



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

**Certain 2004 and 2005 Model Year ES 330 and RX 330  
 and Certain 2006 Model Year RX 400h Vehicles  
 Engine Crankshaft Pulley  
 SAFETY RECALL NOTICE**

[VIN]

Dear Lexus Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 and 2005 Model Year ES 330 and RX 330 and certain 2006 Model Year RX 400h Vehicles

**What is the condition?**

In the vehicles covered by this Safety Recall, the adhesive used to assemble the crankshaft pulley may have been inadequate. If the adhesive is insufficient, there is a possibility that the outer ring of the pulley 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.

**What will Lexus do?**

Any authorized Lexus dealer will inspect the engine crankshaft pulley, and if necessary, replace it at **NO CHARGE** to you.

**What should you do?**

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

Please contact any authorized Lexus dealer and make an appointment to have the Engine Crankshaft Pulley inspected to determine if it is covered by this Safety Recall.

If the Engine Crankshaft Pulley is covered by the recall, it will be replaced. Replacement of the Engine Crankshaft Pulley will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. In the unlikely case the outer ring of the pulley has become misaligned and caused damage to surrounding components, these components will be repaired at **NO CHARGE** to you.

If pulley replacement is necessary, it may be advantageous for you to have other maintenance and repairs performed at an incremental cost. Please refer to your owners' manual for the recommended maintenance schedule and a list of items that are due for replacement based on the mileage and months in service of your vehicle such as the Accessory V-belts and Timing Belt. Please note that these maintenance items are at customer expense and are not related to the Safety Recall. It is your choice whether you perform these maintenance items during this service. Be sure to ask your dealer for an estimate.

**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.lexus.com/ownersupdate](http://www.lexus.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 Lexus dealer will be more than happy to answer any of your questions.*** If you require further assistance, you may contact Lexus Customer Satisfaction at 1-800-255-3987 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 Lexus 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:

Lexus Customer Assistance, Mail Stop L201, 19001 South Western Avenue, Torrance, CA 90509

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 Lexus.

Sincerely,

Lexus Division  
 TOYOTA MOTOR SALES, U.S.A., INC.

BLG

Spanish translation on back side  
 Traducción en español en el reverso



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 TOYOTA MOTOR SALES, U.S.A., INC.

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Toyota Motor Sales, U.S.A., Inc.  
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**Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna,  
Certain 2004 Model Year Avalon, and Certain 2006 Model Year Highlander HV Vehicles  
Engine Crankshaft Pulley  
SAFETY RECALL 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 Model Year Avalon Vehicles and certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, and certain 2006 Model Year Highlander HV Vehicles.

**What is the condition?**

In the vehicles covered by this Safety Recall, the adhesive used to assemble the crankshaft pulley may have been inadequate. If the adhesive is insufficient, there is a possibility that the outer ring of the pulley 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.

**What will Toyota do?**

Any authorized Toyota dealer will inspect the engine crankshaft pulley, and if necessary, replace it at **NO CHARGE** to you.

**What should you do?**

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**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).

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Toyota Motor Sales, U.S.A., Inc., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509

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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,

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