

# TOYOTA

**Updated: 4/30/2011: Operation codes have been added  
Please discard previous versions of this document.**

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Safety Recall B0F  
Certain 2011 Model Year Tundra Vehicles  
Inspection and Possible Replacement of Rear Propeller Shaft

On April 26, 2011 Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2011 Model Year Tundra Vehicles.

***The purpose of this communication is to inform you of the Safety Recall and request your assistance to immediately begin inspections of Tundra vehicles covered by this Safety Recall.***

## **Background**

On certain 2011 Model Year Tundra vehicles equipped with a 3-Joint type propeller shaft, the rear propeller shaft slip yoke may have been improperly cast. The improperly cast yokes are from a specific production lot. In vehicles with a slip yoke from that lot, there is the possibility that the slip yoke may break and the rear propeller shaft may separate at the joint. If this occurs the propeller shaft could contact the road surface, which could increase the risk of a crash.

## **Remedy**

Any authorized Toyota dealer will inspect the rear propeller shaft to determine if it might contain an improperly manufactured slip yoke. Based upon the inspection results, in a limited number of cases, the dealer may need to replace the rear propeller shaft. The inspection and, if necessary, replacement will be performed at **NO CHARGE** to the vehicle owner.

The following vital information is provided to inform you and your dealers of this campaign and your degree of involvement.

### **1. Owner Notification Mailing Date**

The owner notification will commence in mid-May 2011. The owner notification will be mailed over approximately 30 calendar days consistent with inspection and replacement capacity.

If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

*Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealerships responsibility to forward the owner letter to the customer who purchased the vehicle.*

### **2. Dealer Summary Reports**

Summary Reports, containing Dealer in stock VINs and the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

**3. Vehicles in Dealer Stock**

As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

A report indicating the vehicles in your new vehicle inventory, according to our records, will be included with the hard copy distribution of this letter. Please make sure these vehicles are inspected, and based upon the inspection repaired, before customer delivery.

**4. Number and Identification of Involved Vehicles**

Although only a very limited number of slip yokes were manufactured improperly, because Toyota cannot identify the specific vehicles with those slip yokes, this campaign covers approximately 51,000 Toyota Tundra (certain 2011 model year) vehicles.

Model	WMI	MY	VDS	START	FINISH
Tundra	5TF	2011	BW5F1	X164737	X194347
			BY5F1	X164741	X196080
			CW5F1	X011450	X012232
			CY5F1	X011459	X012239
			DM5F1	X017209	X024140
			DW5F1	X164397	X196097
			DY5F1	X164699	X196079
			EM5F1	X022631	X031627
			EY5F1	X100831	X111434
			FY5F1	X100978	X111383
			HW5F1	X164711	X196099
			HY5F1	X164704	X195898

Model	WMI	MY	VDS	START	FINISH
Tundra	5TF	2011	LU5F1	X024202	X025416
			LY5F1	X101291	X110419
			MW5F1	X164989	X193855
			MY5F1	X165497	X194216
			RM5F1	X022611	X031629
			RU5F1	X024195	X025478
			RY5F1	X100948	X111433
			SY5F1	X100980	X110784
			TY5F1	X007051	X007240
			UM5F1	X017204	X024344
			UW5F1	X164601	X196102
			UY5F1	X164712	X196108

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

**5. Remedy Procedures**

For additional information on inspection and repair please refer to TIS.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

**6. Parts Ordering**

Although only a very limited number of slip yokes were manufactured improperly, because Toyota cannot identify the specific vehicles with those slip yokes, this campaign covers approximately 51,000 Toyota Tundra (certain 2011 model year) vehicles. Therefore, the parts have been placed on Manual Allocation Control (MAC).

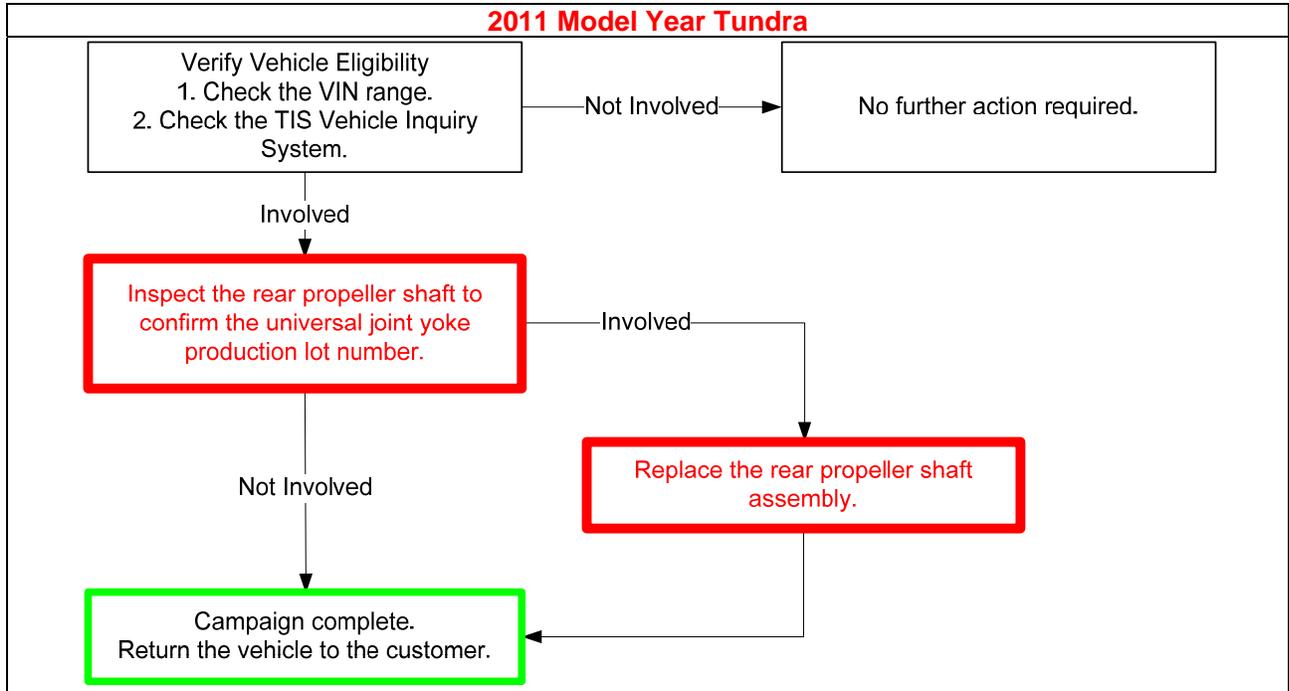
If you require a rear propeller shaft based upon the inspection results, please call the Quality Compliance Hot Line at 310-468-5516, you will need to provide the VIN number, order reference number, order date, part number, and a picture of the Propeller Shaft Lot Code. *All rear propeller shafts replaced for this Safety Recall are subject to Warranty Parts Return. Any inappropriate replacements will be subject to claim debit.*

Part Number	Drive Train	Part Description	Qty	VDS	Model
37100-0C144	2WD	Rear Propeller Shaft Assembly	1	RU5F1	GSK51L - CRASKA
				LU5F1	GSK51L - THADKA
37100-0C194		Rear Propeller Shaft Assembly	1	RM5F1	UPK51L - CRTSKA
				EM5F1	UPK51L - PSTSKA
37100-0C105		Rear Propeller Shaft Assembly	1	SY5F1	USK51L - CRTLKA
				RY5F1	USK51L - CRTSKA
				FY5F1	USK51L - PSTLKA
				EY5F1	USK51L - PSTSKA
37100-0C115		Rear Propeller Shaft Assembly	1	LY5F1	USK51L - THTDKA
				TY5F1	USK52L - CHTSKA
37100-0C153	4WD	Rear Propeller Shaft Assembly	1	BW5F1	USK56L - CRTLGA
				BY5F1	USK56L - CRTLKA
				UY5F1	USK56L - CRTSKA
				HW5F1	USK56L - PSTLGA
				HY5F1	USK56L - PSTLKA
				DW5F1	USK56L - PSTSGA
				DY5F1	USK56L - PSTSKA
				MW5F1	USK56L - THTDGA
MY5F1		USK56L - THTDKA			
37100-0C163		Rear Propeller Shaft Assembly	1	CW5F1	USK57L - CHTSGA
	CY5F1			USK57L - CHTSKA	
37100-0C213	Rear Propeller Shaft Assembly	1	UM5F1	UPK56L - CRTSKA	
			DM5F1	UPK56L - PSTSKA	

**IMPORTANT PARTS ORDERING REMINDER**

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

**7. Warranty Processor Instructions**

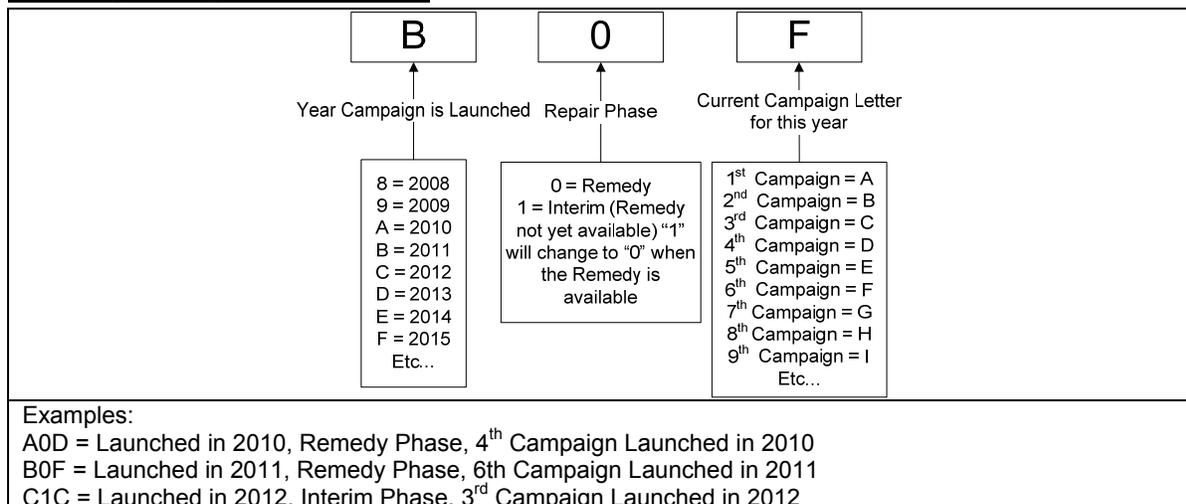


**2011 Model Year Tundra Vehicles**

Safety Recall	Op. Code	Description	Flat Rate Hour
B0F	1520D1	Inspect the Rear Propeller Shaft Production Lot Number - Not Affected	0.2 hr/vehicle
	1520D2*	Inspect the Rear Propeller Shaft Production Lot Number - Affected Replace Rear Propeller Shaft - 2WD Models	1.1 hr/vehicle
	1520D3*	Inspect the Rear Propeller Shaft Production Lot Number - Affected Replace Rear Propeller Shaft - 4WD Models	1.2 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- \*Rental Car: Use "RT" sublet type for Op. Code TBD. In the event the dealer needs to order the part to complete the remedy, customer rental car (upon proof of adequate insurance) through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of 7 days at a maximum rate of \$60 per day. The Rear Propeller Shaft will be placed on Warranty Parts Return. Any inappropriate replacement will result in a claim debit.

**Campaign Designation Decoder**



**8. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**9. Customer Contacts**

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

**10. Media Contacts**

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.

***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media representatives.)

***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.***

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.



**Safety Recall Campaign B0F  
Certain 2011 model year Tundra Vehicles  
Inspection and Possible Replacement of Rear Propeller Shaft Q&A**

**Q1: What is the condition?**

A1: On certain 2011 Model Year Tundra vehicles equipped with a 3-Joint type propeller shaft, the rear propeller shaft slip yoke may have been improperly cast. The improperly cast yokes are from a specific production lot. In vehicles with a slip yoke from that lot, there is the possibility that the slip yoke may break and the rear propeller shaft may separate at the joint. If this occurs the propeller shaft could contact the road surface, which could increase the risk of a crash.

**Q2: What is a propeller shaft and what does it do?**

A2: A propeller shaft is the mechanical link between the transmission and rear differential assembly used to transfer power to the rear wheels in order to propel the vehicle.

**Q3: Are there any warnings that this condition exists?**

A3: No, there are no specific warnings that this condition exists.

**Q4: Which and how many vehicles are covered by this Safety Recall Campaign?**

A4: Although only a very limited number of slip yokes were manufactured improperly, because Toyota cannot identify the specific vehicles with those slip yokes, this campaign will cover approximately 51,000 2011 model year Toyota Tundra vehicles.

**Q4a: What is the production period of the covered vehicles?**

A4a: The covered Tundra vehicles were produced from mid-September, 2010 to mid-March, 2011.

**Q4b: Are there any other Toyota or Lexus vehicles covered?**

A4b: No, this specific condition only covers certain 2011 model year Tundra vehicles.

**Q5: What is Toyota going to do?**

A5: Any authorized Toyota dealer will inspect the rear propeller shaft to determine if it might contain an improperly manufactured slip yoke. Based upon the inspection results, in a limited number of cases, the dealer may need to replace the rear propeller shaft. The inspection and, if necessary, replacement will be performed at **NO CHARGE** to the vehicle owner.

**Q6: How long will the inspection take?**

A6: Most vehicles will only require an inspection, which will take approximately 10 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6a: If replacement of the rear propeller shaft is necessary how long will it take?**

A6a: If replacement of the rear propeller shaft is necessary, the dealer will need to order the necessary part. It will take a few days for the dealer to order and receive the part, and then to perform the replacement. During this time the dealer will offer to provide a rental vehicle (upon proof of adequate insurance) at no charge. The actual time needed to replace the rear propeller shaft is approximately 1 hour.

**Q7: What should an owner do if he or she experiences the condition or has immediate concerns about the current safety of the vehicle?**

A7: Owners with questions or concerns are asked to please contact 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.

**Certain 2011 Model Year Tundra Vehicles  
Inspection and Possible Replacement of Rear Propeller Shaft  
SAFETY RECALL NOTICE**

**DRAFT**

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 2011 model year Tundra vehicles.

**What is the problem?**

On certain 2011 Model Year Tundra vehicles equipped with a 3-Joint type propeller shaft, the rear propeller shaft slip yoke may have been improperly cast. The improperly cast yokes are from a specific production lot. In vehicles with a slip yoke from that lot, there is the possibility that the slip yoke may break and the rear propeller shaft may separate at the joint. If this occurs the propeller shaft could contact the road surface, which could increase the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will inspect the rear propeller shaft to determine if it might contain an improperly manufactured slip yoke. Based upon the inspection results, in a limited number of cases, the dealer may need to replace the rear propeller shaft. The inspection and, if necessary, replacement will be performed 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 have the rear propeller shaft inspected as soon as possible. Most vehicles will only require an inspection, which will take approximately 10 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If replacement of the rear propeller shaft is necessary, your dealer will need to order the specific part for your vehicle. It will take a few days for the dealer to order and receive the part, and then to perform the replacement. During this time, Toyota will offer to provide you with a rental vehicle (upon proof of adequate insurance) at no charge to you. The actual time needed to replace the rear propeller shaft is approximately 1 hour.

**You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice 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 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.

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 <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.

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL B0F**  
**REAR PROPELLER SHAFT INSPECTION**  
**CERTAIN 2011 MODEL YEAR TUNDRA**

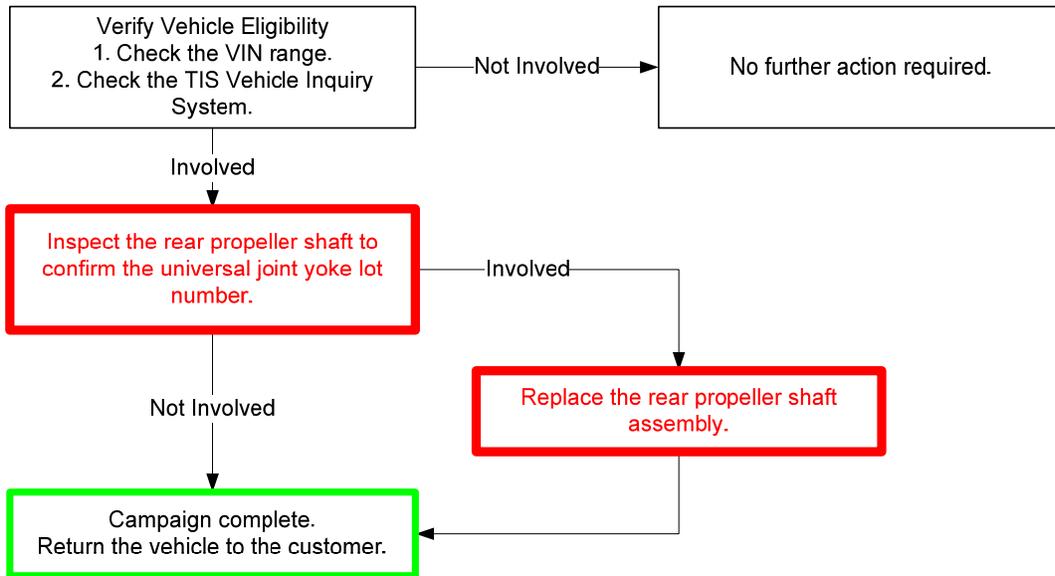
***REVISED APRIL 28, 2011***

**TECHNICAL INSTRUCTION REVISION NOTICE:**

- Information has been updated for yoke inspection ([SECTION V, STEP A, #1](#))

**Previous versions of these Technical Instructions should be discarded.**

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
TUNDRA	5TF	2011	BW5F1	X164737 - X194347
			BY5F1	X164741 - X196080
			CW5F1	X011450 - X012232
			CY5F1	X011459 - X012239
			DM5F1	X017209 - X024140
			DW5F1	X164397 - X196097
			DY5F1	X164699 - X196079
			EM5F1	X022631 - X031627
			EY5F1	X100831 - X111434
			FY5F1	X100978 - X111383
			HW5F1	X164711 - X196099
			HY5F1	X164704 - X195898
			LU5F1	X024202 - X025416
			LY5F1	X101291 - X110419
			MW5F1	X164989 - X193855
			MY5F1	X165497 - X194216
			RM5F1	X022611 - X031629
			RU5F1	X024195 - X025478
			RY5F1	X100948 - X111433
			SY5F1	X100980 - X110784
TY5F1	X007051 - X007240			
UM5F1	X017204 - X024344			
UW5F1	X164601 - X196102			
UY5F1	X164712 - X196108			

**NOTE:**

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

### III. PREPARATION

#### A. PARTS

Part Number	Part Description	Quantity	VDS	Model
37100-0C115	Rear Propeller Shaft Assembly	1	TY5F1	USK52L - CHTSKA
37100-0C144	Rear Propeller Shaft Assembly	1	RU5F1	GSK51L - CRASKA
			LU5F1	GSK51L - THADKA
37100-0C163	Rear Propeller Shaft Assembly	1	CW5F1	USK57L - CHTSGA
			CY5F1	USK57L - CHTSKA
37100-0C194	Rear Propeller Shaft Assembly	1	RM5F1	UPK51L - CRTSKA
			EM5F1	UPK51L - PSTSKA
37100-0C213	Rear Propeller Shaft Assembly	1	UM5F1	UPK56L - CRTSKA
			DM5F1	UPK56L - PSTSKA
37100-0C105	Rear Propeller Shaft Assembly	1	SY5F1	USK51L - CRTLKA
			RY5F1	USK51L - CRTSKA
			FY5F1	USK51L - PSTLKA
			EY5F1	USK51L - PSTSKA
			LY5F1	USK51L - THTDKA
37100-0C153	Rear Propeller Shaft Assembly	1	BW5F1	USK56L - CRTLGA
			BY5F1	USK56L - CRTLKA
			UY5F1	USK56L - CRTSKA
			HW5F1	USK56L - PSTLGA
			HY5F1	USK56L - PSTLKA
			DW5F1	USK56L - PSTSGA
			DY5F1	USK56L - PSTSKA
			MW5F1	USK56L - THTDGA
			MY5F1	USK56L - THTDKA
UW5F1	USK56L - CRTSGA			

**NOTE:**

- Only a small number of vehicles will require rear propeller shaft assembly replacement.
- The subject propeller shaft assemblies will be on MAC, failure to follow the steps outlined in these instructions will result in the part not being released.
- All recalled propeller shaft assemblies will be placed on Warranty Parts Recovery, and dealers will be required to return them to TMS. Propeller shaft assemblies that are not returned will result in the claim being debited.

#### B. TOOLS & EQUIPMENT

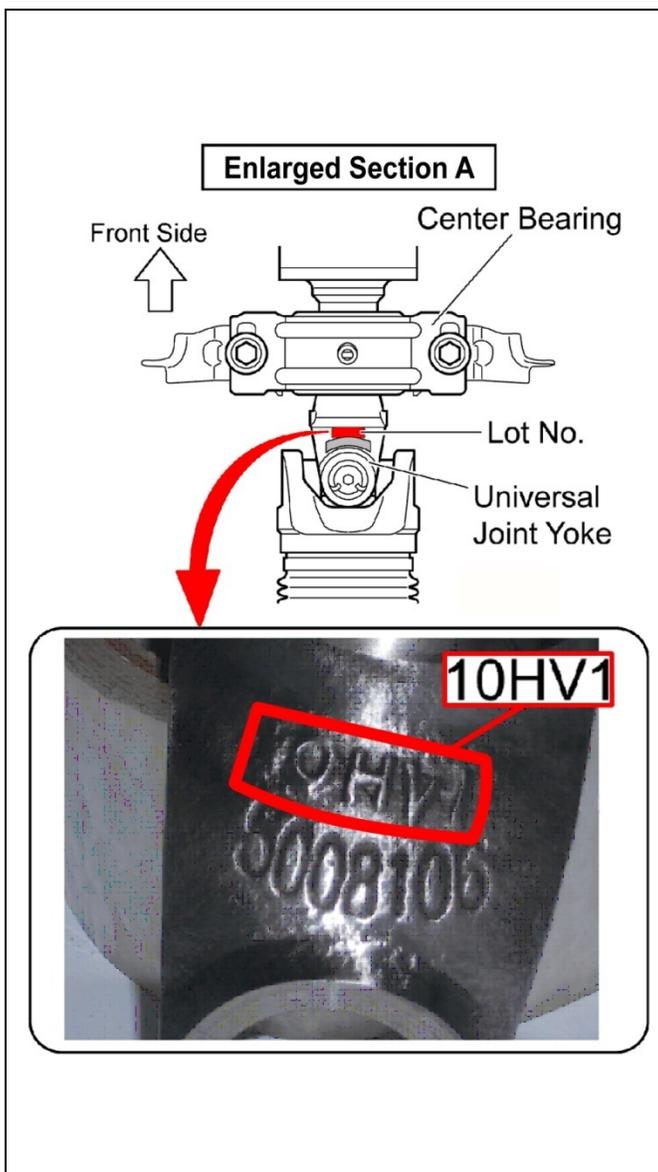
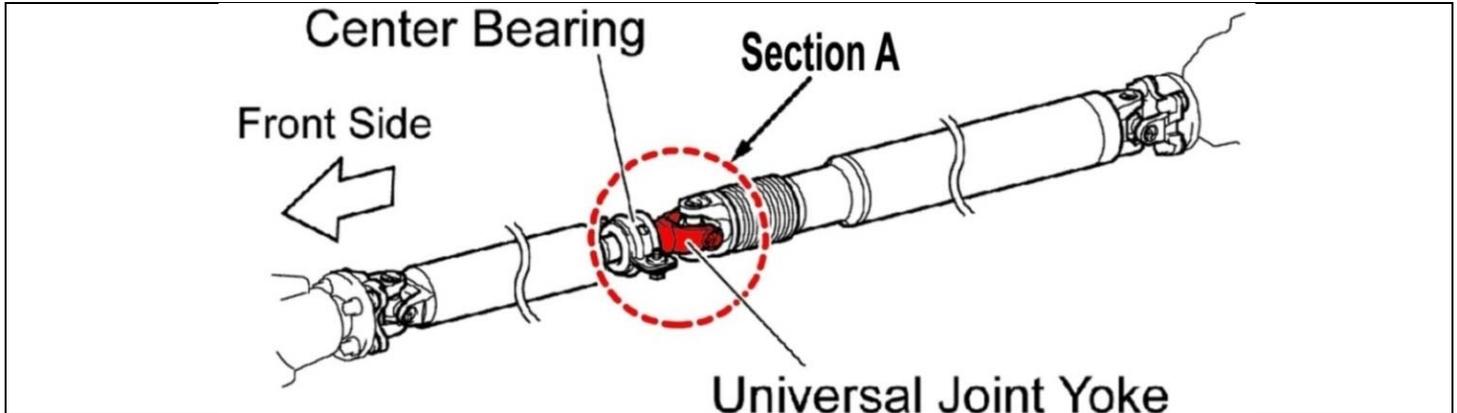
- Standard hand tools
- Torque wrench

### IV. BACKGROUND

On certain 2011 Model Year Tundra vehicles equipped with a 3-Joint type propeller shaft, the rear propeller shaft slip yoke may have been improperly cast. The improperly cast yokes are from a specific production lot. In vehicles with a slip yoke from that lot, there is the possibility that the slip yoke may break and the rear propeller shaft may separate at the joint. If this occurs the propeller shaft could contact the road surface, which could increase the risk of a crash.

## V. WORK PROCEDURE

### A. LOCATE AND INSPECT THE LOT NUMBER ON THE REAR PROPELLER SHAFT



#### 1. INSPECT THE LOT NUMBER ON THE UNIVERSAL JOINT YOKE

a) Is the lot number 10HV1?

**NO**

The vehicle **IS NOT** affected. The campaign is complete.

**YES**

The vehicle **IS** affected. The propeller shaft must be replaced.

**NOTE: The propeller shaft may need to be rotated to inspect the lot number.**



If the 5 digit lot number cannot be determined, the propeller shaft **SHOULD** be replaced.

#### MAC PART RELEASE PROCESS

- 1) Take a picture of the lot number.
- 2) Order the propeller shaft assembly.
- 3) Call the Quality Compliance Hotline and provide:
  - Dealer code
  - Dealer contact and phone number
  - Order reference number
  - Part number ordered
  - Order date
  - VIN
- 4) Quality Compliance will release parts upon confirmation of inspection.

**Failure to follow the steps outlined in these instructions will result in the part not being released.**

**QC Hotline: 310 468 5516**

b) Refer to TIS for instructions on propeller shaft replacement.

[REAR PROPELLER SHAFT REPLACEMENT \(2WD\)](#)

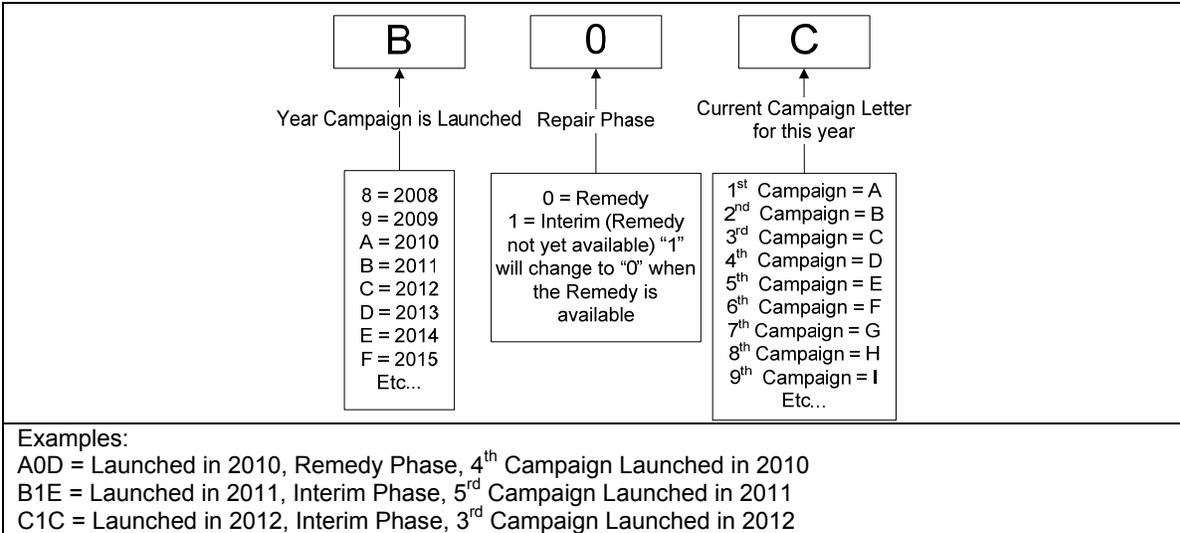
[REAR PROPELLER SHAFT REPLACEMENT \(4WD\)](#)

### ◀ VERIFY REPAIR QUALITY ▶

- Confirm the lot number before replacing the rear propeller shaft assembly
- Confirm all steps outlined in TIS are followed when replacing the rear propeller shaft assembly
- If you have any questions regarding this recall, please contact your regional representative

## VI. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***\*

**\*All recalled propeller shaft assemblies will be placed on Warranty Parts Recovery, and dealers will be required to return them to TMS. Propeller shaft assemblies that are not returned will result in the claim being debited.**

Lonnie Peterson / Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
April 28, 2011  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Toyota Customer Services

**Safety Recall B0A– *Remedy Parts Available***  
**Certain 2004 – 2006 model year Highlander/Highlander HV**  
**Driver's Side Floor Carpet Cover and Retention Clips**  
**\*\*\*\*\*URGENT\*\*\*\*\***

As previously communicated on February 24, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2004 – 2006 model year Highlander/Highlander HV vehicles to replace the driver's side Floor Carpet Cover and Retention Clips.

- **Toyota has completed part preparations and will now begin to mail the remedy owner letter**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

**Customer and Media Contacts**

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



**Safety Recall Campaign B0A – Remedy Notice**  
**Certain 2004 – 2006 model year Highlander/Highlander HV**  
**Driver’s Side Floor Carpet Cover and Retention Clips – Q&A**

**Q1: What is the condition?**

A1: In certain 2004 through 2006 model year Highlander and Highlander HV vehicles, if the forward retention clip used to secure the driver’s side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

**Q1a: How many retention clips secure the Floor Carpet Cover?**

A1a: There are two retention clips, a forward one and a rearward one.

**Q2: What is Toyota going to do?**

A2: Toyota has completed parts preparations and will now begin mailing remedy owner letters.

Toyota will replace the Driver’s side Floor Carpet Cover and Retention clips with newly designed parts. The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of accelerator pedal arm even if the cover is leaning. This will be performed at no charge to the vehicle owner.

**Q3: Are there any other Toyota or Lexus models covered by this Safety Recall?**

A3: In addition to the Highlander/Highlander HV vehicles, there are approximately 372,000 Lexus RX 330/350/400h (certain 2004 – early 2007 model year) vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	Number of Vehicles
Highlander	Certain 2004 – 2006	Mid-August 2003 to Late July 2006	Approximately 397,000 units
RX 330/350/400h	Certain 2004 – early 2007	Mid-February 2003 Late August 2006	Approximately 372,000 units

**Q4: Are there any warnings for this condition?**

A4: If the driver’s side Floor Carpet Cover is leaning, the driver may notice it is contacting his/her foot.

**Q5: How long will it take to conduct the remedy?**

A5: The replacement of the Floor Carpet Cover and retention clips will take approximately 15 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer’s work schedule.

**Q6: How is the shape of the new Floor Carpet Cover different from the original one?**

A6: The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of accelerator pedal arm even if the cover is leaning.

**Q7: What if an owner has additional questions or concerns?**

A7: Owners with questions or concerns are asked to please contact 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 Standard Time. They may also consult the information posted at <http://www.toyota.com/floormats>.

**Q8: What if an owner has previously paid for repair to address the condition described above?**

A8: Reimbursement consideration instructions will be provided in the Remedy owner letter.