

CSC-10028733-2093

Special Service Campaign 90A Certain 2006-2007 Highlander HV and 2007 Camry HV Electric Power Steering Link (EPS) Assembly Replacement

Dear Toyota Owner:

Thank you very much for your patronage of Toyota. We are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign on certain 2006 - 2007 model year Highlander HV and 2007 model year Camry HV vehicles to replace the Electric Power Steering Link (EPS) Assembly.

What is the condition?

On certain Toyota vehicles, you may experience a noticeable gradual increase in the steering effort necessary at low speeds when turning the steering wheel to the complete left or right position. This condition may be most perceptible when parking your vehicle.

What is the cause of the condition?

This condition is caused by an insufficient adhesion between the permanent magnets and the rotor of the Electric Power Steering Link (EPS) Assembly, causing the motor to gradually lose torque when the wheel is turned to the complete left or right position.

What will Toyota do?

Any Toyota dealer will replace the Electric Power Steering Link (EPS) Assembly with an improved one at **NO CHARGE**.

What should you do?

Please contact your authorized Toyota dealer to schedule an appointment to replace the Electric Power Steering Link (EPS) Assembly with a newly designed one. Based upon your specific vehicle model, the repair may take up to approximately five hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for 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 the repair. 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, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.

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.



**Special Service Campaign (SSC 90A) Q&A
2006 through 2007 Model Year Highlander HV and 2007 Model Year Camry HV vehicles
Electric Power Steering Link (EPS) Assembly Replacement**

Q1: What is the condition?

A1: Customers may experience a noticeable gradual increase in the steering effort necessary at low speeds when turning the steering wheel to the complete left or right position. This condition may be most perceptible when parking the vehicle.

Q2: What is the cause of this condition?

A2: This condition is caused by an insufficient adhesion between the permanent magnets and the rotor of the Electric Power Steering Link (EPS) Assembly, causing the motor to gradually lose torque when the wheel is turned to the complete left or right position.

Q3: Are there any warnings that this condition exists?

A3: Yes, the steering effort will gradually increase and an abnormal noise may be heard if the wheel is turned to the complete left or right position.

Q4: Which and how many vehicles are involved?

A4: There are approximately 72,400 vehicles involved.

Model Year	Affected Vehicles	Approx UIO
2007	Camry HV	24,500
2006 – 2007	Highlander HV	47,900

Q5: Are there any other Toyota or Lexus vehicles involved?

A5: Yes, this condition also affects approximately 153,900 Lexus vehicles involved in the U.S.

Affected Vehicle	Approx UIO
2006 model year GS300	43,800 (24,600 2WD, 19,200 AWD)
2007 model year GS350	4,500 (2,400 2WD, 2,100 AWD)
2006 through 2007 model year GS430	7,600
2007 model year GS450h	1,800
2006 through 2007 model year IS250	40,600 (24,200 2WD, 16,400 AWD)
2006 through 2007 model year IS350	17,500
2006 through 2007 model year RX400h	38,100 (5,600 2WD, 32,500 AWD)

Q6: What is the production period of the affected vehicles?

A6: The affected vehicles were produced:

Model	Production Range
2006 through 2007 model year Highlander HV	Mid February 2005 – Mid September 2006
2007 model year Camry HV	Early March 2006 – Late September 2006

Q7: How many incidents of this condition have been reported?

A7: There have been 18 cases of this condition reported in the affected vehicles in the United States from this condition.

Q8: Have there been any accidents reported?

A8: No. There have been no accidents reported which relate to this condition.

Q9: What is Toyota going to do?

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in late January 2009. Toyota dealers will replace the Electric Power Steering (EPS) Assembly with an improved one at **NO CHARGE** to the customer.

Q10: How long will the repair take?

A10: The repair will take approximately five hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q11: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A11: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, repair.