



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



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

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 applied. Water can splash backwards with high concentrations of road salt, reach the spare tire carrier and corrode the spare tire carrier cable.

This Special Service Campaign offers to apply a Corrosion Resistant Compound (CRC) to the end of the spare tire carrier cable or replace the spare tire carrier 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 a high concentration of road salt is frequently applied, any authorized Toyota Dealer will apply a Corrosion Resistant Compound (CRC) to the end of the spare tire carrier cable or replace the spare tire carrier 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. Depending on your vehicle Toyota will apply a corrosion resistant compound (CRC) to the end of the spare tire carrier cable or replace of the spare tire carrier. The repair will take approximately one hour. 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.

Spanish translation on back side
Traducción en español en el reverso