



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

LCB



Us Dept Transportation  
400 7th St. SW  
Washington, DC 20590-0001



**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire  
Severe Corrosion of Spare Tire Carrier Cable  
SAFETY RECALL NOTICE (Interim Notice)**

VIN: 4T3GF19C3XU123491

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire.

**What is the condition?**

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States\*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard.

**What will Toyota do?**

Toyota is in the process of developing the remedy. However, in the interim any authorized Toyota dealer will inspect the spare tire carrier cable. Based upon the inspection, Toyota will do one of the following at **NO CHARGE** to you:

- If there is **no** significant corrosion of the spare tire carrier cable, you will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
- If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire, a temporary solution, such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. You will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.

***Owners of affected vehicles will be notified as soon as a remedy is available.***

**What should you do?**

***This is an important Safety Recall***

Please contact your authorized Toyota dealer to make an appointment to inspect and, if necessary, relocate the spare tire as soon as possible. The inspection and, if necessary, the relocation of the spare tire will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**\*This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

***CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV***

**We request that you present this notice to the dealer 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](http://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 replacement.*** 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 Standard Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.