



## Toyota Sienna Recall Q & A

Recently, Toyota has decided to recall over 600,000 of their Sienna minivans, due to a spare tire cable corrosion issue. At Ride-Away, our biggest concerns are that you, the customer, are safe at all times and also that you feel 100% comfortable driving your vehicle. This recall does not affect any BraunAbility/IMS Rampvan conversion because during the lowered floor conversion process, the OEM spare tire location was moved to the rear cargo area behind the third row seats and all the components affected by the recall have been removed. Ride-Away encourages you to cooperate with Toyota in their recall efforts.

We understand that you might have some questions regarding this recent recall, and we will do our very best to make sure that we answer any question or any concerns you might have. Below are some common questions that we have received from customers already that might answer your questions and address your concerns.

### **Which models are being affected by the recall?**

The recall includes certain 1998-2010 model year Sienna 2WD vehicles equipped with a spare tire and operated in cold climate areas with high road salt use. The following states in which the vehicle is registered are covered by this recall: District of Columbia, Connecticut, Delaware, Illinois, Indiana, Kentucky, Massachusetts, Maryland, Maine, Michigan, Minnesota, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Virginia, Vermont, Wisconsin, and West Virginia.

(Source: [www.toyota.com](http://www.toyota.com))

### **What was the reason for the recall in the first place?**

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. In the worst case, the carrier cable may fail and the spare tire could become separated from the vehicle, a road hazard for following vehicles.

(Source: [www.toyota.com](http://www.toyota.com))

### **What if I own one of the affected vehicles but don't live in one of the states covered by this recall?**

Owners of subject vehicles in other states will receive a separate Special Service Campaign notification including details on how to obtain an inspection if they desire. Toyota will perform the same inspection and repair for those vehicles at no charge. (Source: [www.toyota.com](http://www.toyota.com))

### **Since my vehicle is wheelchair accessible, is my vehicle affected by the recall?**

This issue does not affect any BraunAbility/IMS Rampvans. During the lowered floor conversion process, the OEM spare tire location is moved to the rear cargo area behind the third row seats, and all the components affected by the recall are removed.



**I am looking to purchase a 2011 Toyota Sienna, but I am concerned about the current issue; what is Toyota going to do to resolve this issue?**

Toyota has already been working on developing a remedy to fix this issue. It has been noted that this recall only affects vehicles through the 2010 model year. If the 2010 Sienna is designed the same as the 2011, then they are not subject to the recall since the conversion process will be the same. Because of this, you should feel confident in purchasing a 2011 Sienna.

**What if I think I am experiencing the condition, or have immediate concerns about my vehicle?**

If you have immediate concerns, please contact your local Toyota dealership without hesitation. Ask for a diagnosis, and if applicable, any necessary repairs.

**Will I have to pay for the repair, or is this covered by my warranty?**

This is not covered by warranty, however, you will not have to pay out of pocket for any repairs. Toyota will perform the inspection and repair free of charge. (Source: [www.toyota.com](http://www.toyota.com))

**I received an *Interim Notice of Recall* letter in the mail; what does this mean to me?**

When you receive this letter, you should contact your local Toyota dealer letting them know that you have received the letter. The Toyota dealer will likely set an appointment for a preliminary inspection. You can let them know that the part was removed during the conversion process. You will continue to receive recall notifications until you go to your Toyota dealer and have them register your vehicle identification number as "remedied". We encourage everyone to cooperate with Toyota in their recall efforts.

**I rely on others to get me to where I need to go, so how long will the appointment to inspect my vehicle take?**

According to Toyota, this inspection should take approximately 30 minutes, depending on the dealer's work schedule. We would advise you to let them know what your situation is so they can accommodate your needs. (Source: [www.toyota.com](http://www.toyota.com))

**What if I still have questions or concerns?**

If you still have questions or concerns, please contact your local Ride-Away location at 888-743-3292. You may also contact the Toyota Customer Experience Center at 1-800-331-4331.

The Toyota Customer Experience Center hours are as follows:

Monday-Friday: 8:00AM – 9:00PM EST

Saturday: 10:00AM – 7:00PM EST

(Source: [www.toyota.com](http://www.toyota.com))