



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

TMS-NTC-12038
February 22, 2012

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

Re: Toyota Safety Recalls 09V-332, 09V-388, 10V-023, 10V-345, 10V-499, 11V-304 and 11V-115 Dealer Notification Letter for Owner Follow-Up Notice

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-332	90G	2010 MY Corolla
09V-388	90L	2005 to Certain 2010 MY Tacoma, 2007 to Certain 2010 MY Tundra
10V-023	90L	2009 to Certain 2010 MY Corolla/Matrix
10V-345	A0H	2000-2004 Avalon
10V-499	A0M/ALG	2005-2006 Avalon, 2004-2006 MY Highlander, Certain 2006 GS300, IS250/350 and Certain 2004-2006 RX330
11V-304	B0G	2001-2003 MY Prius
11V-115	BLB	Certain 2006-Early 2007 GS300/350

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,

George Morino
National Manager, Quality Compliance

Attachments:

- Lexus 10V-499 (ALG) Owner Notification
- Lexus 11V-115 (BLB) Owner Notification
- Toyota 09V-332 (90G) Owner Notification
- Toyota 09V-388 (90L) Owner Notification
- Toyota 10V-023 (90L) Owner Notification
- Toyota 10V-345 (A0H) Owner Notification
- Toyota 10V-499 (A0M) Owner Notification
- Toyota 11V-304 (B0G) Owner Notification

**URGENT**

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

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

**2001 – 2003 Model Year Prius Vehicles
Replacement of Electric Power Steering (EPS) Pinion Shaft Nuts
SAFETY RECALL FOLLOW-UP NOTICE**

[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 2001–2003 model year Prius vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

In the Electronic Power Steering (EPS) system of the 2001 through 2003 Prius, there is a possibility that the nuts that secure the pinion shaft in the steering gear box assembly may become loose if the steering wheel is repeatedly and strongly turned to the full-lock position. If the vehicle is continuously operated in this condition, the pinion shaft may become unstable which may cause power generated by the electric motor to not be fully transmitted. This could result in significant increased steering effort when making a left turn increasing the risk of a crash.

What will Toyota do?

Any authorized Toyota dealer will replace the nuts that secure the pinion shaft with different ones at **NO CHARGE** to you.

What should you do?***This is an important Safety Recall***

Please contact your authorized Toyota dealer to make an appointment to have the EPS pinion shaft nuts replaced as soon as possible.

The replacement of the EPS pinion shaft nuts 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. 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 this important Safety Recall. 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.

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 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, DC 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.

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.

CR1 B0G Prius

Spanish translation on back side
Traducción en español en el reverso



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

2001 – 2003 Model Year Prius Vehicles
Replacement of Electric Power Steering (EPS) Pinion Shaft Nuts
SAFETY RECALL FOLLOW-UP NOTICE

[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 2001–2003 model year Prius vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

In the Electronic Power Steering (EPS) system of the 2001 through 2003 Prius, there is a possibility that the nuts that secure the pinion shaft in the steering gear box assembly may become loose if the steering wheel is repeatedly and strongly turned to the full-lock position. If the vehicle is continuously operated in this condition, the pinion shaft may become unstable which may cause power generated by the electric motor to not be fully transmitted. This could result in significant increased steering effort when making a left turn increasing the risk of a crash.

What will Toyota do?

Any authorized Toyota dealer will replace the nuts that secure the pinion shaft with different ones at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to have the EPS pinion shaft nuts replaced as soon as possible.

The replacement of the EPS pinion shaft nuts 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. 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 this important Safety Recall. 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.

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 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, DC 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.

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.

CR1 B0G Prius

Spanish translation on back side
Traducción en español en el reverso