

CL-10543050-9784

DEC 05 2013

November 28, 2013

Office of Defect Investigation
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 New Jersey Avenue SE, West Building
Washington, DC 20590

RE: Complaint# 10543050

To Whom it May Concern,

Attached is additional information with regard to our complaint. It is a safety recall notice I just received for our Toyota Highlander for a very similar problem to what we experienced with the Ford Escape I reported.

Ford should be required to RECALL the 2005 Escape for our problem, not the temporary (and now expired) CUSTOMER SATISFACTION PROGRAM. In fact, unlike the Toyota which "will enter a 'fail-safe' mode, resulting in reduced power under which the vehicle can still be driven for short distances," the Ford Escape shuts down completely, increasing the risk of crash.

Thank you again for your assistance with this matter.

Sincerely yours,

• HARWOOD, MARYLAND •

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12613
SMD



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



[REDACTED]
[REDACTED]
HARWOOD MD [REDACTED]



URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed
at **NO CHARGE** to you.

**Certain 2006 through 2010 Model Year Highlander Hybrid (HV) Vehicles
Hybrid System Inverter, Intelligent Power Module**

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN JTEEW21A770 [REDACTED]

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 2006 through 2010 Model Year Highlander Hybrid (HV) Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

Inside the hybrid inverter assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Under some conditions, one or more transistors could be damaged, illuminating various warning lights on the instrument panel. In most cases, the vehicle will enter a "fail-safe" mode, resulting in reduced power under which the vehicle can still be driven for short distances. However, it is possible that the fuse of the power supply circuit could blow, causing the hybrid system to shut down and resulting in the vehicle stopping while being driven. This can increase the risk of a crash.

What is Toyota going to do?

Any authorized Toyota dealer will replace the IPM at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

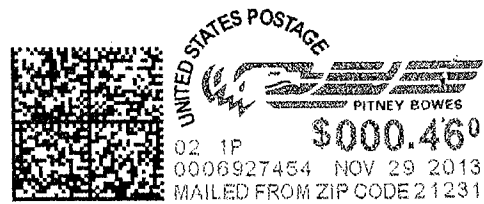
Please contact any authorized Toyota dealer and make an appointment to have the IPM replaced. Replacement of the IPM will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice 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. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.



Harwood, MD



20590

