



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

TMS-NTC-13038  
February 4, 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 Follow-Up Owner Notification Letter

To whom it may concern,

Please find attached, for your records, representative copies of the Follow-Up Owner Notification on the following Toyota 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 11V-112 (BLC) Owner Notification
- Lexus 11V-342 (BLD) Owner Notification
- Toyota 09V-023 (90B) Owner Notification
- Toyota 09V-031 (90C) Owner Notification
- Toyota 10V-160 (A9E) Owner Notification
- Toyota 11V-112 (B0A) Owner Notification
- Toyota 11V-304 (B0G) Owner Notification
- Toyota 11V-342 (B0J) Owner Notification



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P.O. Box 2991  
Torrance, CA 90509-2991

**URGENT**

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

**EARLY 2004 SIENNA – CENTER CONSOLE TRIM PANEL AND RETAINING CLIP  
SAFETY RECALL CAMPAIGN 90B FOLLOW-UP NOTICE**

**URGENT**

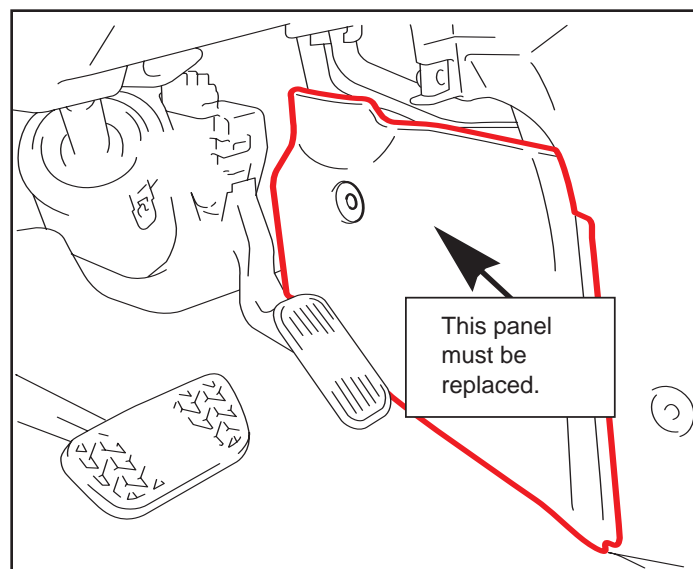
Dear Toyota Customer:

This notice is being sent to you in voluntary accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota is initiating a safety recall on certain early production 2004 model year Sienna vehicles. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, we are sending you this notice to provide for the replacement of the Center Console Trim Panel and the retention clip installed in the driver's footwell with a newly designed one at **no charge** to you. Our records indicate that you own a vehicle that has not yet had this condition corrected.

**What is the condition?**

Toyota has received reports that the Retaining Clip for the Driver's side Center Console Trim Panel was missing in a handful of vehicles. If this Retaining Clip is missing or loose, the Center Console Trim Panel may become loose. In the worst case, if the accelerator pedal is depressed to nearly full throttle, a loose Center Console Trim Panel may interfere with the accelerator pedal. In this condition, if the driver releases the accelerator pedal, it may not return to idle position, and could result in a loss of vehicle control or a crash.

Toyota has redesigned the Center Console Trim Panel so as to prevent, in the instance that a retaining clip is missing or loose, an entrapment of the accelerator pedal by a loose Center Console Trim Panel. Until this repair is completed on your vehicle, you may verify the Retaining Clip is installed on your vehicle by inspecting for it as indicated below. If the clip is missing, please call your local Toyota dealership.



Spanish translation on back side  
Traducción en español en el reverso

**What will Toyota do?**

Any Toyota dealer will replace the Center Console Trim Panel and the Retaining Clip with a newly designed one at at **NO CHARGE** to you.

**What should you do?**

**Please contact your authorized Toyota dealer to make an appointment to replace the Center Console Trim Panel and the Retaining Clip as soon as possible.**

The repair will take approximately 15 minutes. 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](http://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 the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

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](http://www.safercar.gov).

**What if you have previously paid for the replacement/reinstallation of this Retaining Clip and/or Center Console Trim Panel for this specific condition?**

If you have previously paid for the replacement of this Retaining Clip and/or Center Console Trim Panel 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, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

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.