

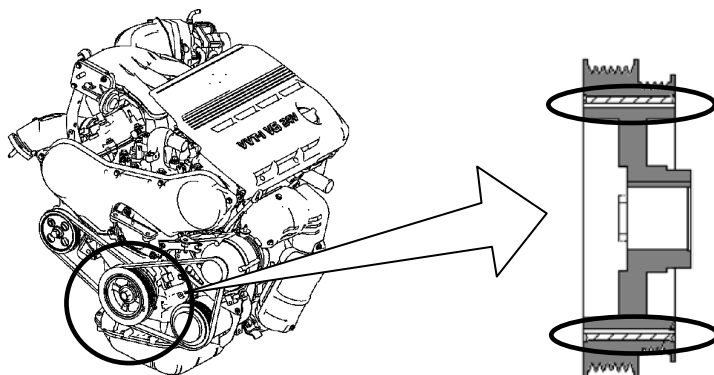
November 9, 2011

**TOYOTA VOLUNTARY SAFETY RECALL**  
**2004/2005/2006 Models of Avalon, Camry, Highlander, Sienna, Solara vehicles: Crankshaft Pulley**

Q&A

**Q1: What is the condition?**

A1: In certain 2004 and 2005 MY Camry, Highlander, Sienna, Solara, certain 2004 MY Avalon and certain 2005 and 2006 MY Highlander HV vehicles equipped with a 1MZ-FE or 3MZ-FE engine, the amount of adhesive agent applied between the outer ring and the rubber torsional 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 transfers torque to the power steering pump, alternator and air condition compressor through the accessory V-Belts.

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

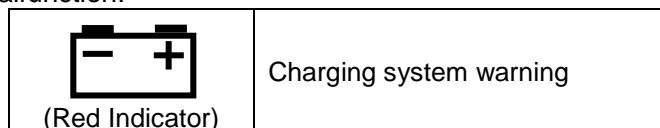
A2: The cause of this condition is an insufficient amount of adhesive agent applied between the outer ring and the rubber torsional damper (inner ring) in the crankshaft pulley.

**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 detaches from the pulley, the alternator will no longer charge the battery 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: Which and how many Toyota vehicles are covered?**

A4: Certain 2004 and 2005 Model Year Camry, Highlander, Sienna, Solara, certain 2004 model year Avalon, and certain 2005 and 2006 Model Year Highlander HV vehicles are covered by this Safety Recall in the U.S. This represents approximately 283,200 vehicles in the U.S.

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
Solara			24,000
Highlander HV	Certain 2005 and 2006		300

**Q4a: Are there any other Toyota or Lexus models covered by this Safety Recall?**

A4a: Certain 2004 and 2005 Model Year ES330, RX330 and certain 2005 and 2006 Model Year RX400h vehicles are also covered by this Safety Recall. This represents approximately 137,000 Lexus vehicles in the U.S.

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 2005 and 2006		3,000

**Q5: What are Toyota/Lexus going to do?**

A5: Owner notification letters sent by first class mail will begin mailing later this year. Any Toyota/Lexus dealer will inspect the crankshaft pulley, and if there is need to repair it, the dealer will replace the crankshaft pulley at **NO CHARGE**. In addition, in cases where the crankshaft pulley separated, the dealer will replace other parts which need repair at **NO CHARGE**.

**Q5a: What if this condition occurs prior to an owner receiving his/her letter?**

A5a: The owner is requested to contact an authorized Toyota/Lexus dealership for diagnosis and an appropriate repair as soon as possible. If the problem is related to the identified condition, the repair will be performed at **no charge**.

**Q5b: Will all covered vehicles have the Engine Crankshaft Pulley replaced when the remedy is available?**

A5b: 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.

**Q6: How many cases have been reported?**

A6: There have been 79 cases reported worldwide.  
(Japan: 49 cases, USA: 30 cases)

**Q7: Have there been any reports of accidents?**

A7: There have been no reports of accidents related to this condition.

**Q8: How long will replacement of the crankshaft pulley require?**

A8: The approximate repair time is 1.5 hours, (0.5 hours for inspection + 1 hour for crank shaft pulley replacement). Additional time may be required depending on the state of other related parts. Depending on the Dealer's work schedule, it may be necessary to hold your vehicle for a longer period of time.

**Q9: What if a customer has previously paid for repairs to his/her vehicle for this condition?**

A9: Owners that have previously paid for repairs to their vehicle to address this specific condition should refer to their owner notification letter for reimbursement consideration instructions.

**Q10: What if a customer is not willing to drive the vehicle until the remedy has been completed?**

A10: Owners with questions or concerns are asked to please call your local Toyota/Lexus Hawaii dealer. Customers on Oahu can also call Toyota Customer Care at 839-2273. Customers on the neighbor islands should call 1-888-272-5515 (toll-free).