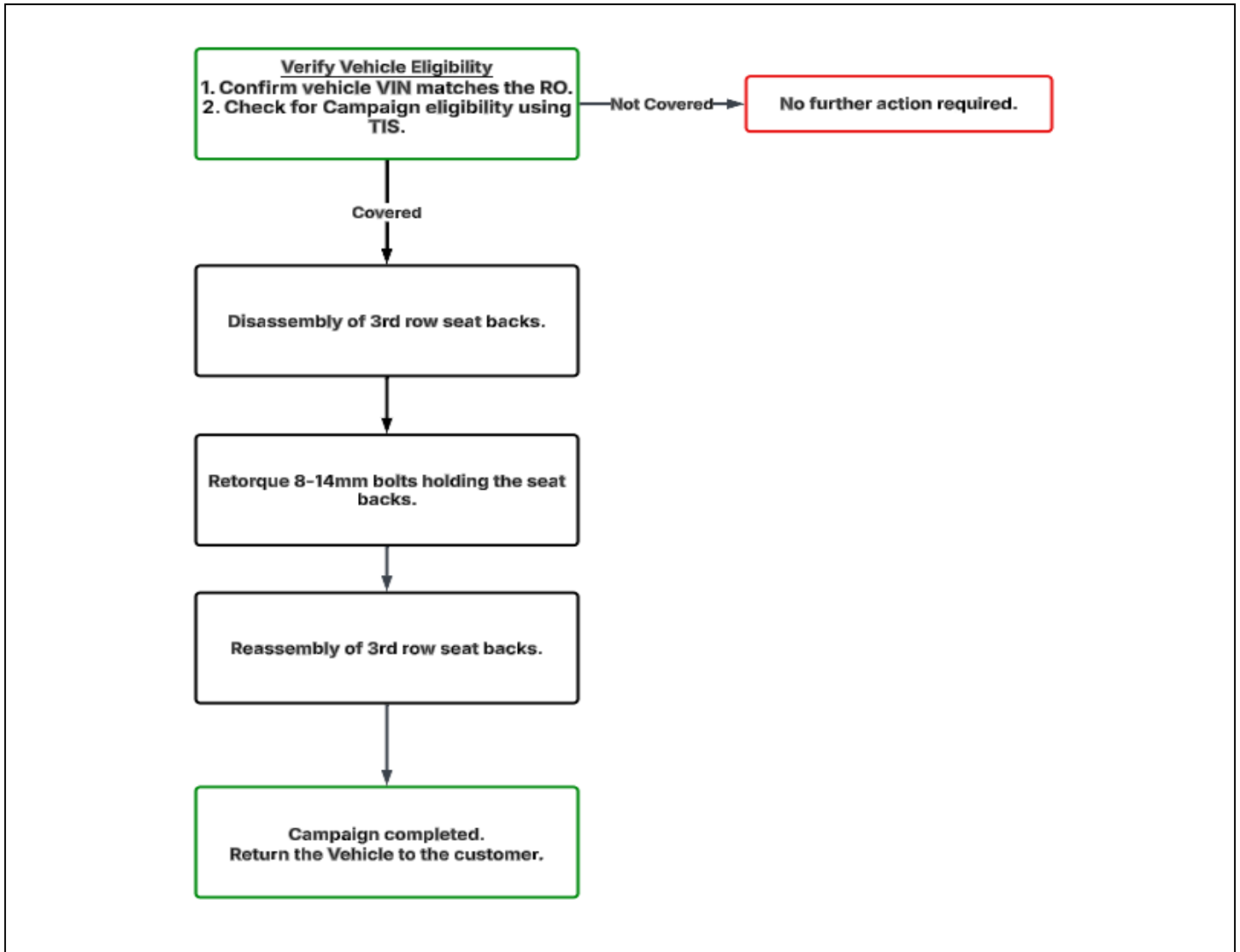
**Certain 2021- 2025 Model Year Sienna**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall 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 all of the following courses:

- TCC200C - Torque application

It is the dealership’s responsibility to select technicians that have completed the above courses to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### 1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

**In the rare instance that a vehicle arrives with a mobility conversion that has removed the 3<sup>rd</sup> row seat, please email the VIN and a picture showing the 3<sup>rd</sup> row seat is no longer present to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). Toyota will close out these vehicles.**

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

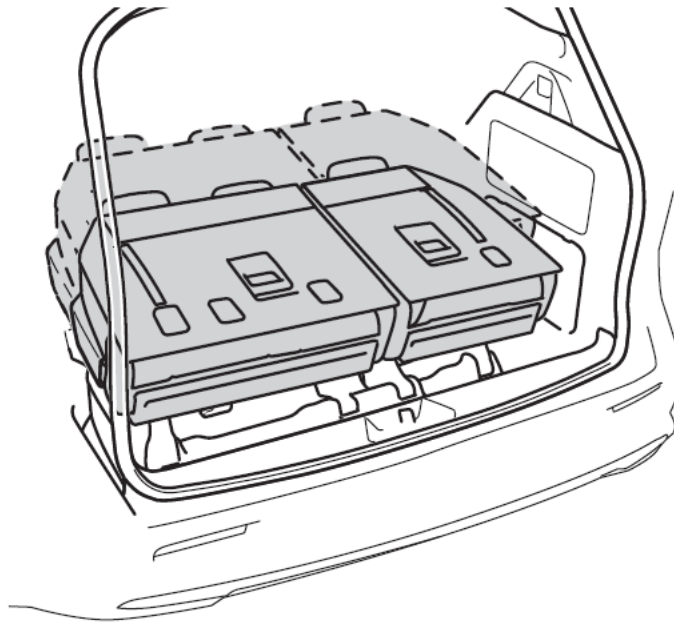
### III. PREPARATION

#### A. TOOLS & EQUIPMENT

- |   |
|---|
| • 3/8" 14mm Socket or box wrench end attachment |
| • 3/8" Torque Wrench                            |
| • #2 Phillips screwdriver                       |
| • Clip & trim removal tools                     |

### IV. BACKGROUND

The third row reclining seat backs on affected vehicles may have low torque on the bolts that hold the seat back cushion and can cause vehicle not to comply with federal safety standards. A loose seat back can affect the restraint performance and increase the risk of injury during certain collisions.

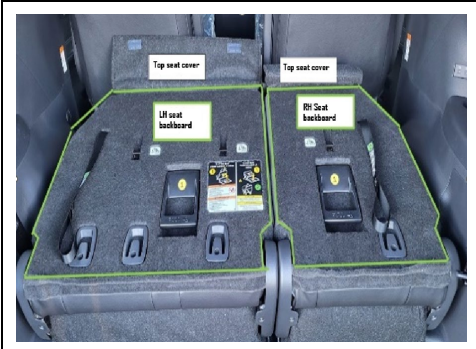


## V. PROCEDURE



### 1. Fold LH and RH 3rd row seat flat.

If Seat backs are upright:  
Pull strap and let seat fall forward



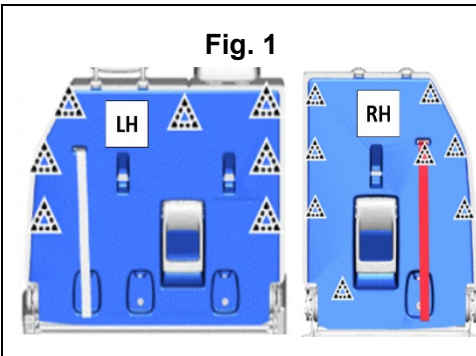
### 2. Unfold top seat cover board to expose seat back board

Flip top seat cover board forward by detaching the Velcro from the back board



### 3. Remove seat cover bezel (x4)

Using Phillips screwdriver, loosen seat cover bezels and set aside



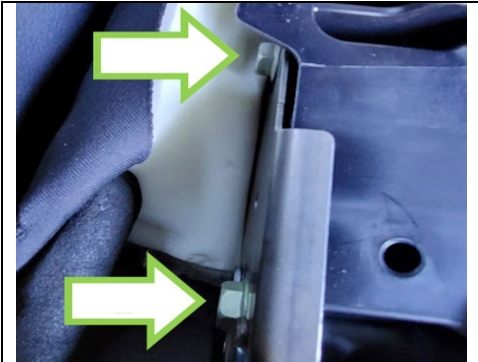
### 4. See Figure 1 for clip location.

Using a trim tool and light pressure, disengage all 16 red clips making sure they stay in the backboard.

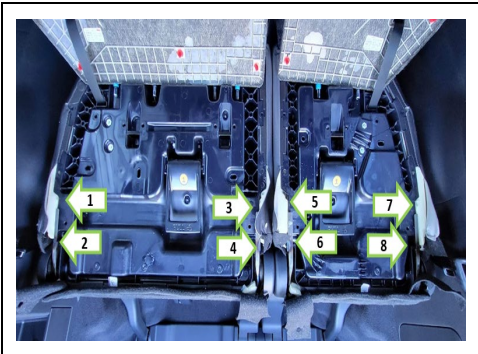


**5. Remove clips.**

Using a clip removal tool, remove the 4 black trim push clips holding the fabric in place

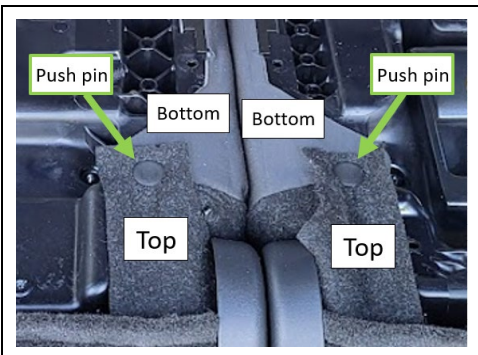


**6. Pull back seat cover and cushion on the sides to access bolts.**



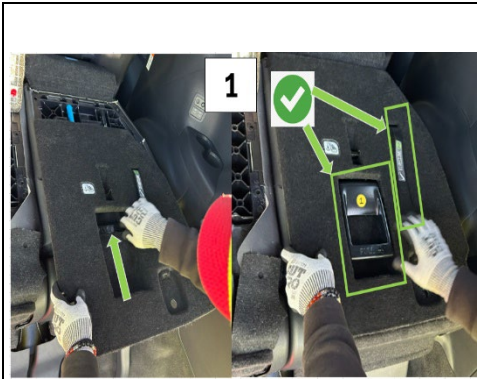
**7. Torque 8-14mm bolts.**

Torque bolts to 37Nm using 3/8" torque wrench and 14mm socket.



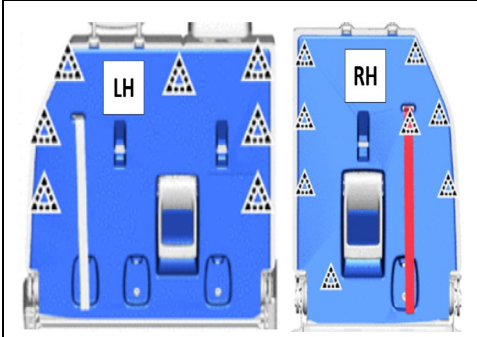
**8. Install trim cover push pin clips (X4)**

Align trim cover as shown in picture and fully install push pins (X4)



**9. Install LH and RH seat back boards & seat cover bezels**

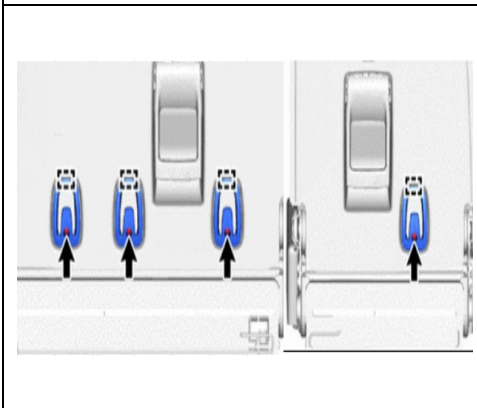
a. Guide handle through back board opening



b. Ensure pull strap is routed properly through back board slot. Strap marking should be facing outward



c. Align back board and push to secure all clips.



d. Using Phillips screwdriver - Lead in clip under back board and tighten screw.

**◀ VERIFY REPAIR QUALITY ▶**

- Confirm satisfactory appearance and function of the seats before returning the vehicle to the customer.
- Return the 3<sup>rd</sup> row seat to its original position for the customer.