



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Submission of Non-Compliance Information Report  
Safety (Non-Compliance) Recall B0N (B1N) – **Preliminary Notice (Dealership In-Stock Vehicles)**  
2011 and Certain early 2012 Model Year Sienna Vehicles  
Tire and Loading Information Placard

On November 30, 2011, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that 2011 and certain early 2012 Model Year Sienna vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No.110, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less." Toyota will be conducting a voluntary Safety (Non-Compliance) Recall on these vehicles.

**This preliminary information is being provided to keep you informed of the filing and provide instructions for the handling of vehicles currently in dealership inventory. Additional information will be provided shortly for customer vehicle handling.**

**Background**

The Tire and Loading Information Placard (located on the B-Pillar) which is required by this FMVSS to state the combined weight of occupants and cargo, does not meet the requirement of the standard. A vehicle which is not loaded correctly can increase the risk of a crash. The vehicles will receive a corrected Tire and Loading Information Placard and a label for the owner's manual.

**1. New Vehicles in Dealership Inventory (In-Stock Vehicles)**

As required by Federal law, dealers are not to deliver any new vehicle in inventory, which is covered by a Safety (Non-Compliance) Recall, until the necessary remedy has been performed.

Each dealership will receive a package containing the following:

- VIN list of new vehicles our records indicate are in dealership inventory.
- Corresponding corrected Tire and Loading Information Placards and owner's manual labels.

**XLE (7 Passenger) or SE Grade Equipped with a Genuine Toyota Accessory Towing Hitch**

- In the unlikely event an **XLE** or **SE** grade\* is also equipped with a Genuine Toyota Accessory Towing Hitch (p/n PT791-08101), please assist us by removing the Towing Hitch and corresponding wiring harness before the vehicle is offered for sale.

\*Japan model codes: **GSL30L-PFTQKA, GSL30L-PRTSKA, and GSL35L-PFTQKA**

Please refer to the Technical Instructions and Reimbursement Section for details. The Towing Hitch and Wiring Harness will be placed on Warranty Parts Recovery.

- After the Towing Hitch, Wiring Harness and/or Ball Mount is removed, you will need to recalculate the weight of accessories installed on the vehicle by reducing the accessory weight indicated on the yellow Load Carrying Capacity Addendum Label (located on the B-Pillar) by **subtracting the weight which was removed**:

- Towing Hitch: 48.2 lbs
- Wiring Harness: 2.5 lbs
- Ball Mount: 8.3 lbs
- Total Reduction: 59.0 lbs

- Overlay an updated Load Carrying Capacity Addendum Label (Addendum Label). Additional Load Carrying Capacity Addendum Labels (material number: 00107-FMVSS) can be ordered from the Material Distribution Center.

**(Continued...1. New Vehicles in Dealership Inventory)**

- If the Towing Hitch was installed as a PPO (installed at the Vehicle Processing Center), a new Monroney Label will need to be printed by the Region/PD Office Vehicle Supply Department. Please assist any dealerships that may contact you by making arrangement to have the vehicle bought back and re-invoiced. The cost of the PPO installed Towing Hitch will be credited to the dealership during the re-invoicing process.
- If the Genuine Toyota Accessory Towing Hitch is a Dealer Installed Option, please see the Warranty Processor Instructions section of the Dealer Letter.

**8 Passenger XLE Grade Equipped with a Genuine Toyota Accessory Towing Hitch and/or Cargo Organizer**

- In the unlikely event an 8 passenger **XLE\*** is also equipped with a Genuine Toyota Accessory Towing Hitch (p/n PT791-08101) and/or a cargo organizer (p/n PT924-08100-10, PT924-08100-40, PT924-08101-10, or PT924-08101-40), please assist us by removing the Towing Hitch and corresponding wiring harness and cargo organizer before the vehicle is offered for sale.

\*Japan model codes: **GSL30L-PRTQKA**

Please refer to the Technical Instructions and Reimbursement Section for details. The Towing Hitch and Wiring Harness will be placed on Warranty Parts Recovery.

- After the Towing Hitch, Wiring Harness, Ball Mount and/or Cargo Organizer is removed, you will need to recalculate the weight of accessories installed on the vehicle by reducing the accessory weight indicated on the yellow Load Carrying Capacity Addendum Label (located on the B-Pillar) by **subtracting the weight which was removed:**
  - Towing Hitch: 48.2 lbs
  - Wiring Harness: 2.5 lbs
  - Ball Mount: 8.3 lbs
  - Cargo Organizer: 17.2 lbs
  - Total Reduction: 76.2 lbs
- Overlay an updated Load Carrying Capacity Addendum Label (Addendum Label). Additional Load Carrying Capacity Addendum Labels (material number: 00107-FMVSS) can be ordered from the Material Distribution Center.
- If the Towing Hitch and/or Cargo Organizer was installed as a PPO (installed at the Vehicle Processing Center), a new Monroney Label will need to be printed by the Region/PD Office Vehicle Supply Department. Please assist any dealerships that may contact you by making arrangement to have the vehicle bought back and re-invoiced. The cost of the PPO installed Towing Hitch and or PPO installed Cargo Organizer will be credited to the dealership during the re-invoicing process. If the Genuine Toyota Accessory Towing Hitch and/or Cargo Organizer is a Dealer Installed Option, please see the Warranty Processor Instructions section of the Dealer Letter (information will be added in the near future). It is necessary to make a new dealer accessory addendum label for the vehicle, the new label will need to be updated so it does not include the accessories that were removed from the vehicle.

**2. Dealer New Vehicle Inventory Report and Corrected Tire and Loading Information Placards**

The dealer (hard copy) package will include the following:

- Report, according to our records, listing new vehicles in your Dealership's inventory.
- Corresponding Tire and Loading Information Placards (label) specific to the vehicles on the listing Owner's manual labels. *Note: To avoid mixing owners manuals, please make sure corrected manuals are stored with the correct vehicle*

**3. Sienna Towing Hitch and/or Cargo Organizer Accessory Returns**

Dealerships that wish to return any new/unused inventory of the applicable Sienna Towing Hitch Accessory (p/n PT791-08101) and/or Cargo Organizer are requested to refer to the Toyota Dealers Parts Manual, Section V (Support Programs), 5.2.4 (Toyota Monthly Parts Returns Program).

**4. Number of Vehicles Covered**

- There are approximately 210,000 Sienna (2011 and certain early 2012 model year) vehicles covered by this Safety Recall.
- The vehicles were produced from January, 2010 through late November, 2011.

**5. Owner Notification**

Additional information will be provided shortly for customer vehicle handling.

**6. Remedy Procedures**

Refer to TIS for the Technical Instructions.

Conduct all applicable Safety Recall and Service Campaigns on the vehicle. Refer to each specific recall and/or campaign for specific instructions.

**7. Parts Ordering**

If the vehicle required tow hitch or Cargo Organizer removal, the Load Capacity Addendum Label will need to be updated. The updated Load Capacity Addendum Label can be order the through the Materials Distribution Center (MDC# 00107-FMVSS)

Dealers do not need to order the Tire and Loading Information Placard (Label) or Owner's Manual Label for this Safety Recall. These labels are specific to each vehicle based upon the grade, seating capacity, tire/wheel size, etc.

If a corrected Tire and Loading Information Placard (Label) is required for a used vehicle in dealership inventory please call the Quality Compliance Hotline at 310-468-5516. Please leave the following information:

- VIN
- Katashiki
- Tire Size
- Dealer Code
- Contact Person
- Phone Number

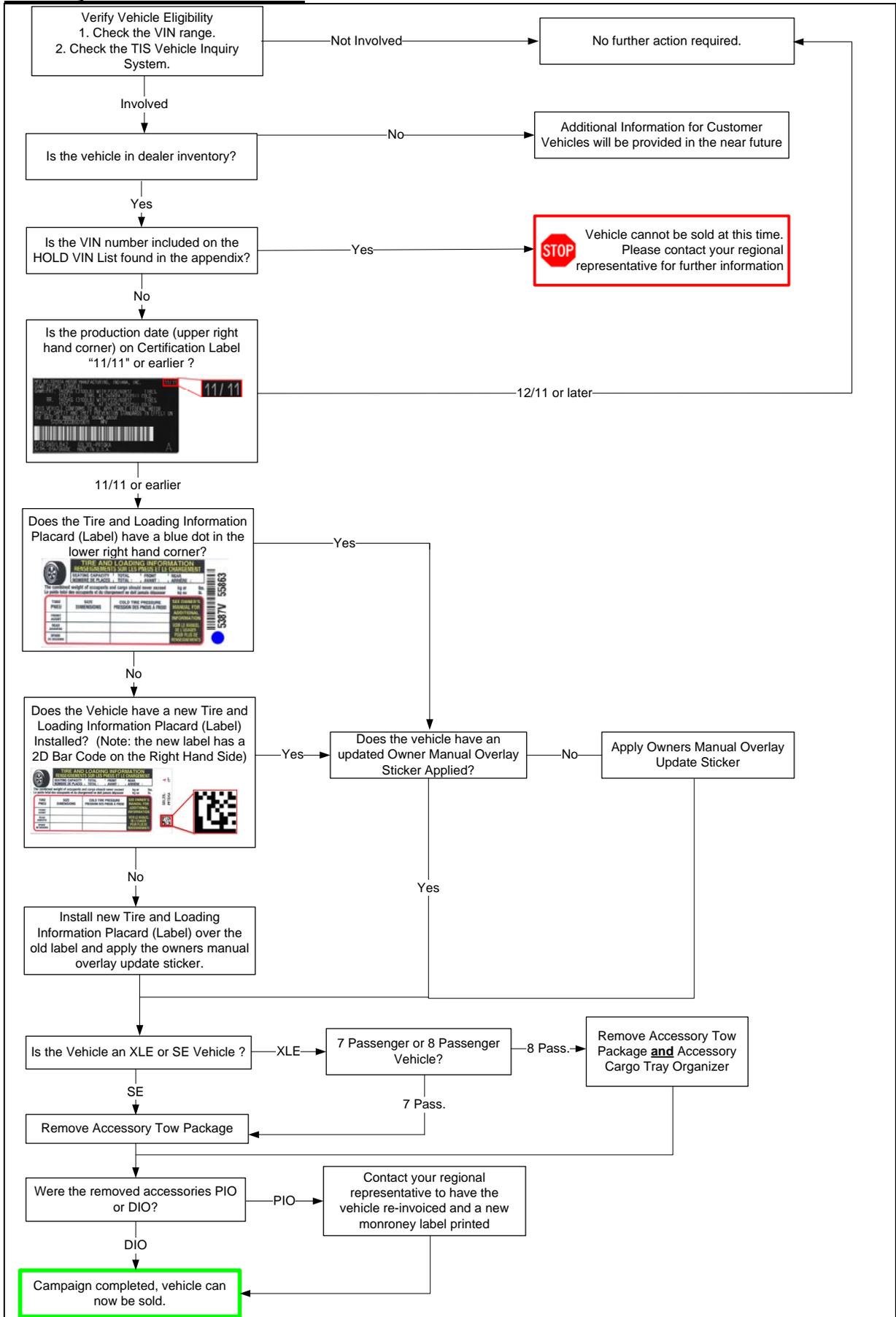
When removing the Accessory Tow Package it is necessary to replace the following part. Toyota anticipates that only a small number of vehicles will require tow hitch removal. To ensure there are adequate parts for these vehicles the following parts have been placed on manual allocation control (MAC).

Model Trim	Part Number	Part Name	Qty
XLE 8 Passenger	58167-08010	COVER, FR FLOOR, CTR	1
SE	58167-08020	COVER, FR FLOOR, CTR	1
XLE 7 Passenger	58167-08030	COVER, FR FLOOR, CTR	1

If you need a part released that is on manual allocation control, please send an email to [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) with the following information:

- Dealer Code
- VIN
- Order Reference Number
- Order Date
- Part Number
- Dealer Contact Person

8. **Warranty Processor Instructions**



**(Continued... 8. Warranty Processor Instructions)**

The Operation Codes to be used for this Non-Compliance Campaign are:

***Note: operation codes for this activity will be provided in the near future.***

Model Year	Model	Non-Compliance Recall	Op. Code	Description	Flat Rate Hour
2011 and Certain Early 2012	Sienna	B1N	TBD	Install corrected "Tire and Loading Information Placard" and Owner's Manual Label.	TBD hr/vehicle

*In the unlikely event* an **in-stock XLE or SE** grade Sienna requires removal of a Genuine Toyota Towing Hitch Accessory and/or Cargo Organizer use the following operation codes. The Towing Hitch and Wiring Harness will be placed on Warranty Parts Recovery and subject to claim debit if the Towing Hitch is not returned.

Model Year	Model	Non-Compliance Recall	Op. Code	Description	Flat Rate Hour
2011 and Certain Early 2012	Sienna <b>XLE or SE only</b> <i>(In-Stock Vehicle Only)</i>	B1N	TBD *	Remove PPO installed Towing Hitch and Install corrected "Tire and Loading Information Placard" and Owner's Manual Label.	TBD hr/vehicle
			TBD **	Remove Dealer Installed Genuine Toyota Accessory Towing Hitch <b>and</b> the Cargo Organizer***. Install corrected "Tire and Loading Information Placard" and Owner's Manual Label. (time includes reimbursement for installation labor time)	TBD hr/Vehicle

\*Cost of the PPO (Vehicle Processing Center) installed Towing Hitch will be reimbursed during the vehicle re-invoicing process to print a new Monroney Label.

\*\*\*If the vehicle is only equipped with a Cargo Organizer and not a Towing Hitch, due to the ease of removing the Cargo Organizer, an operation code is not being provided.

**9. Media Contacts**

- If you are a dealership associate and have any questions, please contact your DSPM.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media representatives.)

**10. Customer Contacts**

A Q&A has been attached for your use in the event you receive customer inquiries. Toyota will provide further information for customer vehicles shortly. Please express our appreciation for their patience. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Non-Compliance Recall.***

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.

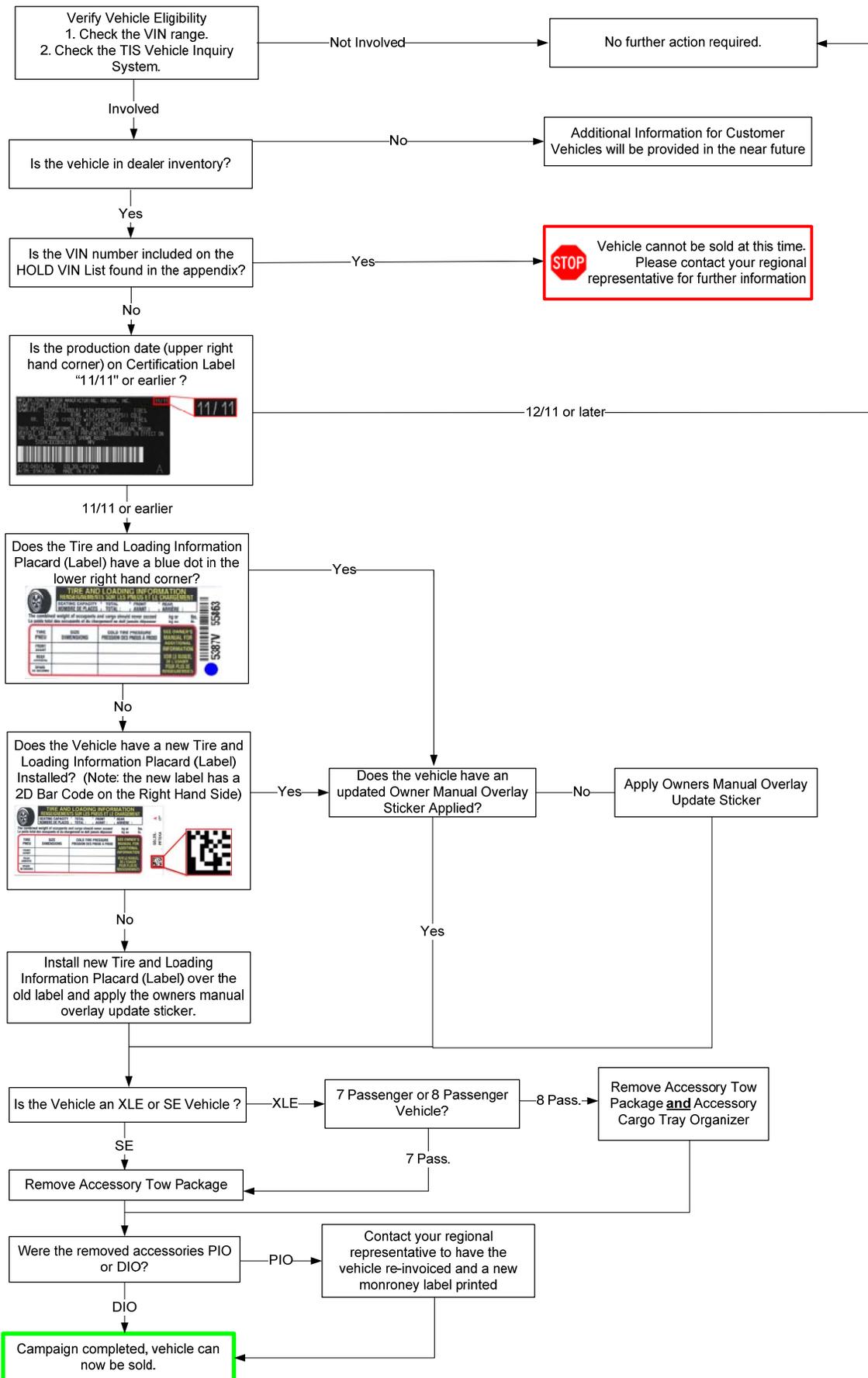
**TECHNICAL INSTRUCTIONS**  
**FOR**  
**DEALERSHIP IN-STOCK VEHICLES\***  
**NON-COMPLIANCE CAMPAIGN B0N**  
**TIRE AND LOADING INFORMATION PLACARD (LABEL)**  
**2011 – CERTAIN 2012 MODEL YEAR SIENNA**

**\*Instructions for Customer Vehicles will be provided separately**

**DEALERSHIP IN-STOCK VEHICLES\***

**\*Instructions for Customer Vehicles will be provided separately**

# I. OPERATION FLOW CHART



## DEALERSHIP IN-STOCK VEHICLES\*

\*Instructions for Customer Vehicles will be provided separately

## II. IDENTIFICATION OF COVERED VEHICLES

### A. COVERED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
Sienna	5TD	2011	DK3DC	S001067 – S030160
			JK3DC	S001069 – S030140
			KA3DC	S001016 – S009344
			KK3DC	S001254 – S176126
			XK3DC	S025859 – S176097
			YK3DC	S001250 – S176123
			ZK3DC	S001251 – S176057
		2012	DK3DC	S029648 – TBD
			JK3DC	S029741 – TBD
			KA3DC	S009295 – TBD
			KK3DC	S173306 – TBD
			XK3DC	S173831 – TBD
			YK3DC	S173824 – TBD
			ZK3DC	S173309 – TBD

**NOTE:**

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Non-Compliance Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not covered or were completed by another dealer.
- TBD VIN ranges will be updated in the near future.

### **III. PREPARATION**

#### **A. PARTS**

- If a replacement label is needed, please contact the Quality Compliance Department at 310-468-5516.

#### **B. TOOLS, SUPPLIES & EQUIPMENT**

- Shop Cloth
- Permanent Marker

### **IV. BACKGROUND**

The Tire and Loading Information Placard (located on the B-Pillar) which is required by this FMVSS to state the combined weight of occupants and cargo, does not meet the requirement of the standard. A vehicle which is not loaded correctly can increase the risk of a crash. The vehicles will receive a corrected Tire and Loading Information Placard and a label for the owner's manual.

# V. WORK PROCEDURE

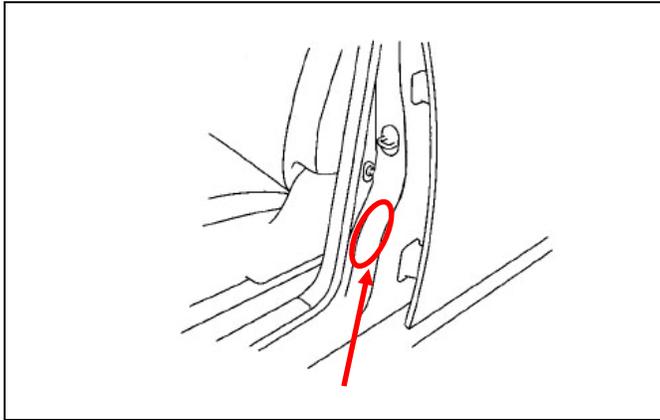
## A. "HOLD VIN LIST" CONFIRMATION

HOLD VIN LIST			
STOP If a vehicle is included on this vin list it cannot be delivered or sold to a customer at this time. Further information will be provided in the near future.			
VIN	VIN	VIN	VIN
1T0KDCR8113118	1T0KDCR8116476	1T0KDCR81201136	1T0KDCR81202109
1T0KDCR81176002	1T0KDCR81190129	1T0KDCR81203128	1T0KDCR81204151
1T0KDCR81181118	1T0KDCR81190130	1T0KDCR81203129	1T0KDCR81203142
1T0KDCR81181245	1T0KDCR81181580	1T0KDCR81203178	1T0KDCR81203173
1T0KDCR81195187	1T0KDCR81181535	1T0KDCR81203184	1T0KDCR81203177
1T0KDCR81211168	1T0KDCR81190149	1T0KDCR81203190	1T0KDCR81203140
1T0KDCR81244138	1T0KDCR81184444	1T0KDCR81203198	1T0KDCR81203108
1T0KDCR81448802	1T0KDCR81124138	1T0KDCR81203202	1T0KDCR81203189
1T0KDCR81244812	1T0KDCR81190130	1T0KDCR81203218	1T0KDCR81203171
1T0KDCR81448805	1T0KDCR81184802	1T0KDCR81203219	1T0KDCR81203192
1T0KDCR81448811	1T0KDCR81184411	1T0KDCR81203246	1T0KDCR81203194
1T0KDCR81448823	1T0KDCR81190130	1T0KDCR81203252	1T0KDCR81203143
1T0KDCR81448827	1T0KDCR81190130	1T0KDCR81203253	1T0KDCR81203141
1T0KDCR81448830	1T0KDCR81179106	1T0KDCR81203254	1T0KDCR81203199
1T0KDCR81244842	1T0KDCR81174809	1T0KDCR81203257	1T0KDCR81203134
1T0KDCR81244847	1T0KDCR81181645	1T0KDCR81203258	1T0KDCR81203188
1T0KDCR81417847	1T0KDCR81450840	1T0KDCR81203259	1T0KDCR81203145
1T0KDCR81174138	1T0KDCR81164123	1T0KDCR81203262	1T0KDCR81203111
1T0KDCR81193186	1T0KDCR81131126	1T0KDCR81203263	1T0KDCR81203147
1T0KDCR81193184	1T0KDCR81131125	1T0KDCR81203264	1T0KDCR81203111
1T0KDCR81193183	1T0KDCR81130162	1T0KDCR81203265	1T0KDCR81203081
1T0KDCR81193174	1T0KDCR81140109	1T0KDCR81203267	1T0KDCR81203145
1T0KDCR81193173	1T0KDCR81177471	1T0KDCR81203268	1T0KDCR81203195
1T0KDCR81193172	1T0KDCR81174809	1T0KDCR81203269	1T0KDCR81203048
1T0KDCR81244844	1T0KDCR81181640	1T0KDCR81203270	1T0KDCR81203198
1T0KDCR81164174	1T0KDCR81168195	1T0KDCR81203271	1T0KDCR81203198
1T0KDCR81164144	1T0KDCR81203144	1T0KDCR81203272	1T0KDCR81203198
1T0KDCR81179106	1T0KDCR81203092	1T0KDCR81203273	1T0KDCR81203198
1T0KDCR81184407	1T0KDCR81203140	1T0KDCR81203274	1T0KDCR81203198
1T0KDCR81193138	1T0KDCR81203137	1T0KDCR81203275	1T0KDCR81203198
1T0KDCR81184806	1T0KDCR81203132	1T0KDCR81203276	1T0KDCR81203198
1T0KDCR81164174	1T0KDCR81203132	1T0KDCR81203277	1T0KDCR81203198

1. IS THE VEHICLE INCLUDED ON THE "HOLD VIN LIST" IN THE APPENDIX?

- a) If NO, proceed to SECTION B.
- b) If YES, vehicle must be held in dealer inventory. Await further instructions from Toyota Motor Sales. **DO NOT SELL OR DELIVER TO THE CUSTOMER**

## B. IDENTIFICATION OF CURRENT TIRE AND LOADING INFORMATION LABEL

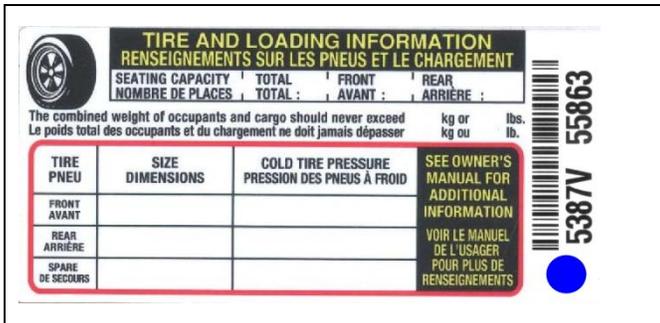


1. LOCATE THE TIRE AND LOADING INFORMATION PLACARD (LABEL) LOCATED ON THE B-PILLAR



2. IDENTIFY THE PRODUCTION DATE ON THE UPPER RIGHT HAND CORNER OF THE CERTIFICATION LABEL.

- a) Date 11/11 or earlier, proceed to STEP 3.
- b) Date 12/11 or later, proceed to SECTION D.



3. DOES THE TIRE AND LOADING INFORMATION PLACARD (LABEL) HAVE A BLUE DOT IN THE LOWER RIGHT HAND CORNER?

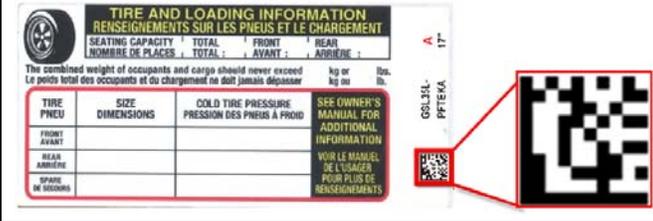
- a) If YES, proceed to SECTION D.
- b) If NO, proceed to STEP 4

## Tire Pressure and Loading Information Label

### 1-D Bar Code



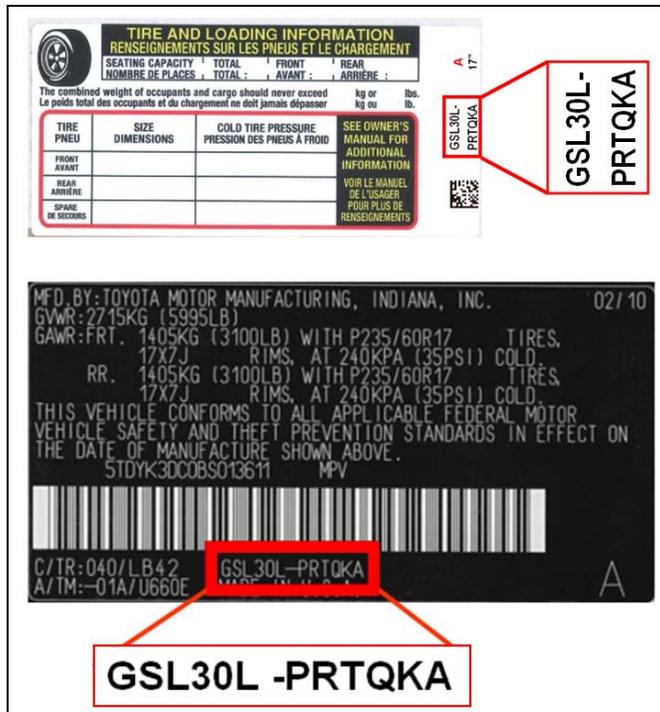
### 2-D Bar Code



4. DOES THE TIRE AND LOADING INFORMATION PLACARD (LABEL) INSTALLED ON THE VEHICLE HAVE A 2-D BAR CODE OR 1-D BAR CODE?

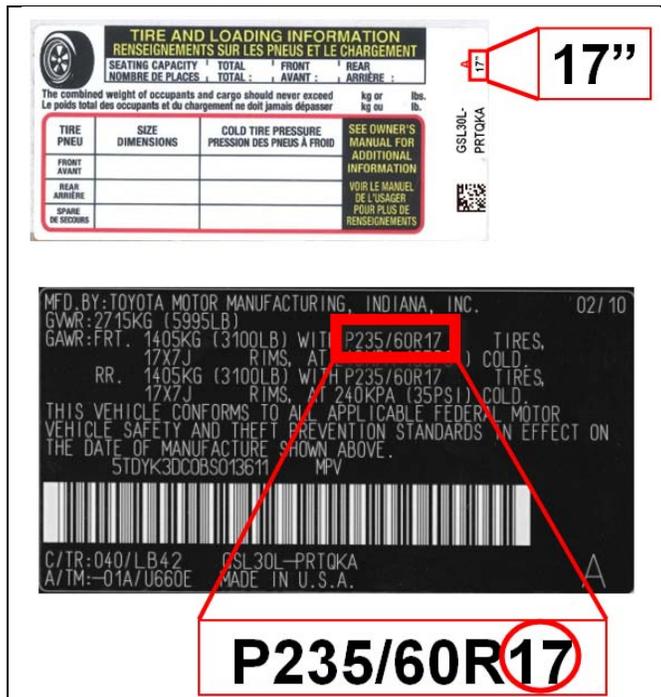
- a) 1-D Bar Code, proceed to SECTION C.
- b) 2-D Bar Code, proceed to SECTION D. (Label does not need to be replaced)

## C. CONFIRMATION AND APPLICATION OF THE NEW TIRE AND LOADING INFORMATION PLACARD (LABEL)



1. VERIFY THE KATASHIKI CODE ON THE NEW TIRE AND LOADING INFORMATION PLACARD (LABEL) MATCHES THE CERTIFICATION LABEL ON THE VEHICLE

**NOTE:** There are 13 unique tire and loading information placards (labels) with different Katashiki codes for the Sienna.



2. VERIFY THE RIM SIZE NOTED ON THE NEW TIRE AND LOADING INFORMATION PLACARD (LABEL) MATCHES THE RIM SIZE ON THE CERTIFICATION LABEL

**IMPORTANT NOTE:** Some Tire and Loading Information placards (labels) have the same **Katashiki** but different rim size designations. The **Katashiki** **AND** Rim Size must be matched before application of the new label.

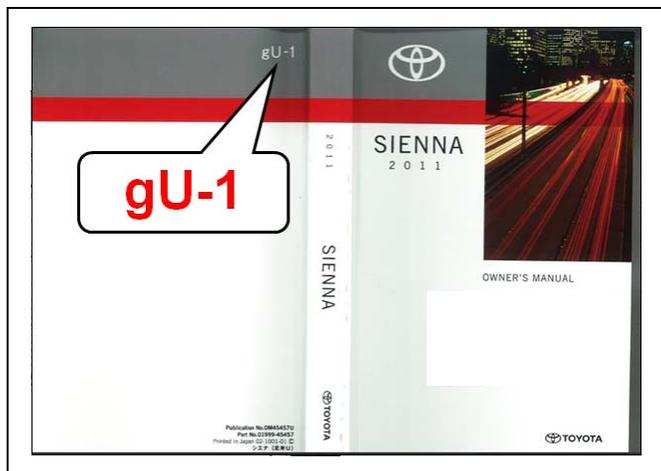


3. APPLY THE NEW TIRE AND LOADING INFORMATION PLACARD (LABEL) OVER THE OLD LABEL

- a) Clean the original label with a clean dry cloth.
- b) Apply the new label

**NOTE:** If the old label is not cleaned correctly the new label may not adhere properly

#### D. IDENTIFICATION AND APPLICATION OF THE OWNERS MANUAL OVERLAY UPDATE STICKER

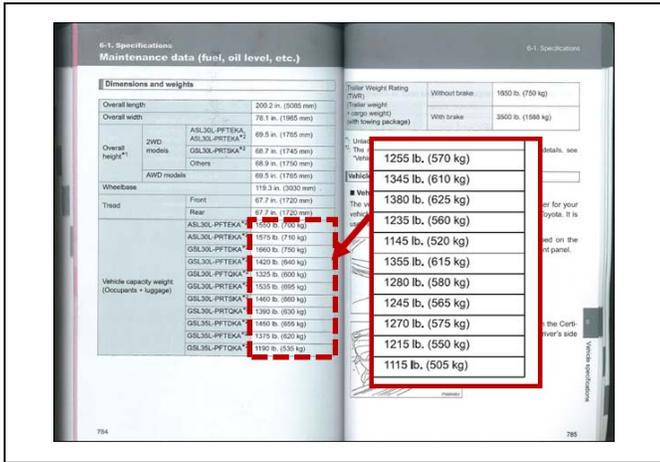


1. INSPECT THE 3 DIGIT OWNERS MANUAL IDENTIFICATION NUMBER LOCATED ON THE BACK COVER
  - a) Identification label is **gU-1**, proceed to STEP 2
  - b) Identification label is **gU-2** or **gU-3**, proceed to STEP 3

<del>1235 lb. (560 kg)</del>
<del>1345 lb. (610 kg)</del>
1380 lb. (625 kg)
1235 lb. (560 kg)
1145 lb. (520 kg)
1355 lb. (615 kg)
1280 lb. (580 kg)
1245 lb. (565 kg)
1270 lb. (575 kg)
1215 lb. (550 kg)
1115 lb. (505 kg)

**2. MODIFY THE TOP 2 ROWS OF THE OWNERS MANUAL OVERLAY UPDATE STICKER**

- a) Cut off the top 2 rows of the owner’s manual overlay update sticker for gU-1 owner’s manuals.



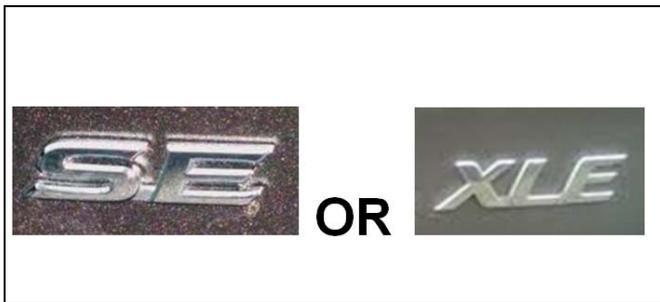
**3. INSTALL THE OWNERS MANUAL OVERLAY UPDATE STICKER**

- a) Page Identification:

- gU-1 Install on Page 728
- gU-2 Install on Page 734 or 736
- gU-3 Install on Page 784

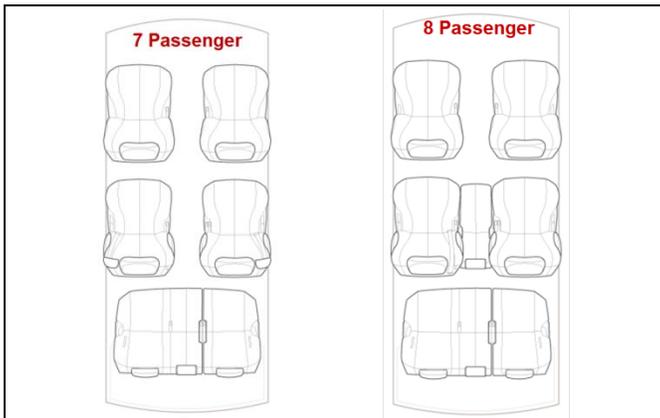
**NOTE: gU-2 and gU-3 do not require modification to the owners manual overlay update sticker.**

**E. IDENTIFICATION OF XLE AND SE VEHICLE FOR ACCESSORY REMOVAL/DECONTENT**



**1. DOES THE VEHICLE HAVE AN XLE OR SE TRIM PACKAGE?**

- a) If NO, Campaign Completed  
 b) IF XLE, Proceed to STEP 2  
 c) IF SE, Proceed to STEP 5



**2. DOES THE VEHICLE HAVE SEATING CAPACITY FOR SEVEN OR EIGHT PASSENGERS?**

- a) If Seven, Proceed to STEP 3  
 b) If Eight, Proceed to STEP 4

**DEALERSHIP IN-STOCK VEHICLES\***

\*Instructions for Customer Vehicles will be provided separately

**7 Passenger**



**3. XLE TRIM PACKAGE 7 PASSENGER CAPACITY VEHICLE:**

- a) Remove Accessory Tow Package  
*(For removal information refer to the accessory installation instructions. The instructions will be updated by Friday 12/2/2011 with additional details for accessory removal)*
- b) Proceed to SECTION F

**8 Passenger**



**4. XLE TRIM PACKAGE 8 PASSENGER CAPACITY VEHICLE:**

- a) Remove Accessory Tow Package  
*(For removal information refer to the accessory installation instructions. The instructions will be updated by Friday 12/2/2011 with additional details for accessory removal)*
- b) Remove Accessory Cargo Tray Organizer
- c) Proceed to SECTION F



**5. SE TRIM PACKAGE VEHICLE:**

- a) Remove Accessory Tow Package  
*(For removal information refer to the accessory installation instructions. The instructions will be updated by Friday 12/2/2011 with additional details for accessory removal)*
- b) Proceed to SECTION F

**F. APPLICATION OF THE NEW LOAD CARRYING CAPACITY ADDENDUM LABEL**

**CAUTION: LOAD CARRYING CAPACITY REDUCED**

Modifications to this vehicle have reduced the original load carrying capacity by:

WEIGHT (LBS)    WEIGHT (KGS)

**1. OBTAIN THE NEW LOAD CARRYING CAPACITY ADDENDUM LABEL**

- a) Additional Load Carrying Capacity Addendum Labels can be ordered from the Material Distribution Center (MDC # 00107-FMVSS)

**CAUTION: LOAD CARRYING CAPACITY REDUCED**

Modifications to this vehicle have reduced the original load carrying capacity by:

WEIGHT (LBS)    WEIGHT (KGS)

XX                  XX

**2. CALCULATE THE VALUE FOR THE NEW LOAD CARRYING CAPACITY ADDENDUM LABEL AND APPLY THE NEW LABEL**

- a) Subtract the weight of the removed component(s) from the previous Load Carrying Capacity Addendum Label value. Using a permanent marker write the revised calculated value on the new Load Carrying Capacity Addendum Label.

**NOTE: Only subtract the weight of accessories removed from the vehicle.**

<b>Towing Hitch :</b>	<b>48.2 lbs</b>	<b>21.9kg</b>
<b>Wiring Harness:</b>	<b>2.5 lbs</b>	<b>1.1kg</b>
<b>Ball Mount:</b>	<b>8.3 lbs</b>	<b>3.8kg</b>
<b>Cargo Organizer:</b>	<b>17.2 lbs</b>	<b>7.8kg</b>

DEALERSHIP IN-STOCK VEHICLES\*

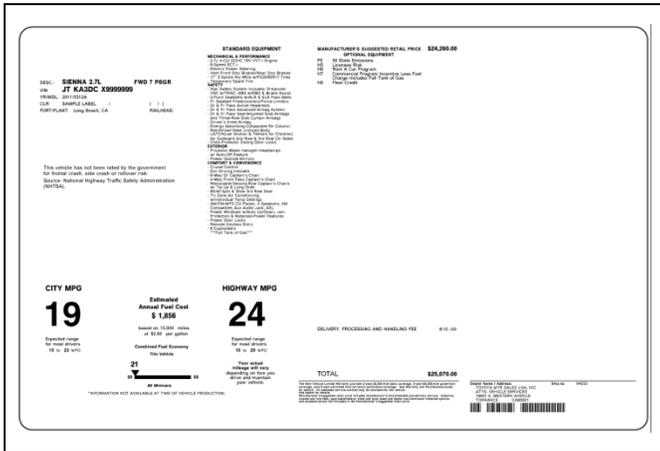
\*Instructions for Customer Vehicles will be provided separately



### 3. APPLICATION OF THE NEW LOAD CARRYING CAPACITY ADDENDUM LABEL

- a) Clean the existing Load Carrying Capacity Addendum Label using a dry cloth
- b) Apply the new Load Carrying Capacity Addendum Label over the existing label

## G. REPLACEMENT MONRONEY LABELS



### 1. ORDER A REPLACEMENT MONRONEY LABEL FOR VEHICLES THAT REQUIRED REMOVAL OF A PIO ACCESSORY TOW PACKAGE OR CARGO TRAY ORGANIZER

- a) Contact your regional representative for additional information regarding monroney label replacement.

VI. APPENDIX A

**HOLD VIN LIST**



**If a vehicle is included on this vin list it cannot be delivered or sold to a customer at this time. Further information will be provided in the near future.**

Dealer Code	VIN
04213	5TDDK3DCXCS032893
04288	5TDDK3DC8CS031435
11030	5TDDK3DC8CS031788
12111	5TDYK3DC2CS198407
19652	5TDDK3DC4CS034171
20090	5TDDK3DC4CS032954
21098	5TDYK3DCXCS179636
22046	5TDYK3DC8CS181580
22046	5TDYK3DC2CS195569
29091	5TDYK3DC2CS188850
31069	5TDDK3DC5CS032333
31069	5TDDK3DC2CS032757
31069	5TDDK3DC4CS032825
31069	5TDDK3DCXCS033428
34041	5TDDK3DC7CS033192
34041	5TDYK3DC8CS195138
34041	5TDYK3DCXCS200503
34041	5TDDK3DC7CS033502
34070	5TDYK3DC2CS193966

Dealer Code	VIN
34070	5TDYK3DC8CS197259
34070	5TDYK3DC4CS202246
34115	5TDDK3DCXCS033400
34120	5TDYK3DC1CS197541
34120	5TDYK3DC9CS193916
36078	5TDDK3DC6CS033779
43016	5TDDK3DC4CS031111
43016	5TDDK3DC5CS034521
46080	5TDDK3DC0CS032482
48027	5TDYK3DC0CS201501
48027	5TDYK3DC1CS190329
50012	5TDDK3DCXCS030450
50012	5TDDK3DC0CS030389
50012	5TDYK3DC4CS182645
50012	5TDYK3DC8CS179506
50012	5TDYK3DC8CS180509
50013	5TDDK3DC3CS030595
50013	5TDDK3DC0CS031378

## VII. APPENDIX B

### A. TIRE AND LOADING INFORMATION LABEL DECODER FOR REORDER

**TIRE AND LOADING INFORMATION**  
**RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT**

SEATING CAPACITY | TOTAL | FRONT | REAR  
 NOMBRE DE PLACES | TOTAL : | AVANT : | ARRIÈRE :

The combined weight of occupants and cargo should never exceed kg or lbs.  
 Le poids total des occupants et du chargement ne doit jamais dépasser kg ou lb.

TIRE PNEU	SIZE DIMENSIONS	COLD TIRE PRESSURE PRESSION DES PNEUS À FROID	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS
FRONT AVANT			
REAR ARRIÈRE			
SPARE DE SECOURS			

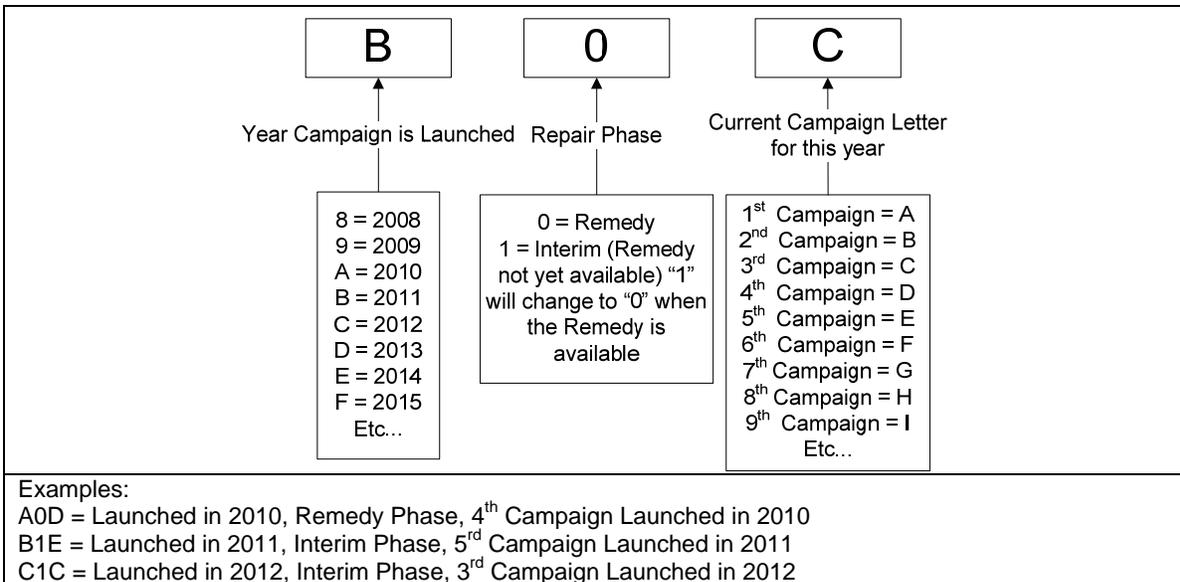
Callouts:  
 - Label Re-order Letter: A  
 - Rim Size – Must Match Certification Label: 17"  
 - Katashiki Number – Must Match Certification Label: GSL30L-PFTDKA

Label Re-Order Letter	Rim Size	Katashiki
A	17"	GSL30L-PFTDKA
B	17"	GSL30L-PFTEKA
C	17"	GSL30L-PRTEKA
D	19"	GSL30L-PRTSKA
E	17"	GSL30L-PRTQKA
F	18"	
G	17"	GSL30L-PFTQKA
H	18"	
I	19"	
J	17"	GSL33L-SBTDKA
K	17"	ASL30L-PFTEKA
L	17"	ASL30L-PRTEKA
M	18"	GSL35L-PFTDKA
N	18"	GSL35L-PFTEKA
O	18"	GSL35L-PFTQKA

The necessary labels to implement this non-compliance have been sent to the dealership. If you need to re-order a label, please contact the Quality Compliance Department at: 310-468-5516.

## VIII. APPENDIX C

### A. CAMPAIGN DESIGNATION DECODER



### B. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Lonnie Peterson / Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
December 01, 2011  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Toyota Customer Services

**Submission of Non-Compliance Information Report  
Safety (Non-Compliance) Recall B0N (B1N) – Preliminary Notice (Dealership In-Stock Vehicles)  
2011 and Certain early 2012 Model Year Sienna Vehicles  
Tire and Loading Information Placard  
\*\*\*\*\*URGENT\*\*\*\*\***

On November 30, 2011, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that 2011 and certain early 2012 Model Year Sienna vehicles fail to conform to Federal Motor Vehicle Safety Standard (**FMVSS**) No.110, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less." Toyota will be conducting a voluntary Safety (Non-Compliance) Recall on these vehicles.

- ***This communication is to inform you that the Safety Recall remedy is available for Dealership In-Stock Vehicles. Additional information will be provided shortly for customer vehicle handling.***
- For the handling of vehicles in dealership inventory a Dealer Letter containing additional information (i.e. Technical Instructions, parts ordering information, etc.) has been posted on TIS.
- All Vehicles covered by this recall will be identified as B1N until the customer remedy information is available.
- ***Please refer to TIS for vehicle applicability and additional information.***

**Customer and Media Contacts**

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.



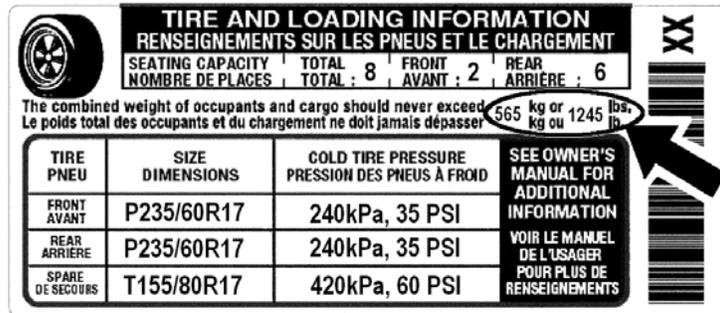
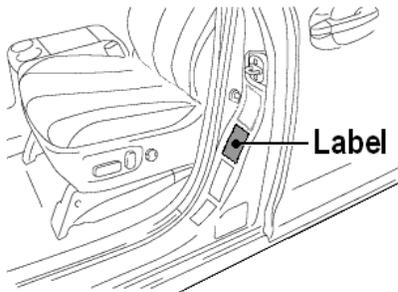
**Safety Recall B0N (Preliminary Notice B1N)  
2011 and Certain Early 2012 Model Year Sienna Vehicles  
Tire and Loading Information Placard (Label) Q&A**

**Q1: What is the condition?**

A1: The tire and loading information placard located on the B-Pillar, which is required by Federal Motor Vehicle Safety Standards (FMVSS) does not meet the requirement of FMVSS 110 S4.3.

**Q1a: What is the requirement for FMVSS 110 S4.3?**

A1a: FMVSS 110 S4.3 requires that "Each vehicle, except for a trailer or incomplete vehicle, shall show the information specified in S4.3 (a) through (g), and may show, at the manufacturer's option, the information specified in S4.3 (h) and (i), on a placard permanently affixed to the driver's side B-pillar. ... (a) Vehicle capacity weight expressed as "The combined weight of occupants and cargo should never exceed XXX kilograms or XXX pounds"; ... When conducted under the NHTSA test procedure used to demonstrate compliance with the standard, it was determined that the capacity weight did not meet the requirement.



**Q2: Which and how many vehicles are involved?**

A2: There are approximately 210,000 Toyota Sienna vehicles covered by this Safety (Non-Compliance) Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles
Sienna	2011	January 2010 Through November 2011	182,000
	Certain early -2012		28,000

**Q2a: Are there any other Lexus or Toyota vehicles involved?**

A2a: No, there are no other Lexus or Toyota vehicles involved.

**Q3: What is Toyota going to do?**

A3: Toyota is currently working on the remedy for owners. Additional details will be provided shortly. We greatly appreciate the patience of our customers.

**Q4: Have there been any reports of accidents related this matter?**

A4: There have been no reports of accidents related to this matter.

[For Vehicle Owner Inquiries]

**Q5: What if an owner has additional questions or concerns?**

A5: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.