

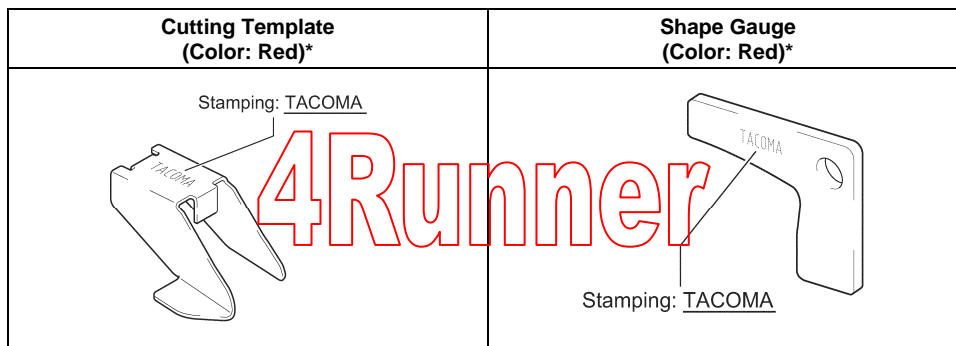


Toyota Motor Sales, U.S.A., Inc.  
 19001 South Western Avenue  
 Torrance, CA 90501  
 (310) 468-4000

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

Subject: Safety Recall – 90L **Phase 10**  
 2003 Through Certain 2009 Model Year 4Runner Vehicles  
 Potential Floor Mat Interference with Accelerator Pedal (February, 2011)

On Thursday, February 24, 2011, Toyota will file an amendment to the Defect Information Report (DIR) which was filed in October, 2009, with the National Highway Traffic Safety Administration (NHTSA). The amendment will add 2003 through certain 2009 model year 4Runner vehicles, and 2006 through 2010 model year RAV4 vehicles, as well as one Lexus model.



\* Tacoma Cutting template(s) and shape gauge(s) have been provided to each dealership, the Tacoma gauge will also be used for 4Runner vehicles

**Toyota is now launching Phase 10 of Safety Recall 90L on 2003 through certain 2009 4Runner vehicles and will follow with Phase 11 for potential floor mat interference with the accelerator pedal.**

**Background**

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’s side floor mat is compatible with the vehicle and properly secured.**

**90L – Potential Floor Mat Interference with Accelerator Pedal (Remedy Launch Date)**

Safety Recall No.	Phase	Model	Dealer	Owner Letter Start
90L	1	2007 – 2010 Camry/Camry HV (Denso)	02/02/2010	02/16/2010
	2	2007 – 2010 Camry (CTS)	02/04/2010	02/16/2010
	3	2005 – 2010 Avalon	02/23/2010	03/01/2010
	4	2008 – 2010 Highlander HV	03/22/2010	03/30/2010
	5	2004 – 2009 Prius	04/12/2010	04/23/2010
	6	2008 – 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra	04/16/2010	Highlander – 04/30/2010 Tundra – 05/05/2010
	7	2009 – 2010 Corolla, 2009 – 2010 Matrix	06/08/2010	06/21/2010
	8	2007 – 2010 Camry (Sport Pedal)	07/02/2010	7/16/2010
	9	2005 – 2010 Tacoma, 2009 – 2010 Venza	07/16/2010	Late July 2010
	10	2003 – 2009 4Runner	02/24/2011	Late April, 2011
	11	2006-2010 Rav4	TBD	TBD

## **Safety Recall Remedy for 4Runner Vehicles**

To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, dealerships are requested to do the following:

### ***4Runner***

- Modify the rigid plastic accelerator pedal (floor surface modification is not necessary on 4Runner vehicles).
- If the vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), it must be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFM's for the driver and the front seat passenger positions will be replaced with newly designed mats.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat and clean them as appropriate.

### ***Rav4***

- Currently Toyota is developing the remedy for the Rav4 and will release it as phase 11 in the near future.

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

#### **1. Owner Notification Letter Mailing Date**

The owner notification will commence in late February 2011.

If your dealership is contacted by an owner of a 4Runner vehicle who has not yet received a notification, dealers are reminded that owners do not need the owner letter to have this important Safety Recall remedy performed. Please ***verify eligibility by confirming through Dealer Daily/TIS prior to performing the remedy.*** Dealers should perform the remedy as outlined in the Technical Instructions located on TIS.

#### **2. Tools, Equipment and Materials**

***In a shipment scheduled to arrive July 19, 2010, your dealership was sent a Toyota Tacoma accelerator pedal template and gauge.*** When received, the package displayed a fluorescent (green, orange, yellow or pink) label like the sample seen below for easy identification.



***2003 – 2009 4Runners covered by this Safety Recall will utilize the same template as Tacoma.***

Your dealership will also need to utilize the required orbital sander and reciprocating saw provided in early February 2010. Additional required tools and equipment are listed in the Technical Instructions found on TIS.

The additional required tools and equipment are listed in the technical instructions found on TIS.

#### **3. Repair Procedures**

Refer to TIS for the appropriate Technical Instructions. ***Please verify all applicable Safety Recalls and campaigns have been performed prior to returning the vehicle to the customer.***

**4. Number and Identification of Vehicles Covered by Phase 10**

There are approximately 602,000 4Runner (2003 through certain 2009 model year) covered in Phase 10 of this Safety Recall.

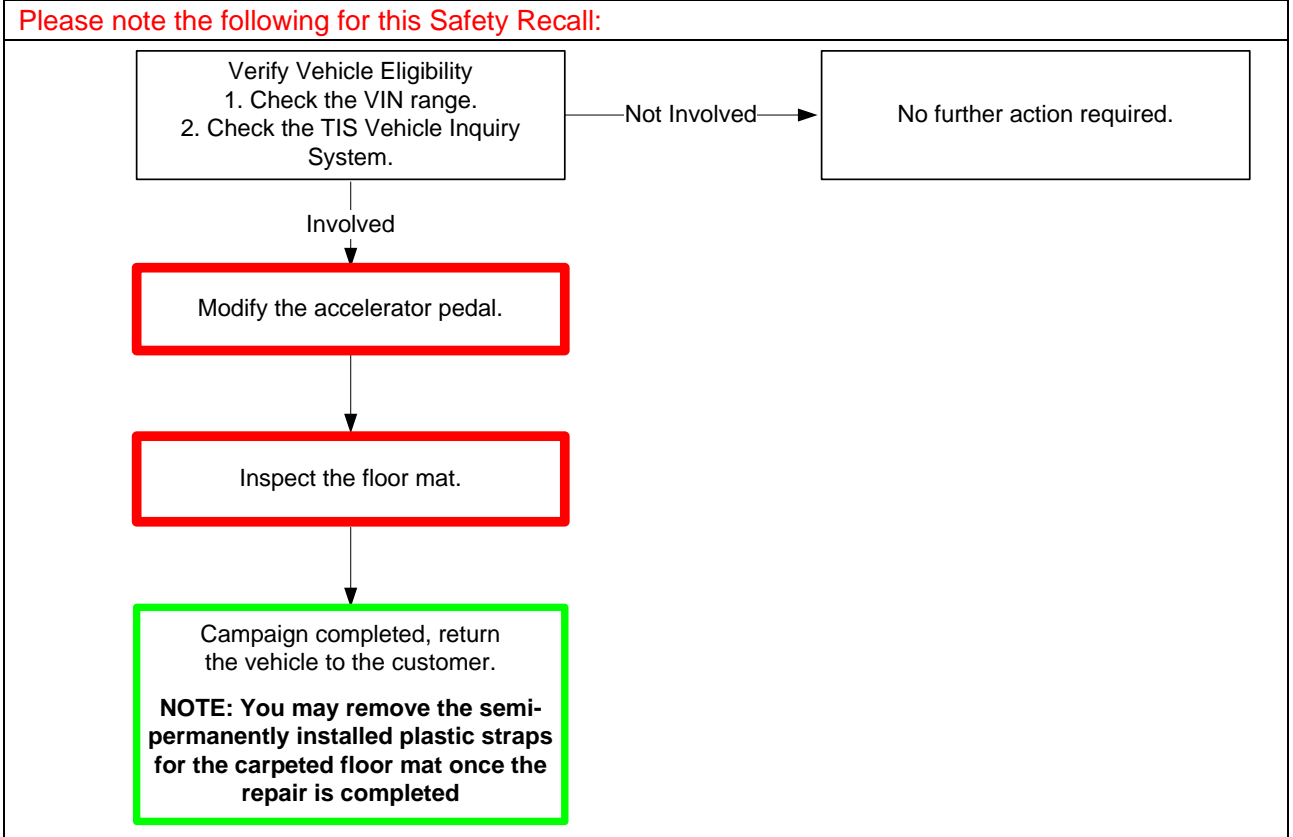
MODEL	WMI	MY	VDS	START	FINISH	
4Runner	JTE	2003	BT14R	0001001	0027987	
				8000002	8008446	
			BT17R	0001002	0027988	
				8000001	8008445	
			BU14R	0001011	0020655	
				8000008	8011066	
			BU17R	0001001	0020650	
				8000006	8011067	
			ZT14R	0001002	0013961	
				8000002	8002921	
			ZT17R	0001001	0013960	
				8000001	8002914	
			ZU14R	0001001	0017585	
				8000001	8009335	
			ZU17R	0001010	0017583	
				8000000	8009332	
			2004	BT14R	0027993	0045577
					8008448	8018438
		BT17R		0024699	0045578	
				8008377	8018439	
		BU14R		0020656	0055678	
				8011068	8028634	
		BU17R		0020664	0055674	
				8011070	8028630	
		ZT14R		0013962	0019929	
				8002923	8005474	
		ZT17R		0013964	0019903	
				8002922	8005460	
		ZU14R		0017586	0043433	
				8009233	8023058	
		ZU17R		0017591	0043423	
				8009342	8023057	
		2005		BT14R	0045579	0057703
					8018440	8028797
			BT17R	0045581	0057702	
				8018363	8028795	
			BU14R	0055680	0078573	
				8028317	8052039	
			BU17R	0054626	0078555	
				8028641	8052032	
			ZT14R	0019931	0024360	
				8005442	8008272	
			ZT17R	0019893	0024354	
				8005476	8008271	
			ZU14R	0043434	0063954	
				8023059	8041023	
			ZU17R	0043441	0063943	
				8023068	8041004	
			2006	BT14R	0057704	0064970
					8025215	8037731
		BT17R		0052901	0064969	
				8028800	8037730	
		BU14R		0078574	0105502	
				8052040	8076761	
BU17R	0078576	0105498				
	8051301	8076759				
ZT14R	0024363	0027476				
	8008273	8010764				

MODEL	WMI	MY	VDS	START	FINISH	
4Runner	JTE	2006	ZT17R	0024378	0027474	
				8008274	8010763	
			ZU14R	0063955	0083732	
				8041024	8065628	
			ZU17R	0063956	0083729	
				8041027	8065611	
		2007	BT14R	0064981	0068708	
				8037737	8043478	
			BT17R	0064972	0068710	
				8037746	8043481	
			BU14R	0105504	0128700	
				8076763	8107416	
			BU17R	0105503	0128690	
				8076077	8107412	
			ZT14R	0027486	0029364	
				8010765	8012348	
			ZT17R	0027558	0029360	
				8010768	8012347	
			ZU14R	0083733	0098487	
				8065165	8091957	
			ZU17R	0082918	0098485	
				8065658	8091956	
			2008	BT14R	0068712	0069543
					8043483	8043931
		BT17R		K001001	K006778	
				0068711	0069539	
		BU14R		8043482	8043933	
				K001002	K006779	
		BU17R		0128702	0132699	
				8107418	8108989	
		ZT14R		K001001	K035458	
				0128701	0132692	
		ZT17R		8107417	8108988	
				K001003	K035456	
		ZU14R		0029372	0029565	
				8012351	8012351	
		ZU17R		K001001	K001633	
				0029373	0029546	
		2009		BT14R	K006789	K007095
					K006780	K007091
			BU14R	K026839	K041367	
				K035470	K041364	
			ZT14R	K001635	K001681	
				K001651	K001678	
			ZU14R	K023192	K026864	
				K023360	K026863	

**5. Parts Ordering**

Parts information will be available at a later date

**6. Warranty Processor Instructions**



**The operation codes to be used for this Safety Recall will be provided late next week. (Week of February 28, 2011)**

Safety Recall #	Op. Code	Description	Flat Rate Hour
90L 4Runner	TBD	1. Accelerator Pedal Modification 2. Replacement of the All Weather Floor Mat 3. Inspect the front carpet and floor mat and clean them as appropriate.	TBD
	TBD	1. Accelerator Pedal and Floor Surface Modification 2. Inspect the front carpet and floor mat and clean them as appropriate.	TBD

- The above flat rate time includes 0.1 hour for administrative cost per unit.
- Additional materials used for the remedy on each vehicle (replacement saw blades (amortized over several repairs), replacement sanding disks (amortized over several repairs), etc.) can be claimed as a sublet type “ZZ” at a rate of \$1.00 per vehicle.
- AWFM’s replaced under this Safety Recall will be placed on Warranty Parts Recovery.
- The above flat rate time includes the necessary time to repair the floor carpet grommets on an as needed basis. Please refer to TSB 0397-09. If necessary, please provide replacement floor mat clips to the customer.
- \*If the 4Runner vehicle is equipped with an accessory accelerator pedal cover, the cost of the accessories accelerator pedal will be reimbursed under the sublet cost column. Utilize sublet type “PC” at a maximum of \$80.00 per vehicle.

**7. Customer Handling**

Please consider this Safety Recall 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 Safety Recall remedy. Please ensure that all customer contact personnel are aware of this Safety Recall and know how to accurately answer customer’s questions or how to direct the customer to someone that can. 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. In addition, please:

- Encourage owners of 2003 through certain 2009 model year 4Runner vehicles who have not yet received the Safety Recall remedy letter to take out any removable driver’s floor mat and NOT replace it with any other floor mat until the safety recall (campaign) remedy has been completed on the vehicle.
- If a customer chooses not to remove the floor mat currently installed in his/her vehicle, they must make sure the floor mats are compatible for their model and model year. Also, they need to be sure they are properly secured using the appropriate retention device (clips). Driver’s floor mats should never be stacked. Consumers should never place any floor mat (aftermarket or not) on top of another driver’s floor mat. Mats should also not be flipped over with the bottom-side up. Information on proper floor mat installation can be found in the January 2010 Sales Hot Sheet and on <http://www.toyota.com/floormats>.
- Assist any customer who asks to verify correct floor mat application and secure installation.
- It is important that your dealership perform all applicable Safety Recalls, SSC and LSC remedies in a single service visit and correctly submit the associated warranty claims.
- Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).
- Although Toyota is making every effort to replace the Toyota Genuine All Weather Floor Mats (AWFMs) with newly designed ones in the vehicles covered by the 90L Safety Recall, some customers may decide to retain their original Toyota AWFMs. In these cases, we request that the following verbiage be written in the Repair Order and signed by the customer:

**To Be Signed by Customers Who Decline to Have an All Weather Floor Mat Replaced Under Safety Recall 90L**

The owner of a [MODEL YEAR, MAKE, MODEL], VIN \_\_\_\_\_, which is covered by Safety Recall 90L, has declined to have the All-Weather Floor Mat (AWFM) in his or her vehicle replaced as a part of the Safety Recall remedy. The customer has been advised that the new AWFM will reduce the risk of accelerator pedal entrapment. The customer understands and accepts this and agrees to not hold [DEALER], Toyota Motor Sales, or any other Toyota company responsible in the event that the current AWFM interferes with the accelerator pedal.

The customer also understands and accepts that it will be his or her responsibility to advise and inform any other potential driver or future owner of this vehicle that the AWFM has not been replaced as part of this recall.

Customer’s Name (Printed): \_\_\_\_\_

Customer’s Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**(Customer Handling Continued. . . )**

**What if a customer does not want Safety Recall 90L performed?**

Although Toyota is making every effort to quickly remedy all vehicles covered by Safety Recall 90L, in rare cases customers may decline the remedy. In these cases, we request you work with the customer following these steps:

1. Determine why the customer has declined the Safety Recall 90L remedy. Utilize the Safety Recall 90L Q&A and ASM Job Aid to educate the customer on the remedy as necessary.
2. Remind the customer (as stated in the Owner's Letter) that if they are not satisfied with the modification of the accelerator pedal after it is completed, a replacement accelerator pedal will be offered.
3. **Immediately** contact your Field Technical Specialist (FTS) for further instructions.

*Service Department:*

Since some customers may have misconceptions in relation to this Safety Recall. Two key elements of customer satisfaction and retention are to ensure you have time during the reception and write-up process to accurately address all of the customer's questions and concerns. Next, and most important, is a quality service delivery.

Make sure your delivery process includes:

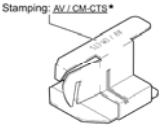







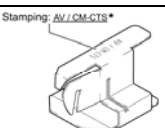



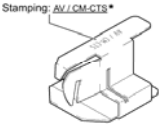

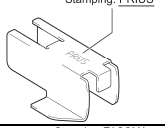
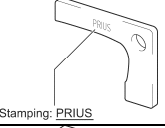
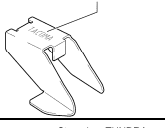


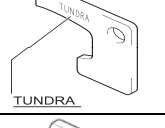
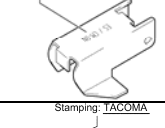
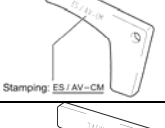


- Assemble the paperwork and store it in a location that is easy to access
- The customer keys are organized and stored in a secure location
- Staffing allows you to have extra time to review the details of the remedy
- Review the work completed
- Review any approved customer pay maintenance or repair work performed outside the scope of the recall
- Review the "Customer Health Check" that was performed on their vehicle
- Review any multipoint inspection that was performed with the customer's approval
- Offer to set the next appointment for scheduled maintenance for customer
- Request the customer's vehicle to be staged for delivery
- Provide the keys to the customer and thank them for their business

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 Safety Recall.

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

# APPENDIX

## PROCEDURE SUMMARY CHART

Model	Pedal	Pedal Modification				AWFM	Tibia Pad	Rubber Stopper	Carpet Reshape	BOS	Inspect & 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 <i>pedal foot</i> 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	✓					✓

\* Some supplemental templates may not have the stamping.

\*\* Factory Installed Metallic Sports Pedal – Safety Recall 90L Phase 8.

‡ Part number is specific to Corolla & Matrix.

† Non-Hybrid Camry Vehicles ONLY.



## Safety Recall 90L

2003 Through Certain 2009 4Runner (Phase 10)

2006 Through Certain 2010 RAV4 (Phase 11)

Potential Floor Mat Interference with Accelerator Pedal Q&A

February, 2011

***Toyota is now launching Phase 10 of Safety Recall 90L on 2003 through certain 2009 4Runner vehicles for potential floor mat interference with the accelerator pedal. Phase 11 for 2006 through certain 2010 RAV4 vehicles will follow in a few weeks.***

### **Q1: What is the condition?**

A1: 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.***

### **Q2: What is Toyota going to do for vehicles covered by Safety Recall 90L Phase 10?**

A2: To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, dealerships are requested to do the following:

- Modify the rigid plastic accelerator pedal (***floor surface modification is not necessary on 4Runner and RAV4 vehicles***).
- If the vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), it must 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 positions will be replaced with newly designed mats.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat and clean them as appropriate.

While this Safety Recall is performed, dealerships will also verify if the vehicle is eligible for other Safety Recalls. Dealerships will make every effort to assure all applicable remedies are performed on the vehicle during the service appointment.

### **Q2a: Why isn't Toyota installing the brake override system on 4Runner and RAV4 vehicles as a part of this remedy?**

A2a: The brake override system is an extra measure of confidence and not a remedy inclusive of our recall announced in 2009. It does not address the root cause of accelerator pedal entrapment, which is interference between the accelerator pedal and an unsecured and/or incompatible floor mat. This is why the remedy specifically addresses the floor mat and the pedal configuration.

### **Q2b: What if a vehicle is equipped with an accessory metallic sports pedal cover? Will the repair be performed on the vehicle?**

A2b: Toyota will need to remove the metallic sports pedal cover. Once the remedy is completed, due to the nature of the repair, we will not be able to reinstall the sports pedal cover.

Customers may receive reimbursement for their accessory metallic sports pedal covers after the repair is completed. Proof of purchase must be provided to receive reimbursement.

### **Q3: What should owners do until they have the recall remedy performed?**

A3: Toyota has determined that the pedal entrapment can only occur in vehicles where the driver's side floor mat is not compatible with the vehicle and/or not properly secured.

To help reduce the risk of incorrect floor mat installation and/or application, we request that customers take out any **removable** driver's floor mat and NOT replace it with any other floor mat until the safety recall (campaign) remedy has been completed on the vehicle. After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.



**Q4: What if a customer chooses not to remove the floor mat currently installed in his/her vehicle, but would like to verify the installation and applicability?**

A4: To help reduce the risk of incorrect floor mat installation and/or application, we request that customers take out any **removable** driver's floor mat and NOT replace it with any other floor mat until the safety recall (campaign) remedy has been completed on the vehicle.

If the customer chooses not to take out the floor mat, the customer is requested to contact his/her local Toyota dealership's Parts or Service Department to verify whether the Toyota floor mat is designed specifically for the vehicle and to ensure that it is correctly installed. The floor mat should be removed before driving to the dealership. The dealership will ensure that the vehicle is equipped with the proper floor mat and that it is properly installed. After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

**Q4a: What if a customer disposed of his/her Toyota genuine All Weather Floor Mat (AWFM)? Will he/she still receive a newly designed one?**

A4a: If a customer has disposed of an older design Toyota genuine All Weather Floor Mat (AWFM), he/she may receive the replacement AWFM's for the driver and front passenger seating positions upon proof-of-purchase of the original set.

**Q5: What if a floor mat is an aftermarket rubberized floor mat?**

A5: Driver's floor mat interference is possible if the floor mat is incompatible or incorrectly installed. Therefore, consumers need to make sure the floor mats are compatible for his/her model and model year. Also, they need to be sure they are properly secured using the appropriate retention device (clips). Driver's floor mats should never be stacked. Consumers should never place any floor mat, aftermarket or not, on top of another driver's floor mat. Floor mats should also not be flipped over with the bottom-side up.

**Q6: Which and how many vehicles are covered by this Safety Recall?**

A6: There are approximately 602,000 4Runner (2003 Through Certain 2009 model year) vehicles and 761,000 Rav4 (2006 Through Certain 2010 model year) vehicles covered by this Safety Recall in the U.S. market.

Model Name	Model Year	Production Period	Number of Vehicles
4Runner	2003 – 2009	Mid-May 2002 to mid-August 2009	602,700
RAV4	2006 - 2010	TBD	761,000
LX 570	2008 - 2011	Mid-July, 2007 to TBD	17,000

**Q7: Are there any other Toyota or Lexus vehicles covered and what is Toyota's timing for announcing the remedy on the covered vehicles?**

A7: The following chart illustrates the covered vehicles and the Remedy Launch Date (Additional details will be provided as they become available).

Safety Recall No.	Phase	Model	Launch Day	Owner Letter Start
90L	1	2007 – 2010 Camry/Camry HV (Denso)	02/02/2010	02/16/2010
	2	2007 – 2010 Camry (CTS)	02/04/2010	02/16/2010
	3	2005 – 2010 Avalon (CTS)	02/23/2010	03/01/2010
	4	2008 - 2010 Highlander HV	03/22/2010	03/30/2010
	5	2004 – 2009 Prius	04/12/2010	04/23/2010
	6	2008 - 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra,	04/16/2010	Highlander – 04/30/2010 Tundra – 05/05/2010
	7	2009 - 2010 Corolla, 2009 - 2010 Matrix,	06/08/2010	06/21/2010
	8	2007 – 2010 Camry (Sport Pedal)	07/02/2010	07/16/2010
	9	2009 - 2010 Venza 2005 – 2010 Tacoma,	7/16/2010	08/02/2010 (Tacoma) 7/28/2010 (Venza)
	10	2003 – 2009 4Runner	2/24/2011	Mid-March, 2011
	11	2006 – 2010 RAV4	Late March, 2011	Early April, 2011
9LG	1	2007 – 2010 Lexus ES	12/21/2009	12/31/2009
	2	2006 – 2010 Lexus IS	4/5/2010	4/23/2010
	3	2008 – 2011 Lexus LX 570	TBD	TBD

**Q7a: Why aren't all Toyota vehicles listed in the Consumer Advisory receiving the brake override system (BOS)?**

A7a: The brake override system is an extra measure of confidence and not a remedy inclusive of our recall announced in 2009. It does not address the root cause of accelerator pedal entrapment, which is interference between the accelerator pedal and an unsecured and/or incompatible floor mat. This is why the remedy specifically addresses the floor mat and the pedal configuration.

**Q7b: What should customers do if his/her vehicle is covered in this phase of the Safety Recall, but they haven't received his/her owner letter?**

A7b: Toyota will begin mailing Safety Recall Notices by first class mail to owners of 2003 through certain 2009 4Runner vehicles in mid-March, 2011. 2003 – 2010 RAV4 vehicle owner notifications as anticipated to start in early April, 2011. The owner letters will be spread over several weeks consistent with remedy preparation and repair capacity. We ask customers for their patience as we mail the letters.

Until these important remedies are completed, to help reduce the risk of incorrect floor mat installation and/or application, we request that customers take out any **removable** driver's floor mat and NOT replace it with any other floor mat until the safety recall (campaign) remedy has been completed on the vehicle. After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

In the event a customer chooses not to take out the removable floor mat, Toyota strongly recommends that the customer 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.

**Q7c: Do customers need the owner letter to set-up an appointment with his/her Toyota dealership?**

A7c: If the safety recall remedy has been launched for the specific model and accelerator pedal, customers will not need the owner letter to set up an appointment with his/her Toyota dealership.

**Q7d: Is there a greater potential for floor mat interference with the accelerator pedal in these models? Why is Toyota including the 4Runner and RAV4 now?**

A7d: There is a risk of accelerator pedal entrapment in any vehicle, regardless of manufacturer or model, if inappropriate or unsecured floor mats are in use. Nevertheless, in the interest of customer safety and satisfaction, Toyota has decided to include these additional models in this Safety Recall.

With these further actions taken in coordination with NHTSA, we will help ensure acceleration concerns are reduced even further, and we are pleased that NHTSA has closed its investigation of the floor mat entrapment issue.-

**Q8: What if an owner has additional questions or concerns?**

A8: Owners with questions or concerns are asked to please 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 Standard Time. They may also consult the information posted at <http://www.toyota.com/floormats>.

**Q8a: What if an owner has previously paid for repairs to modify the vehicle's accelerator pedal to address this condition?**

A8a: Owners that have previously paid for their vehicle's accelerator pedal to be modified to address this specific condition 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

**Q8b: What if an owner has experienced unintended acceleration and his/her vehicle is not covered in either of these safety recalls?**

A8b: If an owner of a Toyota vehicle that is not covered by these recalls believes that he/she has experienced unintended acceleration with their vehicle, they are requested to immediately contact an authorized Toyota dealer. The Toyota dealer will evaluate the consumer's complaint.

**Q8c: Why aren't other models included in this safety recall?**

A8c: Other models are not covered in this safety recall. Toyota does not have reason to believe that the vehicle's accelerator pedal or floor is configured in a way that creates an unreasonable risk of pedal entrapment. Nevertheless, there is a risk of accelerator pedal entrapment in any vehicle if inappropriate or unsecured floor mats are in use. Please check the driver's side floor area and remove any improperly installed floor mat. Never use an all weather floor mat on top of a removable carpeted mat, never install an all weather floor mat upside down, and never use an all weather floor mat that is incompatible with your vehicle.

**Q9: What will the modified accelerator pedal look like?**

A9: The accelerator pedal will be modified to slightly decrease the overall foot pad and pedal arm length. Any local Toyota dealer will be more than happy to go over the entire repair with the customer. We ask that they make an appointment as soon as they receive their owner notification letter.

**Q9a: What if a customer is not satisfied with the appearance of the modified accelerator pedal?**

A9a: The change in appearance to the pedal is not noticeable once it is installed in a vehicle. However, in the event a customer is not satisfied, a replacement accelerator pedal will be offered. Customers who have had the remedy completed will have the opportunity to receive a replacement pedal at no charge if desired.

**Q9b: Can I wait to have the accelerator pedal replaced with a newly designed one rather than have my current accelerator pedal modified?**

A9b: Customer safety is important to Toyota. We ask that customers have the pedal modified as soon as possible to make the vehicle more resistant to an unsecured or incompatible driver's floor mat interfering with the accelerator pedal. Once a newly designed accelerator pedal is available, if the customer is not satisfied with the appearance of the modified pedal, they may request the pedal to be replaced.

**Q10: Will Toyota clean the vehicle carpet for those owners that followed the Consumer Safety Advisory and removed his/her floor mats?**

A10: Your local Toyota dealership will inspect and clean the driver's carpet and floor mat as appropriate.

**Q11: What if a driver experiences accelerator pedal interference. What should they do?**

A11: 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 the driver 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 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.
  - If the vehicle is equipped with a Start/Stop button turn the engine OFF by firmly and steadily pushing the Engine Start/Stop button for at least three seconds. Do NOT tap the Engine Start/Stop button. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.