



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

TMS-NTC-13063  
February 28, 2013

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

Re: Toyota Safety Recalls 09V-020, 10V-176, 10V-309, 10V-345, 11V-115, 11V-539 and 12V-091 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-020	9LA	Certain 2006-2007 GS 300/350, 2006-2008 IS 250/350 and 2007-2008 LS 460/460L
10V-176	A0G	Certain 2003 MY Sequoia
10V-309	ALE	Certain 2006-2008 IS 350, 2007-2008 GS 350/450h, 2008 GS 460, 2007-2008 LS 460/460L and 2008 LS 600h L
10V-345	A0H	2000-2004 MY Avalon
11V-115	BLB	2006-early 2007 GS 300/350 AWD
11V-539	B0M BLG	Certain 2004 MY Avalon, Certain 2004-2005 MY Camry/Solara, Highlander, Sienna, Certain 2006 MY Highlander HV Certain 2004 – 2005 ES 330 and RX 330 and Certain 2006 RX 400h
12V-091	C0E	2009 MY Camry, 2009 - 2011 MY Venza

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

February 26, 2013

**To:** Lexus Service and Parts Managers

**From:** Lexus Service and Parts Operations

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

Safety Recall and campaign 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 and campaign Follow-Up Notices to remind owners whose vehicles have not yet had recall or campaign repairs completed.

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

#### 1. Safety Recalls/Campaigns Involved in the Follow-Up

Safety Recall/Campaign	Description	Model and Model Year(s)
9LA	Fuel Delivery Pipe Replacement	Certain 2006 - 2007 GS 300/350, 2006 - 2008 IS 250/350 and 2007 - 2008 LS 460/460L
ALE	Valve Spring Replacement	Certain 2006-2008 IS 350, 2007-2008 GS 350/450h, 2008 GS 460, 2007-2008 LS 460/460L and 2008 LS 600h L
BLB	Plastic Pad Embedded in the Floor Carpet	2006 - early 2007 GS 300/350 AWD
BLG	1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley	Certain 2004 - 2005 ES 330 and RX 330 and Certain 2006 RX 400h
CLB	Exhaust Gas Control Actuator	Certain 2011 and 2012 CT 200h

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

The Follow-Up Owner Notification Letters ("owner letters") will begin in late 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. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the *specific* Safety Recall/campaign. 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.

#### 5. 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.

#### 6. Customer Handling and Dealership Follow-Up

Please consider this follow-up a great opportunity to focus on assuring customers that their safety remains Lexus' highest priority. Customers who receive a Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy.

Please ensure that all customer contact personnel at your dealership are aware of these Safety Recalls/campaigns 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.