



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

TMS-NTC-13215  
August 30, 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-176, 11V-112 and 12V-542 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 and Lexus 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-176	A0G	Certain 2003 MY Sequoia
11V-112	B0A BLC	2004-2006 MY Highlander and Highlander HV Certain 2004 – Early 2007 RX330, RX350 and RX 400h
12V-542	C0V	Certain 2001-2004 MY Tacoma (2WD except PreRunner)

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
- Toyota 09V-023 (90B) Owner Notification
- Toyota 09V-031 (90C) Owner Notification
- Toyota 10V-176 (A0G) Owner Notification
- Toyota 11V-112 (B0A) Owner Notification
- Toyota 12V-542 (C0V) Owner Notification



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**URGENT SAFETY RECALL**

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

**Safety Recall B0A – Certain 2004 – 2006 Model Year Highlander/Highlander HV  
Floor Carpet Cover and Retention Clips  
SAFETY RECALL FOLLOW-UP NOTICE (Replacement Parts Available)**

**URGENT**

[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. Our records indicate that you own a vehicle that has not yet had this condition corrected.

**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 returning 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?**

***The replacement parts for your vehicle are available.*** Toyota will replace the Floor Carpet Cover with one of a different shape as well as both forward and rear retention clips.

**What should you do?**

- Please contact any authorized Toyota dealer and make an appointment as soon as possible to have the Floor Carpet Cover and both forward and rear retention clips of your vehicle replaced at **no charge** to you.
- The replacement of the cover and clips will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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, you may do so by registering at [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 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. 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 [www.safercar.gov](http://www.safercar.gov).

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle 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, WC10, 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.

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.

DR7 B0A Highlander Remedy

Spanish translation on back side  
Traducción en español en el lado inverso