

Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
Special Service Campaign

CSC-10037706-6799

[VIN]

Dear Toyota Owners:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to meet your product expectations, Toyota would like to announce a Special Service Campaign on certain 1998 - 2010 Model Year Sienna Vehicles equipped with a spare tire.

What is the condition?

This condition may occur if the subject vehicle is operated in cold climate regions of the United States where road salts are frequently used. Water can splash backwards with high concentrations of road salt, reach the spare tire carrier and corrode the spare tire carrier assembly cable.

This Special Service Campaign offers to apply a Corrosion Resistant Compound (CRC) to the end of the spare tire carrier cable on 1998 – 2010 model year Sienna 2WD vehicles (equipped with a spare tire carrier) if the owner believes his/her vehicle will be operated in areas where a high concentration of road salt is frequently applied.

What is included in this Special Service Campaign?

If you believe your vehicle will be operated in cold climate regions of the United States where high road salt is frequently used, any authorized Toyota Dealer will apply a Corrosion Resistant Compound (CRC) to the end of your vehicle's spare tire carrier cable at **NO CHARGE** to you.

Vehicles originally sold-in and currently registered in the following states as well as American Samoa, Guam, Puerto Rico and Saipan will receive this offer:

AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, or WY

How do you take advantage of this Special Service Campaign?

If you believe your vehicle will be operated in cold climate regions of the United States where a high concentration of road salt is frequently applied, please contact an authorized Toyota Dealer and schedule an appointment to have a Corrosion Resistant Compound (CRC) applied to the end of your vehicle's spare tire carrier cable. The application of the CRC will take approximately thirty minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Special Service Campaign you do not need an owner letter to request that this campaign be conducted; however to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service request.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Special Service Campaign. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,
TOYOTA MOTOR SALES, U.S.A., INC.



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Special Service Campaign A7E – Phase 2 (2007 through 2009 model year) Certain 1998 through 2010 Toyota Sienna 2WD Vehicles Equipped with a Spare Tire Severe Corrosion of Spare Tire Carrier Cable

This SSC will be launched in phases consistent with the age of the vehicle. Phase 2 will cover 2007 – 2009 model year Sienna vehicles. Subsequent phases will include the remaining Sienna vehicles covered by this SSC (2010 model year):

- Phase 1: Certain 1998 through 2006 Model Year Sienna 2WD vehicles
- Phase 2: Certain 2007 through 2009 Model Year Sienna 2WD vehicles
- Phase 3: Certain 2010 Model Year Sienna 2WD vehicles

Q1: What is the condition?

A1: This condition may occur if the subject vehicle is operated in cold climate regions of the United States where road salts are frequently used. Water can splash backwards with high concentrations of road salt, reach the spare tire carrier and corrode the spare tire carrier assembly cable.

Q2: Are there any warnings this condition exists?

A2: No, there are no specific warnings that this condition exists.

Q3: What is the cause of this condition?

A3: The corrosion resistance of the spare tire carrier cable is insufficient when vehicles are operated in areas where a large amount of road salt is applied.

Q4: What is Toyota going to do?

A4: This SSC offers to apply* a Corrosion Resistant Compound (CRC) to the end of the spare tire carrier cable on certain 1998 – 2010 model year Sienna 2WD vehicles (equipped with a spare tire carrier) at no charge. Vehicles originally sold-in and currently registered in the following states and American Samoa, Guam, Puerto Rico and Saipan will receive this offer:

AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK,
OR, SC, SD, TN, TX, UT, WA, or WY

**Based upon the inspection results, Toyota may need to repair the spare tire carrier cable prior to applying the CRC.*

Q4a: When will phase 2 owners be notified?

A4a: Toyota will notify owners of covered vehicles by first class mail beginning in mid-December 2010

Q5: What should customers do?

A5: Owners of Sienna vehicles covered by this phase, who believe their vehicle will be operated in areas where high road salt is frequently used, should bring their vehicle to a Toyota dealer to have the Corrosion Resistant Compound (CRC) applied to the end of their vehicle's spare tire carrier cable.

Q6: Which and how many vehicles are involved in the Special Service Campaign?

A6: There are approximately 733,500 vehicles covered.

Phase	Model Year	Model	Approx UIO
Phase 1	1998 – 2006	Sienna 2WD	564,000
Phase 2	2007 – 2009	Sienna 2WD	144,000
Phase 3	2010	Sienna 2WD	25,000

Q7: Are there any other Toyota or Lexus vehicles involved?

A7: No other Toyota or Lexus vehicles are involved.

Q8: What is the production period of the Sienna vehicles covered by this Special Service Campaign?

A8: The vehicles covered by the **CSC-10037706-6799** from August 1997 to January 2010.

Q9: How long will the remedy take?

A9: The CRC application and/or spare tire carrier cable repair will take approximately one hour. However, it may take longer based upon the inspection results and the dealer's work schedule.

Q10: What if a customer has previously paid to replace the vehicle's spare tire carrier for this specific condition?

A10: Reimbursement consideration instructions will be provided in the owner letter for those customers that have previously paid to replace the spare tire carrier cable for this specific condition.

Q11: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A11: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair.

Owners may also contact the Toyota Customer Experience Center (1-888-270-9371) for additional assistance.