

**TECHNICAL INSTRUCTIONS**

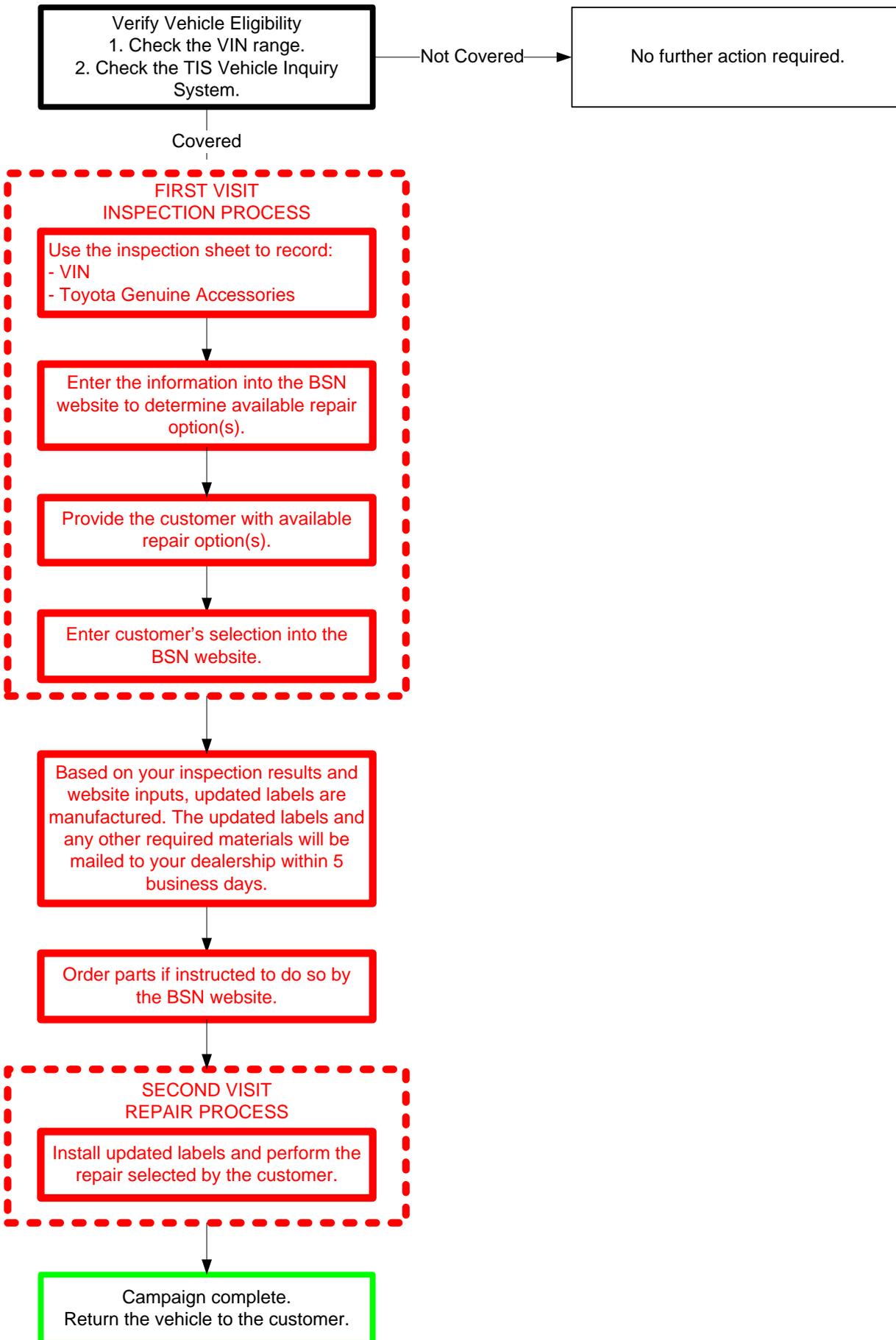
**FOR**

**SAFETY (NON-COMPLIANCE) RECALL CAMPAIGN BSN  
SUPPLEMENTAL PHASE FOR VEHICLES WITH SPECIFIC ACCESSORIES**

**TIRE AND LOADING INFORMATION PLACARD**

**2011 – CERTAIN 2012 MODEL YEAR SIENNA**

# I. OPERATION FLOW CHART



## II. IDENTIFICATION OF COVERED VEHICLES

### A. COVERED VIN RANGE

WMI	Year	VIN Range	
		VDS	Range
5TD	2011	DK3DC	S001067 - S030160
5TD	2011	JK3DC	S001069 - S030140
5TD	2011	KA3DC	S001016 - S009344
5TD	2011	KK3DC	S001254 - S176126
5TD	2011	XK3DC	S025859 - S176097
5TD	2011	YK3DC	S001250 - S176123
5TD	2011	ZK3DC	S001251 - S176057
5TD	2012	DK3DC	S029648 - S034906
5TD	2012	JK3DC	S029741 - S034895
5TD	2012	KA3DC	S009295 - S010656
5TD	2012	KK3DC	S173306 - S204460
5TD	2012	XK3DC	S173831 - S204365
5TD	2012	YK3DC	S173824 - S204424
5TD	2012	ZK3DC	S173309 - S204452

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety (Non-Compliance) Recall 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.

## III. PREPARATION

### A. PARTS

- Not all vehicles will require parts replacement. **ONLY** order the appropriate parts as indicated by the BSN website if the repair selected by the customer requires parts.
- An updated Certification Label, Tire and Loading Information Placard, owner's manual insert, and other supplies and materials based on your inputs to the BSN website will be mailed to your dealership.

### A. TOOLS, SUPPLIES & EQUIPMENT

- Standard hand tools
- Shop cloth
- 3M General Purpose Adhesive Cleaner (P/N 08984) or equivalent

## IV. BACKGROUND

The Tire and Loading Information Placard (located on the B-Pillar) does not state the correct vehicle capacity weight as the rated load for the combination of cargo and occupants. Incorrect information on the vehicle placard may lead to tire overloading and possibly cause tire failure, increasing the risk of a crash.

## V. INSPECTION PROCESS



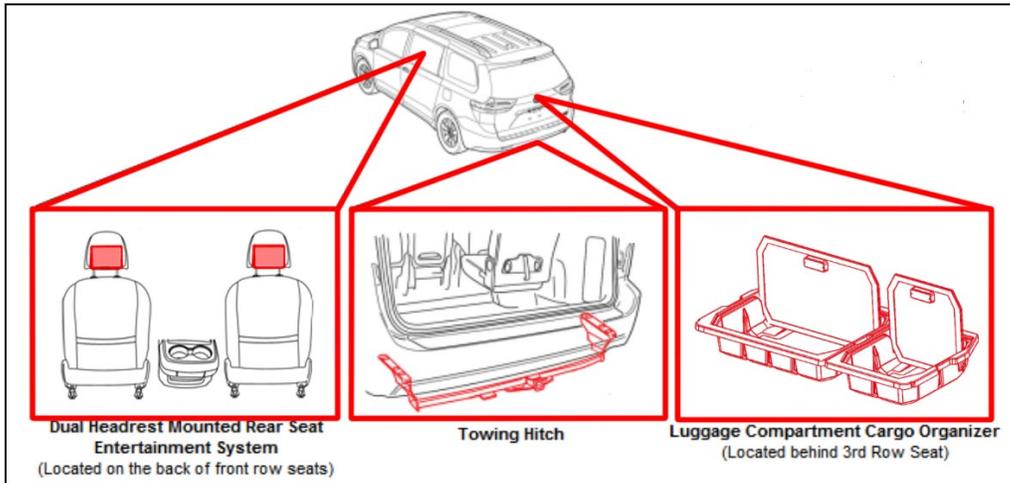
Fill in this inspection sheet then use the BSN website to determine the available repair options for the customer. <http://tmsbsn-lookup.imagespm.info/> (Default password: xxxxx)

### 1. INSPECT THE VEHICLE

- Record the VIN \_\_\_\_\_
- Confirm the vehicle is equipped with OEM wheels.

**NOTE:** If the wheels are *NOT* OEM email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) for assistance.

### 2. RECORD THE ACCESSORIES INSTALLED ON THE VEHICLE



#### Accessories

- Tow Hitch
- Cargo Organizer
- Headrest Mounted Rear Seat Entertainment

**NOTE:** Subject to this inspection are Toyota Genuine Accessories *ONLY*.

### 3. INPUT THE INSPECTION RESULTS TO THE BSN WEBSITE

- The website will use your inputs to determine which repair options are available to the customer.
- Provide the options to the customer, then input the customer's selection on the BSN website.
- The website will then direct you to the appropriate sections in the technical instructions to complete the repair.



- The website will only save the last entry per VIN, if you have made the selections correctly *DO NOT* change them, if you have made the selections incorrectly change them to the correct selections.
- Not all repair options are available for every vehicle, only offer the customer the options provided by the website and only perform the repair selected by the customer.
- If there are concerns regarding this inspection process email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) for assistance.

### 4. RECORD THE REPAIR OPTION SELECTED

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> REPAIR 1528LN               | <input type="checkbox"/> REPAIR 1528LR | <input type="checkbox"/> REPAIR 1528LS  |
| <input type="checkbox"/> REPAIR 1528LJ/1528LP/1528LW | <input type="checkbox"/> REPAIR 1528LT | <input type="checkbox"/> REPAIR 1528LZF |
| <input type="checkbox"/> REPAIR 1528LM               |  |   |

**NOTE:** Keep this inspection sheet to reference when the customer returns for their repair.

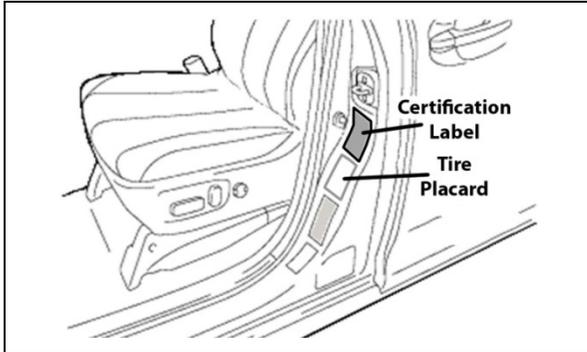
## VI. UPDATED LABELS / OWNER'S MANUAL INSERT INSTALLATION

### 1. INSTALL THE UPDATED OWNER'S MANUAL INSERT

- a) Follow the installation instructions on the back of the insert.

**NOTE:**

- Based on your inspection results and BSN website inputs this insert is manufactured then mailed to your dealership.
- This insert is VIN specific and **MUST** be installed on the vehicle for which the inspection was performed.



### 2. INSTALL THE UPDATED TIRE AND LOADING INFORMATION PLACARD

- a) Clean the original placard with a clean, dry cloth.
- b) Apply the updated placard on top of the original placard.

**NOTE:**

- Based on your inspection results and BSN website inputs this label is manufactured then mailed to your dealership.
- This label is VIN specific and **MUST** be installed on the vehicle for which the inspection was performed.



**NOT EVERY** vehicle requires certification label replacement, **ONLY** perform these steps if instructed to do so by the BSN website. This is based on the repair option that was selected.

### 3. REMOVE THE ORIGINAL CERTIFICATION LABEL

- a) Heat the original certification label evenly using a heat gun.

**NOTE:**

- It will take approximately 1 to 2 minutes, depending on the type of heat gun being used, to heat the label sufficiently.
- Avoid heating the courtesy switch.



The old label **MUST** be removed and the updated label **MUST** be affixed directly to the body panel, placing the updated label on top of the old label **IS NOT** acceptable.

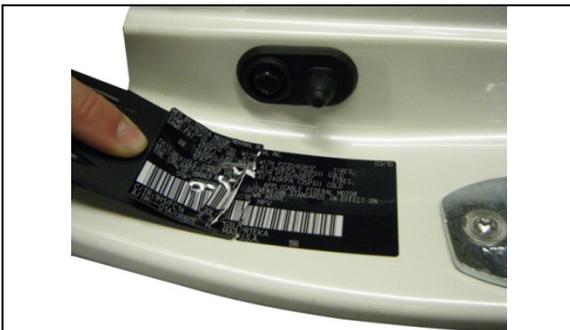
- b) While continuing to apply heat, peel the label using the provided scraper.

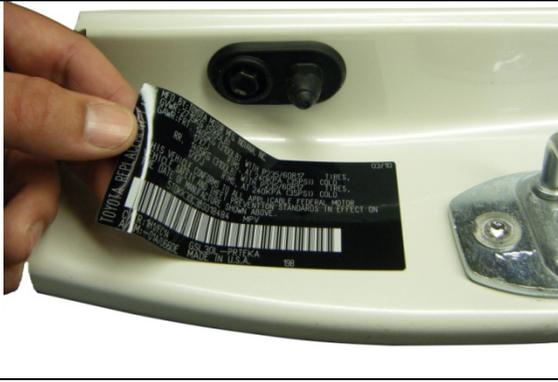
**NOTE:**

- **DO NOT** use any type of metal scraper to remove the label.
- If the label does not come off in 2 or 3 large pieces, the label may not be heated up enough.

- c) Clean the panel to remove all adhesive residue using '3M General Purpose Adhesive Remover', or equivalent.

**NOTE:** If the adhesive residue is not completely removed, the updated label may not adhere properly.





#### 4. INSTALL THE UPDATED CERTIFICATION LABEL

- a) Place the updated certification label on the panel in the same location as the old label.

**NOTE:** Confirm there are no bubbles or creases when installing the updated label.



The old label **MUST** be removed, the updated label **MUST** be affixed directly to the body panel, placing the updated label on top of the old label **IS NOT** acceptable.

## VII. REPAIR 1528LN

### 1. INSTALL 4 NEW EXTRA LOAD TIRES

- a) Install Goodyear Eagle RSA tires.
- b) Initialize the tire pressure warning system.

**NOTE:**

- For details on initialization procedure, refer to the repair manual on TIS. [Initialization Procedure](#)
- Failure to initialize the TPWS may result in the tire warning light illuminating incorrectly.
- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.

## VIII. REPAIR 1528LR

### 1. INSTALL 4 NEW 18" WHEELS AND EXTRA LOAD TIRES

- a) Install new 18" wheels and Goodyear Eagle RSA tires.
- b) Initialize the tire pressure warning system.

**NOTE:**

- For details on initialization procedure, refer to the repair manual on TIS. [Initialization Procedure](#)
- Failure to initialize the TPWS may result in the tire warning light illuminating incorrectly.
- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.
- Reimburse the customer the cost difference of the wheels. Refer to the Warranty Reimbursement Procedures in the dealer letter for details.

## IX. REPAIR 1528LS

### 1. INSTALL 4 NEW 18" EXTRA LOAD TIRES

- a) Install Goodyear Eagle RSA tires.
- b) Initialize the tire pressure warning system.

### 2. PROVIDE COMPLIMENTARY ROAD SIDE ASSISTANCE DOCUMENTATION TO CUSTOMER

**NOTE:**

- For details on initialization procedure, refer to the repair manual on TIS. [Initialization Procedure](#)
- Failure to initialize the TPWS may result in the tire warning light illuminating incorrectly.
- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.

## X. REPAIR 1528LJ/1528LP/1528LW

### 1. REMOVE THE TOW HITCH

- a) Refer to the Tow Hitch removal instructions available on TIS.  
[Tow Hitch Removal](#)
- b) Recalculate the weight of the accessories installed on the vehicle by subtracting the weight which was removed from the load carrying capacity addendum label located on the B-Pillar.
  - Towing Hitch: 48.2 lbs
  - Wiring Harness: 2.5 lbs
  - Ball Mount: 8.3 lbs
  - Total Reduction: 59.0 lbs
- c) Overlay an updated label over the label that was previously installed.

#### NOTE:

- Several parts must be replaced when removing the tow hitch, refer to the tow hitch removal instructions for details.
- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.
- Addendum labels can be ordered through the Material Distribution Center, P/N: 01007-FMVSS.
- Reimburse the customer the cost of the accessory. Refer to the Warranty Reimbursement Procedures in the dealer letter for details.

## XI. REPAIR 1528LT

### 1. REMOVE THE TOW HITCH

- a) Refer to the Tow Hitch removal instructions available on TIS.  
[Tow Hitch Removal](#)

**NOTE:** Several parts must be replaced when removing the tow hitch, refer to the tow hitch removal instructions for details.

### 2. REMOVE THE LUGGAGE COMPARTMENT CARGO ORGANIZER

- a) Remove both cargo organizer bins from the vehicle.

### 3. RECALCULATE ACCESSORY WEIGHTS

- a) Recalculate the weight of the accessories installed on the vehicle by subtracting the weight which was removed from the load carrying capacity addendum label located on the B-Pillar.
  - Cargo Organizer: 17.2 lbs
  - Towing Hitch: 48.2 lbs
  - Wiring Harness: 2.5 lbs
  - Ball Mount: 8.3 lbs
  - Total Reduction: 76.2 lbs
- b) Overlay an updated label over the label that was previously installed.

#### NOTE:

- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.
- Addendum labels can be ordered through the Material Distribution Center, P/N: 01007-FMVSS.
- Reimburse the customer the cost of the accessories. Refer to the Warranty Reimbursement Procedures in the dealer letter for details.

## XII. REPAIR 1528LZ

### 1. REMOVE THE LUGGAGE COMPARTMENT CARGO ORGANIZER

- a) Remove both cargo organizer bins from the vehicle.
- b) Recalculate the weight of the accessories installed on the vehicle by subtracting the weight which was removed from the load carrying capacity addendum label located on the B-Pillar.
  - Cargo Organizer: 17.2 lbs
- c) Overlay an updated label over the label that was previously installed.

#### NOTE:

- Confirm SECTION VI. UPDATED LABELS INSTALLATION has been completed.
- Addendum labels can be ordered through the Material Distribution Center, P/N: 01007-FMVSS.
- Reimburse the customer the cost of the accessory. Refer to the Warranty Reimbursement Procedures in the dealer letter for details.

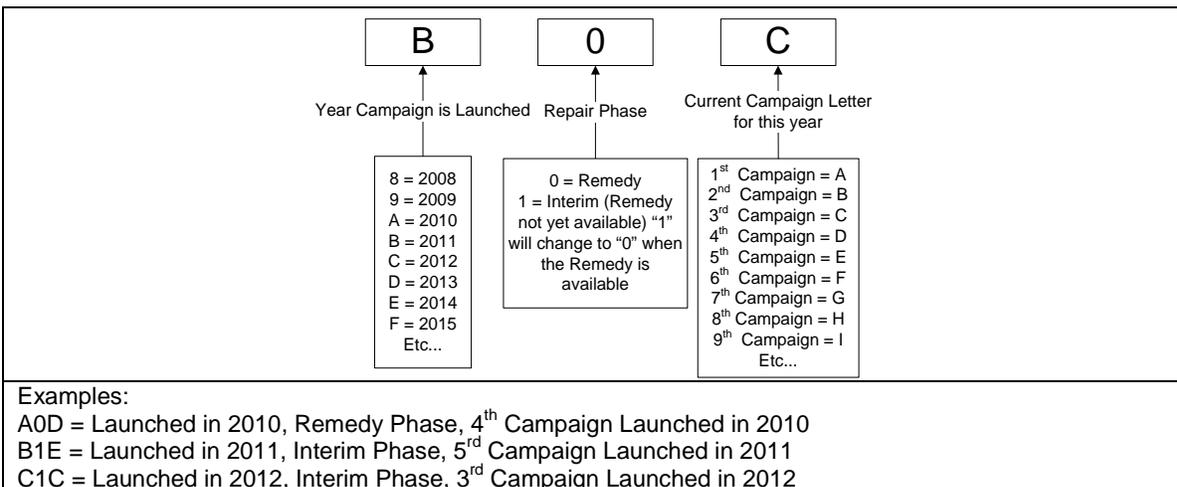
## ◀ VERIFY REPAIR QUALITY ▶

- Confirm **ALL** inspection steps are followed before performing the remedy
- Confirm the applicable remedy options are provided to the customer
- Confirm the original certification label is completely removed before applying the updated label
- Confirm the owner's manual insert is inserted in the owner's manual in the correct location

If you have any questions regarding this recall, please contact your regional representative

### XIII. APPENDIX

#### 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.***