



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

TMS-NTC-12276  
November 20, 2012

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

Re: Toyota Safety Recalls 09V-388, 10V-023, 11V-539 and 12V-029 Follow-Up Owner Notification Letter

To whom it may concern,

Please find attached, for your records, representative copies of the Follow-Up Owner Notification on the following Toyota and Lexus vehicles:

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
09V-388	90L 90L 90L 9LG	2005 to Certain 2010 MY Avalon 2007 to Certain 2010 MY Camry/Camry HV 2010 to Certain 2011 MY Camry Equipped with Sport Pedals 2006 through Certain 2010 IS 250, IS 350, IS F and IS C
10V-023	90L	2008 to Certain 2010 MY Highlander/Highlander HV
11V-539	B0M B0M B0M B0M B0M BLG	Certain 2004 MY Avalon Certain 2004 to 2005 MY Camry/Solara Certain 2004 to 2005 MY Highlander Certain 2004 to 2005 MY Sienna Certain 2006 MY Highlander HV Certain 2004 – 2005 ES 330 and RX 330 and Certain 2006 RX 400h
12V-029	C0A	Specific 2011 MY Rav4

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

Sincerely,

Mark Kubota  
Quality Compliance Assistant Manager

Attachments:

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



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**URGENT SAFETY RECALL**

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

**Certain 2011 Model Year RAV4 Vehicles  
Side Curtain Airbag Replacement  
SAFETY RECALL FOLLOW-UP NOTICE**

**URGENT**

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 Model Year RAV4 vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

**What is the condition?**

In certain vehicles, propellant with the incorrect specification was used for the airbag inflator initiator assembly in the Side Curtain Airbags. In this condition, the inflator may not perform properly, causing one or both Side Curtain Airbags to not deploy in the event of a crash. This could increase the risk of injury to the occupants.

**What is Toyota going to do?**

***It will be necessary to replace either the Driver-side, Passenger-side or both Side Curtain Airbags on your vehicle. Your dealership will advise you which airbag was replaced. Any authorized Toyota dealer will replace the affected Side Curtain Airbag(s) at NO CHARGE to you.***

**What should you do?**

***This is an important Safety Recall.***

Please contact your authorized Toyota dealer, as soon as possible, and make an appointment to have the affected Side Curtain Airbag(s) replaced.

Replacement of the Side Curtain Airbag(s) will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](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 and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

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.

CR11 COA RAV4

Spanish translation on back side  
Traducción en español en el reverso