

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

TMS-NTC-12212  
September 17, 2012

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

Re: Toyota Safety Recall 11V-342 Owner Notification Letter

To whom it may concern,

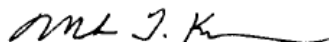
Please find attached, for your records, a representative copy of the previously approved Owner Notification Letter for Safety Recall 11V-342 on the following models:

Certain 2006 and 2007 Model Year Highlander Hybrid  
Certain 2006 and 2007 Model Year RX400h

The letters are being mailed in accordance with the previously submitted schedule.

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,



Mark Kubota  
Quality Compliance Assistant Manager

Attachments:

- Toyota 11V-342 (B0J) Owner Notification Letter
- Lexus 11V-342 (BLD) Owner Notification Letter



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

**Certain 2006 and 2007 Model Year Highlander Hybrid (HV) Vehicles  
Hybrid System Inverter, Intelligent Power Module  
SAFETY RECALL NOTICE**

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 2006 and 2007 Model Year Highlander Hybrid (HV) Vehicles.

**What is the condition?**

**Recently, your vehicle was inspected under this Safety Recall. At that time it was determined that your vehicle was not covered by the recall. However, due to a potential error when your vehicle was originally inspected, Toyota would like to reinspect your vehicle's inverter and if necessary, replace the Intelligent Power Module (IPM). We apologize for this inconvenience.**

The Intelligent Power Module (IPM) is located inside of the Hybrid System Inverter (Inverter) and contains a control board with transistors. Certain transistors on the control boards of some of the subject vehicles were inadequately soldered and could be damaged from heat caused by a large current during high-load driving. If this occurs, various warning lamps will be illuminated on the instrument panel. The vehicle may enter a fail-safe/limp-home mode that limits the driving speed of the vehicle. Also, it is possible that the hybrid system will shut down while the vehicle is being driven, causing the vehicle to stall unexpectedly, increasing the risk of a crash.

**What is Toyota going to do?**

Any authorized Toyota dealer will inspect the Inverter and, if necessary, replace the IPM at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

Due to a potential error when your vehicle was originally inspected, please contact any authorized Toyota dealer and make an appointment to have the Inverter inspected to determine if it is covered by the recall.

If the Inverter is covered by the recall, the IPM will be replaced. Replacement of the IPM will take approximately 4 hours. 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, 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.*** 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 [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 and proof-of-payment 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.