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CL-10372740-9801

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From: [redacted]
Shreveport, LA [redacted]

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

15 Nov 2010

EXECUTIVE SECRETARIAT

2010 NOV 29 P 2:21

RECEIVED - NHTSA

To: Administrator, National Highway Traffic Safety Administrator
1200 New Jersey Ave, S.E.
Washington, D. C. 20590

Copy: Toyota Motor Sales, USA Inc
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

RE: *2005 Through Certain 2010 Model Year Tacoma Vehicles Potential Floor Mat Interference with Accelerator Pedal Safety Recall Campaign*

Dear Sir,

I am disappointed about the level of service I received from John Harvey Toyota Bossier City, LA concerning this recall and a subsequent phone call to Toyota Customer Experience Center (1-888-270-9371) on 15 Nov at 1847EST. The date of this service was 12 Nov 2010 in conjunction with routine servicing on my 2005 Tacoma VIN 5TETU62N05Z[redacted]

Per their Invoice number TOCS310326 my accelerator was modified per the recall. When I questioned the Service Tech about replacing the all weather floor mats (AWFM) she was unaware of that portion of the recall. I showed her a copy of the recall notice and after collaborating with one of her co-workers I got a curt reply stating no AWFM had been received for this recall. When I asked to be placed on some sort of call list I get another curt reply to just keep calling them beginning in about 2 months to see if any AWFM had been received. I had asked both the ladies to check to ensure the original mats I had were in fact part of the recall but they both took no initiative.

On two separate occasions I had experienced unexplained acceleration, one of these was documented by a service call before this problem made the headlines. It was documented as could not duplicate by the same dealership. Since I received the first recall notification, at least a year ago, I have not been using my factory installed floor mats obviously for safety concerns. I guess you would need to experience an unexplained acceleration to understand why I am making a fuss over floor mats but my level of confidence with Toyota and this dealership is certainly not very high.

Why would a recall (attached) be sent telling customers to make an appointment then not have all the required items on hand? I'm still my original floor mats, for safety concerns, but at the same time the original installed carpet is receiving greater than normal wear and tear without the floor mats. This extra wear could possibility reduce the resale or trade-in value.

On 15 Nov when I called the toll free number mentioned above, I listened to 5 min of pre-recorded info that I had already received in my recall notice. At the end of the pre-recorded message I was prompted to wait for the next available rep and then immediately cut-off. Therefore, I reverted to this traditional snail mail method.

[redacted]

NM
12/20/2010
KB

Torrance, CA 90509-2991

CCH

[redacted]
Shreveport, LA [redacted]

USA

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2005 Through Certain 2010 Model Year Tacoma Vehicles
Potential Floor Mat Interference with Accelerator Pedal
Safety Recall Campaign

Please make an appointment with your local Toyota Dealer to have this important remedy completed.

VIN: 5TETU62N05Z[redacted]

Dear Toyota Owner:

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 2005 through certain 2010 model year Tacoma vehicles.

What is the Condition?

- The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. Toyota has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.

What will Toyota do?

- To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal on your vehicle, any Toyota dealer will remedy your vehicle at **NO CHARGE** to you. The remedy will entail modifying the accelerator pedal.
- If your vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), it will be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFMs for the driver and the front seat passenger will be replaced with newly designed ones at **NO CHARGE** to you.
- Before the vehicle is returned to you, Toyota will inspect the driver's carpet and will clean it if necessary at **NO CHARGE** to you. THIS DID NOT HAPPEN

As an additional measure independent of the vehicle-based recall remedy, Toyota will install a newly designed override system in your vehicle to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. This installation will also be conducted 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 these important remedies performed on your vehicle as soon as possible.

The remedy will take approximately 1½ hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until these important remedies are completed, we request that you take out ***any removable*** driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the campaign remedy has been implemented on your vehicle. ***If you have an optional genuine Toyota All Weather Floor Mat, please bring it to the dealership at the time of your remedy.***

In the event you choose not to take out your removable floor mat, Toyota strongly recommends that you ensure that the correct floor mat is being used, that it is properly installed and secured, that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. Please visit http://www.toyota.com/floormats for additional information.

What should you do if you experience accelerator pedal interference?

Should the vehicle continue to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat interference. If this occurs, Toyota recommends you take the following actions:

First, if it is possible and safe to do so, pull back the floor mat and dislodge it from the accelerator pedal; then pull over and stop the vehicle.

If the floor mat cannot be dislodged, then firmly and steadily step on the brake pedal with both feet. Do NOT pump the brake pedal repeatedly as this will increase the effort required to slow the vehicle.

Shift the transmission gear selector to the Neutral (N) position and use the brakes to make a controlled stop at the side of the road and turn off the engine.

If unable to put the vehicle in Neutral, turn the engine OFF. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.

- If the vehicle is equipped with an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.
- If the vehicle is equipped with a conventional key-ignition, turn the ignition key to the ACC position to turn off the engine. Do NOT remove the key from the ignition as this will lock the steering wheel.

Please place this letter in your Owner's Manual for future reference.

What if you have other questions?

Please visit http://www.toyota.com/floormats for further information. Your local Toyota dealer will be more than happy to answer any of your questions as well. 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 Time. Your satisfaction is extremely important to us. In the event you are not satisfied with the modification of your accelerator pedal after it is completed, a replacement accelerator pedal will be offered. Customers who have had the remedy completed will have the opportunity to receive a new pedal at no charge if desired.

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 Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to http://www.safercar.gov.

What if you have previously paid for your vehicle's accelerator pedal to be modified to address the same condition described above?

If you have previously paid for your vehicle's accelerator pedal to be modified to address the same condition described above, 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

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 vehicle lessee within ten days of your receipt of this letter.

We have sent this notice in the interest of your continued satisfaction with our products.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

[redacted]

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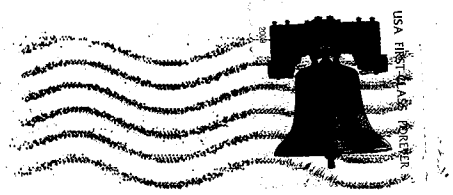

Administrator
National Highway Traffic Safety Administrator
1200 New Jersey Ave, S.E.
Washington DC; 20590

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