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## TOYOTA SIENNA RECALL NOT APPLICABLE TO BRAUNABILITY RAMPVANS

April 19<sup>th</sup>, 2010

Dear BraunAbility Rampvan Dealer:

Re: Toyota Sienna Spare Tire Cable recall

You may have heard the recent news that Toyota is recalling some 600,000 Sienna minivans, due to a spare tire cable corrosion issue. As you may have already surmised, this issue **does not affect any BraunAbility/IMS Rampvan**. 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.

We anticipate you'll receive calls from end users regarding the Toyota recall, and we wanted to give you some guidance in handling those calls. You should:

- Assure them the recall does not affect their vehicle, and be prepared to explain why (spare tire relocation/affected component elimination).
- Tell them to watch their mail for an Interim Notice of Recall.
- Request that they contact their Toyota dealer for further advice on handling the recall. The end user should wait until the Interim Notice of Recall has been received before contacting the Toyota dealer, as information in the Notice may be required. The Toyota dealer will likely set an appointment for a preliminary inspection. Feel free to use this letter as confirmation that this part was removed during the conversion process.
- Advise the end user that until their Toyota dealer registers the vehicle identification number as being "remedied", the end user will continue to receive recall notifications.

Remember that even though the recall will not affect any Rampvan, the end user will continue to receive Notices of Recall until they have their vehicles inspected, and listed as "remedied". You should encourage all end users to cooperate with Toyota in their recall efforts.