

TMS-NTC-14058
April 17, 2014

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

Re: Toyota Safety Recall 14V-054 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 14V-054 on the following Toyota and Lexus vehicles:

- Certain 2012 – 2013 Model Year Tacoma Vehicles
- Certain 2012 Model Year RAV4 Toyota Vehicles
- Certain 2012 – 2013 RX 350 Lexus Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-1870.

Sincerely,



Wayne Hutchinson
Quality Compliance Administrator

Attachments:

- Toyota 14V-054 (E0F) Owner Notification Letter (Remedy)
- Lexus 14V-054 (ELA) Owner Notification Letter (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 2012–2013 Model Year Tacoma and
Certain 2012 Model Year RAV4 Vehicles
Brake Actuator Reprogramming
IMPORTANT SAFETY RECALL (Remedy Notice)**
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 2012 to 2013 model year Tacoma vehicles, and certain 2012 model year RAV4 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?

The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more warning lamp(s) due to an electrical circuit condition (Diagnostic Trouble Code C1428 will also be stored in the vehicle's self-diagnostic system). If the ABS, TRAC, and VSC functions become inoperative, this can increase the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

What will Toyota do?

Any authorized Toyota dealer will perform a software update to the Skid Control ECU at **no charge** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is completed on your vehicle, please pay close attention to the Slip Indicator Light, ABS Warning Light, and/or the Brake System Warning Light (located in the instrument panel). These lights are designed to come on during the ignition cycle check function when the engine switch is turned to the "ON" position. The lights turn off after a few seconds.

The lights turning off after the check period means the systems are operating as designed*. If one or more lights (1) illuminate or remain illuminated **after** the few second check period, or (2) come on while driving, or (3) previously stayed illuminated while driving, please contact your local Toyota dealer for **immediate** diagnosis and appropriate repair. If the problem is related to the issue addressed by this recall, the repair will be performed at **no charge** to you.

In most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF and then restarting the vehicle.

**Please refer to the Owner's Manual for additional operation details related to these systems.*

The following warning lights may illuminate if this condition is present.

Slip Indicator



ABS Warning



Brake System Warning



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.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., 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 repairs related to this condition, please mail all required paperwork to the following address for reimbursement consideration and allow 6–8 weeks for processing:

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

Please refer to the attached Reimbursement Checklist for required document and submission details.

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.



Safety Recall Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information:
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?
- Proof-of-Payment
 - Only the Following Items are Valid Proof-of-Payment:
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership:
 - Copy of the Bill of Sale
 - Copy of the Title
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.



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 2012–2013 Model Year RX 350 Vehicles
Brake Actuator Reprograming
IMPORTANT SAFETY RECALL (Remedy Notice)
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 2012 to 2013 model year RX 350 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?

The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more warning lamp(s) due to an electrical circuit condition (Diagnostic Trouble Code C1428 will also be stored in the vehicle's self-diagnostic system). If the ABS, TRAC, and VSC functions become inoperative, this can increase the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

What will Lexus do?

Any authorized Lexus dealer will perform a software update to the Skid Control ECU at **no charge** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer and schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is completed on your vehicle, please pay close attention to the Slip Indicator Light, ABS Warning Light, and/or the Brake System Warning Light (located in the instrument panel). These lights are designed to come on during the ignition cycle check function when the engine switch is turned to the "ON" position. The lights turn off after a few seconds.

The lights turning off after the check period means the systems are operating as designed*. If one or more lights (1) illuminate or remain illuminated **after** the few second check period, or (2) come on while driving, or (3) previously stayed illuminated while driving, please contact your local Lexus dealer for **immediate** diagnosis and appropriate repair. Also, a "Brake Malfunction" message may appear on your cluster display. If the problem is related to the issue addressed by this recall, the repair will be performed at **no charge** to you.

In most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF and then restarting the vehicle.

**Please refer to the Owner's Manual for additional operation details related to these systems.*

The following warning lights may illuminate if this condition is present.

Slip Indicator



ABS Warning



Brake System Warning



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/owners. 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. If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987, Monday through Friday, 5:00 a.m. to 6:00 p.m., 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.

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.