

TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

September 4, 2013
TMS-NTC-13214

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz, *BWaltz*
Vice President, Product Quality and Service Support
Subject: Safety Recall D0M (D1M) *Preliminary Notification*
Certain 2006 through 2010 Model Year Highlander HV Vehicles
Intelligent Power Module (IPM) Replacement

On September 4, 2013, Toyota will file 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 2006 through 2010 model year Highlander HV vehicles.

Toyota is currently working on obtaining the necessary replacement parts. We will notify dealerships and owners again when the replacement parts are available.

Condition

Within the vehicle, inside the inverter assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Due to variation in characteristics of transistors in parallel circuits, the temperature of the transistor(s) may exceed the allowable temperature of the solder underneath the transistor. If this occurs, the solder could degrade and eventually cause heat damage to the transistor(s), illuminating various warning lights on the instrument panel. In most cases, the vehicle will enter a fail-safe mode, resulting in reduced motive power in which the vehicle can still be driven for short distances. In limited instances, the fuse of the power supply circuit could blow, causing the hybrid system to shut down and resulting in the vehicle stopping while being driven.

Covered Vehicles

There are approximately 79,600 Toyota Highlander HV vehicles covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles
Toyota Highlander HV	Certain 2006 through 2010	Mid February 2005 through late July 2010	Approximately 79,600 units

Status

- D0M ("D1M" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, September 4, 2013. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, September 4, 2013.
- **Toyota is currently preparing the remedy parts for this condition.**
- The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.

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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A FAQ is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached 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 Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

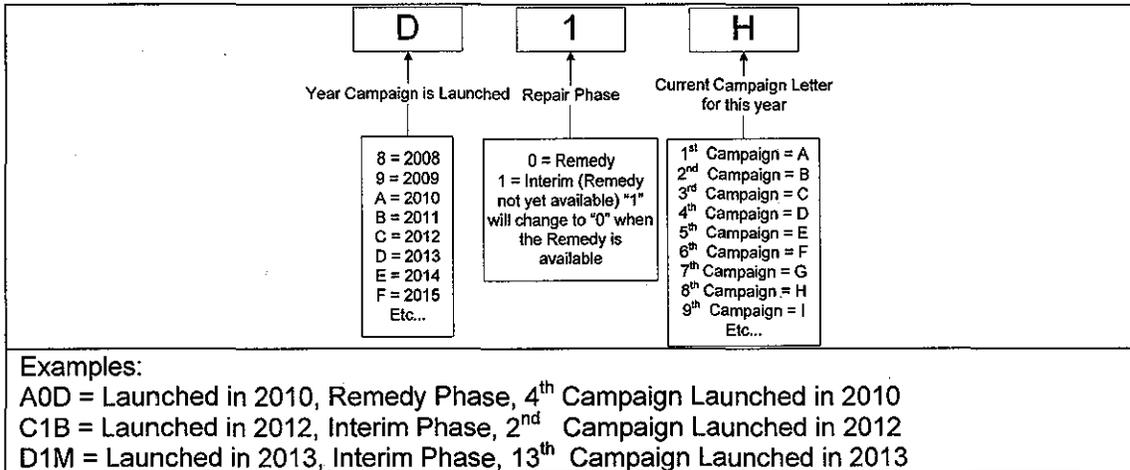
Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver un-remedied pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is available

Handling of Vehicles Exhibiting this Condition

In the unlikely event a customer contacts a dealership and **has experienced** the condition described, dealerships are requested to assist him/her by setting up an appointment to diagnose the condition. If the condition is related to the Safety Recall, the diagnosis and repair will be performed at **no charge**.

Campaign Designation Decoder



The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.

Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

- cc: Region/Private Distributor Assistant General Managers
- Region/Private Distributor Customer Service Operations Managers
- Region/Private Distributor Service Managers/Directors/VPs
- Region/Private Distributor Parts Managers/Directors/VPs
- Region/Private Distributor Customer Services Field Managers
- Region/Private Distributor Technical Services and Training Managers
- Region/Private Distributor District Service and/or Parts Managers
- Region/Private Distributor Customer Relations Managers
- Region/Private Distributor PDC Managers
- Region/Private Distributor Field Technical Specialists
- Region/Private Distributor Service Training Specialists
- Region/Private Distributor Vehicle Operations Managers
- All NAPC General Managers
- All TMS Sales Administration Managers
- All TMS Product Quality & Service Support Managers
- All Field Product Engineers

M. Bevan	T. Doi	V. Katayama	C. Neff	M. Tojo
G. Borst	R. Dufresne	M. King	R. Perez	P. Turner
J. Bracken	B. Fay	J. Lang	D. Pettitt	K. Ura
R. Broughman	N. Fein	S. Lending	R. Pflughaupt	A. Vaish
G. Bryan	G. Fogg	J. Lentz	M. Reding	B. Waltz
W. Burns	J. Grosso	R. Lofaso	C. Reynolds	M. Warrick
D. Camden	J. Hanson	B. Lyons	R. Sakai	D. Zellers
B. Carter	B. Hare	D. Marsh	B. Sciumbato	
G. Christoff	S. Heyer	E. Matsuda	H. Siddiqi	
A. Coetzee	Z. Hicks	F. Matsuoka	G. Smith	
J. Colon	K. Higgins	M. Michels	R. Specht	
D. Colvin	H. Hirata	T. Minyon	J. Stempkowski	
B. Daly	C. Hostetter	A. Mito	N. Swartz	
F. Davidson	Y. Inaba	T. Morrison	M. Templin	
D. Depew	K. Ito	J. Moses	J. Tetherow	