

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
November 9, 2011
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

Safety Recall B0M (Interim B1M) – Preliminary Notice
Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon, and certain 2006 Model Year Highlander HV Vehicles
1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley
*******URGENT*******

On November 9, 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 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon, and certain 2006 Model Year Highlander HV Vehicles.

Toyota is currently working on obtaining sufficient quantities of replacement parts. We will notify dealerships again at the time of the remedy phase, prior to the owner notification starting.

Condition

In certain 2004 and 2005 MY Camry, Camry Solara, Highlander, Sienna, certain 2004 MY Avalon, and certain 2006 MY Highlander HV vehicles equipped with a 1MZ-FE or 3MZ-FE V6 engine, the amount of adhesive agent applied between the outer ring and the torsional rubber damper (inner ring) in the crankshaft pulley may be inadequate. If the adhesive is insufficient, there is a possibility that the outer ring may become misaligned and it may not properly rotate with the inner ring, causing noise and/or illumination of the discharge warning light. In some cases, the belt for the power steering pump may become detached from the pulley. The driver may notice a sudden increase in steering effort. A sudden increase in steering effort could increase the risk of a crash.

Covered Vehicles

- Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 model year Avalon, and certain 2006 Model Year Highlander HV vehicles are covered by this Safety Recall in the U.S. This represents approximately 283,200 vehicles.

Model	Model Year	Production Period	Approx. UIO
Avalon	Certain 2004	Early June 2004 through late March 2005	15,100
Camry	Certain 2004 and 2005		44,500
Highlander			88,400
Sienna			110,900
Camry Solara			24,000
Highlander HV	Certain 2006		300

Status

- B0M (“B1M” until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, November 9, 2011. **For reference purposes** only, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, November 9, 2011 (Pacific Time).
- Toyota will perform an inspection and, if necessary replace the Engine Crankshaft Pulley and Accessory V-Belts at **NO CHARGE** to the vehicle owner. **Toyota is currently preparing the remedy parts. We anticipate that sufficient remedy parts will become available in late December, 2011.**
- Dealers will receive a Safety Recall Dealer Package in **mid-to-late December, 2011** which will include the technical instructions and reimbursement procedures.
- We anticipate the Owner notification letters will be sent by first class mail beginning in **late December, 2011 or early January, 2012.**

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, until the remedy is available dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is available.

Customer Handling

For customers who have not experienced this condition but do not feel comfortable driving the vehicle:

- We request that dealers work with the customers and answer any questions they may have based on the information in the Q&A.
- In the event the customer’s concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Experience Center.

The Toyota Customer Experience Center can be reached 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.

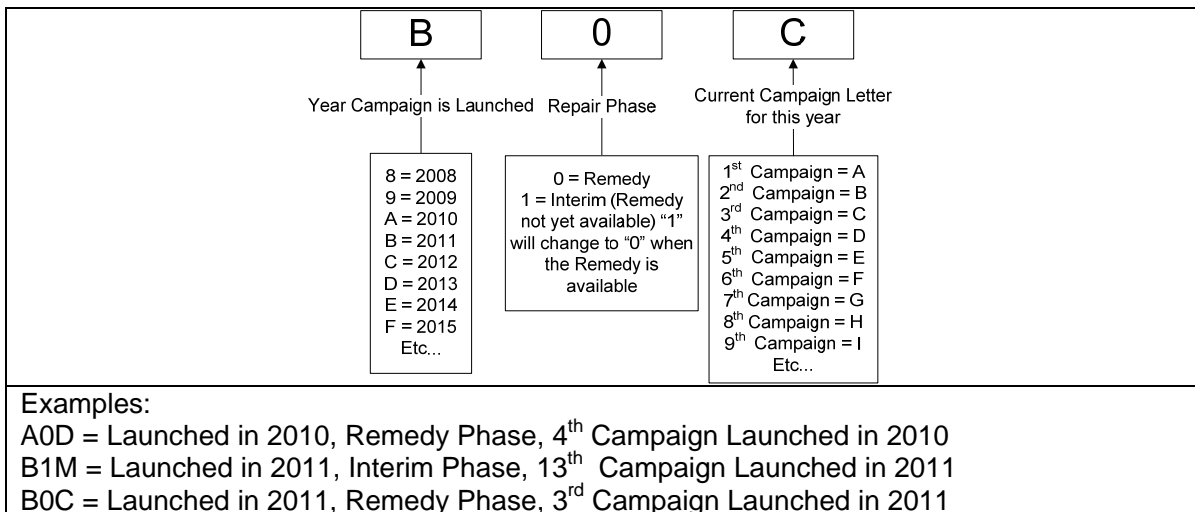
Handling of Vehicles Exhibiting this Condition

If a customer contacts a dealership and has experienced the condition described, dealerships are requested to assist them by setting up an appointment to diagnose the condition.

If the condition is verified, please assist the customer by repairing the vehicle at **no charge**. The necessary parts can be ordered through your facing PDC. **At this time Toyota has a very limited number of parts available to support vehicle repairs. Only order parts for vehicles currently experiencing the condition described.** The parts have been placed on dealer ordering solutions; please see the weekly manual allocation report for maximum allowed order quantities. *All parts replaced for this Safety Recall are subject to Warranty Parts Recovery. Any inappropriate replacements will be subject to claim debit.*

Warranty Reimbursement Procedures will be provided in the near future.

Campaign Designation Decoder



Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



**Safety Recall B0M - (Interim B1M) Preliminary Notice
Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon and certain 2006 Model Year Highlander HV Vehicles
1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley - Q&A**

Background

On November 9, 2011, Toyota will file 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 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon and certain 2006 Model Year Highlander HV Vehicles.

Toyota is currently working on obtaining sufficient quantities of replacement parts. We will notify dealerships again at the time of the remedy phase, prior to the owner notification starting.

Q1: What is the condition?

A1: In certain 2004 and 2005 MY Camry, Camry Solara, Highlander, Sienna, certain 2004 MY Avalon and certain 2006 MY Highlander HV vehicles equipped with a 1MZ-FE or 3MZ-FE V6 engine, the amount of adhesive agent applied between the outer ring and the torsional rubber damper (inner ring) in the crankshaft pulley may be inadequate. If the adhesive is insufficient, there is a possibility that the outer ring may become misaligned and it may not properly rotate with the inner ring, causing noise and/or illumination of the discharge warning light. In some cases, the belt for the power steering pump may become detached from the pulley. The driver may notice a sudden increase in steering effort. A sudden increase in steering effort could increase the risk of a crash.

Q1a: What is the Crankshaft Pulley?

A1a: The Crankshaft Pulley is attached to the end of the engine crankshaft and drives the power steering pump, alternator and air condition compressor through the accessory V-Belts.

Q1b: Are 4-cylinder Camry and Solara vehicles covered by this Safety Recall?

A1b: No. The 4-cylinder Camry and Solara vehicles are equipped with a different Crankshaft Pulley.

Q2: What is the cause of the condition?

A2: The cause of this condition is an insufficient amount of adhesive agent applied between the outer ring and torsional rubber damper (inner ring) in the crankshaft pulley.

Q3: Are there any warnings that this condition has occurred?

A3: The driver may hear an abnormal noise from the engine compartment. If this condition is not corrected, the power steering belt may become detached from the pulley. If this occurs, the driver may notice a sudden increase in steering effort due to a loss of power steering assistance.

Q3a: Are there any other warnings if this condition occurs?

A3a: If the alternator belt slips or detaches from the pulley, the amount of power the alternator generates will decrease and the Discharge Warning Light (red shaped battery) will illuminate indicating there is a charging system malfunction.

If this occurs the vehicle may be driven for a short distance until the remaining battery power is depleted.

Q4: What is Toyota going to do?

A4: **Toyota is currently working on obtaining the necessary replacement parts in sufficient quantities.** Once the replacement parts have been produced in sufficient quantities, Toyota will send (consistent with parts availability and repair capacity) an owner notification by first class mail advising owners to make an appointment with his/her authorized Toyota dealer to have the Engine Crankshaft Pulley inspected and, if necessary, replaced at **no charge**.

Q4a: When does Toyota anticipate the owner notification to begin?

A4a: Toyota anticipates the owner notification will be starting in late December, 2011 or early January, 2012. The letters will be mailed over several months consistent with parts availability and repair capacity.

Q4b: What if this condition occurs prior to an owner receiving his/her letter?

A4b: The owner is requested to contact an authorized Toyota dealership for diagnosis and an appropriate repair as soon as possible. If the problem is related to the identified condition, the repair will be performed at **no charge**.

Q4c: Will all covered vehicles have the Engine Crankshaft Pulley replaced when the remedy is available?

A4c: There are two different manufacturers of engine crankshaft pulleys installed on the covered vehicles, only one of the two is subject to this Safety Recall and will require replacement.

Q5: Which and how many Toyota vehicles are covered?

A5: Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 model year Avalon, and certain 2006 Model Year Highlander HV vehicles are covered by this Safety Recall in the U.S. This represents approximately 283,200 vehicles.

Model	Model Year	Production Period	Number of Vehicles (Approx.)
Avalon	Certain 2004	Early June 2004 through late March 2005	15,100
Camry	Certain 2004 and 2005		44,500
Highlander			88,400
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Camry Solara			24,000
Highlander HV	Certain 2006		300

Q5a: Are there any other Toyota or Lexus models covered by this Safety Recall?

A5a: Certain 2004 and 2005 Model Year ES330, RX330 and certain 2006 Model Year RX400h vehicles are also covered by this Safety Recall. This represents approximately 137,000 Lexus vehicles.

Model	Model Year	Production Period	Number of Vehicles (Approx.)
ES 330	Certain 2004 and 2005	Early June 2004 through late March 2005	61,000
RX 330			73,000
RX400h	Certain 2006		3,000

Q6: Have there been any reports of accidents?

A6: There have been no reports of accidents related to this condition.

Q7: How long will replacement of the crankshaft pulley require?

A7: Replacement of the Crankshaft Pulley will take approximately two hours. 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.

Q8: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A8: Reimbursement consideration instructions will be provided in the owner notification letter when sufficient parts become available.

Q9: What if a customer is not willing to drive the vehicle until the remedy has been completed?

A9: For customers who have not experienced this condition but do not feel comfortable driving the vehicle

- We request that dealers work with the customers and answer any questions they may have based on the information in these Q&As.
- In the event the customer's concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Experience Center.

The Toyota Customer Experience Center can be reached 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.

November 8, 2011

Toyota Fast Facts is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit www.toyotaneewsroom.com.

Toyota Announces Voluntary Safety Recall of Certain Toyota, Lexus Vehicles to Replace Crankshaft Pulley

Toyota Motor Sales, USA, Inc. (TMS), today announced that it will conduct a voluntary safety recall involving approximately 283,200 Toyota and 137,000 Lexus vehicles to replace the crankshaft pulley on the V6 engine.

There is a possibility that the outer ring of the crankshaft pulley may become misaligned with the inner ring, causing noise and/or illumination of the discharge warning light. If this condition is not corrected, the belt for the power steering pump may become detached from the pulley and the driver may notice a sudden increase in steering effort.

There are no reports of accidents or injuries related to this condition.

The vehicles involved are certain:

- ? 2004 Avalon
- ? 2004 and 2005 Camry, Highlander, Sienna, and Solara
- ? 2006 Highlander HV
- ? 2004 and 2005 ES330 and RX330
- ? And 2006 RX400h

No other Toyota or Lexus vehicles or these Toyota models with 4 cylinder engines are involved.

Toyota is currently working on obtaining the necessary replacement parts. Once the replacement parts have been produced in sufficient quantities, Toyota will send an owner notification by first class mail advising owners to make an appointment with an authorized Toyota or Lexus dealer to have the crankshaft pulley inspected and if necessary, replaced at no charge. The owner notifications will be mailed by first class mail beginning in January, 2012.

In the meantime, if an abnormal noise is heard coming from the engine compartment, the owner is asked to make an appointment with any Toyota or Lexus dealer to have the vehicle inspected for this condition.

The press release is posted on the Newsroom at <http://bit.ly/sSzvaN>

Detailed information and answers to questions are available to customers at www.toyota.com/recall and the Toyota Customer Experience Center (1 800-331-4331) or www.lexus.com/recall and Lexus Customer Satisfaction (1 800-255-3987).