



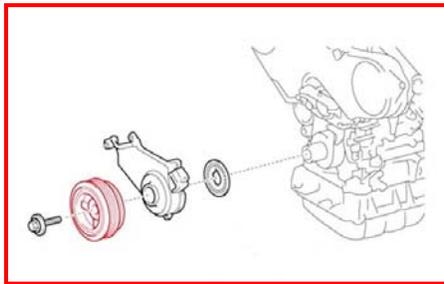
December 19, 2011

Subject: Safety Recall BLG (Interim B2G) - Remedy Available
Certain 2004 and 2005 Model Year ES 330 and RX 330 and Certain 2006 Model Year RX 400h Vehicles
1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley

Dear Dealer Principal:

As communicated on November 9, 2011, Lexus 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 ES 330 and RX 330 and certain 2006 model year RX 400h vehicles.

The purpose of this communication is to inform you that a remedy is available and Lexus will now begin notifying owners of affected vehicles.



Background

In certain 2004 and 2005 model year ES 330 and RX 330 and certain 2006 model year RX 400h 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.

The following information is provided to inform you and your staff of the remedy phase of this Safety Recall and your degree of involvement.

Remedy

Lexus 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.

Owner Notification

Lexus will begin mailing Safety Recall Notices by first class mail in phases beginning in early January, 2012. The owner letters will be spread over the next two to three months consistent with parts availability and service capacity. A sample owner letter is attached.

Lexus will also mail an interim Owner Letter to those owners to whom a remedy letter will not be mailed with in 60 days of the DIR filing.

Pre-owned Vehicles in Dealer Inventory

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

Also, as a reminder, Lexus CPO policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall, such as this Safety Recall BLD. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

Covered Vehicles

There are approximately 137,000 (61,000 ES 330, 73,000 RX 330 and 3,000 RX 400h) vehicles covered by this Safety Recall in the United States.

Model	WMI	Year	VIN Range	
			VDS	Range
ES 330	JTH	2004	BA30G	0017496 - 0023605
				5049034 - 5055753
		2005	BA30G	0023525 - 0024457
				5055796 - 5115629
RX 330	2T2	2004	GA31U	C014998 - C019006
			HA31U	C026794 - C039897
		2005	GA31U	C018659 - C027030
			HA31U	C039056 - C059939
	JTJ	2004	GA31U	0040194 - 0044873
			HA31U	0070033 - 0074277
		2005	GA31U	0044429 - 0057580
			HA31U	0074282 - 0093205
RX400H	JTJ	2006	HW31U	0001035 - 0005158

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by owners who have not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Remedy Procedures

Refer to TIS for the appropriate Technical Instructions (TI) on inspection and repair. Technical instructions will be posted on TIS on Tuesday, December 20, 2011.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. 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.

Parts Ordering

To assure sufficient availability of parts for scheduled appointments the crankshaft pulley has been placed on the Dealer Order Solution process. Your parts manager will be sent a communication by the facing PDC with specific information on daily order limits.

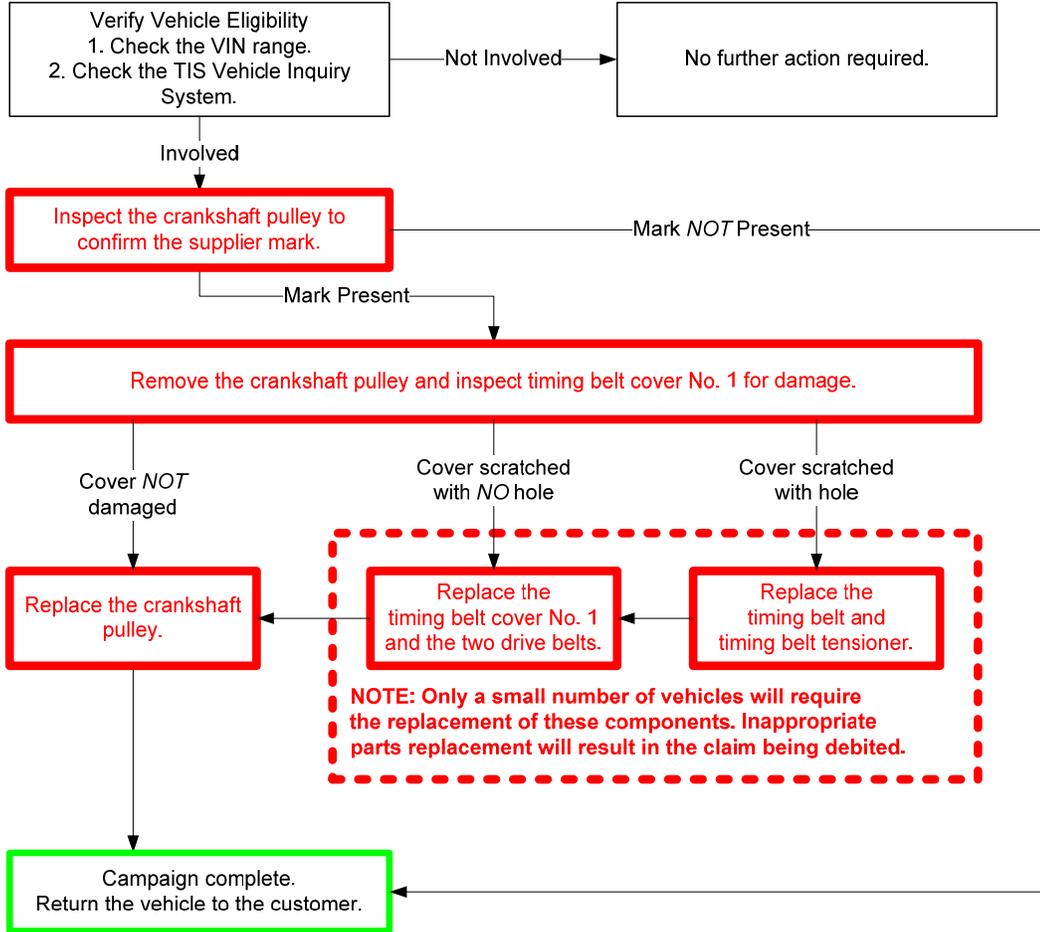
Model	Part Number	Part Description	Quantity
All	04001-01120	Crankshaft Pulley*	1

*An inspection is necessary to determine if crankshaft pulley replacement is necessary.

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 Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

Warranty Reimbursement Procedure



Model	Opcode	Description	Flat Rate Hour
RX 300/330	1502LJ	Check crankshaft pulley mark - Not Affected	0.6 hr/vehicle
	1502LK	Perform Inspection: Mark present and timing belt cover No. 1 NOT damaged - Replace crankshaft pulley	1.7 hr/vehicle
RX 400h	1502LP	Check crankshaft pulley mark - Not Affected	0.5 hr/vehicle
	1502LQ	Perform Inspection: Mark present and timing belt cover No. 1 NOT damaged - Replace crankshaft pulley	0.9 hr/vehicle
ES 300/330	1502LA	Check crankshaft pulley mark - Not Affected	0.6 hr/vehicle
	1502LB	Perform Inspection: Mark present and timing belt cover No. 1 NOT damaged - Replace crankshaft pulley	1.6 hr/vehicle

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

Only a small number of vehicles will require the replacement of additional parts and the use of these opcodes. 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	Opcode	Description	Flat Rate Hour
RX 300/330	1502LL	Perform Inspection: Mark present and timing belt cover No. 1 scratched <i>without</i> hole - Replace crankshaft pulley, timing belt cover No. 1, both drive belts	1.9 hr/vehicle
	1502LM	Perform Inspection: Mark present and timing belt cover No. 1 scratched <i>with</i> hole - Replace crankshaft pulley, timing belt, timing belt tensioner, timing belt cover No. 1, both drive belts	3.7 hr/vehicle
RX 400h	1502LR	Perform Inspection: Mark present and timing belt cover No. 1 scratched <i>without</i> 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 <i>with</i> hole - Replace crankshaft pulley, timing belt, timing belt tensioner, timing belt cover No. 1, both drive belts	3.9 hr/vehicle
ES 300/350	1502LC	Perform Inspection: Mark present and timing belt cover No. 1 scratched <i>without</i> 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 <i>with</i> hole - Replace crankshaft pulley, timing belt, timing belt tensioner, timing belt cover No. 1, both drive belts	3.3 hr/vehicle

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

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, up to two days of rental vehicle expense (to a maximum of \$45/day) or the cost of pick up and delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

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 Corporate Communications. (Please do not provide this number to customers).

Customer Contacts

This Safety Recall is a great opportunity to focus on assuring your customers that their safety remains Lexus' highest priority, which will go a long way toward preserving their faith in your dealership and the Lexus brand. Please welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

Please review this interim notification with your entire service and parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachments

Cc: Customer Satisfaction Manager Pre-owned Manager
 General Manager Service Manager
 Parts Manager Warranty Administrator



Safety Recall BLG (Interim B2G) Q&A - **Remedy Phase**

Certain 2004 and 2005 Model Year ES 330 and RX 330 and Certain 2006 Model Year RX 400h Vehicles 1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley

Background

As communicated on November 9, 2011, Lexus 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 ES 330 and RX 330 and certain 2006 model year RX 400h vehicles.

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

Q1: What is the condition?

A1: In certain 2004 and 2005 model year ES 330 and RX 330 and certain 2006 model year RX 400h 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.

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 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 (red shaped battery) 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 Lexus going to do?

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

Q4a: Will all covered vehicles have the Engine Crankshaft Pulley replaced when the remedy is available?

A4a: 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 Lexus vehicles are covered?

A5: Certain 2004 and 2005 model year ES 330 and RX 330 and certain 2006 model year RX 400h vehicles are covered by this Safety Recall in the U.S. This represents approximately 137,000 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
RX 400h	Certain 2006		3,000

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

A5a: Certain 2004 and 2005 Model Year Camry, Highlander, Sienna, Solara, certain 2004 model year Avalon, and certain 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

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 Lexus Customer Assistance Center at 1-800-25-LEXUS 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 ES 330 and RX 330 and Certain 2006 Model Year RX 400h Vehicles

**Engine Crankshaft Pulley
SAFETY RECALL NOTICE (*Remedy Now Available*)**

[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

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 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.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. If you require further assistance, you may contact Lexus Customer Satisfaction at 1-800-255-3987 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 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 <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:

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.

TECHNICAL INSTRUCTIONS

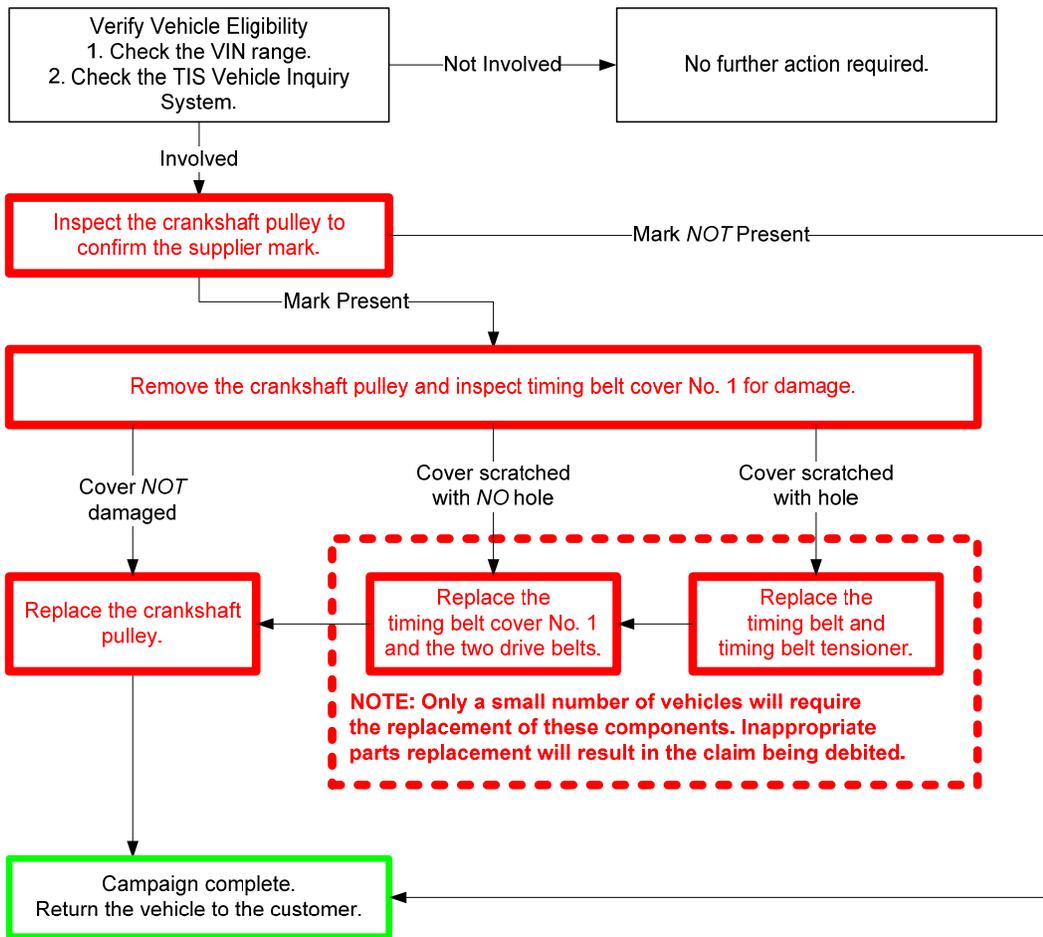
FOR

SAFETY RECALL BLG

CRANKSHAFT PULLEY REPLACEMENT

**CERTAIN 2004 – 2005 MODEL YEAR ES330 & RX330
CERTAIN 2006 MODEL YEAR RX400h**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF COVERED VEHICLES

A. COVERED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
ES 330	JTH	2004	BA30G	0017496 - 0023605
				5049034 - 5055753
		2005	BA30G	0023525 - 0024457
				5055796 - 5115629
RX 330	2T2	2004	GA31U	C014998 - C019006
			HA31U	C026794 - C039897
		2005	GA31U	C018659 - C027030
			HA31U	C039056 - C059939
	JTJ	2004	GA31U	0040194 - 0044873
			HA31U	0070033 - 0074277
		2005	GA31U	0044429 - 0057580
			HA31U	0074282 - 0093205
RX400H	JTJ	2006	HW31U	0001035 - 0005158

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not covered or were completed by another dealer.

III. PREPARATION

A. PARTS

Model	Part Number	Part Description	Quantity
All	04001-01120	Crankshaft Pulley*	1

*An inspection is necessary to determine if crankshaft pulley replacement is necessary

Ancillary Parts – Only a small number of vehicles will require the replacement of these parts. Only replace these parts after performing all inspections steps.

Model	Part Number	Part Description	Quantity
All	90916-A2009 or 90080-91088-83	Power Steering Drive Belt	1
All	90080-91239 or 99366-21040-83	A/C & Alternator Drive Belt	1
All	11321-0A020	Timing Belt Cover No. 1	1
All	13568-29025	Timing Belt	1
All	13540-20030	Timing Belt Tensioner	1

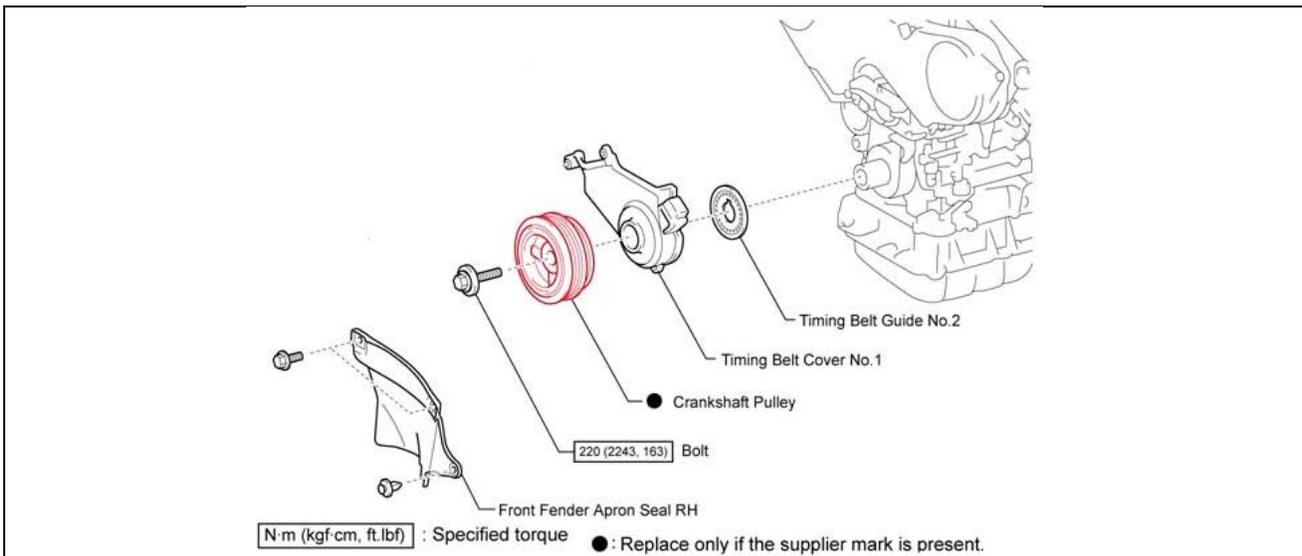
B. TOOLS, SUPPLIES & EQUIPMENT

- Standard hand tools
- Torque wrench
- Techstream
- Belt tension gauge

SST – These are essential special service tools that the dealership should have.

Tool Number	Tool Name
09213-54015	Crankshaft Pulley Holding Tool
09330-00021	Companion Flange Holding Tool
09950-50013	Universal Puller Set C
09960-10010	Variable Pin Wrench Set

IV. BACKGROUND

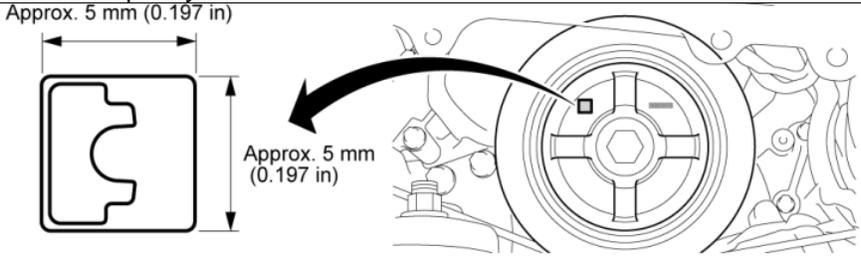


In certain 2004 and 2005 model year ES 330 and RX 330 and certain 2006 model year RX 400h vehicles equipped with a 1MZ-FE or 3MZ-FE V6 engine, the amount of adhesive agent applied between the outer ring and the torsional rubber damper (inner ring) in the crankshaft pulley may be inadequate. If the adhesive 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.

V. WORK PROCEDURE

A. INSPECT THE CRANKSHAFT PULLEY

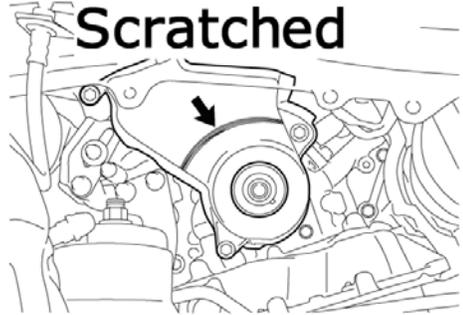
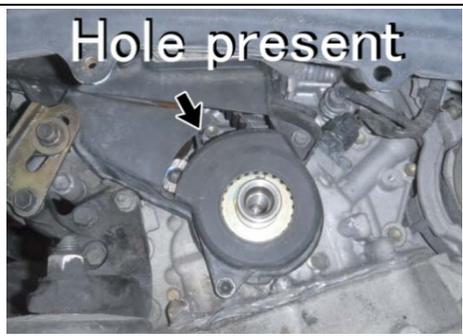
- 1) Remove the front wheel RH.
- 2) Remove the front fender apron seal RH.
- 3) Inspect the crankshaft pulley.

 <p style="text-align: center;">Crankshaft pulley mark</p> <p style="text-align: center;">The mark position will vary depending on where the engine stops.</p>	
INSPECTION RESULT	ACTION REQUIRED
Mark present	Proceed to STEP B. INSPECT THE TIMING BELT COVER No. 1
Mark NOT present	The vehicle IS NOT affected. The campaign is complete.

B. INSPECT THE TIMING BELT COVER No. 1

- 1) Remove the crankshaft pulley.
- 2) Inspect the surface of the timing belt cover.

NOTE: If the crankshaft pulley inner and outer ring have begun to separate, damage may occur to the timing belt cover and timing belt.

INSPECTION RESULT	ACTION REQUIRED
Cover NOT damaged	Replace the crankshaft pulley.
	Replace the crankshaft pulley, timing belt cover No. 1, and both drive belts.
	Replace the crankshaft pulley, timing belt cover No. 1, both drive belts, timing belt, and timing belt tensioner. <p style="color: red; margin-top: 10px;">NOTE: This condition is rare, only replace timing belt and tensioner if a hole in the cover has been verified. Inappropriate parts replacement will result in the claim being debited.</p>

Refer to TIS for instructions on applicable parts replacement.

[Timing Belt ES330](#)

[Timing Belt RX330](#)

[Timing Belt RX400h](#)

NOTE: Drive belt tension and deflection specifications may be incorrect in the repair manual, refer to the table in the appendix of these instructions for the correct specifications.

◀ VERIFY REPAIR QUALITY ▶

- Confirm the supplier mark is identified before replacing the crankshaft pulley
- Confirm **ALL** removal and installation steps are followed according to the repair manual
- If you have any questions regarding this recall, please contact your regional representative

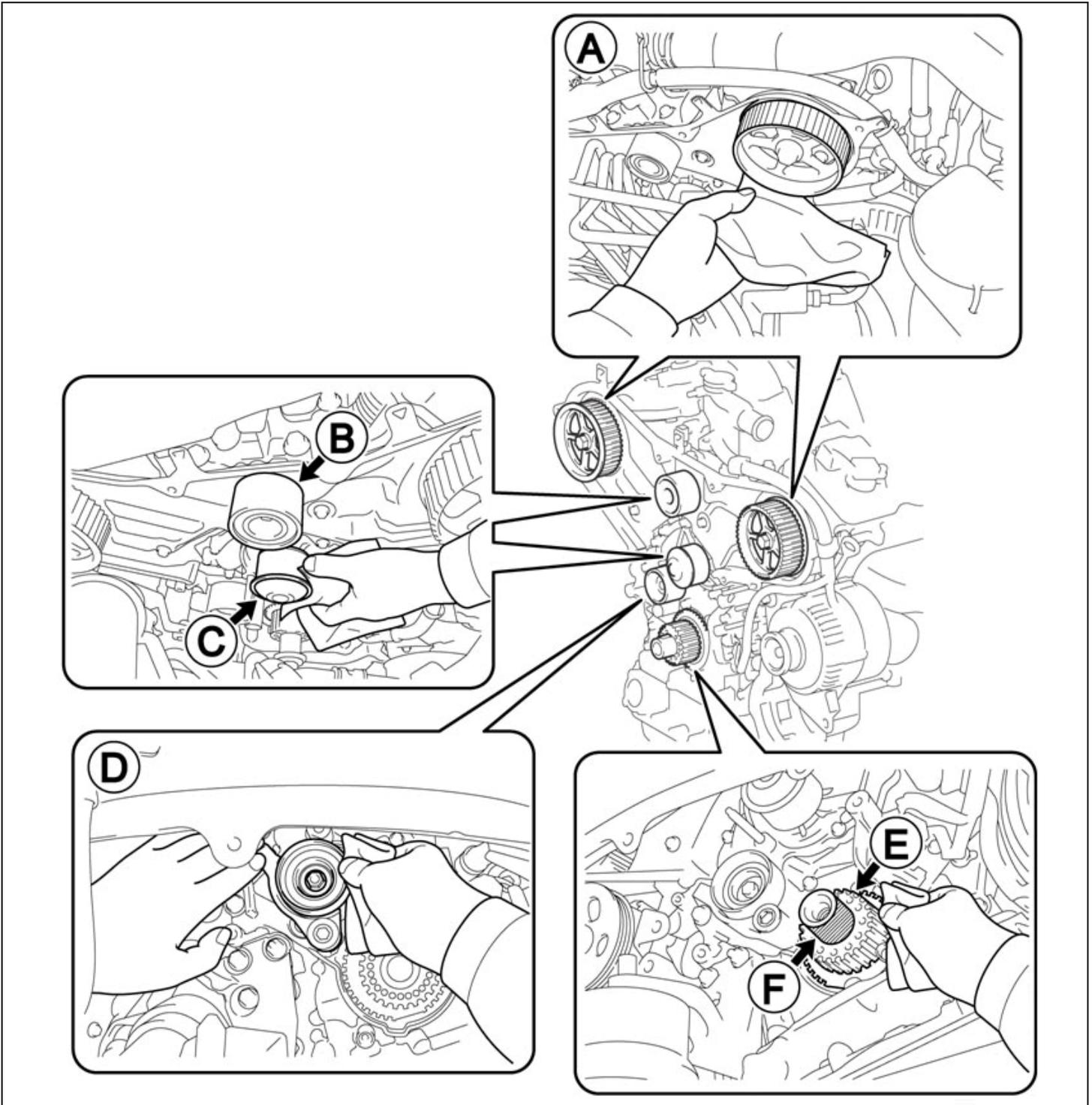
VI. APPENDIX

A. INSPECT AND CLEAN THE TIMING BELT PULLEYS



- If the crankshaft pulley inner and outer ring have begun to separate, damage may occur to the timing belt cover and timing belt. Follow these steps to confirm the timing belt pulleys are free of debris from the possibly damaged components.
- Confirm there is no metal debris on the crankshaft sensor pickup wheel.

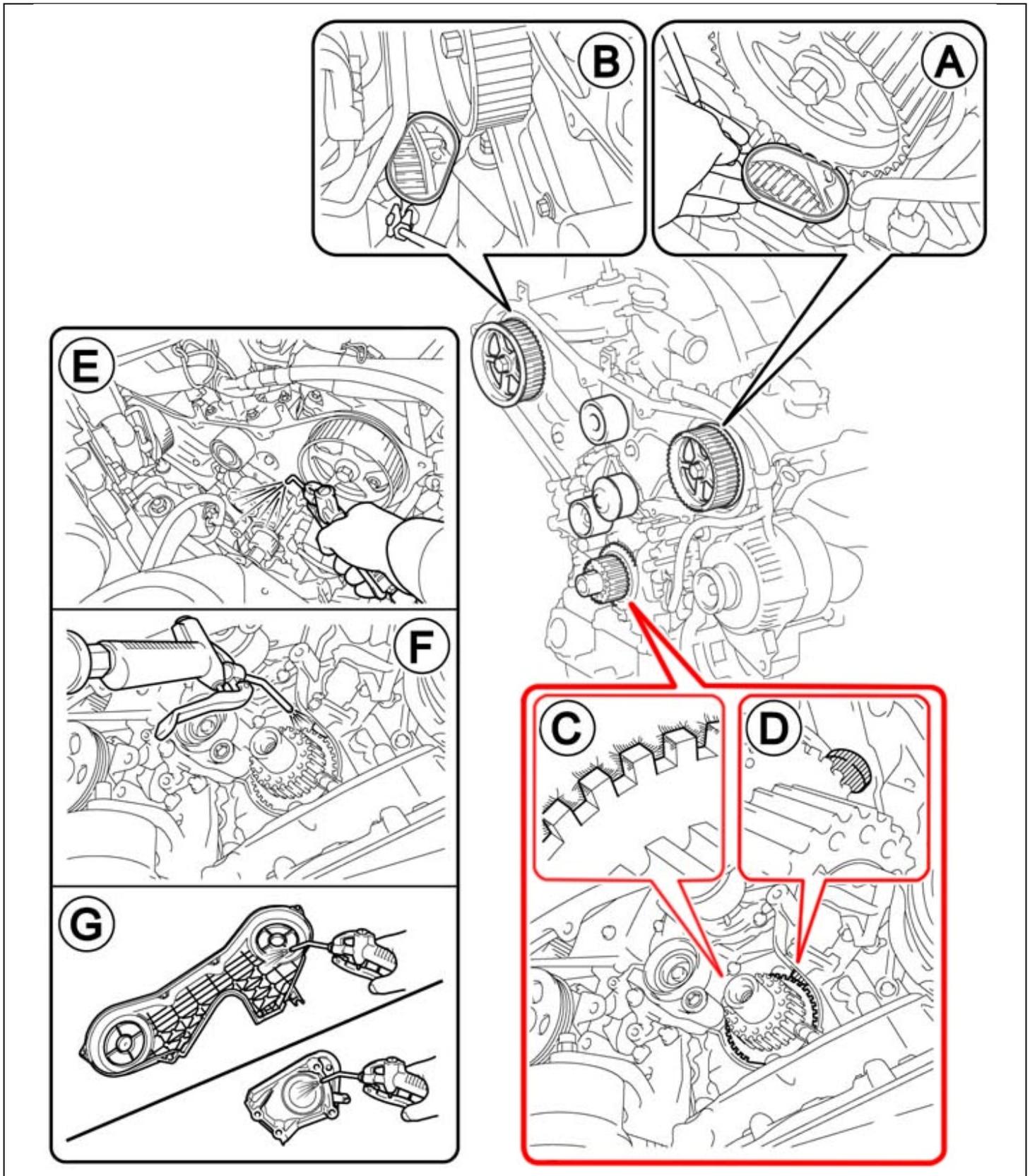
- 1) Confirm all idler pulleys turn smoothly.
- 2) Clean all pulleys using a shop cloth soaked in brake cleaner.
- 3) Use an air gun to confirm all pulleys are clean and free of debris.





Confirm there is no metal debris on the crankshaft sensor pickup wheel.

INSPECT AND CLEAN THE TIMING BELT PULLEYS CONTINUED...

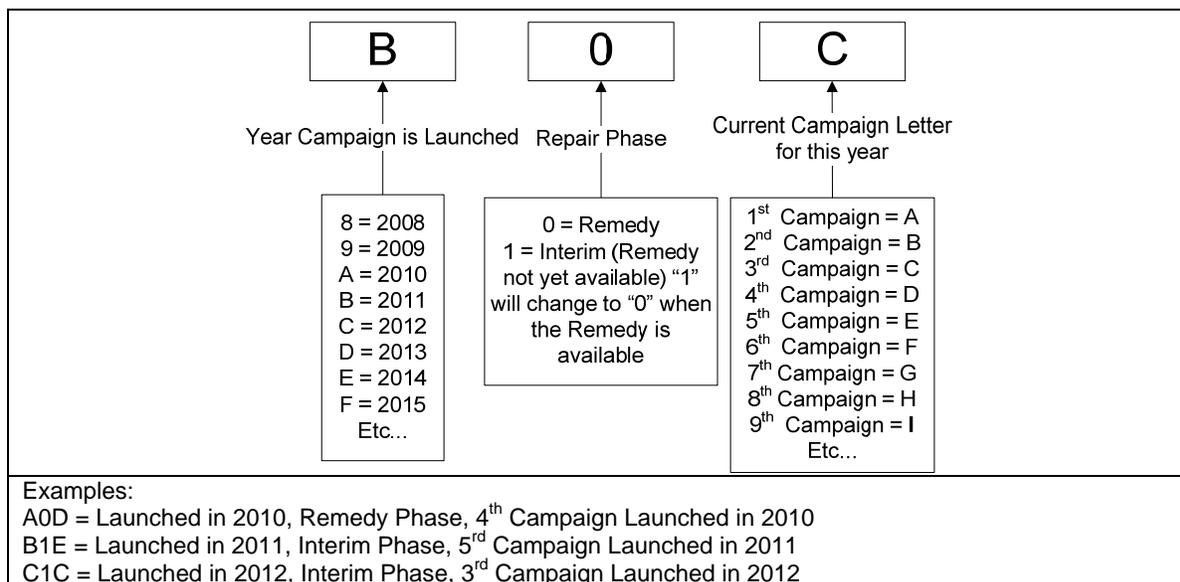


B. DRIVE BELT TENSION & DEFLECTION SPECIFICATIONS

BELT	TENSION SPECIFICATIONS	
	NEW	USED
A/C & Alternator	139 to 192 lbf (617 to 853 N)	66 to 110 lbf (294 to 490 N)
Power Steering	132 to 154 lbf (588 to 686 N)	55 to 88 lbf (245 to 392 N)

DEFLECTION SPECIFICATIONS: PRESSING FORCE 22 lbf (98 N)		
BELT	NEW	USED
A/C & Alternator	0.358 to 0.413 in. (9.1 to 10.5 mm)	0.433 to 0.531 in. (11.0 to 13.5 mm)
Power Steering	0.315 to 0.394 in. (8 to 10 mm)	0.433 to 0.551 in. (11 to 14 mm)

C. CAMPAIGN DESIGNATION DECODER



D. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***



Kathy [REDACTED] Lexus/Toyota

12/19/2011 04:00 PM

To

cc

bcc [REDACTED] Toyota

Subject Safety Recall BLG (Interim B2G) – Remedy Available Certain 2004 and 2005 Model Year ES 330 and RX 330 and Certain 2006 Model Year RX 400h Vehicles 1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley

This message has been approved by Don Fordiani, National Service and Parts Field Operations Manager, Lexus Customer Services.

As communicated on November 9, 2011, Lexus 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 ES 330 and RX 330 and certain 2006 model year RX 400h vehicles.

The purpose of this communication is to inform you that a remedy is available and Lexus will now begin notifying owners of affected vehicles.

Background

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Remedy

Lexus 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.

Number of Covered Vehicles

There are approximately 137,000 (61,000 ES 330, 73,000 RX 330 and 3,000 RX 400h) vehicles covered by this Safety Recall in the United States.

Owner Notification

Lexus will begin mailing Safety Recall Notices by first class mail in phases beginning in early January, 2012. The owner letters will be spread over the next two to three months consistent with parts availability and service capacity. Samples of the owner letters are attached.

Thank you for your on-going support.

(See attached file: Safety Recall BLG Remedy Available -Dealer.pdf)

(See attached file: BLG TI.pdf)



Safety Recall BLG Remedy Available -Dealer.pdf BLG TI.pdf

TOYOTA

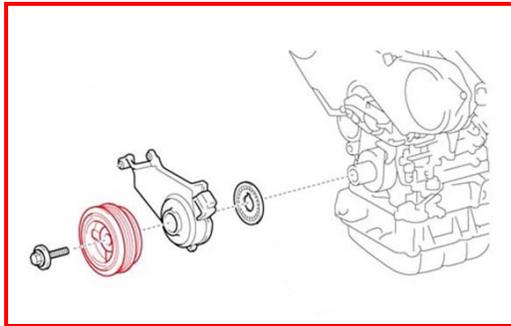
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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		
	JTD	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	

MODEL	WMI	MY	VDS	START	FINISH
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	HI	2397	MI	3804	NV	2361	UT	2154
AL	3119	IA	2091	MN	4649	NY	15975	VA	11270
AR	1497	ID	861	MO	3702	OH	7784	VT	625
AZ	5242	IL	12248	MS	1205	OK	1684	WA	5883
CA	50448	IN	3973	MT	593	OR	3172	WI	4798
CO	4942	KS	2166	NC	9187	PA	11264	WV	1048
CT	4258	KY	3467	ND	304	RI	1230	WY	340
DC	381	LA	2734	NE	1225	SC	3748		
DE	923	MA	10629	NH	2068	SD	449		
FL	16957	MD	9732	NJ	11406	TN	4368		
GA	8287	ME	1214	NM	1333	TX	15295		

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 in 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.

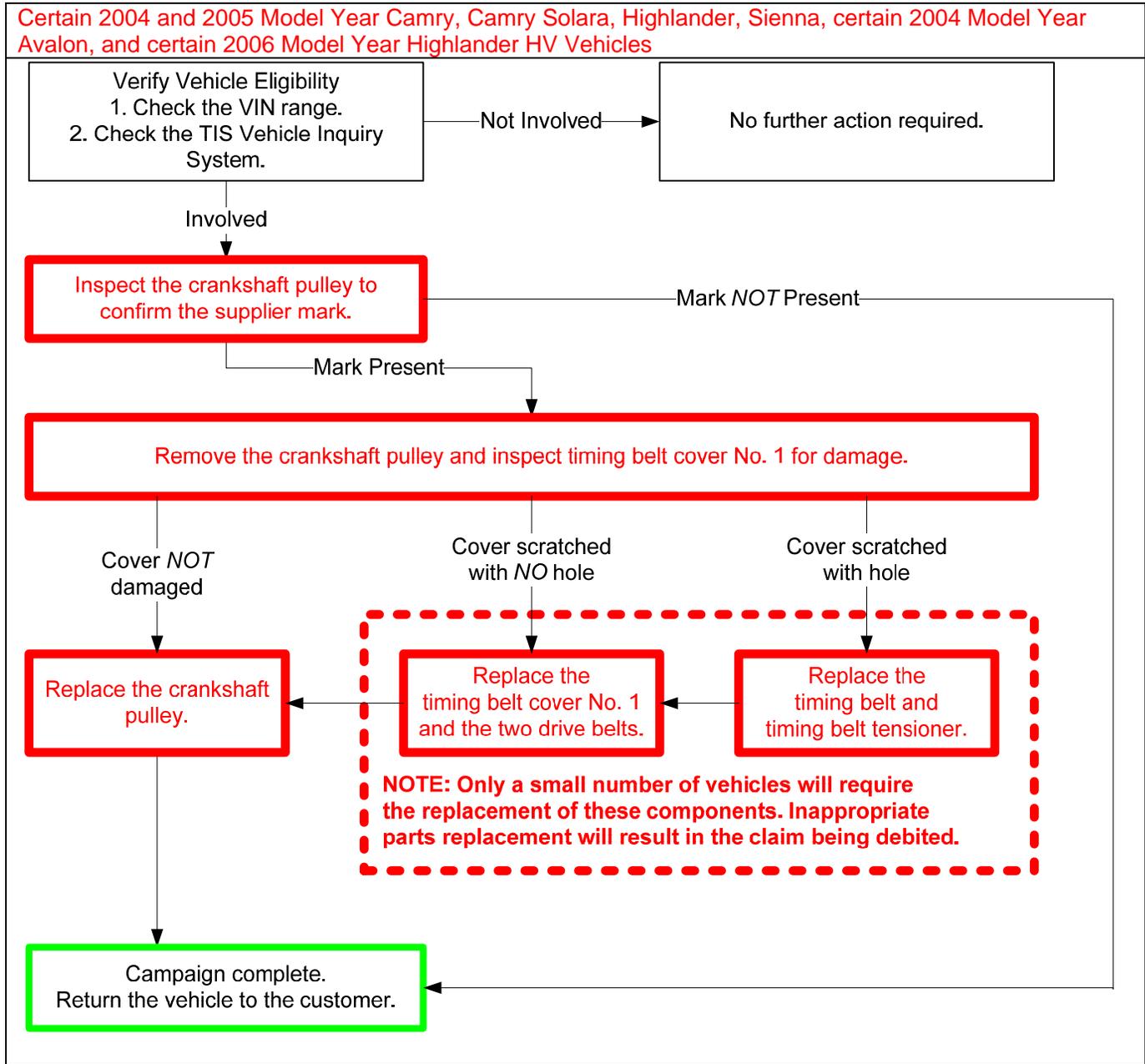
Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit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

TOYOTA						
Parts Allocation Report						
99999						
SAMPLE TOYOTA of NOWHERE						
<p>The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.</p> <p>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.</p>						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

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 Solara Avalon Sienna	1502LB	Perform Inspection: Mark present and timing belt cover No. 1 NOT 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 NOT 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 NOT damaged – Replace crankshaft pulley	0.9 hr/vehicle

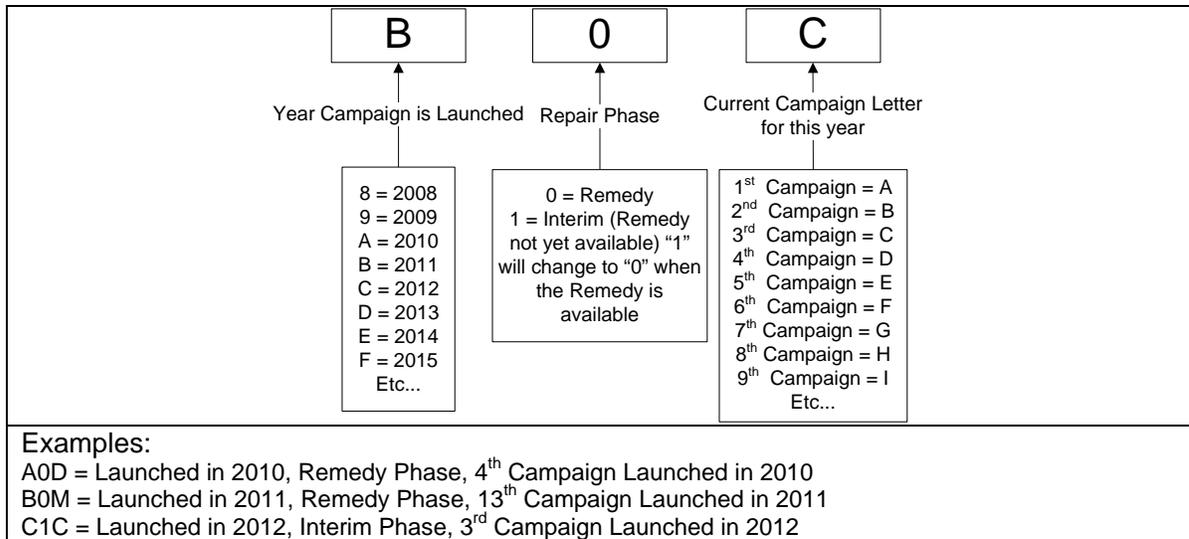
Warranty Reimbursement Procedure Continued...

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	1502LC	Perform Inspection: Mark present and timing belt cover No. 1 scratched without hole – Replace crankshaft pulley, timing belt cover No. 1, both drive belts	1.8 hr/vehicle
Avalon Sienna	1502LD	Perform Inspection: Mark present and timing belt cover No. 1 scratched with 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 without 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 with 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 without 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 with 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. 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.

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL B0M

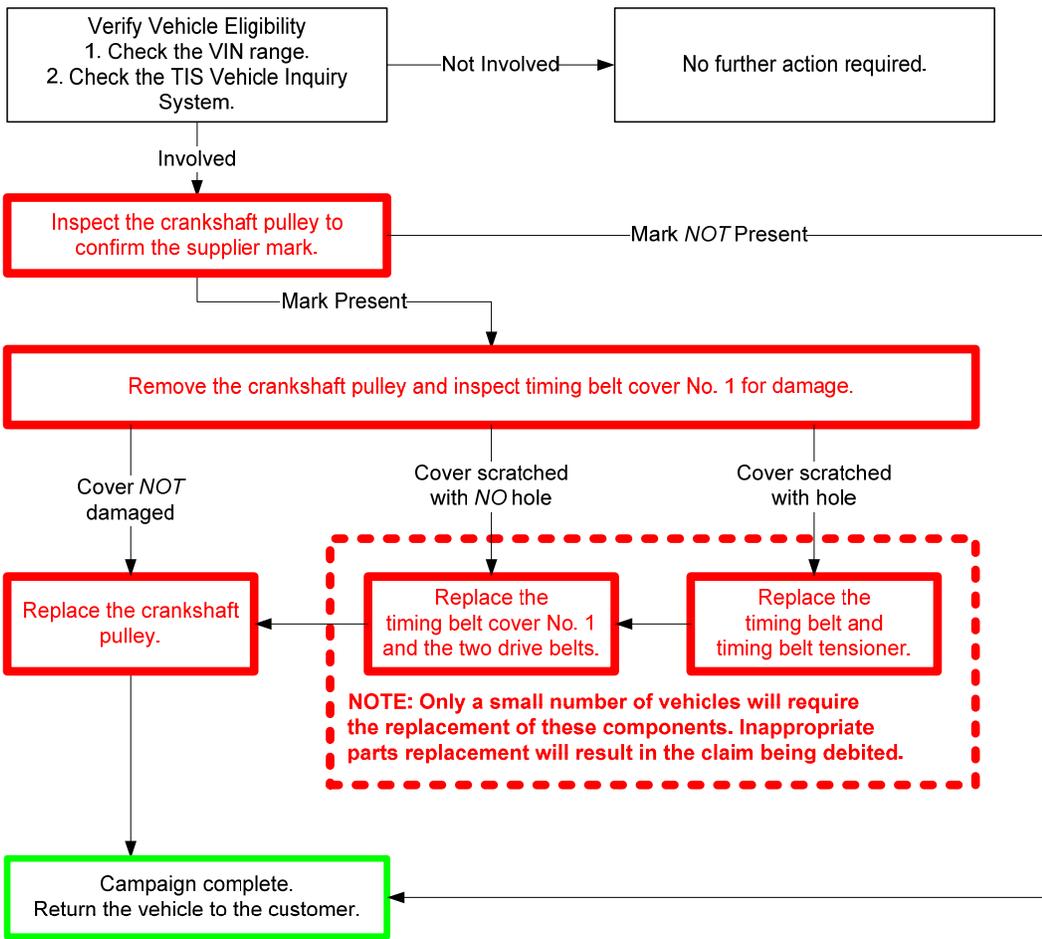
CRANKSHAFT PULLEY REPLACEMENT

CERTAIN 2004 MODEL YEAR AVALON

**CERTAIN 2004 – 2005 MODEL YEAR
CAMRY, CAMRY SOLARA, HIGHLANDER, SIENNA**

CERTAIN 2006 MODEL YEAR HIGHLANDER HV

I. OPERATION FLOW CHART



II. IDENTIFICATION OF COVERED VEHICLES

A. COVERED VIN RANGE

Model	WMI	Year	VIN Range			
			VDS	Range		
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		
		JTD		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			

Model	WMI	Year	VIN Range	
			VDS	Range
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
			ZA23C	S177068 - S221167
		2005	BA22C	S024277 - S039019
			BA23C	S028704 - S039028
			ZA22C	S218195 - S287017
			ZA23C	S217835 - S287016

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not covered or were completed by another dealer.

III. PREPARATION

A. PARTS

Model	Part Number	Part Description	Quantity
All	04001-01120	Crankshaft Pulley*	1

*An inspection is necessary to determine if crankshaft pulley replacement is necessary

Ancillary Parts – Only a small number of vehicles will require the replacement of these parts. Only replace these parts after performing all inspections steps.

Model	Part Number	Part Description	Quantity
All	90916-A2009 or 90080-91088-83	Power Steering Drive Belt	1
All	90080-91239 or 99366-21040-83	A/C & Alternator Drive Belt	1
Avalon Camry Camry Solara Sienna Highlander Highlander HV	11321-0A020	Timing Belt Cover No. 1	1
Avalon	11302-0A020	Timing Belt Cover No. 1	1
All	13568-29025	Timing Belt	1
Avalon Camry Camry Solara Sienna Highlander Highlander HV	13540-20030	Timing Belt Tensioner	1
Avalon	13540-20021	Timing Belt Tensioner	1

B. TOOLS, SUPPLIES & EQUIPMENT

- Standard hand tools
- Torque wrench
- Techstream
- Belt tension gauge

SST – These are essential special service tools that the dealership should have.

Tool Number	Tool Name
09213-54015	Crankshaft Pulley Holding Tool
09330-00021	Companion Flange Holding Tool
09950-50013	Universal Puller Set C
09960-10010	Variable Pin Wrench Set

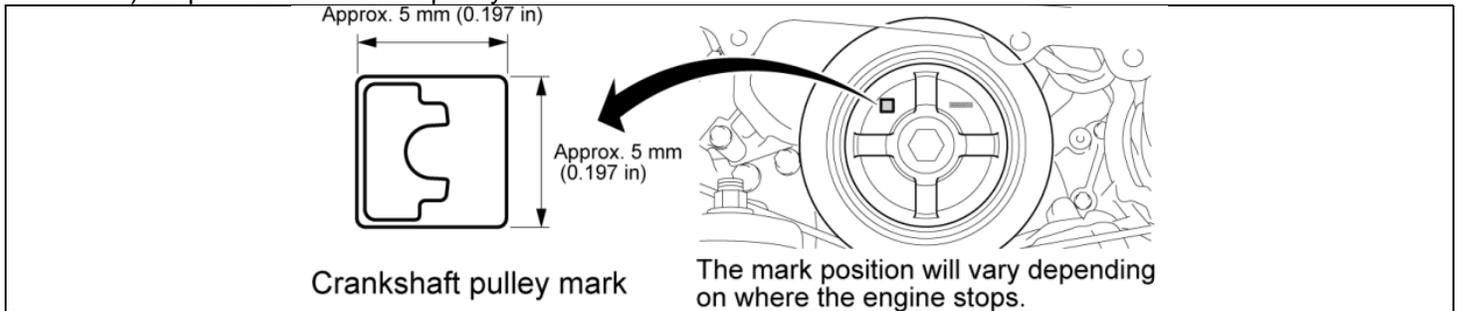
IV. BACKGROUND

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.

V. WORK PROCEDURE

A. INSPECT THE CRANKSHAFT PULLEY

- 1) Remove the front wheel RH.
- 2) Remove the front fender apron seal RH.
- 3) Inspect the crankshaft pulley.



INSPECTION RESULT	ACTION REQUIRED
Mark present	Proceed to STEP B. INSPECT THE TIMING BELT COVER No. 1
Mark NOT present	The vehicle IS NOT affected. The campaign is complete.

B. INSPECT THE TIMING BELT COVER No. 1

- 1) Remove the crankshaft pulley.
- 2) Inspect the surface of the timing belt cover.

NOTE: If the crankshaft pulley inner and outer ring have begun to separate, damage may occur to the timing belt cover and timing belt.

INSPECTION RESULT	ACTION REQUIRED
Cover NOT damaged	Replace the crankshaft pulley.
<p>Scratched</p>	Replace the crankshaft pulley, timing belt cover No. 1, and both drive belts.
<p>Hole present</p>	<p>Replace the crankshaft pulley, timing belt cover No. 1, both drive belts, timing belt, and timing belt tensioner.</p> <p>NOTE: This condition is rare, only replace timing belt and tensioner if a hole in the cover has been verified. Inappropriate parts replacement will result in the claim being debited.</p>

Refer to TIS for instructions on applicable parts replacement.

[Timing Belt Avalon](#)

[Timing Belt Sienna](#)

[Timing Belt Camry](#)

[Timing Belt Highlander](#)

[Timing Belt Camry Solara](#)

[Timing Belt Highlander HV](#)

NOTE: Drive belt tension and deflection specifications may be incorrect in the repair manual, refer to the table in the appendix of these instructions for the correct specifications.

◀ VERIFY REPAIR QUALITY ▶

- Confirm the supplier mark is identified before replacing the crankshaft pulley
- Confirm **ALL** removal and installation steps are followed according to the repair manual
- If you have any questions regarding this recall, please contact your regional representative

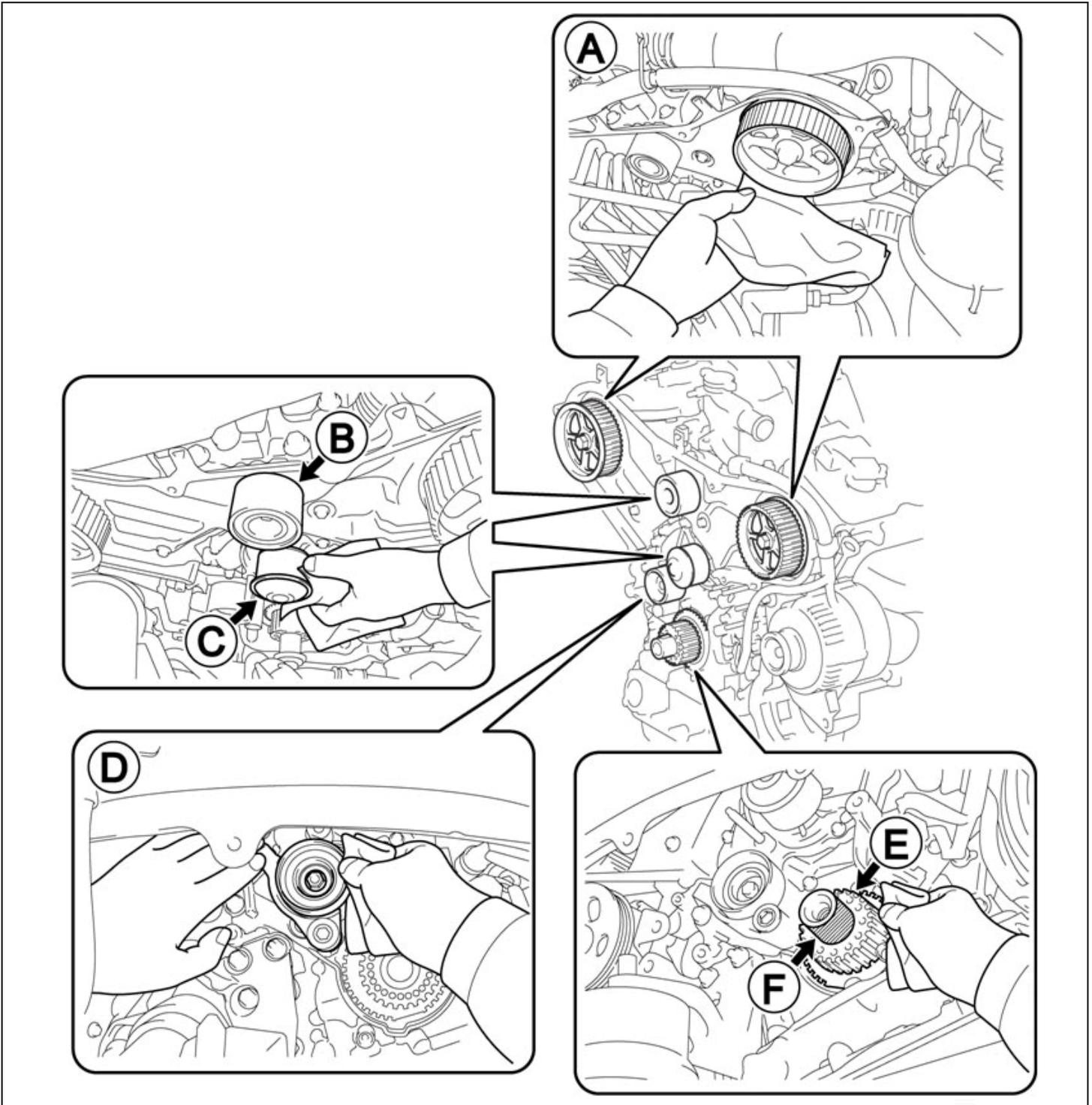
VI. APPENDIX

A. INSPECT AND CLEAN THE TIMING BELT PULLEYS



- If the crankshaft pulley inner and outer ring have begun to separate, damage may occur to the timing belt cover and timing belt. Follow these steps to confirm the timing belt pulleys are free of debris from the possibly damaged components.
- Confirm there is no metal debris on the crankshaft sensor pickup wheel.

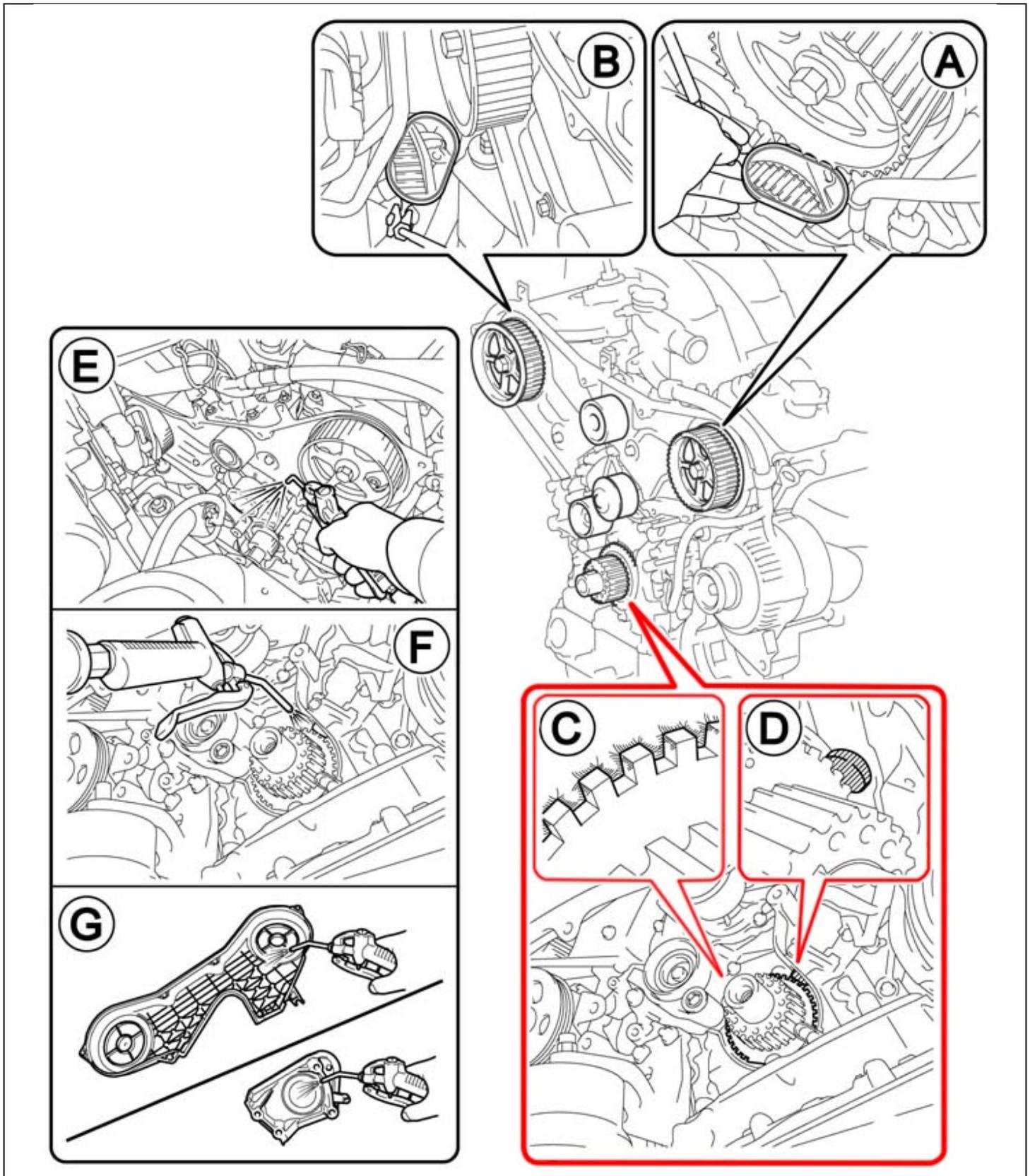
- 1) Confirm all idler pulleys turn smoothly.
- 2) Clean all pulleys using a shop cloth soaked in brake cleaner.
- 3) Use an air gun to confirm all pulleys are clean and free of debris.





Confirm there is no metal debris on the crankshaft sensor pickup wheel.

INSPECT AND CLEAN THE TIMING BELT PULLEYS CONTINUED...

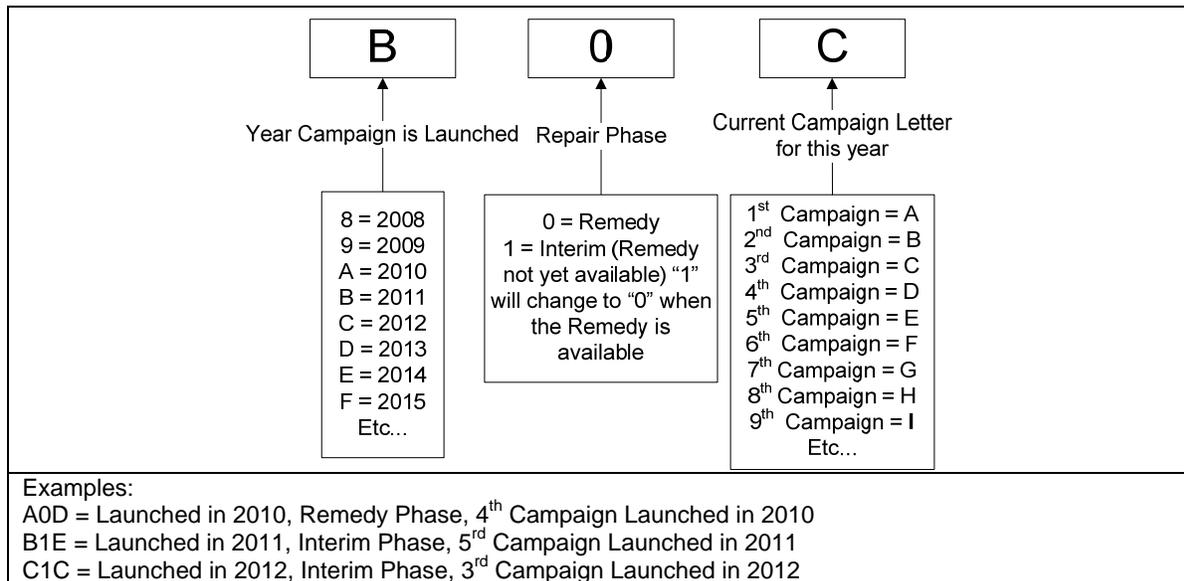


B. DRIVE BELT TENSION & DEFLECTION SPECIFICATIONS

BELT	TENSION SPECIFICATIONS	
	NEW	USED
A/C & Alternator	139 to 192 lbf (617 to 853 N)	66 to 110 lbf (294 to 490 N)
Power Steering	132 to 154 lbf (588 to 686 N)	55 to 88 lbf (245 to 392 N)

DEFLECTION SPECIFICATIONS: PRESSING FORCE 22 lbf (98 N)		
BELT	NEW	USED
A/C & Alternator	0.358 to 0.413 in. (9.1 to 10.5 mm)	0.433 to 0.531 in. (11.0 to 13.5 mm)
Power Steering	0.315 to 0.394 in. (8 to 10 mm)	0.433 to 0.551 in. (11 to 14 mm)

C. CAMPAIGN DESIGNATION DECODER



D. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Tyson Siekiera / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
December 19, 2011
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

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 begin to notify owners of the Remedy Phase in early January, 2012.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) will be posted on TIS on Monday evening 12/19/2011
- ***Please refer to TIS for vehicle applicability and additional information.***

Customer and Media 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.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



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.