



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

TMS-NTC-14030
March 31, 2014

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

Re: Toyota Safety Recalls 11V-539, 12V-528, and 12V-542 Dealer Notification Letter for Owner Follow-Up Notice

To whom it may concern,

Please find attached Dealer Notification Letters for a Follow-Up Owner Notification for the following Toyota and Lexus vehicles:

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
11V-539	B0M	Certain 2004 Avalon
		Certain 2004-2005 Camry Vehicles
		Certain 2004-2005 Solara Vehicles
		Certain 2004-2005 Highlander Vehicles
		Certain 2004-2005 Sienna Vehicles
		Certain 2006 Highlander HV Vehicles
	BLG	Certain 2004-2005 ES330
		Certain 2004-2005 RX330
		Certain 2006 RX400h
12V-528	C0S	Certain 2012-2013 Scion iQ Vehicles
12V-542	C0V	Certain 2001-2004 MY Tacoma Vehicles

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

Sincerely,

Mark Kubota
Quality Compliance Assistant Manager

Attachments:

- Toyota Dealer Notification Letter
- Lexus Dealer Notification Letter



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 2004 and 2005 Model Year Camry V6, Camry Solara V6, Highlander, Sienna,
certain 2004 Model Year Avalon, and certain 2006 Model Year Highlander HV Vehicles
Engine Crankshaft Pulley
SAFETY RECALL FOLLOW-UP NOTICE (Remedy Now Available)**

URGENT

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 Model Year Avalon Vehicles and certain 2004 and 2005 Model Year Camry V6, Camry Solara V6, Highlander, Sienna, and certain 2006 Model Year Highlander HV Vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

In the vehicles covered by this Safety Recall, the adhesive used to assemble the crankshaft pulley may have been inadequate. If the adhesive is insufficient, there is a possibility that the outer ring of the pulley may become misaligned and it may not properly rotate with the inner ring, causing noise and/or illumination of the discharge warning light. In some cases, the belt for the power steering pump may become detached from the pulley. The driver may notice a sudden increase in steering effort. A sudden increase in steering effort could increase the risk of a crash.

What will Toyota do?

The remedy for your vehicle is now available. Any authorized Toyota dealer will inspect the engine crankshaft pulley, and if necessary, replace it 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 the Engine Crankshaft Pulley inspected to determine if is covered by this Safety Recall.

If the Engine Crankshaft Pulley is covered by the recall, it will be replaced. Replacement of the Engine Crankshaft Pulley will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. In the unlikely case the outer ring of the pulley has become misaligned and caused damage to surrounding components, these components will be repaired at **NO CHARGE** to you.

If pulley replacement is necessary, it may be advantageous for you to have other maintenance and repairs performed at an incremental cost. Please refer to your owner's manual for the recommended maintenance schedule and a list of items that are due for replacement based on the mileage and months in service of your vehicle such as the Accessory V-belts and Timing Belt. Please note that these maintenance items are at customer expense and are not related to the Safety Recall. It is your choice whether you perform these maintenance items during this service. Be sure to ask your dealer for an estimate.

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.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

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

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509

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.



Lexus Division
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 2004 and 2005 Model Year ES 330 and RX 330 and
Certain 2006 Model Year RX 400h Vehicles
Engine Crankshaft Pulley
SAFETY RECALL FOLLOW-UP NOTICE (Remedy Now Available)**

URGENT

[VIN]

Dear Lexus Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 and 2005 Model Year ES 330 and RX 330 and certain 2006 Model Year RX 400h Vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

In the vehicles covered by this Safety Recall, the adhesive used to assemble the crankshaft pulley may have been inadequate. If the adhesive is insufficient, there is a possibility that the outer ring of the pulley may become misaligned and it may not properly rotate with the inner ring, causing noise and/or illumination of the discharge warning light. In some cases, the belt for the power steering pump may become detached from the pulley. The driver may notice a sudden increase in steering effort. A sudden increase in steering effort could increase the risk of a crash.

What will Lexus do?

The remedy for your vehicle is now available. Any authorized Lexus dealer will inspect the engine crankshaft pulley, and if necessary, replace it at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer and make an appointment to have the Engine Crankshaft Pulley inspected to determine if it is covered by this Safety Recall.

If the Engine Crankshaft Pulley is covered by the recall, it will be replaced. Replacement of the Engine Crankshaft Pulley will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. In the unlikely case the outer ring of the pulley has become misaligned and caused damage to surrounding components, these components will be repaired at **NO CHARGE** to you.

If pulley replacement is necessary, it may be advantageous for you to have other maintenance and repairs performed at an incremental cost. Please refer to your owner's manual for the recommended maintenance schedule and a list of items that are due for replacement based on the mileage and months in service of your vehicle such as the Accessory V-belts and Timing Belt. Please note that these maintenance items are at customer expense and are not related to the Safety Recall. It is your choice whether you perform these maintenance items during this service. Be sure to ask your dealer for an estimate.

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.lexus.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 Lexus 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 Lexus dealer in your area by going online and visiting www.lexus.com/recall.
- Additional information is also available by contacting the Lexus Customer Assistance Center at 1-800-255-3987 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 Lexus 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:

Lexus Customer Assistance, Mail Stop L201, 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 Lexus.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.



URGENT SAFETY RECALL

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

**2012 to early 2013 Model Year Scion iQ Vehicles
Occupant Classification System (OCS)
SAFETY RECALL FOLLOW-UP NOTICE**

[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 2012 to early 2013 Model Year Scion iQ vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

The front passenger seat assembly of the Scion iQ is equipped with sensors for the Occupant Classification System (OCS) which is used to control the operation of the front passenger Supplemental Restraint Systems (SRS) such as the airbags and seat belt pre-tensioner. The Flexible Printed Circuit (FPC) Cables, located on the sensors in the seat rail, could come into contact with the rear floor mat strap or other objects placed near the seat track and become damaged as the front passenger seat slides forward or backward. Depending upon how the FPC cable becomes damaged, the airbags may not deploy as designed or the airbags and seat belt pre-tensioner may be improperly activated. Deactivated or improperly activated air bags could increase the risk of injury to an occupant in the event of a crash.

What will Scion do?

Any authorized Toyota dealer will perform an inspection and install protective covers on the weight sensors to help prevent damage to the FPC cables for the sensors. If any FPC cable is found to be damaged, a new seat adjuster assembly containing sensors with protective covers will be installed. The remedy 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 the remedy performed as soon as possible.

The inspection and installation of protective covers on the weight sensors will take approximately 1 hour. If the dealer determines the seat adjuster assembly requires replacement during the inspection, the repair will take approximately 1.5 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, you may do so by registering at www.scion.com/#login. 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 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.
Scion Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Scion.

Sincerely,

Scion,
A Marque of 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

URGENT SAFETY RECALL

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

**Certain 2001 through 2004 Model Year Toyota Tacoma Vehicles
Excessive Corrosion of the Spare Tire Carrier Lift Plate
SAFETY RECALL FOLLOW-UP NOTICE (Remedy Available)**

[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 2001 through 2004 Model Year Tacoma vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

This condition affects certain 2001 through 2004 model year Tacoma vehicles originally sold in or currently registered in cold climate areas with high road salt use (Cold Climate States). The spare tire is stored underneath the rear bed of the vehicle and is suspended from the spare tire carrier on a metal lift plate. Under certain environmental and usage conditions, the lift plate could corrode. In limited cases, corrosion of the plate over time could cause it to break, which could result in detachment of the spare tire from the vehicle. Detachment of the spare tire could increase the risk of a vehicle crash.

What will Toyota do?

The remedy for your vehicle is now available. Any authorized Toyota dealer will visually inspect the condition of the spare tire carrier lift plate. Based on the results of the inspection, if significant corrosion is found, the spare tire carrier will be replaced at **no charge** to you.

As an additional measure of confidence, Toyota will also perform a functional test of the spare tire carrier to ensure proper operation. The functional test will also 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 the spare tire carrier lift plate inspected and, if necessary, replaced. The inspection of the spare tire carrier and its lift plate will take approximately 10 minutes. If the dealer determines the spare tire carrier requires replacement, the repair will take approximately 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

This Safety Recall involves customers whose vehicles were originally sold in and/or currently registered in the following 20 Cold Climate States and the District of Columbia which have high road salt usage.

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

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.

If you have moved to another state, but would like to have your vehicle inspected, please contact your local Toyota dealer for assistance.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

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

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.