



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

TMS-NTC-13038  
January 29, 2013

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

Re: Toyota Safety Recalls 09V-023, 09V-031, 10V-160, 11V-112, 11V-304 and 11V-342 Dealer Notification  
Letter for Owner Follow-Up Notice

To whom it may concern,

Please find attached Dealer Notification Letters for a Follow-Up Owner Notification for the following Toyota and Lexus vehicles:

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
09V-023	90B	Certain 2004 MY Sienna
09V-031	90C	Certain 2006-2007 MY Yaris
10V-160	A9E	Certain 1998-2010 MY Sienna
11V-112	B0A BLC	2004-2006 MY Highlander and Highlander HV Certain 2004 – 2007 RX 330/350, RX400h
11V-304	B0G	2001-2003 MY Prius
11V-342	B0J BLD	2006-2007 MY Highlander HV Certain 2006 and 2007 model year RX 400h

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

Mark Kubota  
Quality Compliance Assistant Manager

Attachments:

- Lexus Dealer Notification Letter
- Toyota Dealer Notification Letter

January 29, 2013

**To:** Lexus Service and Parts Managers

**From:** Lexus Service and Parts Operations

**Subject:** Owner Re-notification of Non-Completed Safety Recalls

Safety Recall completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Lexus products. Lexus will be sending Safety Recall Follow-Up Notices to remind owners whose vehicles have not yet had recall campaign repairs completed.

We request your assistance in completing the applicable recall campaign repairs as owners receive the Safety Recall Follow-Up Notices and contact you. Please note the follow-up activity may cause an increase in your current recall campaign owner appointments. Lexus will continue with additional follow-up activities in the months to come. Please ensure take this into consideration when analyzing their manpower requirements.

**1. Safety Recall Campaign Involved in the Follow-Up**

Safety Recall	Description	Model Year(s)
BLC	Driver's Side Floor Carpet Cover and Retention Clips	Certain 2004 - 2007 RX 330/350, RX400h
BLD	Intelligent Power Module (IPM)	Certain 2006 and 2007 model year RX 400h vehicles

**2. Safety Recall Follow-Up Owner Notification Letter Mailing Date**

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin in early February 2013, approximately one week after the dealer notification. The owner letters will be mailed over a period of several weeks consistent with parts availability by first class mail as required by Federal regulation.

**3. Technical Instructions**

Technical Instructions to conduct these campaigns can be found on TIS.

**4. Number of Involved Vehicles Not Yet Remedied**

Your Area Office will be provided with this information. These counts are based on the last dealership to service an affected vehicle.

**5. Parts Ordering**

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the *specific* Safety Recall. As a practice, dealers should utilize the following guidelines to determine parts order for this re-notification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.

- Replenishment orders of parts should be based on a "sell one, buy one" basis.

## **6. Vehicles in Dealer Stock**

Dealerships are requested to perform recall campaign procedures on any vehicles in their stock prior to delivery. Always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

## **7. Customer Handling and Dealership Follow-Up**

Please consider this Safety Recall follow-up a great opportunity to focus on assuring customers that their safety remains Lexus' highest priority. Customers who receive the Safety Recall Follow-Up Notice may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please ensure that all customer contact personnel at your dealership are aware of these Safety Recalls and know how to accurately answer customer's questions or how to direct the customer to someone that can.

Please review this letter with your staff to familiarize them with the proper procedure for this re-notification activity.

Thank you for your understanding and cooperation.