



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

January 28, 2010

MR. CHRIS SANTUCCI
ASSISTANT MANAGER
TECHNICAL & REGULATORY AFFAIRS
TOYOTA MOTOR NORTH AMERICA, INC.
601 THIRTEENTH STREET, NW.,
SUITE 910 SOUTH
WASHINGTON, DC 20005

NVS-215dgl
10V-023

SUBJECT: FLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL

DEAR MR. SANTUCCI:

This letter serves to acknowledge Toyota Motor Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/COROLLA/2009-2010
TOYOTA/HIGHLANDER/2008-2010
TOYOTA/MATRIX/2009-2010
TOYOTA/VENZA/2009-2010

NHTSA Campaign Number: 10V-023

Mfg's Report Date: January 27, 2010

Components: VEHICLE SPEED CONTROL: ACCELERATOR PEDAL

Potential Number of Units Affected:

Summary:

TOYOTA IS RECALLING CERTAIN MODEL YEAR 2008-2010 HIGHLANDER, MODEL YEAR 2009-2010 COROLLA, VENZA AND MATRIX PASSENGER VEHICLES. THE ACCELERATOR PEDAL CAN GET STUCK IN THE WIDE OPEN POSITION DUE TO ITS BEING TRAPPED BY AN UNSECURED OR INCOMPATIBLE DRIVER'S FLOOR MAT. THIS RECALL IS AN EXPANSION OF A CAMPAIGN OF 3.8 MILLION OTHER TOYOTA VEHICLES ANNOUNCED IN 2009 FOR THE SAME ISSUE (SEE 09V-388).

Consequence:

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.

Remedy:

TOYOTA WILL MODIFY OR REPLACE THE ACCELERATOR PEDALS ON THE SUBJECT VEHICLES. FLOOR SURFACE MODIFICATIONS ARE ALSO BEING CONSIDERED AND WILL BE INCLUDED FOR ANY MODEL FOR WHICH IT IS DEEMED APPROPRIATE. INITIALLY, DEALERS WILL BE INSTRUCTED ON HOW TO RESHAPE THE ACCELERATOR PEDAL FOR THE REPAIR. AS REPLACEMENT PARTS WITH THE SAME SHAPE AS THE MODIFIED PEDAL BECOME AVAILABLE, THEY WILL BE MADE AVAILABLE TO THE DEALERS FOR THE REPAIR. CUSTOMERS WHO HAVE HAD THE PEDAL RESHAPE REMEDY COMPLETED WILL HAVE THE OPPORTUNITY TO RECEIVE A NEW PEDAL IF THEY DESIRE, AFTER REPLACEMENT PEDALS BECOME AVAILABLE. IN ADDITION, TOYOTA WILL REPLACE ANY TOYOTA ALL-WEATHER FLOOR MAT IN A SUBJECT VEHICLE WITH A NEWLY DESIGNED MAT, FREE OF CHARGE. FOR THOSE CUSTOMERS WHO HAVE THE PREVIOUS DESIGN ALL-WEATHER FLOOR MAT BUT DO NOT NEED OR WANT THE NEWLY DESIGNED ALL-WEATHER FLOOR MAT, TOYOTA WILL RECOVER THE PREVIOUS DESIGN ALL-WEATHER FLOOR MAT AND REIMBURSE ITS PRICE. TOYOTA HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT TOYOTA AT 1-800-331-4331.

Notes:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement