

Product Update
Certain 2011 Model Year Sienna Vehicles
3rd Row Seat Back Panel Replacement

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to provide superior customer satisfaction, we are offering a product update for your vehicle.

What is the update?

The 3rd row seat back panel of your vehicle contains instructions on how to stow and use the 3rd row seats. If the proper steps are not followed, users may have difficulty properly stowing or using the seats. Toyota would like to replace this fiberboard panel, at **no charge** to you, with an updated one containing larger labeling and sequencing instructions.

How do you have your vehicle updated?

Please contact your authorized Toyota dealer and make an appointment to have the 3rd Row Seat Back Panel replaced before **December 31, 2017**.

The 3rd Row Seat Back Panel replacement will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time

You do not need this owner letter to have the Product Update performed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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 the repair.***
- 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.