



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

TMS-NTC-13001
January 2, 2013

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-245 and 12V-092 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 vehicles:

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
09V-388	90L	2004 to 2009 MY Prius
10V-023	90L	2009 to Certain 2010 MY Venza
11V-245	B0E	2007 to certain 2008 MY Rav4 Certain 2008 MY Highlander/Highlander HV
12V-092	C0B	Certain 2005 to early 2009 MY Tacoma

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

Sincerely,

Mark Kubota
Quality Compliance Assistant Manager

Attachments:

- Toyota 09V-388 (90L) Owner Notification
- Toyota 10V-023 (90L) Owner Notification
- Toyota 11V-245 (B0E) Owner Notification
- Toyota 12V-092 (C0B) 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 B0E – Certain 2007–2008 Model Year RAV4 & Certain 2008 Model Year Highlander/Highlander HV Vehicles
Curtain Shield Airbag (CSA) Sensor
SAFETY RECALL FOLLOW-UP NOTICE (Replacement Parts 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 2007–2008 Model Year RAV4 vehicles and certain 2008 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 the curtain shield airbag (CSA) system of the subject vehicle, there are two sensors in the airbag sensor assembly which are designed to detect vehicle roll angle. If one of these sensors malfunctions, the airbag warning light (Malfunction Indicator Light: MIL) will illuminate and the roll detection system will be suspended; however, the airbag (CSA) remains available in the event of a side crash. If both sensors fail nearly simultaneously, the CSA and the seat belt pretensioner could inadvertently deploy upon vehicle startup (or within several seconds of startup) or during vehicle operation. Inadvertent deployment of the CSA and/or the seat belt pretensioner can cause injury to a vehicle occupant.

What is Toyota going to do?

The replacement part for your vehicle is now available. Any authorized Toyota dealer will inspect the airbag sensor assembly and, if necessary, replace it at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer and make an appointment to have the airbag sensor assembly inspected to determine if it is covered by the recall.

If replacement of the airbag sensor is necessary, it will take approximately one hour. 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. 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

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.

Spanish translation on back side
Traducción en español en el reverso