

TMS-NTC-13274  
November 26, 2013

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

Re: Toyota Safety Recall 13V-396 Owner Notification Letter (Remedy)

To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 13V-396 on the following Toyota and Lexus vehicles:

- Certain 2006 through 2010 Model Year Highlander Hybrid Vehicles
- Certain 2006 through 2008 Model Year RX 400h Vehicles

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

Sincerely,



Quality Compliance Assistant Manager

Attachments:

- Toyota 13V-396 (D0M) Owner Notification (Remedy)
- Lexus 13V-396 (DLF) Owner Notification (Remedy)



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 2006 through 2010 Model Year Highlander Hybrid (HV) Vehicles  
Hybrid System Inverter, Intelligent Power Module  
IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN ABCDEFGH987654321

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 2006 through 2010 Model Year Highlander Hybrid (HV) Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

Inside the hybrid inverter assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Under some conditions, one or more transistors could be damaged, illuminating various warning lights on the instrument panel. In most cases, the vehicle will enter a "fail-safe" mode, resulting in reduced power under which the vehicle can still be driven for short distances. However, it is possible that the fuse of the power supply circuit could blow, causing the hybrid system to shut down and resulting in the vehicle stopping while being driven. This can increase the risk of a crash.

**What is Toyota going to do?**

Any authorized Toyota dealer will replace the IPM 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 IPM replaced. Replacement of the IPM will take approximately 4 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 live in California and don't have this Safety Recall Campaign performed?**

The State of California requires the completion of Safety Recalls/Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no charge** Safety Recall Campaign, your vehicle may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

**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 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](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 repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order and proof-of-payment 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.

Please note the dealership will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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 2006 through 2008 Model Year RX 400h Vehicles**  
**Hybrid System Inverter, Intelligent Power Module**  
**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN ABCDEFGH987654321

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 2006 through 2008 Model Year RX 400h Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

Inside the hybrid inverter assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Under some conditions, one or more transistors could be damaged, illuminating various warning lights on the instrument panel. In most cases, the vehicle will enter a "fail-safe" mode, resulting in reduced power under which the vehicle can still be driven for short distances. However, it is possible the fuse of the power supply circuit could blow, causing the hybrid system to shut down and resulting in the vehicle stopping while being driven. This can increase the risk of a crash.

**What is Lexus going to do?**

Any authorized Lexus dealer will replace the IPM 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 IPM replaced. Replacement of the IPM will take approximately 4 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.lexus.com/ownersupdate](http://www.lexus.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you live in California and don't have this Safety Recall Campaign performed?**

The State of California requires the completion of Safety Recalls/Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no charge** Safety Recall Campaign, your vehicle may be more likely to fail this test. State of California regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

**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](http://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 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 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](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 repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order and proof-of-payment to the following address for reimbursement consideration:

Lexus, a Division of Toyota Motor Sales, U.S.A., Inc.  
Lexus Customer Assistance Center L201  
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.

Please note the dealership will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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