



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

TMS-NTC-12230
October 15, 2012

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

Re: Toyota Safety Recall 12V-491 – Preliminary Dealer Notification

To whom it may concern,

Please find attached the Preliminary Dealer Notification Letter for Toyota Safety Recall 12V-491 on the following Toyota vehicles:

| Model Year | Model |
|----------------------|---------------|
| Certain 2007 to 2008 | Yaris |
| Certain 2007 to 2009 | RAV4 |
| | Tundra |
| | Camry |
| | Camry Hybrid |
| Certain 2008 to 2009 | Scion xD |
| | Scion xB |
| | Sequoia |
| Certain 2008 | Highlander |
| | Highlander HV |
| Certain 2009 | Corolla |
| | Matrix |

We will send a DVD with the video links mentioned in the Remedy Instructions under separate cover due to the size of the video file.

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

Sincerely,

Quality Compliance Assistant Manager

Attachments:

- Toyota 12V-491 (C0M) Dealer Notification (Prelim)

Lonnie Peterson / TMS Toyota Customer Services
 Product Quality and Service Support, Quality Compliance
 October 10, 2012
 Approved By: Bob Waltz

To: All Toyota Dealers
 From: Toyota Customer Services

Safety Recall - C0M (C1M) *Preliminary Notification*

Multiple Models and Model Years
 Power Window Master Switch (PWMS)

*****URGENT*****

On October 10, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on the following models:

| Model Year | Model | Appx. Number of Covered Vehicles | Production Range |
|---------------------|---------------|----------------------------------|------------------------------------|
| Certain 2007 - 2008 | Yaris | 110,300 | Early Sept. 2006 to late July 2008 |
| Certain 2007 - 2009 | RAV4 | 336,400 | Early Sept. 2006 to mid-Dec. 2008 |
| | Tundra | 337,100 | Late Oct., 2006 to mid-Dec. 2008 |
| | Camry | 938,100 | Early Sept. 2006 to mid-Dec. 2008 |
| | Camry Hybrid | 116,800 | Early Sept. 2006 to mid-Dec. 2008 |
| Certain 2008 - 2009 | Scion xD | 34,400 | Early April 2007 to late July 2008 |
| | Scion xB | 77,500 | Mid-Jan. 2007 to late July 2008 |
| | Sequoia | 38,500 | Mid-Nov. 2007 to mid-Dec. 2008 |
| Certain 2008 | Highlander | 135,400 | Early March 2007 to late July 2008 |
| | Highlander HV | 23,200 | |
| Certain 2009 | Corolla | 270,900 | Late Nov. 2007 to mid-Dec. 2008 |
| | Matrix | 53,800 | Early Jan. 2008 to mid-Dec. 2008 |
| Total | | Approx. 2.5 million vehicles | |

This preliminary information is being provided to keep you informed of the filing

Condition

The sliding electrical contact module in the driver's side Power Window Master Switch (PWMS) may experience a "notchy" or sticking feeling during operation.

If commercially available cleaning lubricants are applied to the switch to attempt to address the "notchy" or sticky feel, the switch assembly may overheat and melt. A melting switch may produce smoking and, potentially, lead to a fire.

Covered Vehicles

- There are approximately 2.5 Million vehicles covered by this Safety Recall.

Status

- C0M ("C1M" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting early morning of Wednesday, October 10, 2012. **For reference purposes only**, VINs covered by this Safety Recall will also be searchable on TIS starting Wednesday morning (Pacific Time).
- The remedy will involve an inspection, switch disassembly and application of a specialized grease. **The remedy will require training verification by the Region/PD office. Once training verification has been completed, Toyota will launch the Remedy phase.**
- Owners of the vehicles covered by this Safety Recall will receive an owner notification letter via first class mail starting in late October, 2012.

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied.

Dealership Training

Toyota recommends that each dealership assign a designated team or teams (based upon your dealership size and UIO) to perform the repair for this Safety Recall. Please note all designated team member must be certified in Toyota 623 and 652 electrical courses. Team members are requested to review the technical instructions, watch the instructional training video and understand the switch disassembly and grease application procedure. ***The training instructions will be posted in the featured content section on TIS.***

Once training has been validated eligible technician will receive credit for training course SCC0M. Dealership training must be completed no later than 10/22/2012. Your regional representative will be contacting your dealership shortly to verify technician training.




Campaign Special Service Tools

In a separate shipment scheduled to arrive October 11th or 12th, 2012, your dealership will be sent a package containing special service tools for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification. The quantity of tools delivered will depend on dealer UIO.

ATTENTION CAMPAIGN COM TOOLS

| Part Number | Part Name | Quantity |
|--------------|-------------|----------|
| 09810-99010* | Syringe Set | 1 |

***The set above includes the following tools**

| Image | Name | Quantity |
|---|---------|----------|
|  | Syringe | 2 |
|  | Nozzle | 2 |
|  | Adapter | 1 |

If you need additional Syringe Sets please contact your regional representative.

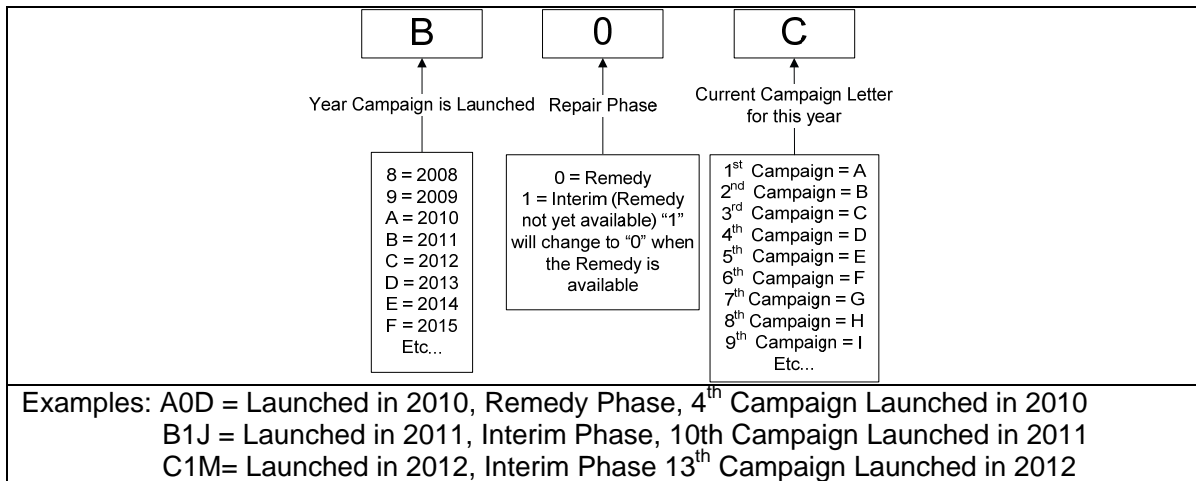
Customer Handling

For customers who have not experienced this condition but do not feel comfortable driving the vehicle:

- We request that dealers work with the customers and answer any questions they may have based on the information in the Q&A.
- In the event the customer's concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Experience Center.

The Toyota Customer Experience Center can be reached 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.

Campaign Designation Decoder



Media Contacts

- It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Safety Recall – C0M (C1M) Preliminary Notice
Multiple Models and Model Years
Power Window Master Switch (PWMS)

This preliminary information is being provided to keep you informed of the filing.

| Model Year | Model | Appx. Number of Covered Vehicles |
|----------------------|---------------|----------------------------------|
| Certain 2007 to 2008 | Yaris | 110,300 |
| Certain 2007 to 2009 | RAV4 | 336,400 |
| | Tundra | 337,100 |
| | Camry | 938,100 |
| | Camry Hybrid | 116,800 |
| Certain 2008 to 2009 | Scion xD | 34,400 |
| | Scion xB | 77,500 |
| | Sequoia | 38,500 |
| Certain 2008 | Highlander | 135,400 |
| | Highlander HV | 23,200 |
| Certain 2009 | Corolla | 270,900 |
| | Matrix | 53,800 |
| Total | | Approx. 2.5 million vehicles |

Q1: What is the condition?

A1: The sliding electrical contact module in the driver's side Power Window Master Switch (PWMS) may experience a "notchy" or sticking feeling during operation.

If commercially available cleaning lubricants are applied to the switch to attempt to address the "notchy" or sticky feel, the switch assembly may overheat and melt. A melting switch may produce smoking and, potentially, lead to a fire.

Q1a: What is the cause of the "notchy" or sticking feeling?

A1a: The "notchy" or sticking feeling may be caused by an uneven application of the grease lubricant at the supplier. If the grease is not applied evenly, frequent usage of the switch and normal "arcing" of the contact module terminals may cause the grease lubricant to become carbonized and eventually result in the deterioration of the greases' lubricating properties. Consequently an electrical contact point may prematurely wear, causing the "notchy" or sticking feeling during operation, and may result in the switch becoming inoperative.

Q2: Are there any warnings that this condition exists?

A2: Customers may notice a "notchy" feel or that the switch momentarily sticks when operated.

Q3: What is Toyota going to do?

A3: **The Remedy procedures will be provided to each dealership shortly.** The remedy will involve an inspection, switch disassembly, and application of a specialized grease. The inspection and repair will be performed at **no charge** to the vehicle owner.

Owners of vehicles covered by this Safety Recall will receive an owner notification letter via first class mail starting in late October, 2012.

Q3a: What is the specialized grease?

A3a: The specialized grease is fluorine based and will prevent the condition from occurring.

Q3b: Why can't owners simply apply a commercially available lubricant?

A3b: The PWMS is not designed to be lubricated with commercially available lubricants. Application of these foreign lubricants to the PWMS could lead to smoking and/or melting, of the switch assembly. Under some circumstances, this could lead to a fire.

Q3c: Is the specialized grease non-flammable?

A3c: Yes. The specialized grease is non-flammable.

Q3d: Why is Toyota not applying the grease to the "AUTO" switch on the Power Window Switch?

A3d: The internal design of the "AUTO" switch is different from the other manual type switches.

Q3e: Is Toyota going to apply a specialized grease to the other switches in the vehicle?

A3e: No. The other Power Window Switches in the vehicle have a different internal design from the Power Window Master Switch.

Q4: How long will the repair take?

A4: The repair will take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: Which and how many Toyota vehicles are covered?

A5: There are approximately 2.5 Million vehicles covered by this Safety Recall in the U.S.

| Model | Model Year | Production Period | Appx. Number of Vehicles |
|---------------|----------------------|------------------------------------|--------------------------|
| Yaris | Certain 2007 to 2008 | Early Sept. 2006 to late July 2008 | 110,300 |
| RAV4 | Certain 2007 to 2009 | Early Sept. 2006 to mid-Dec. 2008 | 336,400 |
| Tundra | | Late Oct., 2006 to late Dec. 2008 | 337,100 |
| Camry | | Early Sept. 2006 to mid-Dec. 2008 | 938,100 |
| Camry HV | | | 116,800 |
| Scion xD | Certain 2008 to 2009 | Early April 2007 to late July 2008 | 34,400 |
| Scion xB | | Mid-Jan. 2007 to late July 2008 | 77,500 |
| Sequoia | | Mid-Nov. 2007 to mid-Dec. 2008 | 38,500 |
| Highlander | Certain 2008 | Early March 2007 to late July 2008 | 135,400 |
| Highlander HV | | | 23,200 |
| Corolla | Certain 2009 | Late Nov. 2007 to mid-Dec. 2008 | 270,900 |
| Matrix | | Early Jan. 2008 to mid-Dec. 2008 | 53,800 |

Q6: Are there any other Toyota or Lexus models covered by this Safety Recall?

A6: No. Only these specific models are covered by this Safety Recall in the U.S.

Q6a: Why are other vehicles not covered by this Safety Recall?

A6a: The Power Window Master Switch on other vehicles utilized a different grease application method during manufacturing or has a different internal design.

Q7: What if a customer experiences the "notchy" or sticky feeling described above before the remedy is available?

A7: If a customer contacts a dealership and has experienced the "notchy" or sticky feeling described above, please thank the customer for their patience and explain that Toyota is currently training dealers to implement the remedy which will be available in the near future.

Customers are reminded not to apply commercially available lubricants to the switch in an attempt to address the condition. Application of a lubricant other than the specialized grease Toyota will be using may result in melting or smoking of the switch assembly. Under some circumstances, this could lead to a fire.

Dealerships are requested to record the customers' information so you may contact them to schedule an appointment once dealership training has been completed and the remedy is announced.

Q8: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A8: Owners are requested to refer to the owner letter for instructions on how to request for reimbursement for previous repair costs.

Q9: What if an owner has additional questions or concerns?

A9: Owners with questions or concerns are asked to please contact 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.

TRAINING TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL C0M

POWER WINDOW MASTER SWITCH

CERTAIN

**2007 – 2009 MODEL YEAR CAMRY
2007 – 2009 MODEL YEAR CAMRY HYBRID
2009 MODEL YEAR COROLLA
2008 MODEL YEAR HIGHLANDER
2008 MODEL YEAR HIGHLANDER HV
2009 MODEL YEAR MATRIX
2007 – 2009 MODEL YEAR RAV4
2008 – 2009 MODEL YEAR SCION xB
2008 – 2009 MODEL YEAR SCION xD
2008 – 2009 MODEL YEAR SEQUOIA
2007 – 2009 MODEL YEAR TUNDRA
2007 – 2008 MODEL YEAR YARIS**

UPDATED OCTOBER 11, 2012

TECHNICAL INSTRUCTION UPDATE NOTICE:

Updated 10/11/12

– The training survey link is now available ([Cover Page](#))

Previous versions of these Technical Instructions should be discarded.

[Complete C0M Training Video](#)

In order to perform this campaign, technician must have completed training course SCC0M. Training courses 623, 652 are prerequisites to completing SCC0M. There are two ways to receive credit for SCC0M:

1. Review training video and technical instructions, then complete a survey.
<http://www.zoomerang.com/Survey/WEB22GS4XQYM79>

2. Receive hands on training from the region.

If you have questions regarding training, contact your region representative.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

| Model | WMI | Year | VDS Range | | Model | WMI | Year | VDS Range | |
|---------------|-------|-------|-----------------|-----------------|-------|-------|-----------------|-----------------|-----------------|
| | | | VDS | Range | | | | VDS | Range |
| Camry | 4T1 | 2007 | BE46K | U066571-U730108 | RAV4 | JTM | 2007 | BD31V | 5056402-5124254 |
| | | | BK46K | U018373-U560047 | | | | | 6023959-6054728 |
| | | 2008 | BE46K | U171709-U793305 | | | BD32V | 5056354-5124285 | |
| | | | BK46K | U040415-U576879 | | | | 6023973-6054737 | |
| | | 2009 | BE46K | U260017-U916091 | | | BD33V | 5056382-5124308 | |
| | | | BK46K | U073252-U596246 | | | | 6023918-6054736 | |
| | 4T4 | 2007 | BE46K | R001003-R011624 | | | BD34V | 5058065-5124068 | |
| | | | BE46K | X002811-X002812 | | | | 5056396-5124278 | |
| | | 2008 | BE46K | R001816-R047779 | | | 5014657-5040741 | | |
| | 2009 | BE46K | R027105-R130839 | BK31V | | | 6011310-6028074 | | |
| | | JTN | 2007 | BE46K | | | 3050498-3129796 | BK32V | 5014697-5040743 |
| | BK46K | | | 3012775-3031526 | | | 6010911-6028066 | | |
| | 2008 | | BE46K | 3128414-3149926 | | | BK33V | 5014718-5040747 | |
| | | | BK46K | 3031540-3037065 | | | | 6011203-6028069 | |
| | 2009 | | BE46K | 3149226-3177501 | | | BK34V | 5014721-5040742 | |
| | | | BK46K | 3037071-3042686 | | | | 5014734-5040698 | |
| Camry HV | 4T1 | 2007 | BB46K | U001012-U030790 | 2007 | BK35V | 5014734-5040698 | | |
| | | 2008 | BB46K | U024787-U062522 | | | 5035501-5077936 | | |
| | | 2009 | BB46K | U061175-U104043 | | | 6022998-6052970 | | |
| | JTN | 2007 | BB46K | 3023220-3044808 | | 2008 | ZD31V | 5035510-5077984 | |
| | | 2008 | BB46K | 3044111-3049003 | | | | 6022999-6052984 | |
| | | 2009 | BB46K | 3048659-3050713 | | | | 5035485-5078025 | |
| Corolla | 1NX | 2009 | BE40E | Z001001-Z150950 | 2009 | ZD33V | 6022781-6052993 | | |
| | | | BU40E | Z001006-Z150927 | | | 5035513-5077858 | | |
| | 2T1 | 2009 | BE40E | C001043-C029965 | | 2010 | ZD34V | 5035556-5077997 | |
| | | | BU40E | C001054-C171436 | | | | 5006520-5016136 | |
| | JTD | 2009 | BL40E | 9013744-9066331 | | 2011 | ZK31V | 6003643-6010016 | |
| | | | BL40E | 9013744-9066331 | | | | 5006534-5016123 | |
| Highlander | JTE | 2008 | DS41A | 2000112-2067229 | 2012 | ZK32V | 6003647-6010013 | | |
| | | | DS42A | 2000113-2067224 | | | 5006529-5016137 | | |
| | | | DS43A | 2000132-2067220 | | ZK33V | 6003637-6010017 | | |
| | | | DS44A | 2000303-2064340 | | | 5006540-5016122 | | |
| | | | ES41A | 2000106-2108000 | | 2013 | ZK34V | 5006521-5016021 | |
| | | | ES42A | 2000114-2108004 | | | | 5122515-5215886 | |
| | | | ES43A | 2000123-2107997 | | BD31V | 6054747-6089713 | | |
| | | | ES43A | 2000123-2107997 | | | 5124567-5215884 | | |
| Highlander HV | JTE | 2008 | EW41A | 2000108-2024716 | 2014 | BD32V | 6054743-6089718 | | |
| | | | EW44A | 2000110-2024720 | | | 5124318-5215896 | | |
| Matrix | 2T1 | 2009 | GE40E | C001023-C005534 | 2015 | BD33V | 6054075-6089725 | | |
| | | | KE40E | C001042-C029970 | | | 5124315-5215683 | | |
| | | | KU40E | C001057-C171450 | | 2016 | BD34V | | |
| | | | LE40E | C001017-C011462 | | | | | |

COVERED VIN RANGE CONTINUED...

| Model | WMI | Year | VDS Range | |
|-------|-----|------|-----------|-----------------|
| | | | VDS | Range |
| RAV4 | JTM | 2008 | BD35V | 5124310-5215906 |
| | | | BK31V | 5040755-5071468 |
| | | | | 6028076-6050078 |
| | | | BK32V | 5039902-5071462 |
| | | | | 6028075-6050080 |
| | | | BK33V | 5040768-5071418 |
| | | | | 6028079-6050066 |
| | | | BK34V | 5040763-5071435 |
| | | | BK35V | 5040804-5071472 |
| | | | ZD31V | 5078027-5117091 |
| | | | | 6052994-6081056 |
| | | | ZD32V | 5078035-5117086 |
| | | | | 6052998-6081048 |
| | | | ZD33V | 5076662-5117118 |
| | | | | 6052995-6081081 |
| | | | ZD34V | 5078041-5117037 |
| | | | ZD35V | 5078033-5117108 |
| | | | ZK31V | 5015779-5024041 |
| | | | | 6010018-6016056 |
| | | | ZK32V | 5016141-5024036 |
| | | | | 6010023-6016055 |
| | | | ZK33V | 5016138-5024037 |
| | | | | 6010021-6016053 |
| | | | ZK34V | 5016157-5024038 |
| | | | ZK35V | 5016148-5024022 |
| | 2T3 | 2009 | BF31V | W001119-W002100 |
| | | | BF32V | W001207-W002433 |
| | | | BF33V | W001117-W002428 |
| | | | BF35V | W001421-W002357 |
| | | | BK31V | W001143-W001937 |
| | | | BK32V | W001142-W001728 |
| | | | BK33V | W001162-W002146 |
| | | | BK34V | W001688-W001688 |
| | | | BK35V | W002139-W002160 |
| | | | ZF31V | W001050-W001589 |
| | | | ZF32V | W001048-W001626 |
| | | | ZF33V | W001049-W002099 |
| | | | ZF35V | W001625-W001625 |
| | | | ZK31V | W001081-W001565 |
| | | | ZK32V | W001149-W001327 |
| | | | ZK33V | W001076-W002103 |

| Model | WMI | Year | VDS Range | |
|---------|-----|------|-----------|-----------------|
| | | | VDS | Range |
| Sequoia | 5TD | 2008 | BT64A | S000014-S000239 |
| | | | BY64A | S000047-S023589 |
| | | | BY67A | S000042-S023596 |
| | | | BY68A | S000034-S023597 |
| | | | ZT64A | S000014-S000384 |
| | | | ZY64A | S000010-S015402 |
| | | | ZY67A | S000012-S015400 |
| | | | ZY68A | S000013-S015401 |
| | | 2009 | BT64A | S000244-S000361 |
| | | | BW68A | S023606-S023606 |
| | | | BY64A | S023711-S023711 |
| | | | BY67A | S023609-S023773 |
| | | | BY68A | S023616-S023729 |
| | | | ZY67A | S015919-S015919 |
| | | | ZY68A | S015426-S015838 |
| | | 2007 | BT541 | S449772-S458203 |
| | | | BT581 | S449768-S458119 |
| | | | BV541 | S449818-S490980 |
| | | | BV581 | S449815-S490940 |
| | | | DT541 | S452172-S458112 |
| | | | DT581 | S451402-S457120 |
| | | | DV541 | S454929-S490979 |
| | | | DV581 | S454922-S490970 |
| | | | ET541 | S451522-S457443 |
| | | | ET581 | S452313-S457105 |
| | | | EV541 | S453235-S473183 |
| | | | EV581 | S452114-S473116 |
| | | | RT541 | S449776-S457554 |
| | | | RT581 | S449772-S457346 |
| | | | RU541 | S449764-S451516 |
| | | | RV541 | S449790-S473197 |
| | | | RV581 | S449792-S473167 |
| Tundra | 5TB | 2008 | BT541 | S458128-S465088 |
| | | | BT581 | S460039-S463353 |
| | | | BV541 | S489753-S524241 |
| | | | BV581 | S490994-S524168 |
| | | | DT541 | S458232-S465032 |
| | | | DT581 | S458211-S465038 |
| | | | DV541 | S490988-S524251 |
| | | | DV581 | S490274-S524192 |
| | | | ET541 | S457566-S461702 |

COVERED VIN RANGE CONTINUED...

| Model | WMI | Year | VDS Range | |
|--------|-----|------|-----------|-----------------|
| | | | VDS | Range |
| Tundra | 5TB | 2008 | ET581 | S460063-S460135 |
| | | | EV541 | S473215-S483286 |
| | | | EV581 | S472420-S483281 |
| | | | RT541 | S457555-S461703 |
| | | | RT581 | S457567-S459791 |
| | | | RV541 | S473199-S483282 |
| | | | RV581 | S473206-S483264 |
| | 5TF | 2007 | BT541 | X001509-X010233 |
| | | | BT581 | X001504-X009214 |
| | | | BV541 | X002493-X032595 |
| | | | BV581 | X002480-X032589 |
| | | | CT541 | X001009-X002214 |
| | | | CV541 | X001185-X005181 |
| | | | DT541 | X009296-X009985 |
| | | | DT581 | X009401-X009401 |
| | | | DV541 | X023882-X032593 |
| | | | DV581 | X022843-X032590 |
| | | | ET541 | X015154-X016078 |
| | | | ET581 | X015222-X015222 |
| | | | EV541 | X025255-X032800 |
| | | | EV581 | X025031-X032788 |
| | | | JT521 | X001258-X002235 |
| | | | JU521 | X001130-X003335 |
| | | | JV521 | X001122-X002393 |
| | | | KT521 | X001022-X002147 |
| | | | KV521 | X001133-X002462 |
| | | | LT521 | X001572-X015878 |
| | | | LU521 | X001203-X006726 |
| | | | LV521 | X003495-X032752 |
| | | | MT521 | X001506-X010227 |
| | | | MV521 | X002603-X032585 |
| | | | RT541 | X001571-X016317 |
| | | | RT581 | X001570-X016043 |
| | | | RU541 | X001200-X006742 |
| | | | RV541 | X003586-X032799 |
| | | | RV581 | X003587-X032785 |
| | | | ST541 | X001106-X002069 |
| | | | SV541 | X001063-X004748 |

| Model | WMI | Year | VDS Range | |
|--------|------|------|-----------|-----------------|
| | | | VDS | Range |
| Tundra | 5TF | 2008 | BT541 | X010234-X014584 |
| | | | BT581 | X010659-X013869 |
| | | | BV541 | X032597-X083158 |
| | | | BV581 | X032603-X083120 |
| | | | CT541 | X002218-X002439 |
| | | | CV541 | X005183-X008862 |
| | | | DT541 | X010580-X013787 |
| | | | DT581 | X012554-X012753 |
| | | | DV541 | X032596-X083159 |
| | | | DV581 | X032602-X083167 |
| | | | ET541 | X016320-X027282 |
| | | | ET581 | X022981-X026381 |
| | | | EV541 | X032809-X069738 |
| | | | EV581 | X032801-X069597 |
| | | | JT521 | X002236-X002401 |
| | | | JU521 | X003384-X004115 |
| | | | JV521 | X002395-X003232 |
| | | | KT521 | X002148-X002358 |
| | | | KV521 | X002463-X003358 |
| | | | LT521 | X016321-X027288 |
| | | | LU521 | X007760-X017472 |
| | | | LV521 | X032804-X069666 |
| | | | MT521 | X010370-X014582 |
| | | | MV521 | X032626-X083124 |
| | | | RT541 | X016318-X027320 |
| | | | RT581 | X017618-X020071 |
| | | | RU541 | X006743-X017473 |
| | | | RV541 | X032802-X069735 |
| | | | RV581 | X032846-X069669 |
| | | | ST541 | X002070-X002160 |
| | | | SV541 | X004749-X006281 |
| | 2009 | | BT541 | X014611-X014966 |
| | | | BV541 | X083229-X085745 |
| | | | BV581 | X083255-X085205 |
| | | | BW541 | X083226-X085748 |
| | | | BW581 | X083224-X085672 |
| | | | CT541 | X002440-X002440 |
| | | | CV541 | X008872-X009002 |

COVERED VIN RANGE CONTINUED...

| Model | WMI | Year | VDS Range | |
|----------|-----|------|-----------|-----------------|
| | | | VDS | Range |
| Tundra | 5TF | 2009 | CW541 | X008870-X009000 |
| | | | DT541 | X014616-X014879 |
| | | | DV541 | X083242-X085696 |
| | | | DV581 | X083244-X085489 |
| | | | DW541 | X083227-X085752 |
| | | | DW581 | X083217-X085729 |
| | | | EV541 | X069830-X070508 |
| | | | EV581 | X069778-X070336 |
| | | | JU521 | X004142-X004142 |
| | | | JV521 | X003234-X003239 |
| | | | KT521 | X002369-X002369 |
| | | | KV521 | X003364-X003392 |
| | | | KW521 | X003384-X003384 |
| | | | LT521 | X027997-X028115 |
| | | | LU521 | X017782-X017782 |
| | | | MT521 | X014876-X014876 |
| | | | MV521 | X085497-X085573 |
| | | | MW521 | X084767-X084767 |
| | | | RT541 | X027383-X028213 |
| | | | RU541 | X017498-X018231 |
| | | | RV541 | X069772-X070512 |
| | | | RV581 | X070033-X070247 |
| | | | ST541 | X002171-X002173 |
| | | | SV541 | X006283-X006304 |
| Scion xB | JTL | 2008 | KE50E | 1000101-1060718 |
| | | 2009 | KE50E | 1060079-1077653 |
| Scion xD | JTK | 2008 | KU104 | J000109-J032918 |
| | | 2009 | KU104 | J032919-J034568 |
| Yaris | JTD | 2007 | BT903 | 1079117-1187591 |
| | | | | 4000006-4003638 |
| | | | BT923 | 1079440-1187658 |
| | | | | 4000004-4003639 |
| | | 2008 | JT903 | 5071988-5138688 |
| | | | JT923 | 5071865-5138773 |
| | | | BT903 | 1187667-1297180 |
| | | | | 4003685-4041333 |
| | | | BT923 | 1187685-1297181 |
| | | | | 4003647-4041340 |
| | | | JT903 | 5127500-5218402 |
| | | | JT923 | 5136244-5218428 |

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

The large majority of vehicles will require these parts (approximately 99%).

| Part Number | Part Description | Quantity | Note |
|--|------------------|----------|----------------------------|
| Part numbers will be released when the remedy is announced | Grease* | 1 | – |
| | One-Way Screw** | 3 | With power rear windows |
| | | 2 | Without power rear windows |

***Approximately 0.5 to 0.9 ml is needed per vehicle (One tube contains 50 ml)**

****The one-way screw is a quantity pack that contains 75 screws, each PWMS will use 2 or 3 screws**

Only a small number of vehicles (approximately less than 1%) will require the replacement of the window switch circuit board. Follow the inspection process in these instructions to determine if replacement is necessary. If it is identified that a window switch circuit board requires replacement, use the following website to identify the part needed. Due to the part number complexities, this website has been created to assist with parts identification. <http://c0m-lookup.imagespm.info>

B. TOOLS & EQUIPMENT

- Standard hand tools
- DVOM
- Molding removal set
- Protective tape

Campaign Tools – These tools are provided to the dealership.

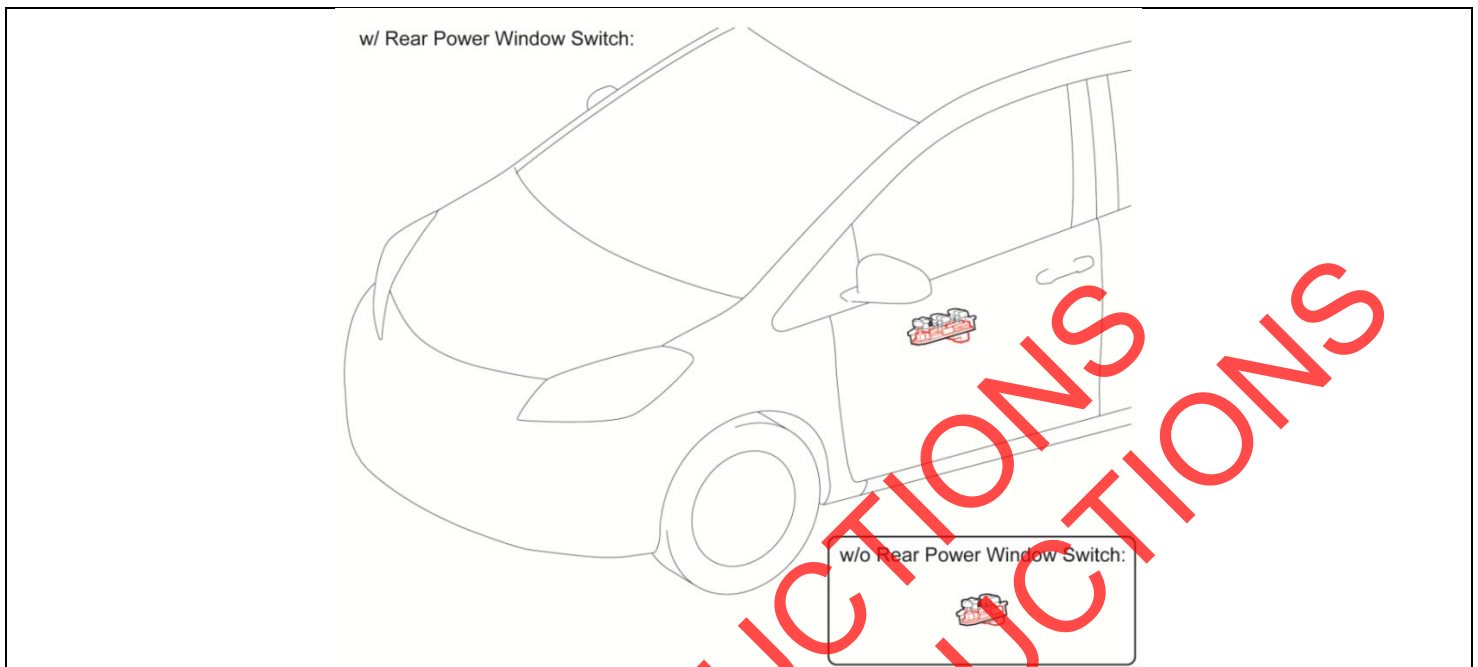
| Part Number | Part Name | Quantity | | | | | | | | | | | | |
|-------------|---|-------------|-----------|----------|---|---------|---|---|---------|---|---|--------|---|--|
| 09810-99010 | Syringe Set | 1 | | | | | | | | | | | | |
| | <table><tr><th>Part Number</th><th>Part Name</th><th>Quantity</th></tr><tr><td>–</td><td>Syringe</td><td>2</td></tr><tr><td>–</td><td>Adapter</td><td>1</td></tr><tr><td>–</td><td>Nozzle</td><td>2</td></tr></table> | Part Number | Part Name | Quantity | – | Syringe | 2 | – | Adapter | 1 | – | Nozzle | 2 | |
| Part Number | Part Name | Quantity | | | | | | | | | | | | |
| – | Syringe | 2 | | | | | | | | | | | | |
| – | Adapter | 1 | | | | | | | | | | | | |
| – | Nozzle | 2 | | | | | | | | | | | | |

IV. BACKGROUND

The sliding electrical contact module in the driver's side Power Window Master Switch (PWMS) may experience a "notchy" or sticking feeling during operation.

If commercially available lubricants are applied to the switch in an attempt to address the "notchy" or sticky feel, melting or smoking of the switch assembly could occur. Under some circumstances, this could lead to a fire.

V. COMPONENTS



VI. PRELIMINARY POWER WINDOW MASTER SWITCH OPERATION CHECK

1. CHECK THE FOLLOWING OPERATIONS OF THE POWER WINDOW MASTER SWITCH

- Lock and unlock switch operation.
- Up and down operation for each window.
- Auto function of AUTO switch(s).
- Window lock switch operation.
- Illumination of 'AUTO' on auto switches (headlights must be on to confirm this)

2. IF ANY OF THE ABOVE OPERATIONS DO NOT PERFORM CORRECTLY, DIAGNOSE AND REPAIR AS OUTLINED IN THE REPAIR MANUAL.

NOTE: If an issue is found in a component other than the PWMS, the repair of that component *WILL NOT* be covered under this campaign.

VII. POWER WINDOW MASTER SWITCH REMOVAL

1. REMOVE THE POWER WINDOW MASTER SWITCH AS OUTLINED IN THE REPAIR MANUAL ON TIS

- [CAMRY](#)
- [CAMRY HYBRID](#)
- [COROLLA](#)
- [HIGHLANDER](#)
- [HIGHLANDER HV](#)
- [MATRIX](#)
- [RAV4](#)
- [SCION xB](#)
- [SCION xD](#)
- [SEQUOIA](#)
- [TUNDRA](#)
- [YARIS LIFTBACK](#)
- [YARIS SEDAN](#)

NOTE:

- To prevent the window from moving unexpectedly, open and close the door after turning the ignition off to stop power-window key-off operation.
- Apply protective tape to interior panels to avoid damage.

VIII. POWER WINDOW MASTER SWITCH INSPECTION

[Video Supplement: Introduction & Switch Catching Inspection steps](#)

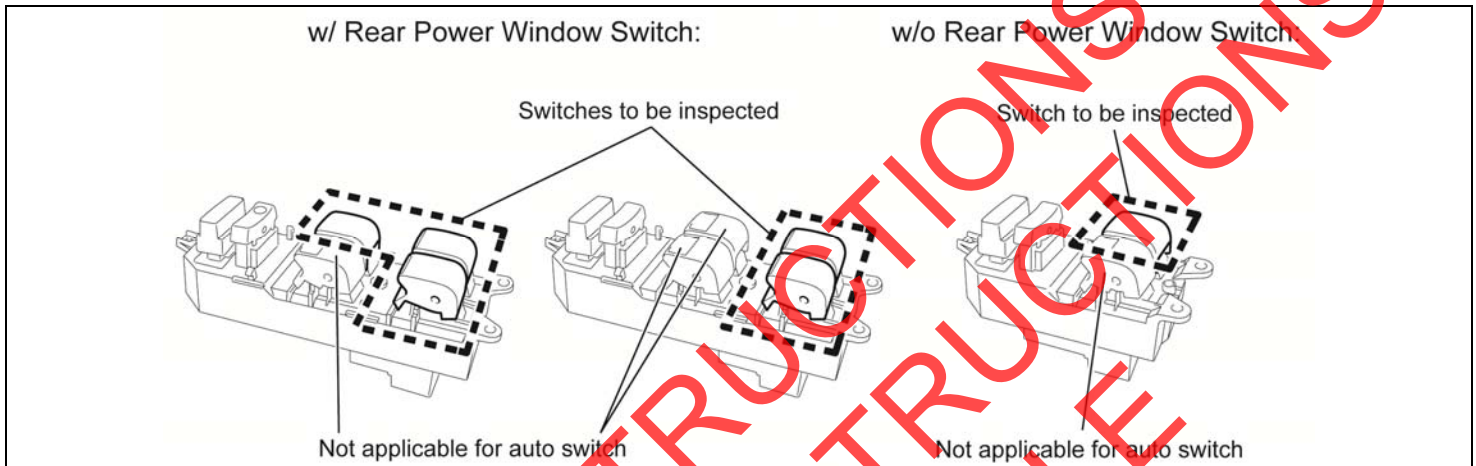


If at any time during the inspection process, the power window master switch assembly is found to have heat damage, you **MUST** replace the assembly. A very small number of vehicles will require PWMS replacement. Refer to the parts catalog for part number information. There is **NO NEED** to apply grease to the new switch assembly.

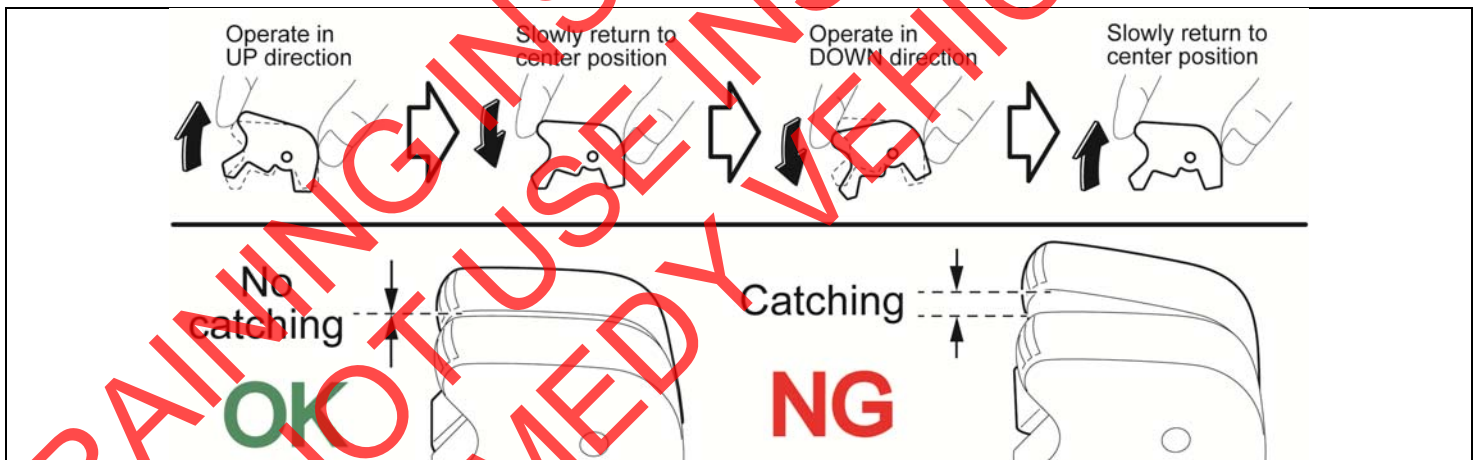
A. CHECK THE SWITCHES FOR CATCHING CONDITION

- a) Check all switches that do not have the AUTO function.

NOTE: The AUTO switch is of a different design; therefore, no inspection is necessary.



- b) Operate each switch in the up direction, then slowly return the switch using two fingers.
c) Operate each switch in the down direction, then slowly return the switch using two fingers.

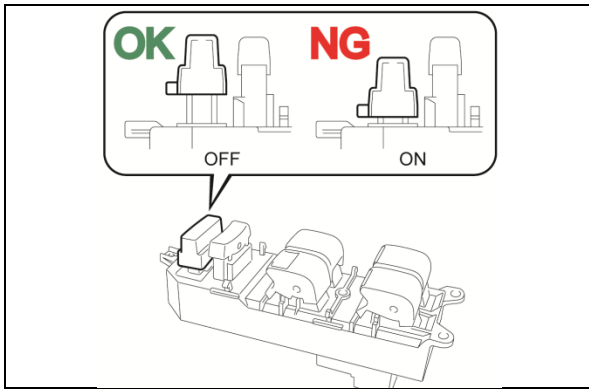


- **ALL** switches that **ARE NOT AUTO** **MUST** be inspected.
- The switches **MUST** be operated slowly, otherwise the catching cannot be noticed.
- The switches **MUST** be operated with two fingers, otherwise the catching cannot be noticed.
- The switches may feel unsmooth, this **DOES NOT** mean the switch is NG.
- Only a small number of vehicles (approximately less than 1%) will require the replacement of this part.

| CONDITION | ACTION REQUIRED |
|---|---|
| NONE of the switches are catching. | Proceed to STEP B. CHECK THE RESISTANCE OF THE SWITCHES |
| One or more of the switches are catching. | Replace the power window master switch circuit board. Proceed to STEP B, 1-2 for switch disassembly instructions. NOTE: <ul style="list-style-type: none">• Mark the NG circuit board with an 'X' so that it is not reused.• There is NO NEED to apply grease to the new circuit board. |

B. CHECK THE RESISTANCE OF THE SWITCHES

Video Supplement: Switch Resistance Inspection steps

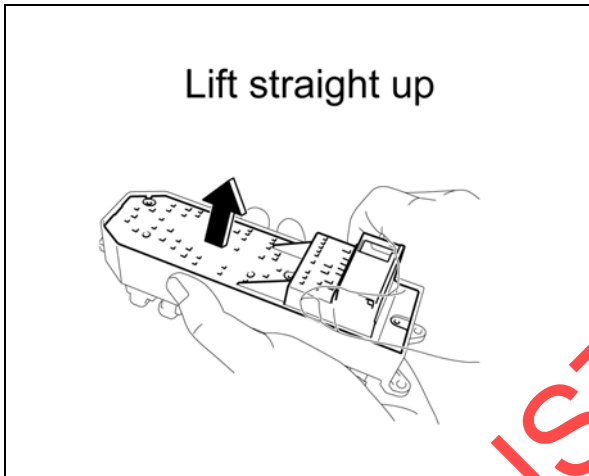


1. REMOVE THE WINDOW LOCK BUTTON

- Turn the window lock switch to the OFF position.
- Pull the button up to remove it from the switch assembly.



- Removing the lock button while it is turned ON may damage the switch.
- To prevent damage, **DO NOT** use tools.



2. REMOVE THE SWITCH CIRCUIT BOARD

- Remove the screws.
- Lift the switch board straight up to remove it.

NOTE: There are 3 screws for switches with power rear windows, 2 screws for switches without power rear windows.



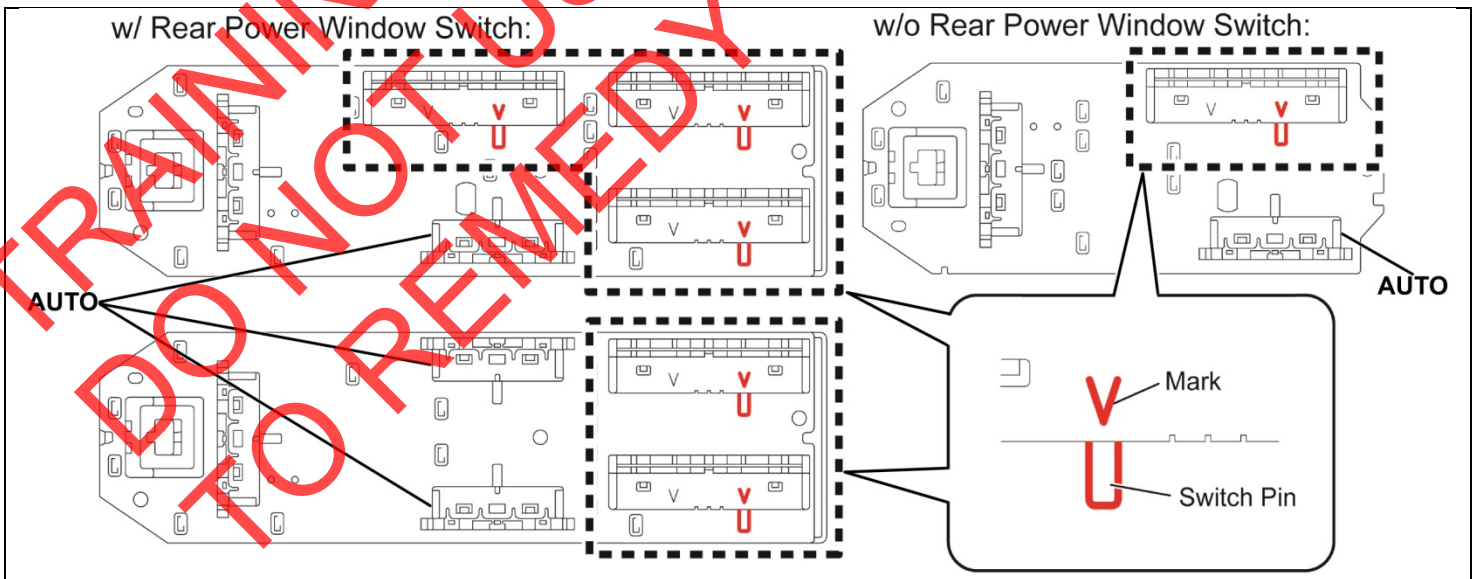
- If the circuit board is being replaced due to a catching condition found in STEP A, proceed to SECTION X. SWITCH REASSEMBLY.
- DO NOT** reuse the screws that have been removed, new one-way screws **MUST** be used.

3. ALIGN THE SWITCH CONTACTS

- Align each switch pin with the 'V' mark on all switches that do not have AUTO function.



- The switches **MUST** be in this position when checking the resistance. This is the OFF position, if the switch is in any other position, the reading will be incorrect.
- ALL** switches that **ARE NOT** AUTO **MUST** be checked.



b) Measure the resistance between points A-B and points B-C.

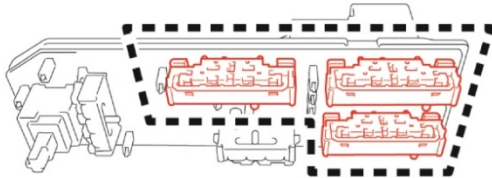
NOTE: Set the DVOM to maximum resistance range.



- **DO NOT** touch any metal other than points A, B, C on the circuit board when checking resistance.
- The points being checked are small, confirm the probes are contacting the correct points.
- **ALL** switches that **ARE NOT** AUTO **MUST** be checked.

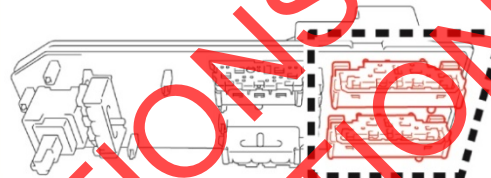
w/ Rear Power Window Switch

Inspect the 3 switches



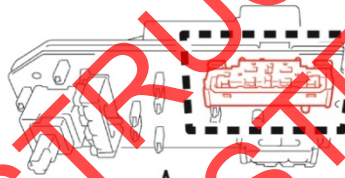
w/ Front Passenger Seat Auto Switch

Inspect the 2 switches

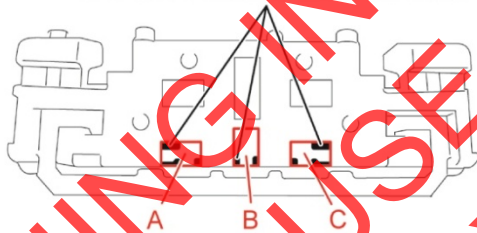


w/o Rear Power Window Switch

Inspect switch



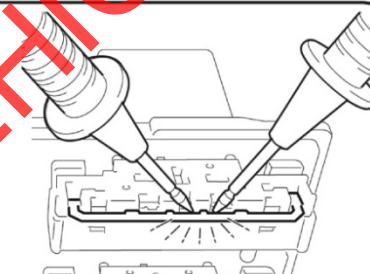
CAUTION: Shaded areas are resin.



OK

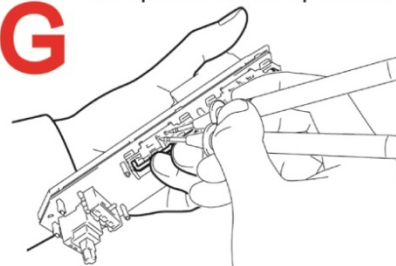


Correctly measure A-B and B-C.



Do not touch any areas other than the specified metal portions

NG



Do not touch metal portions of the board.

| CONDITION | ACTION REQUIRED |
|---|--|
| Resistance value for ALL switches is infinite. | Fill the switches with grease. Proceed to SECTION IX. GREASE APPLICATION |
| One or more resistance value IS NOT infinite. | Replace the power window master switch circuit board. Proceed to SECTION X SWITCH REASSEMBLY NOTE: <ul style="list-style-type: none">• Mark the NG circuit board with an 'X' so that it is not reused.• There is NO NEED to apply grease to the new circuit board. |

IX. GREASE APPLICATION

[Video Supplement: Grease Application steps](#)



- Approximately 0.5 to 0.9 ml of grease will be needed for each circuit board assembly.
- One tube contains 50 ml of grease and will remedy approximately 50 vehicles.

A. PREPARE THE SYRINGE

1. FILL THE SYRINGE WITH GREASE

- a) With the cap on, shake the tube of grease to confirm the grease is at the mouth of the tube.

NOTE: Air bubbles in the grease will make filling the syringe and greasing the switches difficult.

- b) Attach the adapter to the tube of grease.

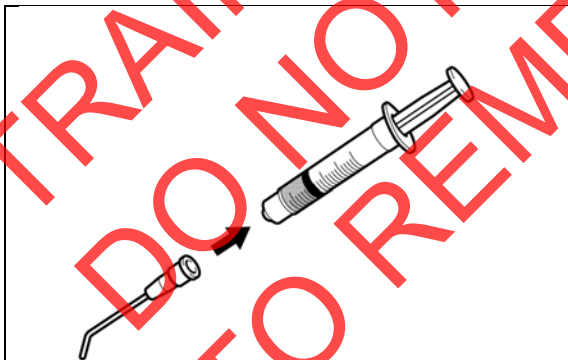
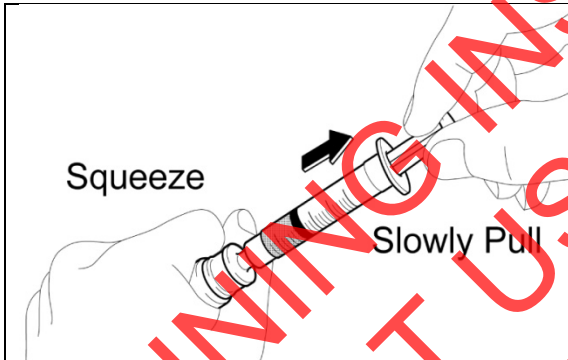
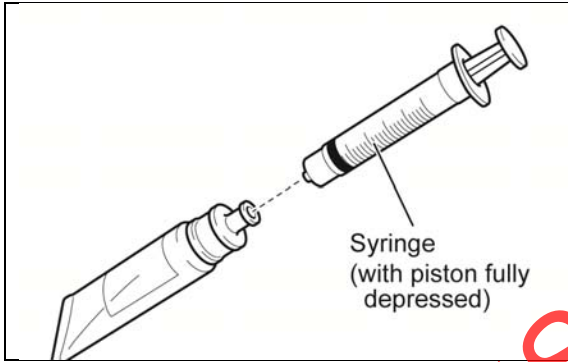
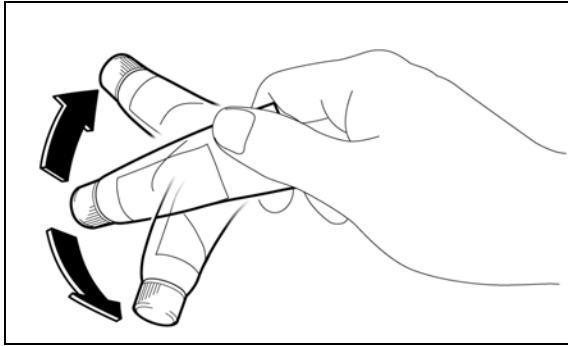
- c) Screw the syringe onto the adapter.

NOTE: Confirm the plunger is depressed prior to screwing it to the adapter.

- d) Gently squeeze the tube while pulling up on the plunger to fill the syringe.

NOTE: Each circuit board assembly will require 0.5 to 0.9 ml of grease.

- e) Remove the syringe from the adapter and screw on the nozzle.



B. FILL THE SWITCHES WITH GREASE



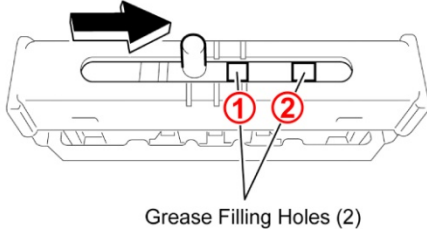
- **ALL switches that ARE NOT AUTO MUST be greased.**
- **Approximately 0.5 to 0.9 ml of grease will be needed for each circuit board assembly.**
- **Confirm a previously diagnosed NG circuit board is not being used.**

GREASING PROCEDURE OVERVIEW (for full details, follow steps 1 - 4 below)

Slide switch pins forward→Fill hole 1→Fill hole 2

Slide switch pins rearward→Fill hole 3→Fill hole 4

Fully Slide to Front



Grease Filling Holes (2)

1. POSITION THE SWITCHES

- Slide the switch pins all the way to the front.

2. FILL THE SWITCHES

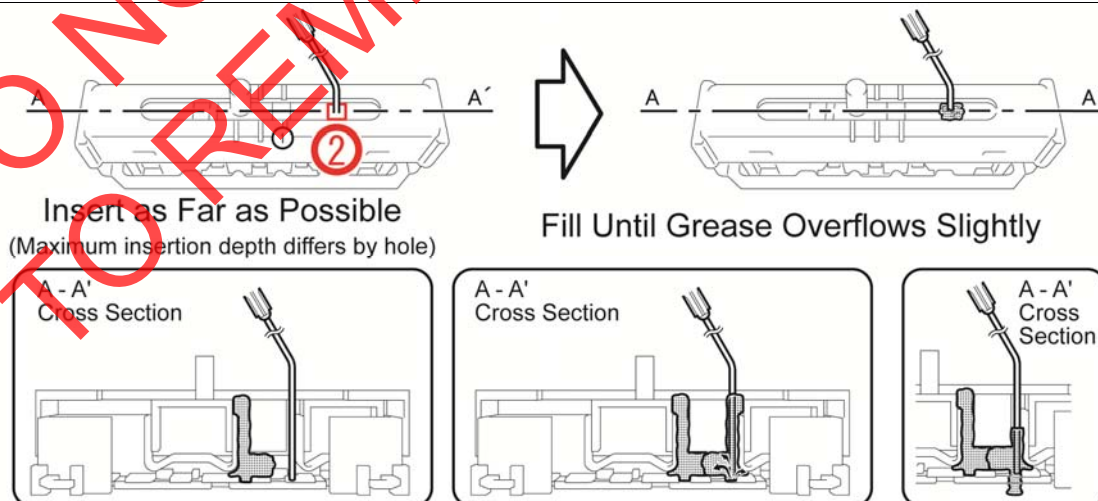
- Insert the nozzle in hole 1 as far as it will go and fill the hole with grease.
- Fill the switch until the grease begins to slightly overflow.

NOTE: The grease may overflow through the back side of the switch, this is acceptable.

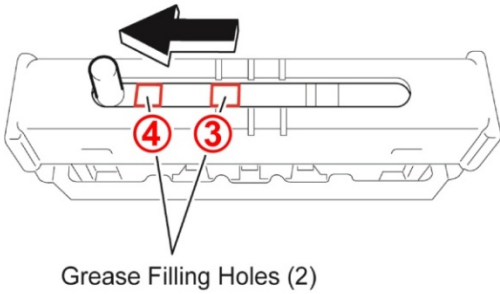


- Insert the nozzle in hole 2 as far as it will go and fill the hole with grease.
- Fill the switch until the grease begins to slightly overflow.

NOTE: The grease may overflow through the back side of the switch, this is acceptable.



Fully Slide to Rear



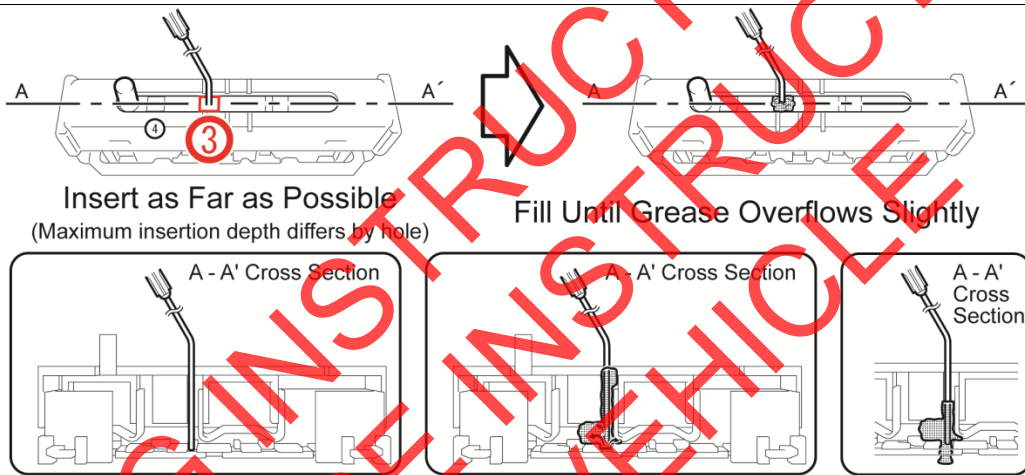
3. REPOSITION THE SWITCHES

- Slide the switch pins all the way to the rear.

4. FILL THE SWITCHES AGAIN

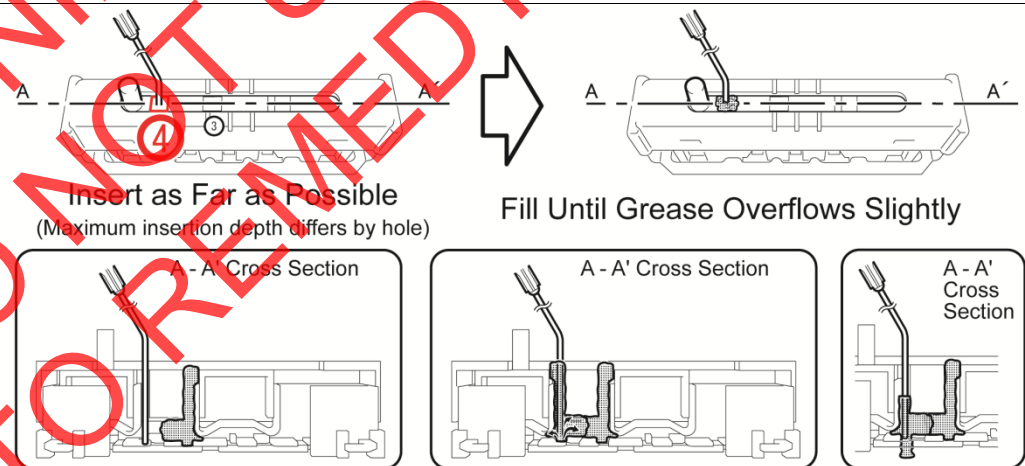
- Insert the nozzle in hole 3 as far as it will go and fill the hole with grease.
- Fill the switch until the grease begins to slightly overflow.

NOTE: The grease may overflow through the back side of the switch, this is acceptable.



- Insert the nozzle in hole 4 as far as it will go and fill the hole with grease.
- Fill the switch until the grease begins to slightly overflow.

NOTE: The grease may overflow through the back side of the switch, this is acceptable.



- **ALL switches that ARE NOT AUTO MUST be greased.**
- **Wipe up any excess grease from the switches.**

5. STORE THE SYRINGE SET TO BE REUSED ON FUTURE VEHICLES

- Store the syringe set in a location free from dust and debris.

X. SWITCH REASSEMBLY

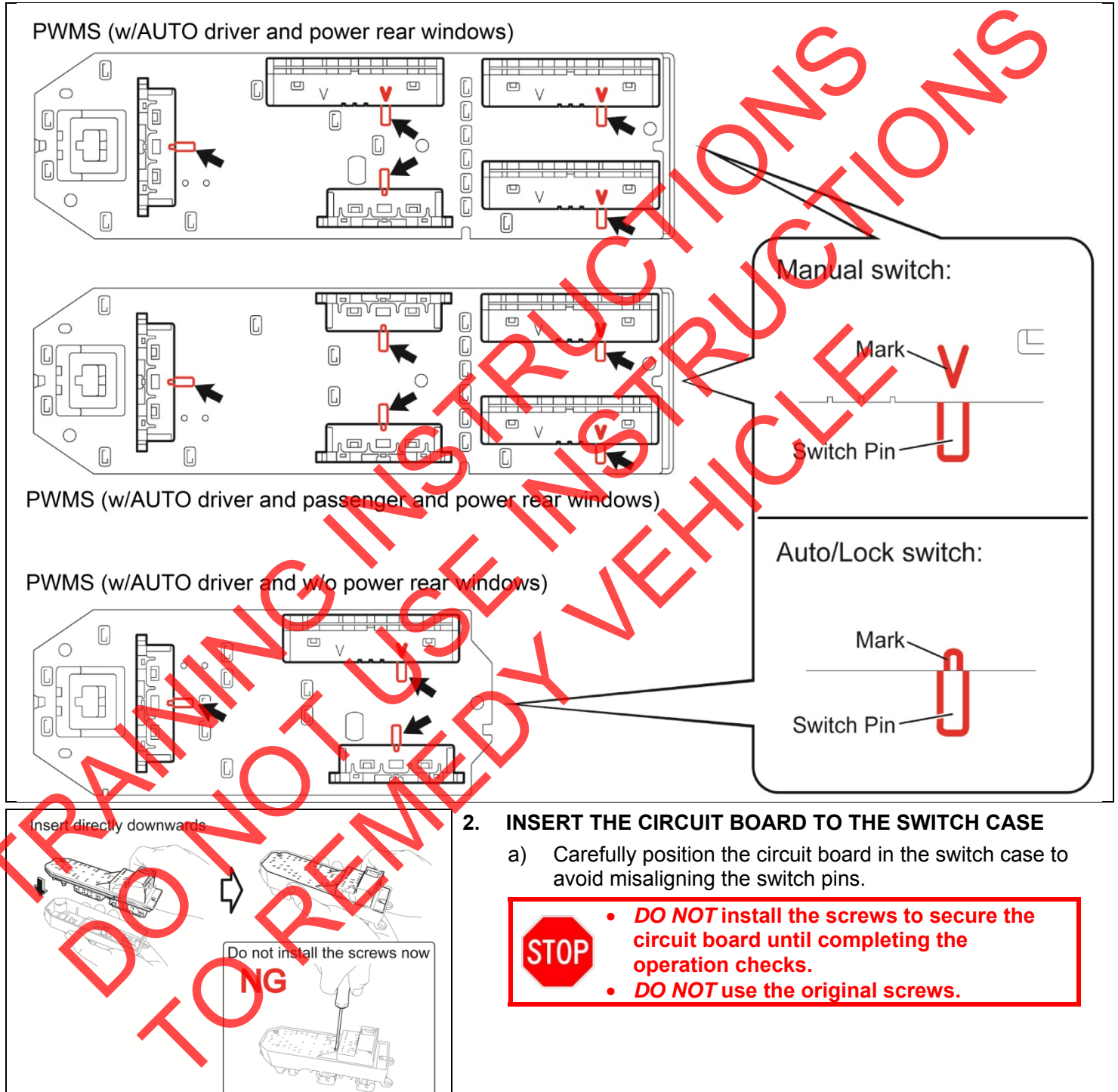
[Video Supplement: PWMS Reassembly steps](#)

STOP

- Complete this section if grease application has been completed or if the circuit board is being replaced.
- If the switch pins are not aligned, the switches will not operate correctly after reassembly.

1. POSITION THE SWITCH PINS

- a) Align all switch pins with the marks as shown in the illustration below.

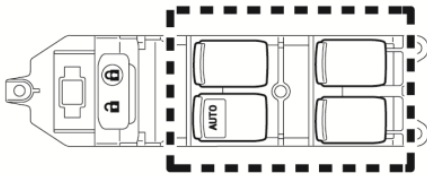


3. CONFIRM THE OPERATION OF THE SWITCHES

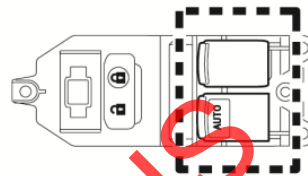
- a) While holding the circuit board in the switch case, check the operation of the switches. The movement up/down and lock/unlock position should be equal in both directions.

Window Switch

w/ Rear Power Window Switch:

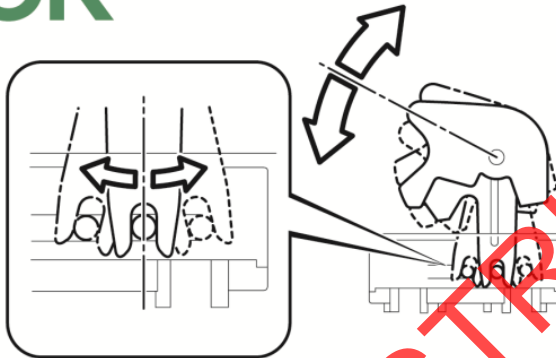


w/o Rear Power Window Switch:



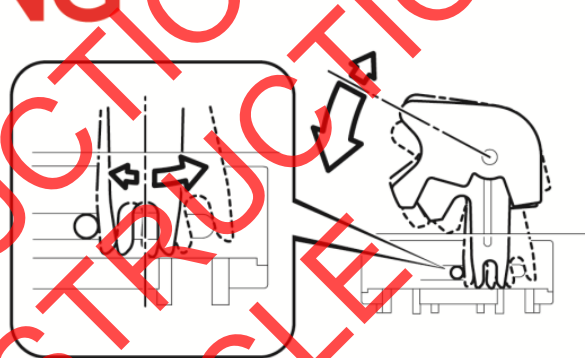
OK

Same Movement Amount



NG

Movement Amount is Different

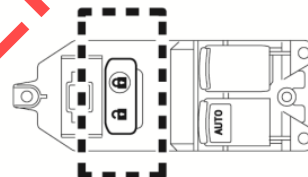


Door Control Switch

w/ Rear Power Window Switch:

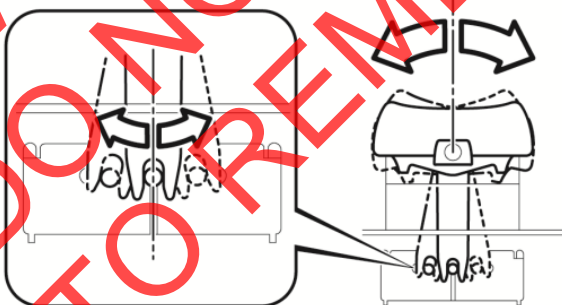


w/o Rear Power Window Switch:



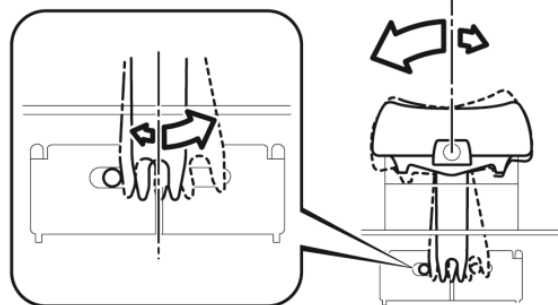
OK

Same Movement Amount

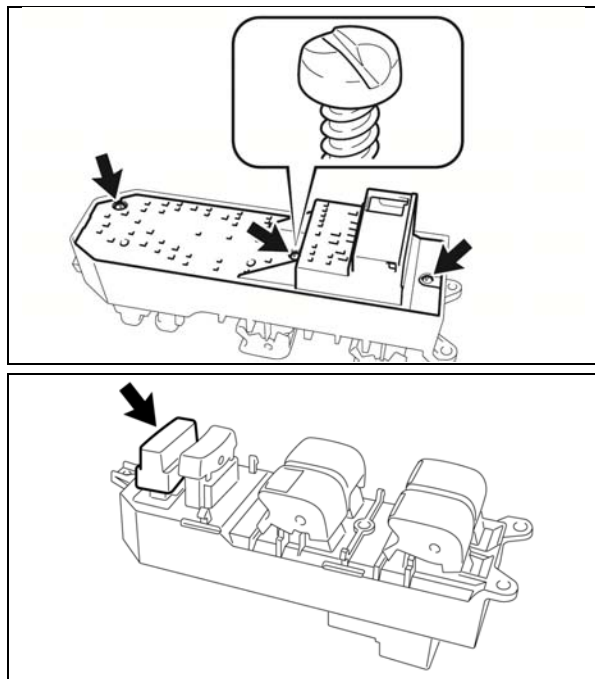


NG

Movement Amount is Different



| CONDITION | ACTION REQUIRED |
|---|--|
| Movement is equal in ALL switches. | The circuit board is positioned correctly. Proceed to STEP 4. INSTALL THE ONE-WAY SCREWS |
| Movement in one or more switch IS NOT equal. | One or more switch pin is misaligned. Repeat STEPS 1-3 |



DO NOT install the screws to secure the circuit board until completing the operation checks.

4. INSTALL THE ONE-WAY SCREWS

- Install the one-way screws.

NOTE: There are 3 screws for switches with power rear windows, 2 screws for switches without power rear windows.

5. INSTALL THE WINDOW LOCK BUTTON

- Press the lock button firmly until a snap is heard.

XI. POWER WINDOW MASTER SWITCH INSTALLATION

1. INSTALL THE POWER WINDOW MASTER SWITCH AS OUTLINED IN THE REPAIR MANUAL ON TIS

- [CAMRY](#)
- [CAMRY HYBRID](#)
- [COROLLA](#)
- [HIGHLANDER](#)
- [HIGHLANDER HV](#)
- [MATRIX](#)
- [RAV4](#)
- [SCION xB](#)
- [SCION xD](#)
- [SEQUOIA](#)
- [TUNDRA](#)
- [YARIS LIFTBACK](#)
- [YARIS SEDAN](#)

XII. POWER WINDOW MASTER SWITCH OPERATION CHECK

1. CHECK THE FOLLOWING OPERATIONS OF THE POWER WINDOW MASTER SWITCH

- Lock and unlock switch operation.
- Up and down operation for each window.
- Auto-up and auto-down operation of auto switch(s).
- Window lock switch operation.
- Illumination of 'AUTO' on auto switches (headlights must be on to confirm this)

NOTE: System initialization is not necessary.

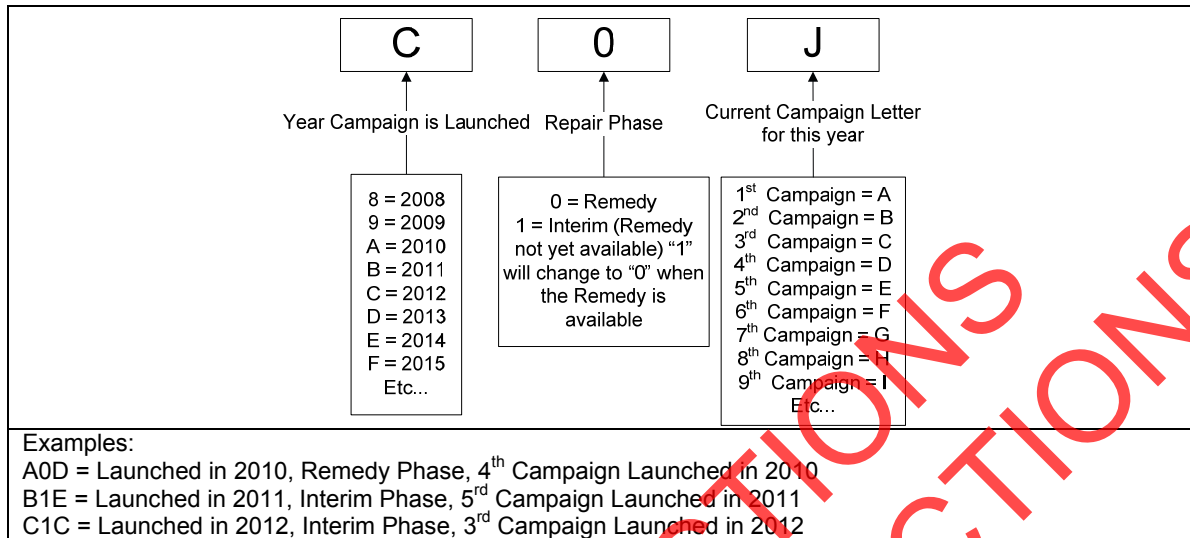
◀ VERIFY REPAIR QUALITY ▶

- Confirm **ALL** inspection steps are followed **EXACTLY** as described in these instructions
- Confirm the grease is applied as described in these instructions
- Confirm the switch assembly operates correctly before installing the one-way screws
- Confirm new one-way screws are installed when reassembling the switch assembly

If you have any questions regarding this update, please contact your regional representative.

XIII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
October 10, 2012
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

Safety Recall - C0M (C1M) *Preliminary Notification*

Multiple Models and Model Years
Power Window Master Switch (PWMS)

*****URGENT*****

On October 10, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on the following models:

| Model Year | Model | Appx. Number of Covered Vehicles | Production Range |
|---------------------|---------------|----------------------------------|------------------------------------|
| Certain 2007 - 2008 | Yaris | 110,300 | Early Sept. 2006 to late July 2008 |
| Certain 2007 - 2009 | RAV4 | 336,400 | Early Sept. 2006 to mid-Dec. 2008 |
| | Tundra | 337,100 | Late Oct., 2006 to mid-Dec. 2008 |
| | Camry | 938,100 | Early Sept. 2006 to mid-Dec. 2008 |
| | Camry Hybrid | 116,800 | Early Sept. 2006 to mid-Dec. 2008 |
| Certain 2008 - 2009 | Scion xD | 34,400 | Early April 2007 to late July 2008 |
| | Scion xB | 77,500 | Mid-Jan. 2007 to late July 2008 |
| | Sequoia | 38,500 | Mid-Nov. 2007 to mid-Dec. 2008 |
| Certain 2008 | Highlander | 135,400 | Early March 2007 to late July 2008 |
| | Highlander HV | 23,200 | |
| Certain 2009 | Corolla | 270,900 | Late Nov. 2007 to mid-Dec. 2008 |
| | Matrix | 53,800 | Early Jan. 2008 to mid-Dec. 2008 |
| Total | | Approx. 2.5 million vehicles | |

This preliminary information is being provided to keep you informed of the filing

Condition

The sliding electrical contact module in the driver's side Power Window Master Switch (PWMS) may experience a "notchy" or sticking feeling during operation.

If commercially available cleaning lubricants are applied to the switch to attempt to address the "notchy" or sticky feel, the switch assembly may overheat and melt. A melting switch may produce smoking and, potentially, lead to a fire.

Covered Vehicles

- There are approximately 2.5 Million vehicles covered by this Safety Recall.

Status

- C0M ("C1M" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting early morning of Wednesday, October 10, 2012. **For reference purposes** only, VINs covered by this Safety Recall will also be searchable on TIS starting Wednesday morning (Pacific Time).
- The remedy will involve an inspection, switch disassembly and application of a specialized grease. **The remedy will require training verification by the Region/PD office. Once training verification has been completed, Toyota will launch the Remedy phase.**
- Owners of the vehicles covered by this Safety Recall will receive an owner notification letter via first class mail starting in late October, 2012.

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied.

Dealership Training

Toyota recommends that each dealership assign a designated team or teams (based upon your dealership size and UIO) to perform the repair for this Safety Recall. Please note all designated team member must be certified in Toyota 623 and 652 electrical courses. Team members are requested to review the technical instructions, watch the instructional training video and understand the switch disassembly and grease application procedure. ***The training instructions will be posted in the featured content section on TIS.***

Once training has been validated eligible technician will receive credit for training course SCC0M. Dealership training must be completed no later than 10/22/2012. Your regional representative will be contacting your dealership shortly to verify technician training.




Campaign Special Service Tools

In a separate shipment scheduled to arrive October 11th or 12th, 2012, your dealership will be sent a package containing special service tools for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification. The quantity of tools delivered will depend on dealer UIO.

ATTENTION CAMPAIGN COM TOOLS

| Part Number | Part Name | Quantity |
|--------------|-------------|----------|
| 09810-99010* | Syringe Set | 1 |

***The set above includes the following tools**

| Image | Name | Quantity |
|---|---------|----------|
|  | Syringe | 2 |
|  | Nozzle | 2 |
|  | Adapter | 1 |

If you need additional Syringe Sets please contact your regional representative.

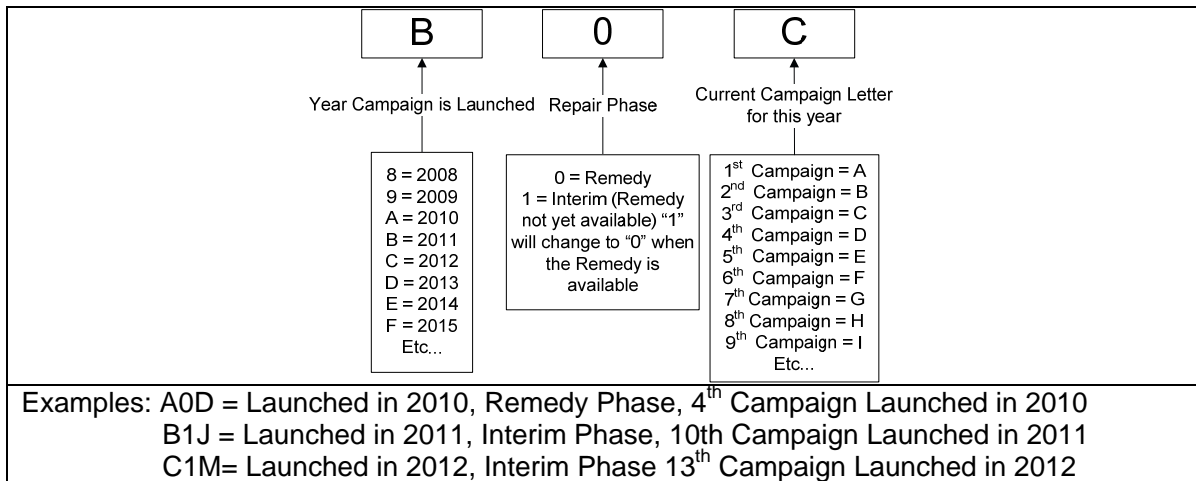
Customer Handling

For customers who have not experienced this condition but do not feel comfortable driving the vehicle:

- We request that dealers work with the customers and answer any questions they may have based on the information in the Q&A.
- In the event the customer's concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Experience Center.

The Toyota Customer Experience Center can be reached 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.

Campaign Designation Decoder



Media Contacts

- It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Safety Recall – C0M (C1M) Preliminary Notice
Multiple Models and Model Years
Power Window Master Switch (PWMS)

This preliminary information is being provided to keep you informed of the filing.

| Model Year | Model | Appx. Number of Covered Vehicles |
|----------------------|---------------|----------------------------------|
| Certain 2007 to 2008 | Yaris | 110,300 |
| Certain 2007 to 2009 | RAV4 | 336,400 |
| | Tundra | 337,100 |
| | Camry | 938,100 |
| | Camry Hybrid | 116,800 |
| Certain 2008 to 2009 | Scion xD | 34,400 |
| | Scion xB | 77,500 |
| | Sequoia | 38,500 |
| Certain 2008 | Highlander | 135,400 |
| | Highlander HV | 23,200 |
| Certain 2009 | Corolla | 270,900 |
| | Matrix | 53,800 |
| Total | | Approx. 2.5 million vehicles |

Q1: What is the condition?

A1: The sliding electrical contact module in the driver's side Power Window Master Switch (PWMS) may experience a "notchy" or sticking feeling during operation.

If commercially available cleaning lubricants are applied to the switch to attempt to address the "notchy" or sticky feel, the switch assembly may overheat and melt. A melting switch may produce smoking and, potentially, lead to a fire.

Q1a: What is the cause of the "notchy" or sticking feeling?

A1a: The "notchy" or sticking feeling may be caused by an uneven application of the grease lubricant at the supplier. If the grease is not applied evenly, frequent usage of the switch and normal "arcing" of the contact module terminals may cause the grease lubricant to become carbonized and eventually result in the deterioration of the greases' lubricating properties. Consequently an electrical contact point may prematurely wear, causing the "notchy" or sticking feeling during operation, and may result in the switch becoming inoperative.

Q2: Are there any warnings that this condition exists?

A2: Customers may notice a "notchy" feel or that the switch momentarily sticks when operated.

Q3: What is Toyota going to do?

A3: **The Remedy procedures will be provided to each dealership shortly.** The remedy will involve an inspection, switch disassembly, and application of a specialized grease. The inspection and repair will be performed at **no charge** to the vehicle owner.

Owners of vehicles covered by this Safety Recall will receive an owner notification letter via first class mail starting in late October, 2012.

Q3a: What is the specialized grease?

A3a: The specialized grease is fluorine based and will prevent the condition from occurring.

Q3b: Why can't owners simply apply a commercially available lubricant?

A3b: The PWMS is not designed to be lubricated with commercially available lubricants. Application of these foreign lubricants to the PWMS could lead to smoking and/or melting, of the switch assembly. Under some circumstances, this could lead to a fire.

Q3c: Is the specialized grease non-flammable?

A3c: Yes. The specialized grease is non-flammable.

Q3d: Why is Toyota not applying the grease to the "AUTO" switch on the Power Window Switch?

A3d: The internal design of the "AUTO" switch is different from the other manual type switches.

Q3e: Is Toyota going to apply a specialized grease to the other switches in the vehicle?

A3e: No. The other Power Window Switches in the vehicle have a different internal design from the Power Window Master Switch.

Q4: How long will the repair take?

A4: The repair will take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: Which and how many Toyota vehicles are covered?

A5: There are approximately 2.5 Million vehicles covered by this Safety Recall in the U.S.

| Model | Model Year | Production Period | Appx. Number of Vehicles |
|---------------|----------------------|------------------------------------|--------------------------|
| Yaris | Certain 2007 to 2008 | Early Sept. 2006 to late July 2008 | 110,300 |
| RAV4 | Certain 2007 to 2009 | Early Sept. 2006 to mid-Dec. 2008 | 336,400 |
| Tundra | | Late Oct., 2006 to late Dec. 2008 | 337,100 |
| Camry | | Early Sept. 2006 to mid-Dec. 2008 | 938,100 |
| Camry HV | | | 116,800 |
| Scion xD | Certain 2008 to 2009 | Early April 2007 to late July 2008 | 34,400 |
| Scion xB | | Mid-Jan. 2007 to late July 2008 | 77,500 |
| Sequoia | | Mid-Nov. 2007 to mid-Dec. 2008 | 38,500 |
| Highlander | Certain 2008 | Early March 2007 to late July 2008 | 135,400 |
| Highlander HV | | | 23,200 |
| Corolla | Certain 2009 | Late Nov. 2007 to mid-Dec. 2008 | 270,900 |
| Matrix | | Early Jan. 2008 to mid-Dec. 2008 | 53,800 |

Q6: Are there any other Toyota or Lexus models covered by this Safety Recall?

A6: No. Only these specific models are covered by this Safety Recall in the U.S.

Q6a: Why are other vehicles not covered by this Safety Recall?

A6a: The Power Window Master Switch on other vehicles utilized a different grease application method during manufacturing or has a different internal design.

Q7: What if a customer experiences the "notchy" or sticky feeling described above before the remedy is available?

A7: If a customer contacts a dealership and has experienced the "notchy" or sticky feeling described above, please thank the customer for their patience and explain that Toyota is currently training dealers to implement the remedy which will be available in the near future.

Customers are reminded not to apply commercially available lubricants to the switch in an attempt to address the condition. Application of a lubricant other than the specialized grease Toyota will be using may result in melting or smoking of the switch assembly. Under some circumstances, this could lead to a fire.

Dealerships are requested to record the customers' information so you may contact them to schedule an appointment once dealership training has been completed and the remedy is announced.

Q8: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A8: Owners are requested to refer to the owner letter for instructions on how to request for reimbursement for previous repair costs.

Q9: What if an owner has additional questions or concerns?

A9: Owners with questions or concerns are asked to please contact 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.

October 10, 2012

Toyota Fast Facts is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit www.toyotanewsroom.com.

1. Toyota Announces Voluntary Safety Recall of 12 Models For Driver's Side Power Window Master Switch

Toyota announced this morning that it will conduct a safety recall involving approximately 2.5 million vehicles to inspect and apply special fluorine grease to the driver's side Power Window Master Switch. The vehicles involved include:

- 2007 to 2008 Yaris (approx. 110,300)
- 2007 to 2009 RAV4 (approx. 336,400)
- 2007 to 2009 Tundra (approx. 337,100)
- 2007 to 2009 Camry (approx. 938,100)
- 2007 to 2009 Camry Hybrid (approx. 116,800)
- 2008 to 2009 Scion xD (approx. 34,400)
- 2008 to 2009 Scion xA (approx. 77,500)
- 2008 to 2009 Sequoia (approx. 38,500)
- 2008 Highlander (approx. 135,400)
- 2008 Highlander Hybrid (approx. 23,200)
- 2009 Corolla (approx. 270,900)
- 2009 Matrix (approx. 53,800)

The driver's side switch may experience a "notchy" or sticky feel during operation. If commercially available lubricants are applied to the switch in an attempt to address the "notchy" or sticky feel, melting of the switch assembly or smoke could occur and lead to a fire under some circumstances.

The recall remedy will involve an inspection switch disassembly, and application of special fluorine grease. The switch inspection and repair will be performed at no charge to the vehicle owner.

To view a news release on the recall, please visit:

<http://pressroom.toyota.com/releases/toyota+voluntary+safety+oct10.htm>

October 10, 2012

Toyota Fast Facts is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit www.toyotanewsroom.com.

Correction: Toyota Voluntary Safety Recall For Window Master Switch Affects Scion xB, not xA; 7.43 Million Vehicles Recalled Globally

The voluntary safety recall Toyota announced early today affects 2.5 million vehicles in the United States and 7.43 million vehicles worldwide.

An earlier Fast Facts stated that 2008 to 2009 Scion xA vehicles were included in the recall. The correct information is:

- 2008 to 2009 Scion xB

To view the corrected news release, please visit:

<http://pressroom.toyota.com/releases/toyota+voluntary+safety+oct10.htm>
