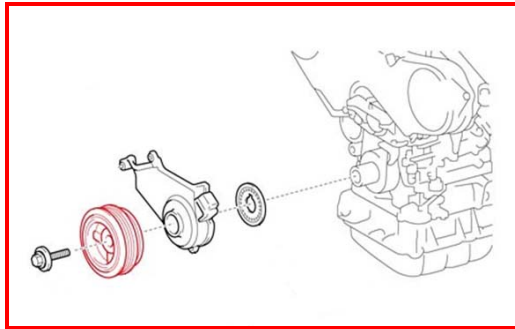


To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Safety Recall B0M – **Remedy Parts Available**  
Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon, and certain 2006 Model Year Highlander HV Vehicles  
1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley

As previously announced, on November 9, 2011, 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 certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon, and certain 2006 Model Year Highlander HV Vehicles.

**Toyota has completed parts preparation and will now begin mailing the remedy owner letter.**



## **Background**

In certain 2004 and 2005 MY Camry, Camry Solara, Highlander, Sienna, certain 2004 MY Avalon, and certain 2006 MY Highlander HV vehicles equipped with a 1MZ-FE or 3MZ-FE V6 engine, the amount of adhesive agent applied between the outer ring and the torsional rubber damper (inner ring) in the crankshaft pulley may be inadequate. If the adhesive is insufficient, there is a possibility that the outer ring 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.

## **Remedy**

Toyota dealers will inspect the engine crankshaft pulley and, if necessary, replace it at **NO CHARGE** to the vehicle owner. For additional information on inspection and repair procedures, please refer to TIS.

The following vital information is provided to inform you and your dealers of the **remedy** owner notification phase of this campaign and your degree of involvement.

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

Toyota has completed parts preparation and will begin to notify owners of the Remedy Phase in early January, 2012 approximately 2 weeks after the dealer communication. The owner notification 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.

*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.*

## 2. Pre-Owned Vehicles in Dealer Inventory

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

## 3. Dealer/Owner Lists

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 283,200 Toyota vehicles covered by this Safety Recall in the U.S.

MODEL	WMI	MY	VDS	START	FINISH
AVALON	4T1	2004	BF28B	U375678	U391317
CAMRY	4T1	2004	BA30K	U033135	U036458
				U505195	U505853
			BA32K	U033166	U036460
				U505009	U505868
			BF30K	U080081	U082147
				U587786	U590029
			BF32K	U079819	U082153
				U587756	U590028
		2005	BA30K	U031865	U061616
				U505768	U508793
			BA32K	U036063	U061656
				U505800	U508798
			BF30K	U081927	U100932
				U586244	U606955
			BF32K	U081782	U100936
				U589777	U606951
		2004	BA30K	0023312	0023553
			BA32K	0023361	0023585
			BF30K	0157925	0158353
			BF32K	0157860	0158338
		2005	BA30K	0023681	0024525
			BA32K	0023546	0024526
			BF30K	0158357	0161892
			BF32K	0158358	0161894
CAMRY SOLARA	4T1	2004	CA30P	U033162	U039364
			CA38P	U033055	U039362
			FA38P	U032975	U039242
		2005	CA30P	U038637	U061624
			CA38P	U038995	U061645
			FA38P	U034229	U061635
HIGHLANDER	JTE	2004	DP21A	0037844	0043214
			EP21A	0057931	0067233
			GP21A	0037859	0043210
		2005	DP21A	0043215	0077242
			EP21A	0067234	0117974
			GP21A	0042673	0077238
HIGHLANDER HV	JTE	2006	DW21A	0001003	0001084
			EW21A	0001009	0001524
			HW21A	0001275	0001275
SIENNA	5TD	2004	BA22C	S022711	S028701
			BA23C	S023039	S028702
			ZA22C	S176784	S221159
		2005	ZA23C	S177068	S221167
			BA22C	S024277	S039019
			BA23C	S028704	S039028
			ZA22C	S218195	S287017
			ZA23C	S217835	S287016

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 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
AK	320
AL	3,119
AR	1,497
AZ	5,242
CA	50,448
CO	4,942
CT	4,258
DC	381
DE	923
FL	16,957
GA	8,287

STATE	UIO
HI	2,397
IA	2,091
ID	861
IL	12,248
IN	3,973
KS	2,166
KY	3,467
LA	2,734
MA	10,629
MD	9,732
ME	1,214

STATE	UIO
MI	3,804
MN	4,649
MO	3,702
MS	1,205
MT	593
NC	9,187
ND	304
NE	1,225
NH	2,068
NJ	11,406
NM	1,333

STATE	UIO
NV	2,361
NY	15,975
OH	7,784
OK	1,684
OR	3,172
PA	11,264
RI	1,230
SC	3,748
SD	449
TN	4,368
TX	15,295

STATE	UIO
UT	2,154
VA	11,270
VT	625
WA	5,883
WI	4,798
WV	1,048
WY	340

## 5. Parts Ordering Process (Dealer Ordering Solutions)

Orders can be placed through the dealership's facing PDC. The kits have been 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 ordering information. Not all vehicles will require parts replacement, an inspection must be performed to determine if part replacement is necessary.

Model Application	Part No.	Part Name	Qty/Unit
All	04001-01120	Crankshaft Pulley	1

## 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.*

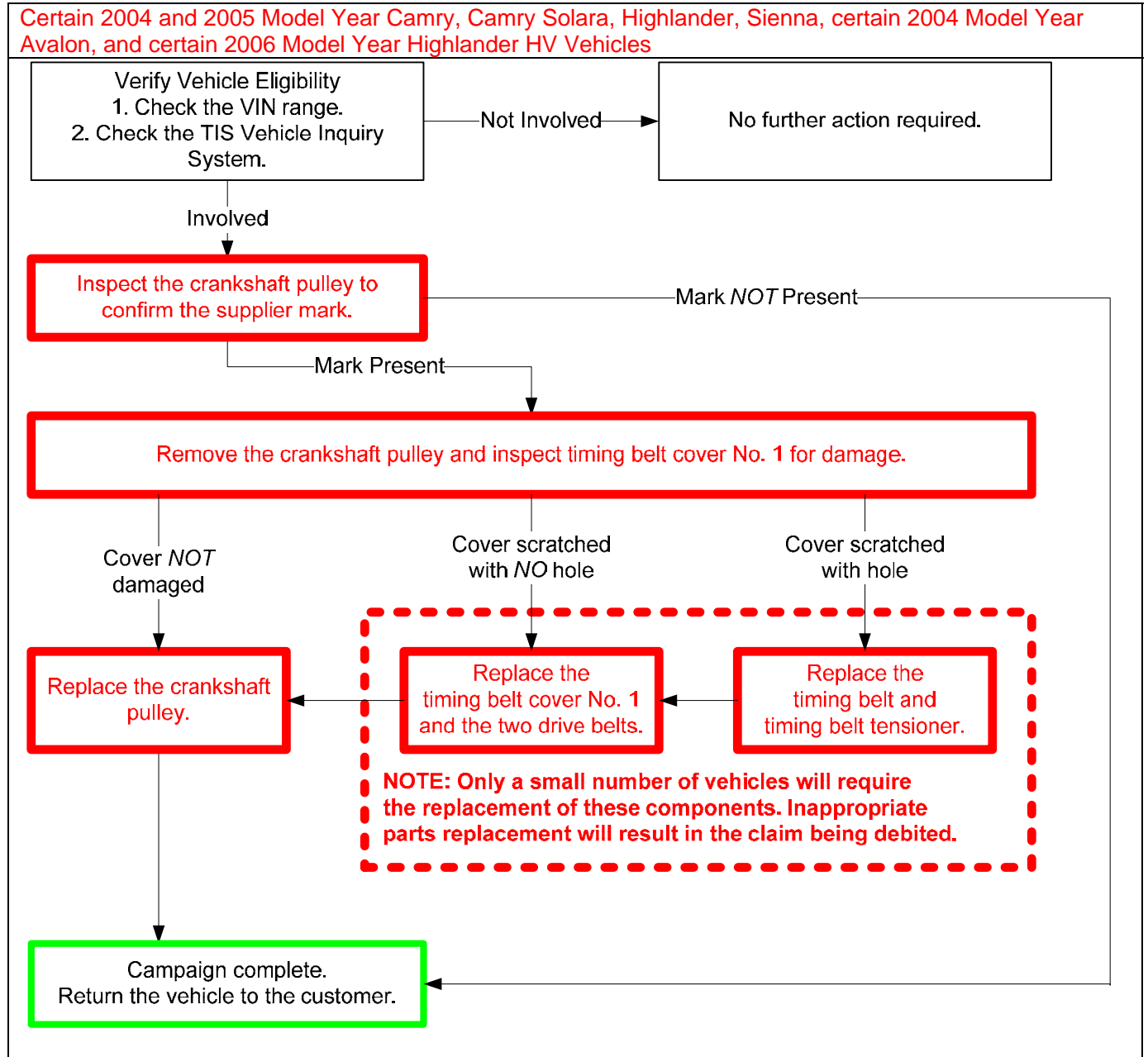
Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit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

[illegible]

## 6. Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

## 7. Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
Camry	1502LA	Check crankshaft pulley mark – Not Affected	0.6 hr/vehicle
Camry Camry Solara Avalon Sienna	1502LB	Perform Inspection: Mark present and timing belt cover No. 1 <b>NOT</b> damaged – Replace crankshaft pulley	1.6 hr/vehicle
Highlander	1502LE	Check crankshaft pulley mark – Not Affected	0.5 hr/vehicle
	1502LF	Perform Inspection: Mark present and timing belt cover No. 1 <b>NOT</b> damaged – Replace crankshaft pulley	1.5 hr/vehicle
Highlander HV	1502LP	Check crankshaft pulley mark – Not Affected	0.5 hr/vehicle
	1502LQ	Perform Inspection: Mark present and timing belt cover No. 1 <b>NOT</b> damaged – Replace crankshaft pulley	0.9 hr/vehicle

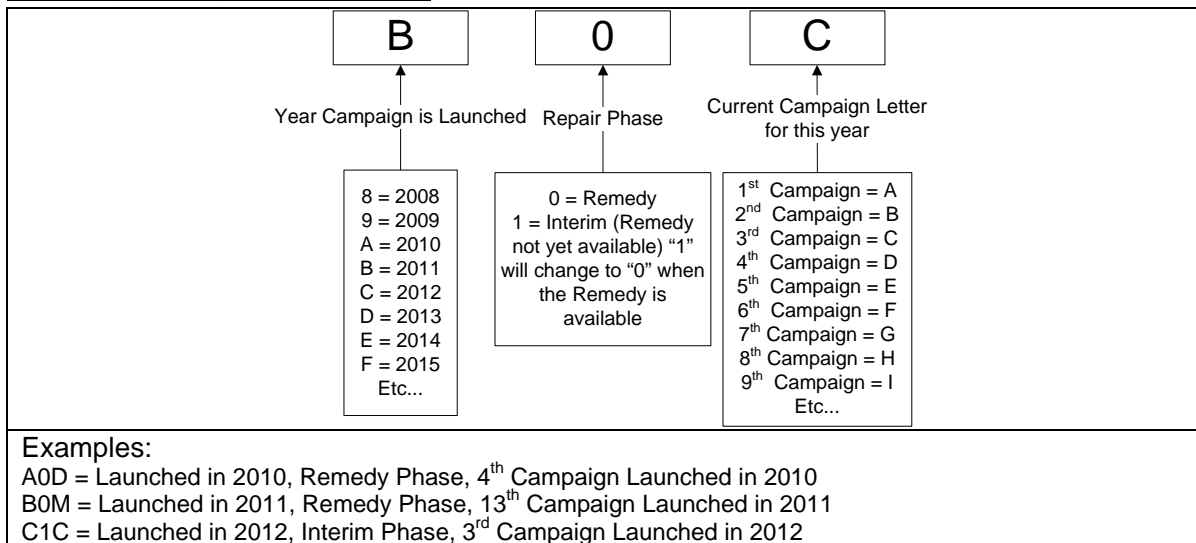
**Warranty Reimbursement Procedure Continued...**

**Only a small number of vehicles will require the replacement of additional parts and the use of these op codes. Follow all inspection steps in the technical instructions to determine if additional parts replacement is needed. Inappropriate parts replacement will result in the claim being debited.**

Model	Op. Code	Description	Flat Rate Hour
Camry Camry Solara Avalon Sienna	1502LC	Perform Inspection: Mark present and timing belt cover No. 1 scratched <b>without</b> hole – Replace crankshaft pulley, timing belt cover No. 1, both drive belts	1.8 hr/vehicle
	1502LD	Perform Inspection: Mark present and timing belt cover No. 1 scratched <b>with</b> hole – Replace crankshaft pulley, timing belt, timing belt tensioner, timing belt cover No. 1, both drive belts	3.3 hr/vehicle
Highlander	1502LG	Perform Inspection: Mark present and timing belt cover No. 1 scratched <b>without</b> hole – Replace crankshaft pulley, timing belt cover No. 1, both drive belts	1.7 hr/vehicle
	1502LH	Perform Inspection: Mark present and timing belt cover No. 1 scratched <b>with</b> hole – Replace crankshaft pulley, timing belt, timing belt tensioner, timing belt cover No. 1, both drive belts	3.4 hr/vehicle
Highlander HV	1502LR	Perform Inspection: Mark present and timing belt cover No. 1 scratched <b>without</b> hole – Replace crankshaft pulley, timing belt cover No. 1, both drive belts	1.1 hr/vehicle
	1502LS	Perform Inspection: Mark present and timing belt cover No. 1 scratched <b>with</b> hole – Replace crankshaft pulley, timing belt, timing belt tensioner, timing belt cover No. 1, both drive belts	3.9 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**Campaign Designation Decoder**



**8. 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.

**9. 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.)

**10. Customer Contacts**

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

***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 B0M - **Remedy Phase**

**Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon and certain 2006 Model Year Highlander HV Vehicles  
1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley - Q&A**

### **Background**

As previously announced, on November 9, 2011, 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 certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon and certain 2006 Model Year Highlander HV Vehicles.

**Toyota has completed parts preparations and will now begin mailing remedy owner letters**

### **Q1: What is the condition?**

A1: In certain 2004 and 2005 MY Camry, Camry Solara, Highlander, Sienna, certain 2004 MY Avalon and certain 2006 MY Highlander HV vehicles equipped with a 1MZ-FE or 3MZ-FE V6 engine, the amount of adhesive agent applied between the outer ring and the torsional rubber damper (inner ring) in the crankshaft pulley may be inadequate. If the adhesive is insufficient, there is a possibility that the outer ring 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.

#### **Q1a: What is the Crankshaft Pulley?**

A1a: The Crankshaft Pulley is attached to the end of the engine crankshaft and drives the power steering pump, alternator and air condition compressor through the accessory V-Belts.

#### **Q1b: Are 4-cylinder Camry and Solara vehicles covered by this Safety Recall?**

A1b: No. The 4-cylinder Camry and Solara vehicles are equipped with a different Crankshaft Pulley.

### **Q2: What is the cause of the condition?**

A2: The cause of this condition is an insufficient amount of adhesive agent applied between the outer ring and torsional rubber damper (inner ring) in the crankshaft pulley.

### **Q3: Are there any warnings that this condition has occurred?**

A3: The driver may hear an abnormal noise from the engine compartment. If this condition is not corrected, the power steering belt may become detached from the pulley. If this occurs, the driver may notice a sudden increase in steering effort due to a loss of power steering assistance.

#### **Q3a: Are there any other warnings if this condition occurs?**

A3a: If the alternator belt slips or detaches from the pulley, the amount of power the alternator generates will decrease and the Discharge Warning Light (battery shaped red light) will illuminate indicating there is a charging system malfunction.

If this occurs the vehicle may be driven for a short distance until the remaining battery power is depleted.

### **Q4: What is Toyota going to do?**

A4: Any authorized Toyota dealer will inspect the Engine Crankshaft Pulley and, if necessary, replace it at **NO CHARGE** to the vehicle owner.

#### **Q4c: Will all covered vehicles have the Engine Crankshaft Pulley replaced?**

A4c: There are two different manufacturers of engine crankshaft pulleys installed on the covered vehicles, only one of the two is subject to this Safety Recall and will require replacement.

### **Q5: Which and how many Toyota vehicles are covered by this Safety Recall?**

A5: Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 model year Avalon, and certain 2006 Model Year Highlander HV vehicles are covered by this Safety Recall in the U.S. This represents approximately 283,200 vehicles.

Model	Model Year	Production Period	Number of Vehicles (Approx.)
Avalon	Certain 2004	Early June 2004 through late March 2005	15,100
Camry	Certain 2004 and 2005		44,500
Highlander			88,400
Sienna			110,900
Camry Solara			24,000
Highlander HV	Certain 2006		300

**Q5a: Are there any other Toyota or Lexus models covered by this Safety Recall?**

A5a: Certain 2004 and 2005 Model Year ES330, RX330 and certain 2006 Model Year RX400h vehicles are also covered by this Safety Recall. This represents approximately 137,000 Lexus vehicles.

Model	Model Year	Production Period	Number of Vehicles (Approx.)
ES 330	Certain 2004 and 2005	Early June 2004 through late March 2005	61,000
RX 330			73,000
RX400h	Certain 2006		3,000

**Q6: How long will replacement of the crankshaft pulley require?**

A6: Replacement of the Crankshaft Pulley will take approximately two hours. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

**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 remedy owner letter for instructions to request 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 Standard Time.



**Certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, certain 2004 Model Year Avalon, and certain 2006 Model Year Highlander HV Vehicles**  
**Engine Crankshaft Pulley**  
**SAFETY RECALL NOTICE (*Remedy Now 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 2004 Model Year Avalon Vehicles and certain 2004 and 2005 Model Year Camry, Camry Solara, Highlander, Sienna, and certain 2006 Model Year Highlander HV Vehicles.

**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 owners' 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](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 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.

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.

SAMPLE