

TOYOTA CUSTOMER SERVICES

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X Action
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 Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,
Vice President, Product Quality and Service Support

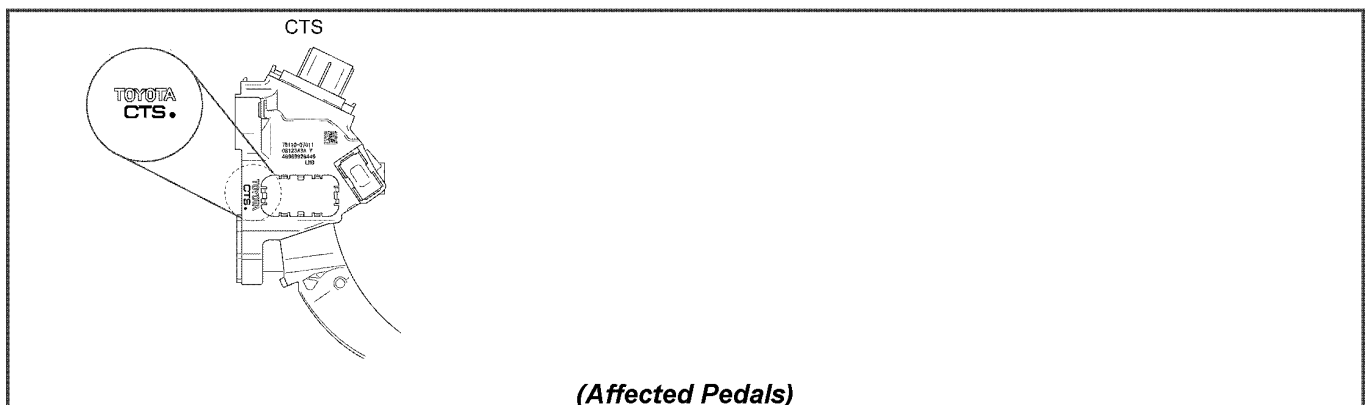
Subject: Safety Recall (Special Service Campaign) – A0A
Accelerator Pedal Reinforcement Bar Campaign
Vehicles Equipped with Accelerator Pedals Manufactured by CTS Corporation

On January 21, 2010, Toyota filed 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 vehicles equipped with certain accelerator pedal assemblies manufactured by the CTS Corporation (CTS accelerator pedals). This action is separate from the on-going recall of approximately 4.2 million Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incorrect or out of place accessory floor mats.

Background

There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

Toyota dealers will be requested to install an accelerator pedal reinforcement bar (“reinforcement bar”) that will increase the clearance in-between the internal mechanisms in the pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The campaign remedy will be performed at **no charge** to the vehicle owner.



Note:

- **The manufacturer name is embossed (CTS) on the upper sensor housing on the brake pedal side.**
- **This safety campaign addresses the potential for a CTS accelerator pedal to mechanically stick in a partially depressed position or return slowly to the idle position.**
- **This condition is separate from the (DIR) filed in early October, 2009, in reference to the potential for an incorrect or improperly installed floor mat to interfere with the accelerator pedal.**

The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

K:\Techcomp\SSC\SSCs\2010\Toyota\CTS Pedal\2) Region Bar Communication\reinforcement Plate

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early February, 2010.

2. Owner Notification Mailing Date

The owner notification will begin in late February, 2010.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

3. Number of Vehicles Involved

There are approximately 2.3 million vehicles equipped with a CTS pedal in the U.S.

4. Parts Ordering

The necessary parts can be ordered through your dealership's facing PDC. Please refer to the table below and the Technical Instructions (located on TIS) for part number information.

To support the repair of customer vehicles the North American Parts Operation (NAPO) will initially allocate reinforcement bars to all Toyota dealerships from their facing parts distribution centers (PDC) starting February 3, 2010. All part numbers will be on manual allocation until further notice.

The initial quantities were determined based on the following:

- Size estimation required for the repair – Low/Medium/ High.
- Dealership's estimated UIO by affected model.

Each dealership will be sent a minimum of one 10 piece bag for each of the reinforcement bar part numbers.

Any questions, request or concerns regarding the initial allocation of parts should be directed to Sal Berardesco in Toyota Dealer Operation at (310) 468-9060. Mr. Berardesco will coordinate all field requests with NAPO procurement.

Accelerator Pedal Reimbursement Plate

Model	Part Number	Part Name and Size	Repair Volume Estimate By Size
All Applicable Models	78112-07010*	Accelerator Pedal Reinforcement Bar Size: 1.4 mm	Low
	78112-07020*	Accelerator Pedal Reinforcement Bar Size: 1.6 mm	Low
	78112-07030*	Accelerator Pedal Reinforcement Bar Size: 1.8 mm	High
	78112-07040*	Accelerator Pedal Reinforcement Bar Size: 2.0 mm	High
	78112-07050*	Accelerator Pedal Reinforcement Bar Size: 2.3 mm	High
	78112-07060*	Accelerator Pedal Reinforcement Bar Size: 2.6 mm	Medium
	78112-07070*	Accelerator Pedal Reinforcement Bar Size: 2.9 mm	Medium

* One unit order = 10 piece bag.

NOTE: To determine the correct size of accelerator pedal reinforcement bar needed, refer to the Technical Instructions located on TIS.

(Parts Ordering Continued. . .)

In the event the accelerator link arm support cover (thin metal cover on the back of the accelerator pedal) is damaged during the repair, please utilize the part number listed below.

Model	Part Number	Part Name	Qty/Unit
All Applicable Models	78211-07010	Accelerator Link Arm Support Cover	1

5. Region/District Summary Reports

The following SSC A0A Summary Reports will be provided shortly:

- Phase 1 Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A Phase 1 District Summary Report that indicates the number of involved vehicles registered in each dealership’s primary marketing area for this Safety Recall.
- ***Dealer Reports will no longer contain a VIN list.*** However, they will contain the number of involved vehicles registered in each dealership’s primary marketing area and initial suggested parts order quantities, where applicable.

Enclosed:

- 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

- | | | | |
|--------------|---------------|---------------|----------------|
| J. Beseda | W. Fay | K. Kusakawa | J. Stempkowski |
| G. Borst | N. Fein | M. Michels | S. Sugawara |
| R. Broughman | F. Fontanella | T. Morrison | M. Templin |
| G. Bryan | H. Fukui | T. Nakagami | J. Tetherow |
| W. Burns | S. Haag | D. Pettitt | P. Uribe |
| D. Camden | J. Hanson | R. Pflughaupt | K. Ura |
| B. Carter | K. Higgins | C. Reynolds | A. Vaish |
| G. Christoff | C. Hosterrer | C. Roberts | R. Waltz |
| J. Colon | M. Hosoe | R. Sakai | S. Yamaguchi |
| B. Cooper | Y. Inaba | D. Sakakibara | M. Yamanami |
| R. Daly | M. King | M. Setta | N. Yamamoto |
| F. Davidson | J. Lang | A. Smith | H. Yoshihashi |
| T. Doi | J. Lentz | R. Specht | D. Zellers |
| D. Esmond | E. Matsuda | | |

To: All Toyota Dealer Principals, Service Managers, Parts Managers

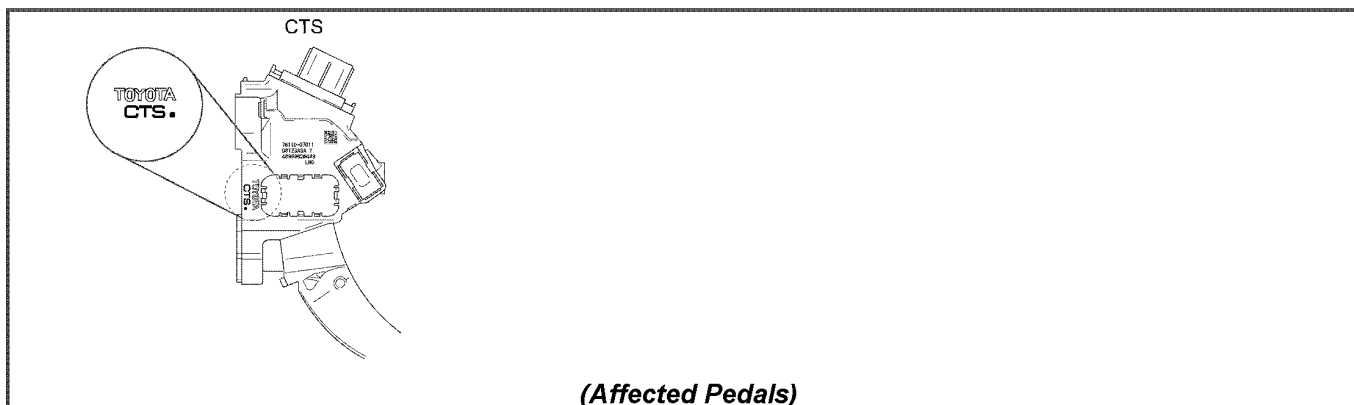
Subject: Safety Recall (Special Service Campaign) – A0A
Accelerator Pedal Modification Campaign
Vehicles Equipped with Accelerator Pedals Manufactured by CTS Corporation

On January 21, 2010, Toyota filed 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 vehicles equipped with certain accelerator pedal assemblies manufactured by the CTS Corporation (CTS accelerator pedals). This action is separate from the on-going recall of approximately 4.2 million Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incorrect or out of place accessory floor mats.

Background

There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

Toyota dealers are requested to install an accelerator pedal reinforcement bar (“reinforcement bar”) that will increase the clearance in-between the internal mechanisms in the pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The campaign remedy will be performed at **no charge** to the vehicle owner.



Note:

- **The name of the manufacturer is printed (Denso) or embossed (CTS) on the upper sensor housing on the brake pedal side.**
- **This safety campaign addresses the potential for a CTS accelerator pedal to mechanically stick in a partially depressed position or return slowly to the idle position.**
- **This condition is separate from the (DIR) filed in early October, 2009, in reference to the potential for an incorrect or improperly installed floor mat to interfere with the accelerator pedal.**

The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

1. Owner Notification Mailing Date

The owner notification will begin in late February, 2010.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

2. Vehicles in Dealer Stock

As required by Federal law, dealers are not to deliver any new vehicles in their inventory, which are involved in this safety recall. Dealers must perform the safety recall on all new vehicles in stock prior to sale or lease. Vehicle safety recall completion can be verified through TIS.

In order to assure established customers receive priority for the safety recall, we request that this campaign remedy be performed on in-stock vehicles just prior to vehicle delivery where possible.

A VIN list containing vehicles in dealer stock will be provided shortly.

3. Dealer Summary Reports

The following SSC A0A Summary Reports will be provided shortly:

- ***The number of involved vehicles in your dealership's primary marketing area***
- ***The suggested initial parts order quantities***
- ***A VIN list containing vehicles in dealer stock***

4. Number of Vehicles Involved

There are approximately 2.23 million vehicles equipped with a CTS pedal in the U.S.

MODEL	WMI	MY	VDS	START - FINISH
AVALON	4T1	2005	BK36B	U [REDACTED] - U [REDACTED]
		2006	BK36B	U [REDACTED] - U [REDACTED]
		2007	BK36B	U [REDACTED] - U [REDACTED]
		2008	BK36B	U [REDACTED] - U [REDACTED]
		2009	BK36B	U [REDACTED] - U [REDACTED]
		2010	BK3DB	U [REDACTED] - U [REDACTED]

AVALON UIO: 330,000

MODEL	WMI	MY	VDS	START - FINISH
COROLLA	1NX	2009	BE40E	Z [REDACTED] - Z [REDACTED]
			BU40E	Z [REDACTED] - Z [REDACTED]
		2010	BE4EE	Z [REDACTED] - Z [REDACTED]
			BU4EE	Z [REDACTED] - Z [REDACTED]
	2T1	2009	BE40E	C [REDACTED] - C [REDACTED]
			BU40E	C [REDACTED] - C [REDACTED]
		2010	BE4EE	C [REDACTED] - C [REDACTED]
			BU4EE	C [REDACTED] - C [REDACTED]

COROLLA UIO: 487,000

MODEL	WMI	MY	VDS	START - FINISH
CAMRY*	4T1	2007	BE46K	U [REDACTED] - U [REDACTED]
			BK46K	U [REDACTED] - U [REDACTED]
		2008	BE46K	U [REDACTED] - U [REDACTED]
			BK46K	U [REDACTED] - U [REDACTED]
		2009	BE46K	U [REDACTED] - U [REDACTED]
			BK46K	U [REDACTED] - U [REDACTED]
		2010	BF3EK	U [REDACTED] - U [REDACTED]
			BK3EK	U [REDACTED] - U [REDACTED]
		2011	BK3EK	U [REDACTED] - U [REDACTED]
			2007	BE46K
		2008	BE46K	R [REDACTED] - R [REDACTED]
		2009	BE46K	R [REDACTED] - R [REDACTED]
2010	BF3EK	R [REDACTED] - R [REDACTED]		

CAMRY UIO: 786,000

**Camry Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, it does not require the installation of an accelerator pedal reinforcement bar.*

(Number of Vehicles Involved Continued. . .)

MODEL	WMI	MY	VDS	START - FINISH
HIGHLANDER*	5TD	2010	BK3EH	S [REDACTED] - S [REDACTED]
			DK3EH	S [REDACTED] - S [REDACTED]
			EK3EH	S [REDACTED] - S [REDACTED]
			JK3EH	S [REDACTED] - S [REDACTED]
			KK3EH	S [REDACTED] - S [REDACTED]
			XK3EH	S [REDACTED] - S [REDACTED]
			YK3EH	S [REDACTED] - S [REDACTED]
			ZA3EH	S [REDACTED] - S [REDACTED]
ZK3EH	S [REDACTED] - S [REDACTED]			

HIGHLANDER UIO: 20,000

*Hylander Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, it does not require the installation of an accelerator pedal reinforcement bar.

MODEL	WMI	MY	VDS	START - FINISH
SEQUOIA	5TD	2008	BT64A	S [REDACTED] - S [REDACTED]
			BY64A	S [REDACTED] - S [REDACTED]
			BY67A	S [REDACTED] - S [REDACTED]
			BY68A	S [REDACTED] - S [REDACTED]
			ZT64A	S [REDACTED] - S [REDACTED]
			ZY64A	S [REDACTED] - S [REDACTED]
			ZY67A	S [REDACTED] - S [REDACTED]
			ZY68A	S [REDACTED] - S [REDACTED]
		2009	BT64A	S [REDACTED] - S [REDACTED]
			BW68A	S [REDACTED] - S [REDACTED]
			BY64A	S [REDACTED] - S [REDACTED]
			BY67A	S [REDACTED] - S [REDACTED]
			BY68A	S [REDACTED] - S [REDACTED]
			ZT64A	S [REDACTED] - S [REDACTED]
			ZY64A	S [REDACTED] - S [REDACTED]
			ZY67A	S [REDACTED] - S [REDACTED]
		ZY68A	S [REDACTED] - S [REDACTED]	
		2010	BM5G1	S [REDACTED] - S [REDACTED]
			BW5G1	S [REDACTED] - S [REDACTED]
			BY5G1	S [REDACTED] - S [REDACTED]
			DW5G1	S [REDACTED] - S [REDACTED]
			DY5G1	S [REDACTED] - S [REDACTED]
			JW5G1	S [REDACTED] - S [REDACTED]
			JY5G1	S [REDACTED] - S [REDACTED]
			KM5G1	S [REDACTED] - S [REDACTED]
			KY5G1	S [REDACTED] - S [REDACTED]
YY5G1	S [REDACTED] - S [REDACTED]			
ZM5G1	S [REDACTED] - S [REDACTED]			
ZY5G1	S [REDACTED] - S [REDACTED]			
ZY67A	S [REDACTED] - S [REDACTED]			

SEQUOIA UIO: 50,000

MODEL	WMI	MY	VDS	START - FINISH
MATRIX	2T1	2009	GE40E	C [REDACTED] - C [REDACTED]
			KE40E	C [REDACTED] - C [REDACTED]
			KU40E	C [REDACTED] - C [REDACTED]
			LE40E	C [REDACTED] - C [REDACTED]
		2010	KE4EE	C [REDACTED] - C [REDACTED]
			KU4EE	C [REDACTED] - C [REDACTED]
			LE4EE	C [REDACTED] - C [REDACTED]
			ME4EE	C [REDACTED] - C [REDACTED]

MATRIX UIO: 75,000

MODEL	WMI	MY	VDS	START - FINISH
RAV4	2T3	2009	BF31V	W [REDACTED] - W [REDACTED]
			BF32V	W [REDACTED] - W [REDACTED]
			BF33V	W [REDACTED] - W [REDACTED]
			BF34V	W [REDACTED] - W [REDACTED]
			BF35V	W [REDACTED] - W [REDACTED]
			BK31V	W [REDACTED] - W [REDACTED]
			BK32V	W [REDACTED] - W [REDACTED]
			BK33V	W [REDACTED] - W [REDACTED]
			BK34V	W [REDACTED] - W [REDACTED]
			BK35V	W [REDACTED] - W [REDACTED]
			ZF31V	W [REDACTED] - W [REDACTED]
			ZF32V	W [REDACTED] - W [REDACTED]
			ZF33V	W [REDACTED] - W [REDACTED]
			ZF34V	W [REDACTED] - W [REDACTED]
			ZF35V	W [REDACTED] - W [REDACTED]
			ZK31V	W [REDACTED] - W [REDACTED]
		ZK32V	W [REDACTED] - W [REDACTED]	
		ZK33V	W [REDACTED] - W [REDACTED]	
		ZK34V	W [REDACTED] - W [REDACTED]	
		ZK35V	W [REDACTED] - W [REDACTED]	
		2010	BF4DV	W [REDACTED] - W [REDACTED]
			BK4DV	W [REDACTED] - W [REDACTED]
			DF4DV	W [REDACTED] - W [REDACTED]
			DK4DV	W [REDACTED] - W [REDACTED]
			EF4DV	W [REDACTED] - W [REDACTED]
			EK4DV	W [REDACTED] - W [REDACTED]
			JF4DV	W [REDACTED] - W [REDACTED]
			JK4DV	W [REDACTED] - W [REDACTED]
			KF4DV	W [REDACTED] - W [REDACTED]
			KK4DV	W [REDACTED] - W [REDACTED]
			RF4DV	W [REDACTED] - W [REDACTED]
			RK4DV	W [REDACTED] - W [REDACTED]
			WF4DV	W [REDACTED] - W [REDACTED]
			WK4DV	W [REDACTED] - W [REDACTED]
			XF4DV	W [REDACTED] - W [REDACTED]
			XK4DV	W [REDACTED] - W [REDACTED]
			YF4DV	W [REDACTED] - W [REDACTED]
			YK4DV	W [REDACTED] - W [REDACTED]
			ZF4DV	W [REDACTED] - W [REDACTED]
			ZK4DV	W [REDACTED] - W [REDACTED]

RAV4 UIO: 53,000

(Number of Vehicles Involved Continued. . .)

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TB	2007	BT541	S - S
			BT581	S - S
			BV541	S - S
			BV581	S - S
			DT541	S - S
			DT581	S - S
			DV541	S - S
			DV581	S - S
			ET541	S - S
			ET581	S - S
			EV541	S - S
			EV581	S - S
			RT541	S - S
			RT581	S - S
			RU541	S - S
			RV541	S - S
			RV581	S - S

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TB	2008	BT541	S - S
			BT581	S - S
			BV541	S - S
			BV581	S - S
			DT541	S - S
			DT581	S - S
			DV541	S - S
			DV581	S - S
			ET541	S - S
			ET581	S - S
			EV541	S - S
			EV581	S - S
			RV581	S - S

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2007	BT541	X - X
			BT581	X - X
			BV541	X - X
			BV581	X - X
			CT541	X - X
			CV541	X - X
			DT541	X - X
			DT581	X - X
			DV541	X - X
			DV581	X - X
			ET541	X - X
			ET581	X - X
			EV541	X - X
			EV581	X - X
			JT521	X - X
			JU521	X - X
			JV521	X - X
			KT521	X - X
			KV521	X - X
			LT521	X - X
			LU521	X - X
			LV521	X - X
			MT521	X - X
			MV521	X - X
			RT541	X - X
			RT581	X - X
			RU541	X - X
			RV541	X - X
			RV581	X - X
			ST541	X - X
SV541	X - X			

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2008	BT541	X - X
			BT581	X - X
			BV541	X - X
			BV581	X - X
			CT541	X - X
			CV541	X - X
			DT541	X - X
			DT581	X - X
			DV541	X - X
			DV581	X - X
			ET541	X - X
			ET581	X - X
			EV541	X - X
			EV581	X - X
			JT521	X - X
			JU521	X - X
			JV521	X - X
			KT521	X - X
			KV521	X - X
			LT521	X - X
			LU521	X - X
			LV521	X - X
			MT521	X - X
MV521	X - X			
RT541	X - X			
RT581	X - X			
RU541	X - X			
RV541	X - X			
RV581	X - X			
ST541	X - X			
SV541	X - X			

(Number of Vehicles Involved Continued. . .)

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2009	BT541	X - X
			BV541	X - X
			BV581	X - X
			BW541	X - X
			BW581	X - X
			CT541	X - X
			CV541	X - X
			CW541	X - X
			DT541	X - X
			DV541	X - X
			DV581	X - X
			DW541	X - X
			DW581	X - X
			ET541	X - X
			EV541	X - X
			EV581	X - X
			JU521	X - X
			JV521	X - X
			KT521	X - X
			KV521	X - X
			KW521	X - X
			LT521	X - X
			LU521	X - X
			LV521	X - X
			MT521	X - X
			MV521	X - X
			MW521	X - X
			RT541	X - X
			RU541	X - X
			RV541	X - X
RV581	X - X			
ST541	X - X			
SV541	X - X			

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2010	BM5F1	X - X
			BW5F1	X - X
			BY5F1	X - X
			CM5F1	X - X
			CW5F1	X - X
			CY5F1	X - X
			DM5F1	X - X
			DW5F1	X - X
			DY5F1	X - X
			EM5F1	X - X
			EY5F1	X - X
			FM5F1	X - X
			FY5F1	X - X
			HM5F1	X - X
			HW5F1	X - X
			HY5F1	X - X
			JM5F1	X - X
			JU5F1	X - X
			JY5F1	X - X
			KM5F1	X - X
			KW5F1	X - X
			KY5F1	X - X
			LM5F1	X - X
			LU5F1	X - X
			LY5F1	X - X
			MM5F1	X - X
			MW5F1	X - X
			MY5F1	X - X
			RM5F1	X - X
			RU5F1	X - X
RY5F1	X - X			
SM5F1	X - X			
SY5F1	X - X			
TM5F1	X - X			
TY5F1	X - X			
UM5F1	X - X			
UW5F1	X - X			
UY5F1	X - X			

TUNDRA UIO: 426,000

5. Parts Ordering

The necessary parts can be ordered through your dealership's facing PDC. Please refer to the table below and the Technical Instructions (located on TIS) for part number information.

To support the repair of customer vehicles the North American Parts Operation (NAPO) will initially allocate reinforcement bars to all Toyota dealerships from their facing parts distribution centers (PDC) starting February 3, 2010. All part numbers will be on manual allocation until further notice

The initial quantities were determined based on the following:

- Size estimation required for the repair – Low/Medium/ High.
- Dealership's estimated UIO by affected model.

Each dealership will be sent a minimum of one 10 piece bag for each of the reinforcement bar part numbers.

Any questions, request or concerns regarding the parameters established above should be directed to your regional representative.

Accelerator Pedal Reimbursement Plate

Model	Part Number	Part Name and Size	Repair Volume Estimate By Size
All Applicable Models	78112-07010*	Accelerator Pedal Reinforcement Bar Size: 1.4 mm	Low
	78112-07020*	Accelerator Pedal Reinforcement Bar Size: 1.6 mm	Low
	78112-07030*	Accelerator Pedal Reinforcement Bar Size: 1.8 mm	High
	78112-07040*	Accelerator Pedal Reinforcement Bar Size: 2.0 mm	High
	78112-07050*	Accelerator Pedal Reinforcement Bar Size: 2.3 mm	High
	78112-07060*	Accelerator Pedal Reinforcement Bar Size: 2.6 mm	Medium
	78112-07070*	Accelerator Pedal Reinforcement Bar Size: 2.9 mm	Medium

* One unit order = 10 piece bag.

NOTE: To determine the correct size of accelerator pedal reinforcement bar needed, refer to the Technical Instructions located on TIS.

To help ensure correct parts distribution, all part numbers listed above will be on manual allocation control (MAC) until further notice.

While the parts are on MAC, a representative from TMS will review each order and contact the dealership's Parts Manager to verify the necessity of the order. This will assure an adequate and balanced parts inventory.

If there are special circumstances where a dealer is having difficulty receiving parts, dealership associates may contact (310) 468-5516 to research the driver's side sun-visor. The associate should have the following information ready to expedite research of the order status:

1. Dealer Information (Dealer Code, Contact Name, Telephone Number)
2. Order Reference Number
3. Customer Name and Vehicle 17-digit VIN

(Parts Ordering Continued. . .)

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program.

It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

In the event the accelerator link arm support cover (thin metal cover on the back of the accelerator pedal) is damaged during the repair, please utilize the part number listed below.

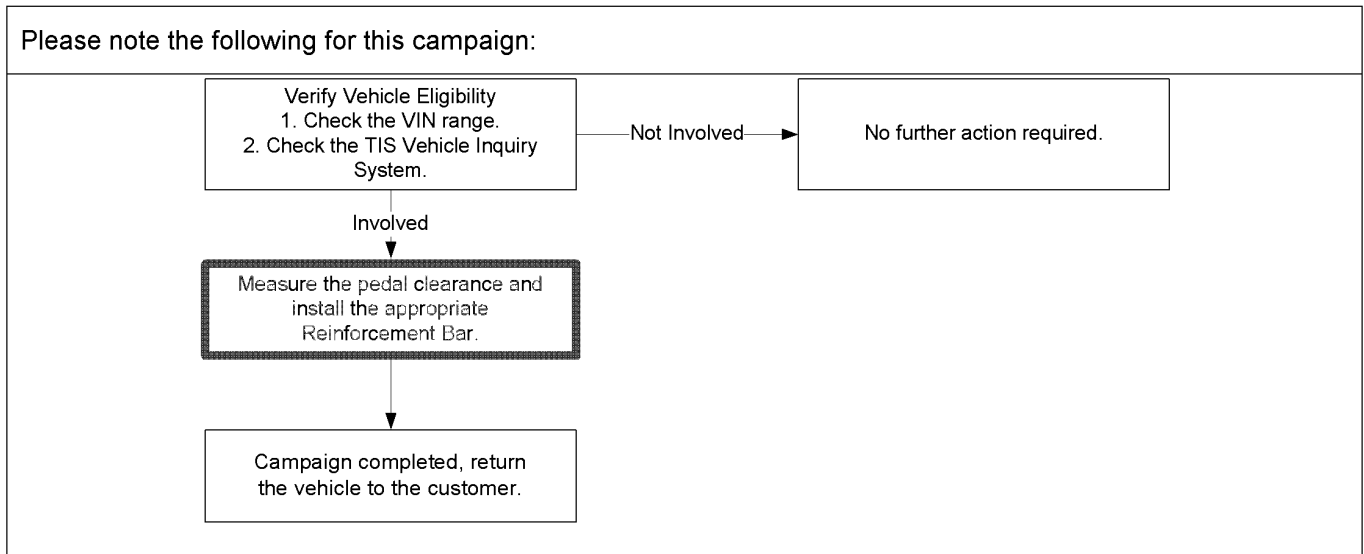
Model	Part Number	Part Name	Qty/Unit
All Applicable Models	78211-07010	Accelerator Link Arm Support Cover	1

7. Repair Procedures

Refer to TIS for the appropriate Technical Instructions. Conduct all applicable, open Special Service Campaigns on the vehicle during the time of appointment.

8. Warranty Processor Instructions

Please note the following for this campaign:



The operation codes to be used for this campaign are:

SSC	Op. Code	Description	Flat Rate Hour
A0A	0501B1	Install the Accelerator Pedal Reinforcement Bar	0.7 hr / vehicles
A0A	0501B2	Install the Accelerator Pedal Reinforcement Bar in conjunction with SSC 90L	0.4 hr / vehicles

- The above flat rate time includes 0.1 hour for administrative cost per unit.
- Rental Car: Use "RT" sublet type for Op. Code 0501B1 and 0501B2. Customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of one day at a maximum rate

- of \$35 per day. Special accommodations, not outlined above require DSPM authorization.
- Claims made for Op Code 0501B1 or 0501B2 must be filled in with accurate part numbers (according to reinforcement bar thickness).

9. **Customer Handling**

Please consider this campaign a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or campaign remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

- Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).
- If an owner has previously paid for their vehicle's accelerator pedal and/or floor surface to be modified to address this specific condition, they are requested to mail a copy of the 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 Center, WC10
19001 South Western Avenue
Torrance, CA 90509

7. **Media Contacts**

For ***News media inquiries only***:

Due to the nature of this Safety Campaign, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552, John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.