

TMS-NTC-12274  
November 19, 2012

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

Re: Toyota Safety Recalls 09V-388, 10V-023, 11V-539 and 12V-029 Dealer Notification Letter for Owner Follow-Up Notice

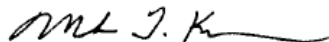
To whom it may concern,

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-388	90L 90L 90L 9LG	2005 to Certain 2010 MY Avalon 2007 to Certain 2010 MY Camry/Camry HV 2010 to Certain 2011 MY Camry Equipped with Sport Pedals 2006 through Certain 2010 IS 250, IS 350, IS F and IS C
10V-023	90L	2008 to Certain 2010 MY Highlander/Highlander HV
11V-539	B0M B0M B0M B0M B0M BLG	Certain 2004 MY Avalon Certain 2004 to 2005 MY Camry/Solara Certain 2004 to 2005 MY Highlander Certain 2004 to 2005 MY Sienna Certain 2006 MY Highlander HV Certain 2004 – 2005 ES 330 and RX 330 and Certain 2006 RX 400h
12V-029	C0A	Specific 2011 MY Rav4

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

November 14, 2012

**To:** Lexus Dealer Service Managers and Parts Managers

**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 Notice and contact your dealership. 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 take this into consideration when analyzing your manpower requirements.

#### 1. Safety Recall Campaign(s) Involved in the Follow-Up

Safety Recall	Description	Model	Model Year(s)
9LG - Phase 2	Potential Floor Mat Interference with Accelerator Pedal	IS 250, IS 350, IS F and IS C	2006 through Certain 2010
BLG	1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley	ES 330, RX 330 and RX 400h	Certain 2004 - 2005 ES 330 and RX 330 and Certain 2006 RX 400h

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

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin in mid-November, 2012, 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 Safety Recalls 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, please utilize the following guidelines to determine your 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 your 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 Notices may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please ensure that all customer contact personnel 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 welcome them to your dealership and answer any questions that they may have.

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

Thank you for your understanding and cooperation.

Lexus Service and Parts Operations Department