



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

TMS-NTC-12254
November 5, 2012

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

Re: Toyota Safety Recall 12V-491 Owner Notification

To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 12V-491 on the following models:

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

The letters are being mailed in accordance with the previously submitted schedule.

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

Sincerely,

Mark Kubota
Quality Compliance Assistant Manager

Attachments:

- Toyota 12V-491 (C0M) 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 XXXX Model Year XXXXXX Vehicles
Power Window Master Switch Assembly
SAFETY RECALL NOTICE

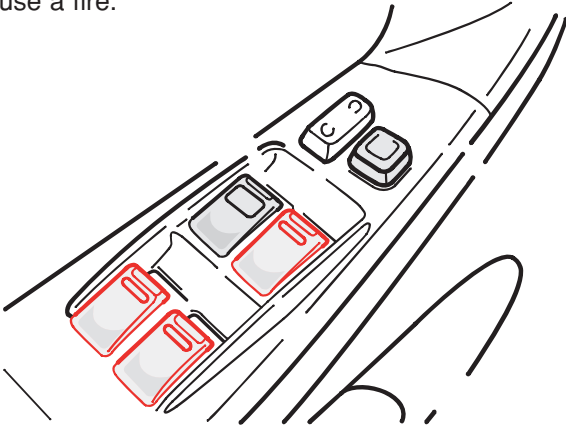
[VIN]

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 some XXXX model year XXXXXX vehicles.

What is the condition?

The Power Window Master Switch assembly (“PWMS assembly”) which controls the windows for the driver and passengers is located in the driver’s door. The switches that control the **passengers’ windows** in this assembly may overheat and possibly cause a fire.



What will Toyota do?

Any authorized Toyota dealer will inspect the PWMS assembly and apply a specialized grease. In a limited number of instances, based upon the results of the inspection, the PWMS assembly circuit board may also be replaced. This inspection and repair will be performed 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 this remedy performed as soon as possible.

The inspection and application of the specialized grease will take approximately 1 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, 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.

Are there any steps that can be taken prior to performance of the remedy?

Over time, the passenger window switches in the PWMS assembly may begin to feel uneven or “notchy” when they are operated. This may be an indication that your switch is not operating properly. ***Please make an appointment as soon as possible with your Toyota dealership to have the PWMS assembly inspected.*** If it is determined that the switch is not operating due to the above condition, the assembly will be repaired at **NO CHARGE** to you.

In the meantime, do not attempt to make repairs by applying commercially available chemicals (for example, lubricants or cleaners) into the PWMS assembly. Doing so may cause the assembly to smoke, melt or under some circumstances cause a fire. In the event commercially available chemicals have already been applied to the PWMS assembly, please make an appointment with your dealer as soon as possible to have the PWMS assembly inspected.

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.

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.



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

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

**Certain XXXX Model Year XXXXXX Vehicles
 Power Window Master Switch Assembly
 SAFETY RECALL NOTICE (Interim 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 some XXXX model year XXXXXX vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota’s implementation plan. We are currently making preparations to implement the Safety Recall remedy. **We will send you another notification when the remedy is available.**

What is the condition?

The Power Window Master Switch assembly (“PWMS assembly”) which controls the windows for the driver and passengers is located in the driver’s door. The switches that control the **passengers’ windows** in this PWMS assembly may overheat and possibly cause a fire.

What will Toyota do?

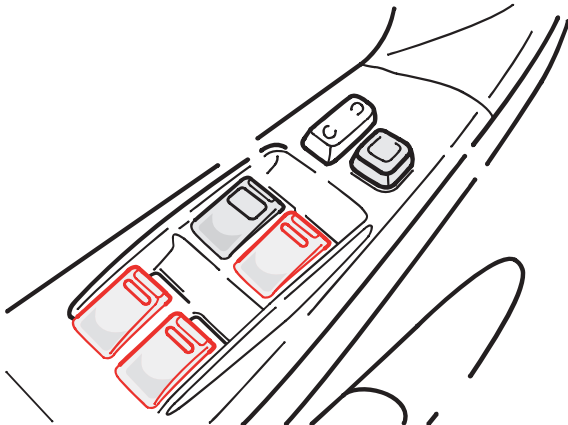
You will receive a second owner notification letter when the remedy is available for your vehicle.

The remedy will involve an inspection of the PWMS assembly and application of a specialized grease. In limited instances, based upon the results of the inspection, the PWMS assembly circuit board may also be replaced.

What should you do in the interim?

We appreciate your patience while we prepare the remedy. Over time, the passenger window switches in the PWMS assembly may begin to feel uneven or “notchy” when they are operated. This may be an indication that your switch is not operating properly. Please make an appointment as soon as possible with your Toyota dealership to have the PWMS assembly inspected. If it is determined that the switch is not operating due to this condition, the assembly will be repaired at **NO CHARGE** to you.

In the meantime, do not attempt to make repairs by applying commercially available chemicals (for example, lubricants or cleaners) into the PWMS assembly. Doing so may cause the PWMS assembly to smoke, melt or under some circumstances cause a fire. In the event commercially available chemicals have already been applied to the PWMS assembly, please make an appointment with your dealer as soon as possible to have the PWMS assembly inspected.



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.

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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.



URGENT SAFETY RECALL
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Power Window Master Switch Assembly
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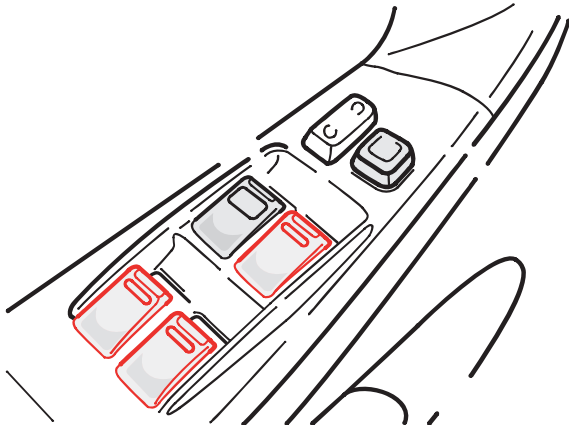
[VIN]

Dear Scion Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Scion has decided that a defect, which relates to motor vehicle safety, exists in some XXXX model year XXXXXX vehicles.

What is the condition?

The Power Window Master Switch assembly (“PWMS assembly”) which controls the windows for the driver and passengers is located in the driver’s door. The switches that control the **passengers’ windows** in this assembly may overheat and possibly cause a fire.



What will Scion do?

Any authorized Scion dealer will inspect the PWMS assembly and apply a specialized grease. In a limited number of instances, based upon the results of the inspection, the PWMS assembly circuit board may also be replaced. This inspection and repair will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall
Please contact any authorized Scion dealer and make an appointment to have this remedy performed as soon as possible.
The inspection and application of the specialized grease will take approximately 1 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, 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.

Are there any steps that can be taken prior to performance of the remedy?

Over time, the passenger window switches in the PWMS assembly may begin to feel uneven or “notchy” when they are operated. This may be an indication that your switch is not operating properly. ***Please make an appointment as soon as possible with your Scion dealership to have the PWMS assembly inspected.*** If it is determined that the switch is not operating due to the above condition, the assembly will be repaired at **NO CHARGE** to you.

In the meantime, do not attempt to make repairs by applying commercially available chemicals (for example, lubricants or cleaners) into the PWMS assembly. Doing so may cause the assembly to smoke, melt or under some circumstances cause a fire. In the event commercially available chemicals have already been applied to the PWMS assembly, please make an appointment with your dealer as soon as possible to have the PWMS assembly inspected.

What if you have other questions?

Your local Scion dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Scion Customer Experience Center at 1-866-707-2466 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 Scion 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.

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Toyota Motor Sales, U.S.A., Inc.
Scion 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 Scion.

Sincerely,

Scion,
A Marque of Toyota Motor Sales, U.S.A., Inc.



INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

Certain XXXX Model Year XXXXXX Vehicles Power Window Master Switch Assembly **SAFETY RECALL NOTICE** *(Interim Notice)*

[VIN]

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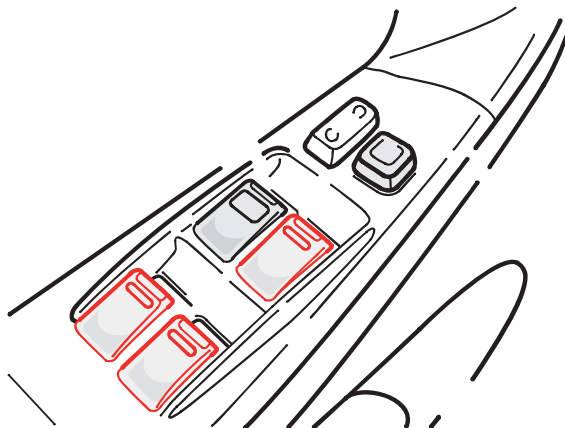
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