



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

TMS-NTC-13305  
January 23, 2013

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

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

To whom it may concern,

Please find attached the Updated Dealer Notification Letter - Remedy 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

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) Updated Dealer Notification (Remedy)



Updated 01/15/2013 - Sublet Type "ZZ" has been updated to reflect the original published COM Remedy Documents (See Section 9).  
**Previous versions of these documents should be discarded.**

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Safety Recall - COM **Remedy Notification**  
Multiple Models and Model Years  
Power Window Master Switch (PWMS)

As previously announced, on October 9, 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	

***\*Not all vehicles in the VIN and/or model year range may be covered by the Safety Recall. Always verify eligibility in TIS prior to beginning repairs.***

**Toyota has completed training preparations and will now begin to notify owners**

### **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.

### **Remedy**

Toyota dealers are requested to inspect the PWMS and apply a specialized grease at **NO CHARGE** to the customer. Based upon the inspections results, in a limited number of cases (less than 1%), the dealer may need to replace the Electronic Circuit Board in the PWMS. This campaign only covers the switches that control the passenger windows in the PWMS which is located in the Driver's Door panel. Please refer to the technical instructions for complete details.

The following vital information is provided to inform you and your staff of the owner notification timing and your degree of involvement.

#### **1. Owner Notification Letter Mailing Date**

Toyota has completed dealership training and will begin to notify owners of the remedy phase in late October, 2012. The owner letter will be mailed in quantities consistent with parts availability and repair capacity over the next two to three months.

(Owner Notification Letter Mailing Date Continued . . .)

Toyota will also mail an interim owner letter to those owners that a remedy letter will not be mailed to within 60 days of the DIR filing.

*Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## 2. Vehicles in Dealership Inventory (In-Stock Vehicles and Toyota Rent-A-Car (TRAC))

Toyota requests dealers to conduct the remedy on any pre-owned vehicles currently in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

## 3. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

## 4. Number and Identification of Covered Vehicles

There are approximately 2.5 Million vehicles covered by this Safety Recall. The following are the model by model VIN ranges:

MODEL	WMI	MY	VDS	START	FINISH
Camry	4T1	2007	BE46K	U066571	U730108
			BK46K	U018373	U560047
		2008	BE46K	U171709	U793305
			BK46K	U040415	U576879
		2009	BE46K	U260017	U916091
			BK46K	U073252	U596246
	4T4	2007	BE46K	R001003	R011624
				X002811	X002812
		2008	BE46K	R001816	R047779
	JTN	2007	BE46K	3050498	3129796
			BK46K	3012775	3031526
		2008	BE46K	3128414	3149926
			BK46K	3031540	3037065
Camry Hybrid	4T1	2007	BE46K	3149226	3177501
		2009	BK46K	3037071	3042686
	JTN	2007	BB46K	U001012	U030790
		2008	BB46K	U024787	U062522
		2009	BB46K	U061175	U104043
		2007	BB46K	3023220	3044808
		2008	BB46K	3044111	3049003
		2009	BB46K	3048659	3050713

MODEL	WMI	MY	VDS	START	FINISH
Corolla	1NX	2009	BE40E	Z001001	Z150950
			BU40E	Z001006	Z150927
	2T1		BE40E	C001043	C029965
			BU40E	C001054	C171436
	JTD		BL40E	9017731	9066331
				J000111	J037667

MODEL	WMI	MY	VDS	START	FINISH
Highlander	JTE	2008	DS41A	2000129	2067229
			DS42A	2000130	2067224
			DS43A	2000132	2067220
			DS44A	2000303	2064340
			ES41A	2000181	2108000
			ES42A	2000172	2108004
Highlander Hybrid	JTE	2008	ES43A	2000180	2107997
			EW41A	2000281	2024716
			EW44A	2000141	2024720

MODEL	WMI	MY	VDS	START	FINISH
Matrix	2T1	2009	GE40E	C001023	C005534
			KE40E	C001042	C029970
			KU40E	C001057	C171450
			LE40E	C001017	C011462

MODEL	WMI	MY	VDS	START	FINISH
RAV4	JTM	2007	BD31V	5056402	5124254
				6023959	6054728
			BD32V	5056354	5124285
				6023973	6054737
			BD33V	5056382	5124308
				6023918	6054736
			BD34V	5058065	5124068
			BD35V	5056396	5124278
			BK31V	5014657	5040741
				6011310	6028074
			BK32V	5014697	5040743
				6010911	6028066
			BK33V	5014718	5040747
				6011203	6028069
			BK34V	5014721	5040742

MODEL	WMI	MY	VDS	START	FINISH
RAV4	JTM	2007	BK35V	5014734	5040698
			ZD31V	5035501	5077936
				6022998	6052970
			ZD32V	5035510	5077984
				6022999	6052984
			ZD33V	5035485	5078025
				6022781	6052993
			ZD34V	5035513	5077858
			ZD35V	5035556	5077997
			ZK31V	5006520	5016136
				6003643	6010016
			ZK32V	5006534	5016123
				6003647	6010013
			ZK33V	5006529	5016137
				6003637	6010017
			ZK34V	5006540	5016122
			ZK35V	5006521	5016021
		2008	BD31V	5122515	5215886
				6054747	6089713
			BD32V	5124567	5215884
				6054743	6089718
			BD33V	5124318	5215896
				6054075	6089725
			BD34V	5124315	5215683
			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	W002103
			ZF35V	W001625	W001625
			ZK31V	W001081	W001565
			ZK32V	W001149	W001327
			ZK33V	W001076	W001573

MODEL	WMI	MY	VDS	START	FINISH
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

MODEL	WMI	MY	VDS	START	FINISH
Tundra	5TB	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
		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
			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

MODEL	WMI	MY	VDS	START	FINISH
Tundra	5TF	2007	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
		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
			CW541	X008870	X009000
			DT541	X014616	X014879
			DV541	X083242	X085696
			DV581	X083244	X085489
			DW541	X083227	X085752
			DW581	X083217	X085729

MODEL	WMI	MY	VDS	START	FINISH
Tundra	5TF	2009	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

MODEL	WMI	MY	VDS	START	FINISH
Yaris	JTD	2007	BT903	1079117	1187591
			BT923	4000006	4003638
				1079440	1187658
			JT903	4000004	4003639
				5071988	5138688
		2008	JT923	5071865	5138773
			BT903	1187667	1297180
				4003685	4041333
			BT923	1187685	1297181
				4003647	4041340
			JT903	5127500	5218402
			JT923	5136244	5218428

MODEL	WMI	MY	VDS	START	FINISH
Scion xB	JTL	2008	KE50E	1000136	1060718
		2009		1060079	1077653

MODEL	WMI	MY	VDS	START	FINISH
Scion xD	JTK	2008	KU104	J000125	J032918
		2009		J032919	J034568

Please note that **not all vehicles in the VIN range are covered** by this Safety Recall. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

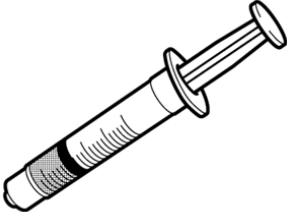


A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	4,808	HI	13,240	MI	29,317	NV	22,363	UT	19,677
AL	38,230	IA	20,146	MN	38,427	NY	132,392	VA	75,069
AR	20,504	ID	10,606	MO	34,319	OH	66,522	VT	7,033
AZ	45,651	IL	90,281	MS	19,429	OK	27,649	WA	52,964
CA	380,352	IN	32,896	MT	7,215	OR	30,358	WI	39,217
CO	35,360	KS	19,229	NC	76,099	PA	91,799	WV	12,231
CT	29,431	KY	31,690	ND	3,758	RI	10,953	WY	4,390
DC	3,394	LA	42,720	NE	9,643	SC	34,546		
DE	6,882	MA	79,498	NH	15,850	SD	4,500		
FL	176,969	MD	62,890	NJ	81,148	TN	36,784		
GA	74,488	ME	12,095	NM	13,668	TX	213,546		

## 5. Campaign Special Service Tools

In a separate shipment, which was scheduled to arrive October 11<sup>th</sup> or 12<sup>th</sup>, your dealership was 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 C0M 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.

## 6. Dealership Best Practices

Due to a limited quantity of available grease, Toyota recommends that each dealership assign a designated team to perform the repair for this Safety Recall. The designated team should share one tube of grease, as it will service approximately 50 vehicles. Please **DO NOT** order grease for each team member.

## 7. Parts Ordering (Dealer Ordering Solutions)

Orders can be placed through your dealership's facing PDC. The parts will be placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Please refer to the table below and the Technical Instructions for part number ordering information.

Model	Part Number	Description	Qty	Note
ALL	04002-18242	Grease*	1	-
	04002-18342	One-Way Screw**	3	With Rear Power Windows
			2	Without Rear Power Windows

\* One tube of grease will service approximately 50 vehicles *(Please reference your dealer summary reports to identify the number of vehicles in your dealerships PMA. Use this information to determine the appropriate qty. of grease to order. All grease orders will be closely monitored to determine if dealers are ordering the appropriate amount based on dealer UIO and warranty claim filing.)*

\*\* 04002-18342 is a quantity pack that contains 75 screws; each PWMS will use 2 or 3 screws

### IMPORTANT PARTS ORDERING UPDATE

*Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

**Note: Chemicals, such as Grease, are not eligible for the Monthly Parts Return Program.**

Each dealer will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume x PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

<div style="text-align: center;"> <h1>TOYOTA</h1> <h2>Parts Allocation Report</h2> <p>99999</p> <p>SAMPLE TOYOTA of NOWHERE</p> </div>						
<p>The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.</p> <p>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.</p>						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

### Internal Circuit Board Replacement:



**Only a limited number of vehicles (less than 1%) will require replacement of the Window Switch Circuit Board. Closely follow the inspection procedure in the Technical Instructions to determine if replacement is necessary.** In the unlikely event the vehicle you are servicing requires replacement of the Internal Electrical Circuit Board the appropriate part number can be found by visiting the following website:

[http://www15.inno-tech.com/toyota\\_c0m](http://www15.inno-tech.com/toyota_c0m)

At this time, due to a limited number of available parts, all Internal Electronic Circuit Boards have been placed on Manual Allocation Control (MAC) If you require a part that is on MAC, please send an email to [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) with the following information:

- **Subject Line: C0M MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number and Qty Ordered**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

**Important Notes:**

- ***Once you have placed your order DO NOT upgrade or change your order status.***
- ***Dealerships must provide the above listed information within 48 hours of order placement, failure to provide the information above will result in an order cancellation.***

### Power Window Master Switch Assy. Replacement:

**In the unlikely event you encounter a vehicle with thermal damage to the Power Window Master Switch (PWMS) please contact your regional representative for additional information.**

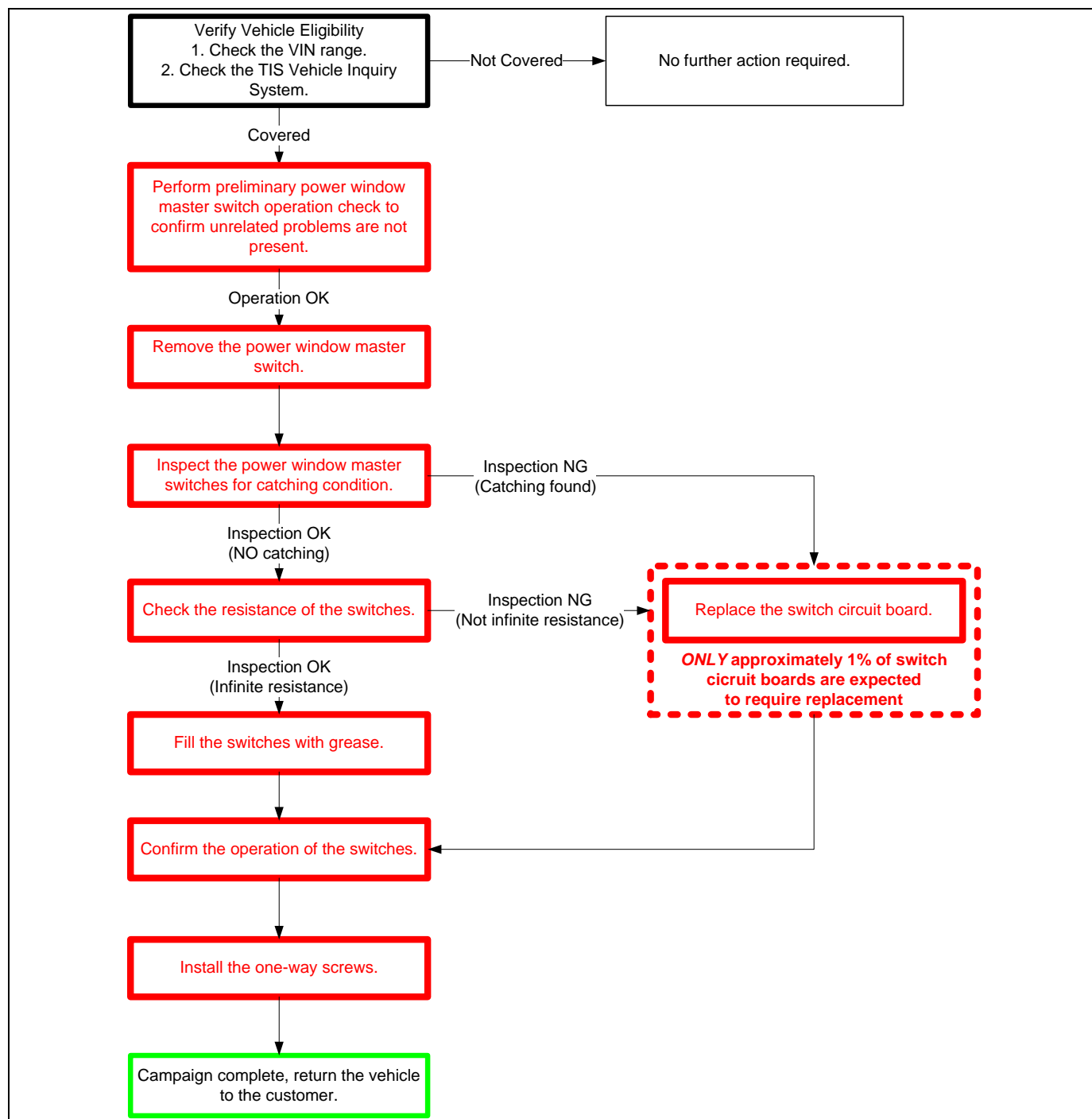
## 8. **Remedy Procedures**

Please refer to TIS for Technical Instructions on vehicle repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.



## 9. Warranty Reimbursement Procedure

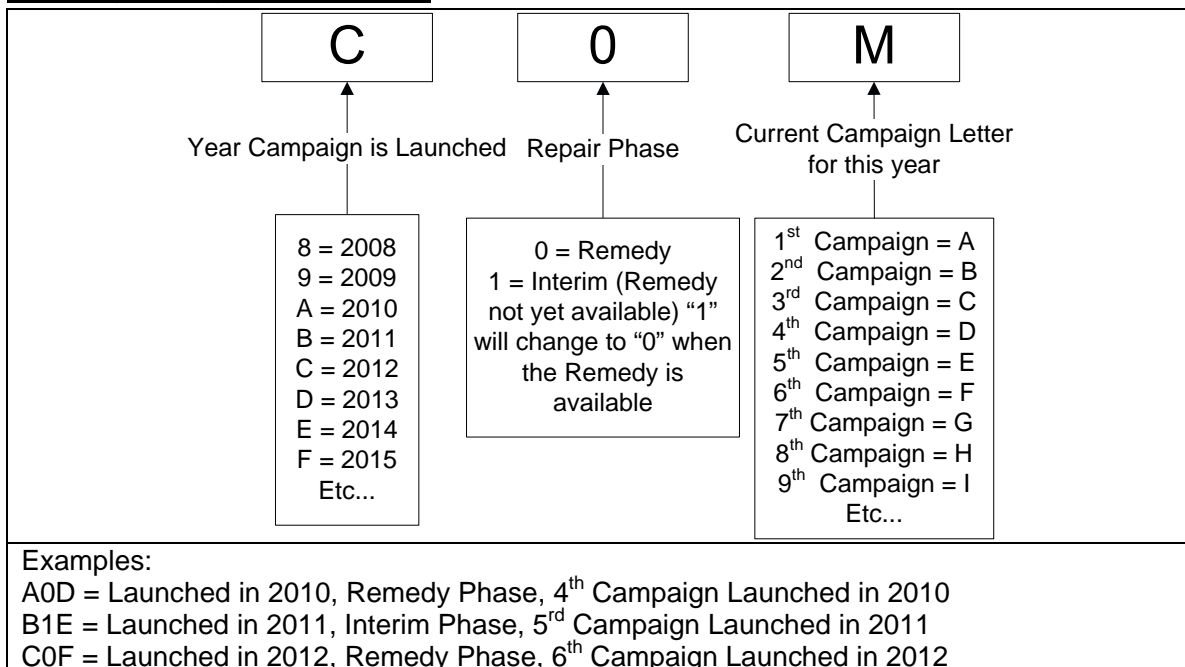


The operation codes to be used for this campaign are:

Model	Op. Code	Description	Flat Rate Hour
Camry	2611HA	Inspect PWMS and Apply Specialized Grease	0.8 hr/vehicle
All Except Camry	2611HB		0.7 hr/vehicle
Camry	2611HC	Inspect PWMS and Replace Internal Electronic Circuit Board	0.6 hr/vehicle
All Except Camry	2611HD		0.5 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- The cost of the grease and one-way screw may be claimed at a maximum of \$6.02 per vehicle as sublet type "ZZ" under operation code 2611HA, 2611HB, 2611HC, and 2611HD. Updated 01/15/2013

### **Campaign Designation Decoder**



### **10. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### **11. 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.)

### **12. Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.***

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.



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

**Toyota has completed dealership training and will now begin mailing owner letters.**

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 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. The owner letter will be mailed in quantities consistent with parts availability and repair capacity over the next two to three months.

Toyota will also mail an interim owner letter to those owners that a remedy letter will not be mailed to within 60 days of the DIR filing.

**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 has previously paid for repairs to his/her vehicle for this condition?**

A7: Owners are requested to refer to the owner letter for instructions on how to request for reimbursement for previous repair costs.

**Q8: What if an owner has additional questions or concerns?**

A8: 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.

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

**INTERIM NOTICE**

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

[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 XXXXX 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?**

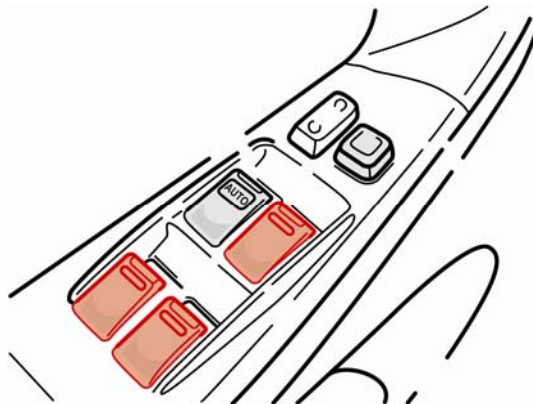
***You will receive a second owner notification letter when the remedy is available for your vehicle.***

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](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 XXXXX Model Year XXXXX Vehicles  
Power Window Master Switch Assembly  
SAFETY RECALL NOTICE (*Interim Notice*)**

**INTERIM NOTICE**

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

[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 XXXXX model year XXXXXX vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Scion'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 Scion do?**

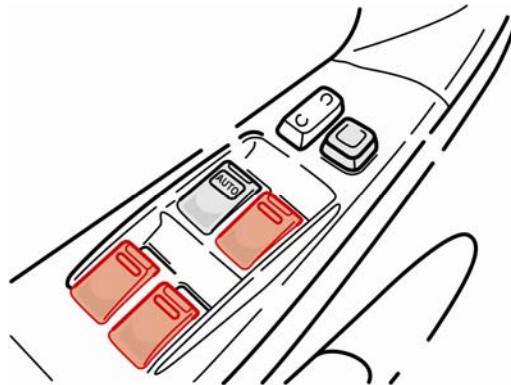
***You will receive a second owner notification letter when the remedy is available for your vehicle.***

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 Scion 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](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 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 <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 Scion.

Sincerely,

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



**Certain XXXXX Model Year XXXXX Vehicles  
Power Window Master Switch Assembly  
SAFETY RECALL NOTICE**

[VIN]

Dear Toyota Customer:

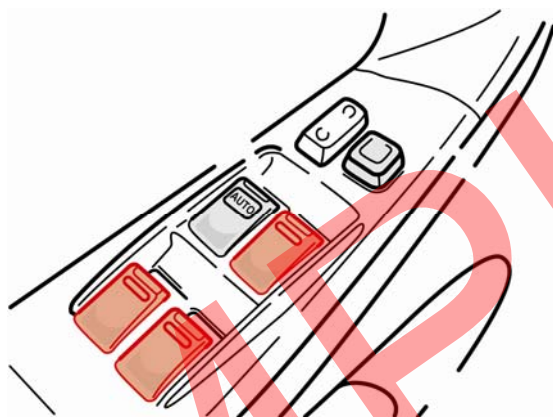
**URGENT SAFETY RECALL**

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

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 XXXXX 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](http://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.

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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 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, WC 10  
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.

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Sincerely,

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Power Window Master Switch Assembly  
**SAFETY RECALL NOTICE**

[VIN]

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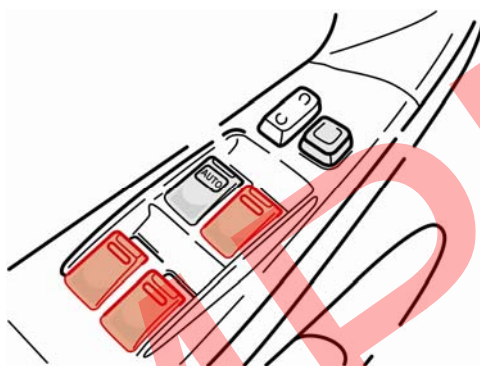
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