



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

TMS-NTC-12276
November 20, 2012

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

Re: Toyota Safety Recalls 09V-388, 10V-023, 11V-539 and 12V-029 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-388	90L 90L 90L 9LG	2005 to Certain 2010 MY Avalon 2007 to Certain 2010 MY Camry/Camry HV 2010 to Certain 2011 MY Camry Equipped with Sport Pedals 2006 through Certain 2010 IS 250, IS 350, IS F and IS C
10V-023	90L	2008 to Certain 2010 MY Highlander/Highlander HV
11V-539	B0M B0M B0M B0M B0M BLG	Certain 2004 MY Avalon Certain 2004 to 2005 MY Camry/Solara Certain 2004 to 2005 MY Highlander Certain 2004 to 2005 MY Sienna Certain 2006 MY Highlander HV Certain 2004 – 2005 ES 330 and RX 330 and Certain 2006 RX 400h
12V-029	C0A	Specific 2011 MY Rav4

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

Sincerely,

Mark Kubota
Quality Compliance Assistant Manager

Attachments:

- Lexus 09V-388 (9LG) Owner Notification
- Lexus 11V-539 (BLG) Owner Notification
- Toyota 09V-388 (90L) Owner Notification
- Toyota 10V-023 (90L) Owner Notification
- Toyota 11V-539 (B0M) Owner Notification
- Toyota 12V-029 (C0A) Owner Notification



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

URGENT SAFETY RECALL

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

**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 FOLLOW-UP NOTICE (Remedy Now 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 Model Year Avalon Vehicles and certain 2004 and 2005 Model Year Camry V6, Camry Solara V6, Highlander, Sienna, and certain 2006 Model Year Highlander HV Vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

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?

The remedy for your vehicle is now available. Any authorized Toyota 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 Toyota dealer and make an appointment to have the Engine Crankshaft Pulley inspected to determine if 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 owner's 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.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.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or 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.

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

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.

Spanish translation on back side
Traducción en español en el reverso