

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-12080
April 16, 2012

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recalls 08V-162, 10V-346 and 11V-113 Dealer Notification Letter for Owner Follow-Up Notice

To whom it may concern,

Please find attached, for your records, representative copies of the Follow-Up Owner Notification on the following Toyota and Lexus vehicles:

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
08V-162	80A	Certain 2003 through 2004 Corolla and Corolla Matrix
10V-346	ALF	Certain 2003 through 2007 MY LX470
11V-113	9LG	2008 Through Certain 2011 MY LX570

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,



George Morino
National Manager, Quality Compliance

Attachments:

- Lexus 10V-.346 (ALF) Owner Notification
- Lexus 11V-113 (9LG) Owner Notification
- Toyota 08V-162 (80A) Owner Notification



TOYOTA MOTOR SALES, U.S.A., INC.
SSC/LSC NOTIFICATION PROCESSING CENTER
NO GENERAL CORRESPONDENCE
P.O. BOX 710367, SAN DIEGO, CA 92171-0367

PRESORTED
FIRST CLASS MAIL
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ISPM

SAFETY RECALL FOLLOW-UP NOTICE

80A – 2003 Through 2004 Model Year Corolla and Corolla Matrix Front Door Glass Bolts

PLEASE READ THIS IMPORTANT INFORMATION

VEHICLE IDENTIFICATION NUMBER

↑ TO OPEN FOLD AND TEAR HERE ↑



SSC 80A – 2003 THROUGH 2004 MODEL YEAR COROLLA AND COROLLA MATRIX FRONT DOOR GLASS BOLTS SAFETY RECALL FOLLOW-UP 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 the driver and front passenger door glass bolts of certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

On certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows, the driver and front passenger door glass bolts may loosen and come off, causing the door glass to separate from the window regulator. If this condition has occurred on your vehicle, in some cases due to the components becoming loose and possibly rattling, an abnormal noise may be heard from the driver and/or front passenger door when operating the power windows. In the worst case, the door glass may separate from the window regulator, bind and shatter during operation of the power windows, causing driver distraction and/or injury.

What will Toyota do?

Any Toyota dealer will replace the two driver and two front passenger door glass bolts (four bolts total) with newly designed 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 two driver and two front passenger door glass bolts (four bolts total) as soon as possible. The repair will take approximately one 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 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.

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 this important Safety Recall. 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 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for the replacement of the front door glass bolts for this specific condition?

If you have previously paid for the replacement of the front door glass bolts 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., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509

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, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to 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.

Spanish translation on back side
Traducción en español en el reverso