

**Certain 2004 and 2005 Model Year Camry V6, Camry Solara V6, Highlander, Sienna, certain 2004 Model Year Avalon, and certain 2006 Model Year Highlander HV Vehicles**

**Engine Crankshaft Pulley**

**SAFETY RECALL NOTICE (*Interim Notice*)**

**DRAFT**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. Part of our commitment is to provide important information to you whenever a specific concern or problem may affect your vehicle.

Recently, Toyota informed the National Highway Traffic Safety Administration (NHTSA) that a Safety Recall will be conducted to address a problem involving the Engine Crankshaft Pulley in certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon, and certain 2006 Model Year Highlander HV vehicles. We are currently making preparations to implement the Safety Recall remedy. The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan.

**We will send you another notification when the replacement parts are ready and preparations are complete.**

**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?**

***Toyota is currently working on the remedy. You will receive a second owner notification letter when the remedy is available.***

**What should you do?**

We appreciate your patience while we prepare the remedy parts. In the meantime, please pay close attention to any abnormal noise from the engine compartment. If you notice an abnormal noise please contact any authorized Toyota dealer for diagnosis and appropriate repair. If the problem is related to the condition, the repair will be performed at **NO CHARGE** to you.

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.*** 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>.

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

If you have previously paid for repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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.

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 (*Interim Notice*)**

**DRAFT**

[VIN]

Dear Lexus Customer:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. Part of our commitment is to provide important information to you whenever a specific concern or problem may affect your vehicle.

Recently, Lexus informed the National Highway Traffic Safety Administration (NHTSA) that a Safety Recall will be conducted to address a problem involving the Engine Crankshaft Pulley in certain 2004 and 2005 Model Year ES 330 and RX 330, and certain 2006 Model Year RX 400h vehicles. We are currently making preparations to implement the Safety Recall remedy. The purpose of this letter is to explain what the recall is about and to keep you informed of the Lexus implementation plan.

**We will send you another notification when the replacement parts are ready and preparations are complete.**

**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?**

***Lexus is currently working on the remedy. You will receive a second owner notification letter when the remedy is available.***

**What should you do?**

We appreciate your patience while we prepare the remedy parts. In the meantime, please pay close attention to any abnormal noise from the engine compartment. If you notice an abnormal noise please contact any authorized Lexus dealer for diagnosis and appropriate repair. If the problem is related to the condition, the repair will be performed at **NO CHARGE** to you.

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 Standard 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 <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 repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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.