



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

**Certain 2004 – 2006 Model Year Highlander/Highlander HV
Floor Carpet Cover and Retention Clip
Safety Recall Notice (*Interim Notice*)**

[VIN]

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 2004 through 2006 model year Highlander/Highlander HV vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. We will send you a second notification letter when the replacement parts are ready and preparations are completed.

What is the condition?

In certain 2004 through 2006 model year Highlander/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.

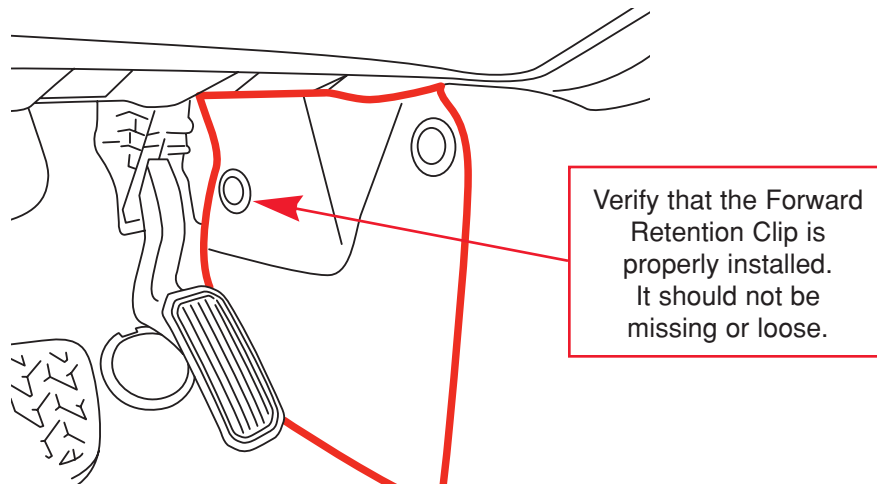
What is Toyota going to do?

Once the remedy parts are available, Toyota will replace the Floor Carpet Cover with one of a different shape as well as the forward and rear retention clips. ***Toyota will send a second owner notification letter when the replacement parts are ready and preparations are complete.***

What should you do?

We anticipate that preparations will be completed in late April, 2011. We will begin mailing the second owner notification letters beginning in early May, 2011. The letters will be mailed over several weeks consistent with parts availability.

- If your vehicle exhibits the condition described above, please contact any Toyota dealer for diagnosis and appropriate repair. The inspection and if necessary repair will be performed at **no charge** to you.
- Until the remedy parts are available, you may minimize the possibility of this condition occurring by verifying that the forward Retention Clip is properly installed and the Floor Carpet Cover is not leaning. The location of the forward retention clip is depicted in the diagram. If you are not comfortable conducting the inspection, any Toyota dealer will be happy to perform the interim inspection at **no charge**.



If you would like to update your vehicle ownership or contact information, you may do so by registering at 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. 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, D.C. 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.