

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

May, 2011

To: All Toyota Dealer Principals, Service Managers, Parts Managers
Subject: Supplemental Information for Safety Recall – 90L
Potential Floor Mat Interference with Accelerator Pedal

Although we believe that the majority of customers will be satisfied with the modification of the accelerator pedal, a few customers may request pedal replacement. Customer satisfaction is important to Toyota; therefore, if a customer is not satisfied with the appearance of the accelerator pedal after it has been modified, please assist us by assuring a replacement pedal is provided at **no charge** to these customers.

- A replacement pedal should be offered to a customer after the modification has been performed and the customer has expressed dissatisfaction with the pedal.
- A replacement pedal should be used when the original pedal has been modified incorrectly.

Model Year	Model	Part Number	Part Name
2005 – 2010	Avalon	04009-51208	CTS** Accelerator Pedal
2007 – 2010	Camry		
2009 – 2010	Corolla		
2010	Highlander		
2009 – 2010	Matrix		
2007 – 2010	Camry	04009-51233	Denso* Accelerator Pedal
2009 – 2010	Corolla		
2008 – 2010	Highlander / Highlander HV		
2009 – 2010	Matrix		
2009 – 2010	Venza	04000-15204	Denso* Accelerator Pedal
2005 – 2010	Tacoma		
2003 – 2009	4Runner	04000-15147	Denso* Accelerator Pedal
2004 – 2009	Prius	04000-0440C	CTS** Accelerator Pedal
2007 – 2010	Tundra	04001-18342	Denso* Accelerator Pedal
2006 – 2010	RAV4	04001-1810R	CTS** Accelerator Pedal

***Denso:** 90L service parts accelerator pedals (Shorter pedal)

****CTS:** 90L & A0A service parts accelerator pedals (Shorter Pedal with newly designed friction material)

Warranty Processor Instruction

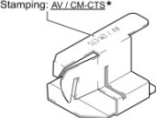



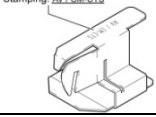

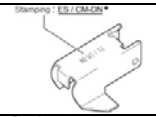
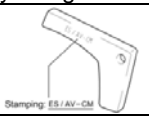




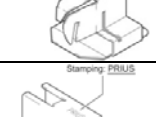





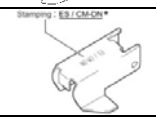




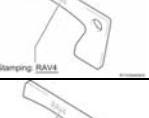

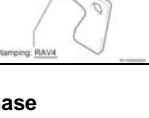


The operation code to be used for pedal replacement is:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
90L	9916M1	Replace the accelerator pedal based upon customer request following the modification of the pedal.	0.3 hrs/vehicle

- The above flat rate time includes 0.1 hour for administrative cost per unit.
- Rental Car: Use 'RT' sublet type for Op. Code 9916M1. Customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of four days at a maximum rate of \$35 per day. Special accommodations not outlined above require DSPM authorization.
- To expedite claim approval, dealers must follow these steps when filing claims for Op. Code 9916M1:
 1. **All claims using 9916M1 require DSPM authorization.**
 2. Claims using 9916M1 must be filed as a secondary claim following a pedal modification claim.
 3. All accelerator pedal replacement claims will not be automatically processed, but will initially be returned to the dealership. When this occurs, please contact the Dealer '800' Warranty Assistance Line (1-800-421-3407) so we may manually process your claim.

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

PROCEDURE SUMMARY CHART

Model	Pedal	Pedal Modification				AWFM	Tibia Pad	Rubber Stopper	Carpet Reshape	BOS	Clean Carpet as Needed
		Template	Color	Shape Gage	Color						
Avalon	CTS		White		Silver	✓	✓	✓	✓	✓	
Camry	Denso		Silver		Silver	✓	✓	✓	✓†	✓	
	CTS		White		Silver	✓	✓	✓	✓†	✓	
	Sports Pedal**	Replace the factory installed metallic accelerator sports pedal foot pad with a newly designed one				✓	✓	✓	✓	✓	
Corolla & Matrix	Denso		Silver		Silver	✓	✓	✓*		✓	
	CTS		White		Silver	✓	✓	✓*		✓	
Highlander	Denso		Silver		Silver	✓				✓	
	CTS		White		Silver	✓				✓	
Prius	Denso		Turquoise		Turquoise	✓				✓	
Tacoma	Denso		Red		Red	✓			✓	✓	
Tundra	CTS		Green		Green	✓				✓	
Venza	Denso		Silver		Silver	✓	✓	✓	✓	✓	
4Runner	Denso		Red		Red	✓				✓	
RAV4	CTS		Orange		Yellow	✓				✓	
	Denso		Yellow		Yellow	✓				✓	

* Some supplemental templates may not have the stamping.

** Factory Installed Metallic Sports Pedal – Safety Recall 90L Phase

‡ Part number is specific to Corolla & Matrix.

† Non-Hybrid Camry Vehicles ONLY.

Tyson Siekiera / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
May 17, 2011
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

Supplemental Information for Safety Recall 90L
Potential Floor Mat Interference with Accelerator Pedal
*******IMPORTANT*******

Toyota has created a supplemental document with additional information for 90L Phases 1 through 11. This document includes pedal part number applicability and a procedure summary chart.

Please refer to the Pedal Replacement Process document found on TIS for full details.

Thank you for your cooperation