

Special Service Campaign 60F
2004 through 2005 Highlander and early 2006 Highlander HV
Center Console (Floor Carpet Cover) Retaining Clips
Safety Recall Notice

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 2004 through 2005 model year Highlander and early 2006 model year Highlander Hybrid (HV) vehicles.

What is the problem?

In certain 2004 through 2005 model year Highlander and early 2006 model year Highlander HV vehicles, the two Retaining Clips for the driver's side forward Center Console (Floor Carpet Cover) can become loose. If both clips separate from the Floor Carpet Cover, the cover may lean toward the accelerator pedal, causing interference with the accelerator pedal rod. In the worst case, this condition may interfere with the accelerator pedal returning to the idle position and thus may increase the possibility of a crash.

What will Toyota do?

Any Toyota dealer will replace the two Floor Carpet Cover Retaining Clips with improved ones at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to replace the clips with improved ones as soon as possible. The repair will take approximately half an hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

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 the repair. 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 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

What if you have previously paid for the replacement/reinstallation of the driver's side Floor Carpet Cover Retaining Clips for this specific condition?

If you have previously paid for the replacement/reinstallation of the driver's side Floor Carpet Cover Retaining Clips for this specific condition **prior** to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Toyota Motor Sales, U.S.A., Inc.
Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.