



November 26, 2009

Transport Canada
2780 Sheffield Road
Ottawa, ON K1B 3V9

Attention: Mr. Nigel Mortimer, Head of Recalls

Dear Mr. Mortimer,

Potential Floor Mat Interference with Accelerator Pedal in Certain Toyota and Lexus Vehicles.

This letter, further to our meeting yesterday, will confirm the following:

1. Toyota Canada will be notifying customers of certain Toyota and Lexus vehicles identified in the DIR filed by TCI on October 5, 2009 in respect of a voluntary safety improvement campaign regarding the potential risk for floor mat interference with the accelerator pedal due to an unsecured or incompatible driver's floor mat. Toyota Canada has confirmed and Transport Canada acknowledges that the potential for floor mat entrapment in affected vehicles is not due to a vehicle defect. Nonetheless, to ensure our customers remain confident in their vehicles, Toyota Canada will provide owners of affected vehicles (subject to replacement of floor mats) the same vehicle based remedy applicable to a specific model that will be made available to U.S. consumers to address this issue.
2. Toyota Canada will initiate a safety campaign in respect of certain 2009 and 2010 Toyota Venza vehicles equipped with a genuine Toyota Canada driver's side all-weather floor mat and certain other Toyota and Lexus vehicles equipped with a genuine Toyota or Lexus U.S.A. supplied driver's side all-weather floor mat distributed by TCI to address the potential risk for accelerator pedal entrapment due to an unsecured or incompatible driver's floor mat in the involved vehicles. The range of vehicles equipped with a U.S.A. supplied driver's side floor mat involved in this safety campaign has yet to be confirmed. However, any involved vehicle equipped with any genuine Toyota or Lexus driver's side all-weather floor mat will be provided with a newly designed replacement driver's side floor mat to address the potential for accelerator pedal entrapment. Toyota will announce the safety campaign involving the Toyota or Lexus U.S.A. supplied driver's side all-weather floor mat distributed by TCI shortly.

www.toyota.ca



Toyota Canada is a proud sponsor of
the Canadian Special Olympics.



TOYOTA CANADA INC.

One Toyota Place Toronto ON M1H 1H9
Telephone 416 438 6320 • Fax 416 431 1867

ISO 14001