

February, 2010

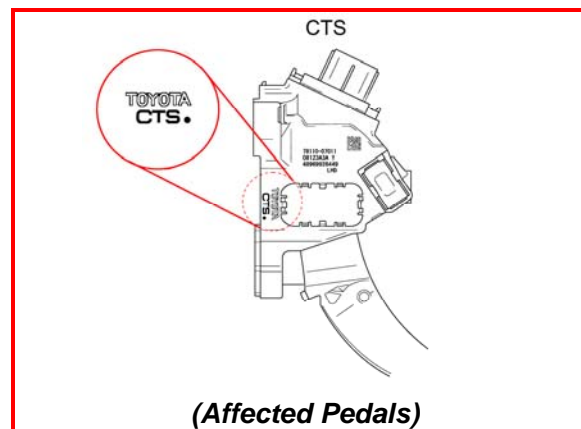
To: All Toyota Dealer Principals, Service Managers, Parts Managers  
Subject: Safety Recall (Special Service Campaign) – A0A  
Accelerator Pedal Modification Campaign  
Vehicles Equipped with Accelerator Pedals Manufactured by CTS Corporation

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 (SSC 90L) 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 a precision-cut steel 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 safety recall 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 early February, 2010.

Please note that only owners of the affected vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **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, has been provided for your reference.**

**3. Dealer Summary Reports**

For your reference, the following summary reports are included for the CSOM and Director of Service:

- **The suggested initial parts order quantities**
- **A VIN list containing vehicles in dealer stock**
- **Dealer Reports will no longer contain a PMA 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.

**4. Number of Vehicles Involved**

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

| MODEL         | WMI | MY   | VDS   | START - FINISH    |
|---------------|-----|------|-------|-------------------|
| <b>AVALON</b> | 4T1 | 2005 | BK36B | U001003 - U062426 |
|               |     | 2006 | BK36B | U042154 - U167717 |
|               |     | 2007 | BK36B | U149048 - U253880 |
|               |     | 2008 | BK36B | U209130 - U324241 |
|               |     | 2009 | BK36B | U305357 - U351925 |
|               |     | 2010 | BK3DB | U351302 - U367444 |

**AVALON UIO: 330,000**

| MODEL          | WMI | MY   | VDS   | START - FINISH    |
|----------------|-----|------|-------|-------------------|
| <b>COROLLA</b> | 1NX | 2009 | BE40E | Z001001 - Z163790 |
|                |     |      | BU40E | Z001002 - Z165305 |
|                |     | 2010 | BE4EE | Z165306 - Z333282 |
|                |     |      | BU4EE | Z165312 - Z337444 |
|                | 2T1 | 2009 | BE40E | C001043 - C030479 |
|                |     |      | BU40E | C001054 - C191051 |
|                |     | 2010 | BE4EE | C030504 - C039875 |
|                |     |      | BU4EE | C185955 - C348040 |

**COROLLA UIO: 490,000**

| MODEL         | WMI   | MY                | VDS   | START - FINISH    |                   |
|---------------|-------|-------------------|-------|-------------------|-------------------|
| <b>CAMRY*</b> | 4T1   | 2007              | BE46K | U001001 - U195222 |                   |
|               |       |                   |       | U504376 - U729526 |                   |
|               |       | 2008              | BK46K | U001003 - U054581 |                   |
|               |       |                   | BE46K | U171709 - U263248 |                   |
|               |       | 2009              |       | U730123 - U791444 |                   |
|               |       |                   | BK46K | U040415 - U073251 |                   |
|               |       | 2010              | BE46K | U260017 - U416640 |                   |
|               |       |                   | BK46K | U073252 - U098189 |                   |
|               |       | 4T4               | BF3EK | U001002 - U112408 |                   |
|               |       |                   | BK3EK | U091136 - U116162 |                   |
|               |       |                   | 2007  | BE46K             | R001003 - R011624 |
|               |       |                   | 2008  | BE46K             | R001816 - R047779 |
| 2009          | BE46K | R027105 - R139848 |       |                   |                   |
| 2010          | BF3EK | R001023 - R085180 |       |                   |                   |

**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    |
|--------------------|-----|------|-------|-------------------|
| <b>HIGHLANDER*</b> | 5TD | 2010 | BK3EH | S001052 - S013868 |
|                    |     |      | DK3EH | S001067 - S013863 |
|                    |     |      | EK3EH | S001051 - S008434 |
|                    |     |      | JK3EH | S005002 - S013869 |
|                    |     |      | KK3EH | S003272 - S008683 |
|                    |     |      | XK3EH | S001026 - S005688 |
|                    |     |      | YK3EH | S001030 - S008686 |
|                    |     |      | ZA3EH | S001019 - S003107 |
|                    |     |      | ZK3EH | S001020 - S008685 |

**HIGHLANDER UIO: 20,000**

*\*Highlander 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    |
|----------------|-----|-------|-------------------|-------------------|
| <b>SEQUOIA</b> | 5TD | 2008  | BT64A             | S000014 - S000239 |
|                |     |       | BY64A             | S000047 - S023603 |
|                |     |       | BY67A             | S000042 - S023596 |
|                |     |       | BY68A             | S000034 - S023597 |
|                |     |       | ZT64A             | S000014 - S000384 |
|                |     |       | ZY64A             | S000010 - S015402 |
|                |     |       | ZY67A             | S000012 - S015400 |
|                |     |       | ZY68A             | S000013 - S015401 |
|                |     | 2009  | BT64A             | S000244 - S001152 |
|                |     |       | BW68A             | S023606 - S023606 |
|                |     |       | BY64A             | S023711 - S023868 |
|                |     |       | BY67A             | S023609 - S023857 |
|                |     |       | BY68A             | S023616 - S023856 |
|                |     |       | ZT64A             | S000438 - S000953 |
|                |     |       | ZY64A             | S019566 - S020863 |
|                |     |       | ZY67A             | S015919 - S015919 |
|                |     | ZY68A | S015426 - S021051 |                   |
|                |     | 2010  | BM5G1             | S001002 - S001225 |
|                |     |       | BW5G1             | S023880 - S032694 |
|                |     |       | BY5G1             | S023869 - S032719 |
|                |     |       | DW5G1             | S023878 - S032718 |
|                |     |       | DY5G1             | S023870 - S032709 |
|                |     |       | JW5G1             | S023876 - S032713 |
|                |     |       | JY5G1             | S023871 - S032708 |
|                |     |       | KM5G1             | S001417 - S001458 |
|                |     |       | KY5G1             | S022514 - S027553 |
|                |     |       | YY5G1             | S022511 - S027563 |
|                |     |       | ZM5G1             | S001034 - S002051 |
|                |     |       | ZY5G1             | S022519 - S027561 |
|                |     |       | ZY67A             | S020526 - S020527 |

**SEQUOIA UIO: 50,000**

| MODEL         | WMI | MY   | VDS   | START - FINISH    |
|---------------|-----|------|-------|-------------------|
| <b>MATRIX</b> | 2T1 | 2009 | GE40E | C001023 - C005748 |
|               |     |      | KE40E | C001042 - C030591 |
|               |     |      | KU40E | C001057 - C191049 |
|               |     |      | LE40E | C001017 - C011935 |
|               |     | 2010 | KE4EE | C030606 - C039888 |
|               |     |      | KU4EE | C191054 - C348047 |
|               |     |      | LE4EE | C011822 - C016115 |
|               |     |      | ME4EE | C005690 - C006299 |

**MATRIX UIO: 75,000**

| MODEL       | WMI | MY    | VDS               | START - FINISH    |
|-------------|-----|-------|-------------------|-------------------|
| <b>RAV4</b> | 2T3 | 2009  | BF31V             | W001119 - W024119 |
|             |     |       | BF32V             | W001207 - W024120 |
|             |     |       | BF33V             | W001117 - W024117 |
|             |     |       | BF34V             | W003775 - W021681 |
|             |     |       | BF35V             | W001421 - W024111 |
|             |     |       | BK31V             | W001143 - W013774 |
|             |     |       | BK32V             | W001142 - W013693 |
|             |     |       | BK33V             | W001162 - W013773 |
|             |     |       | BK34V             | W001688 - W010762 |
|             |     |       | BK35V             | W002139 - W013749 |
|             |     |       | ZF31V             | W001050 - W016880 |
|             |     |       | ZF32V             | W001048 - W016874 |
|             |     |       | ZF33V             | W001049 - W016918 |
|             |     |       | ZF34V             | W003810 - W012950 |
|             |     |       | ZF35V             | W001625 - W016916 |
|             |     |       | ZK31V             | W001081 - W003645 |
|             |     |       | ZK32V             | W001149 - W003642 |
|             |     |       | ZK33V             | W001076 - W003644 |
|             |     | ZK34V | W001670 - W002621 |                   |
|             |     | ZK35V | W001965 - W003631 |                   |
|             |     | 2010  | BF4DV             | W022899 - W038726 |
|             |     |       | BK4DV             | W013775 - W020737 |
|             |     |       | DF4DV             | W024130 - W038723 |
|             |     |       | DK4DV             | W013776 - W020732 |
|             |     |       | EF4DV             | W024745 - W035186 |
|             |     |       | EK4DV             | W014634 - W020625 |
|             |     |       | JF4DV             | W024129 - W038700 |
|             |     |       | JK4DV             | W013811 - W020629 |
|             |     |       | KF4DV             | W016950 - W027204 |
|             |     |       | KK4DV             | W003824 - W005660 |
|             |     |       | RF4DV             | W022777 - W038716 |
|             |     |       | RK4DV             | W013813 - W020685 |
|             |     |       | WF4DV             | W016936 - W027202 |
|             |     |       | WK4DV             | W003659 - W005669 |
|             |     |       | XF4DV             | W018112 - W025585 |
|             |     |       | XK4DV             | W003701 - W005572 |
|             |     |       | YF4DV             | W016920 - W027201 |
|             |     |       | YK4DV             | W003435 - W005673 |
|             |     |       | ZF4DV             | W016923 - W027211 |
|             |     |       | ZK4DV             | W003652 - W005662 |

**RAV4 UIO: 53,000**

**(Number of Vehicles Involved Continued. . .)**

| MODEL         | WMI               | MY   | VDS   | START - FINISH    |
|---------------|-------------------|------|-------|-------------------|
| <b>TUNDRA</b> | <b>5TB</b>        | 2007 | BT541 | S449772 - S458203 |
|               |                   |      | BT581 | S449768 - S458119 |
|               |                   |      | BV541 | S449818 - S490980 |
|               |                   |      | BV581 | S449815 - S490940 |
|               |                   |      | DT541 | S452172 - S458112 |
|               |                   |      | DT581 | S451402 - S457120 |
|               |                   |      | DV541 | S454929 - S490979 |
|               |                   |      | DV581 | S454922 - S490970 |
|               |                   |      | ET541 | S451522 - S457443 |
|               |                   |      | ET581 | S452313 - S457105 |
|               |                   |      | EV541 | S453235 - S473183 |
|               |                   |      | EV581 | S452114 - S473116 |
|               |                   |      | RT541 | S449776 - S457554 |
|               |                   |      | RT581 | S449772 - S457346 |
|               |                   |      | RU541 | S449764 - S451516 |
|               |                   |      | RV541 | S449790 - S473197 |
| RV581         | S449792 - S473167 |      |       |                   |

| MODEL         | WMI               | MY   | VDS   | START - FINISH    |
|---------------|-------------------|------|-------|-------------------|
| <b>TUNDRA</b> | <b>5TB</b>        | 2008 | BT541 | S458128 - S465088 |
|               |                   |      | BT581 | S460039 - S463353 |
|               |                   |      | BV541 | S489753 - S524241 |
|               |                   |      | BV581 | S490994 - S524168 |
|               |                   |      | DT541 | S458232 - S465032 |
|               |                   |      | DT581 | S458211 - S465038 |
|               |                   |      | DV541 | S490988 - S524251 |
|               |                   |      | DV581 | S490274 - S524192 |
|               |                   |      | ET541 | S457566 - S461702 |
|               |                   |      | ET581 | S460063 - S460135 |
|               |                   |      | EV541 | S473215 - S483286 |
|               |                   |      | EV581 | S472420 - S483281 |
|               |                   |      | RT541 | S457555 - S461703 |
|               |                   |      | RT581 | S457567 - S459791 |
| RV541         | S473199 - S483282 |      |       |                   |
| RV581         | S473206 - S483264 |      |       |                   |

| MODEL         | WMI               | MY   | VDS   | START - FINISH    |
|---------------|-------------------|------|-------|-------------------|
| <b>TUNDRA</b> | <b>5TF</b>        | 2007 | BT541 | X001509 - X010233 |
|               |                   |      | BT581 | X001504 - X009214 |
|               |                   |      | BV541 | X002493 - X032595 |
|               |                   |      | BV581 | X002480 - X032589 |
|               |                   |      | CT541 | X001009 - X002214 |
|               |                   |      | CV541 | X001185 - X005181 |
|               |                   |      | DT541 | X009296 - X009985 |
|               |                   |      | DT581 | X009401 - X009401 |
|               |                   |      | DV541 | X023882 - X032593 |
|               |                   |      | DV581 | X022843 - X032590 |
|               |                   |      | ET541 | X015154 - X016078 |
|               |                   |      | ET581 | X015222 - X015222 |
|               |                   |      | EV541 | X025255 - X032800 |
|               |                   |      | EV581 | X025031 - X032788 |
|               |                   |      | JT521 | X001258 - X002235 |
|               |                   |      | JU521 | X001130 - X003335 |
|               |                   |      | JV521 | X001122 - X002393 |
|               |                   |      | KT521 | X001022 - X002147 |
|               |                   |      | KV521 | X001133 - X002462 |
|               |                   |      | LT521 | X001572 - X016115 |
|               |                   |      | LU521 | X001203 - X006726 |
|               |                   |      | LV521 | X003495 - X032768 |
|               |                   |      | MT521 | X001506 - X010227 |
|               |                   |      | MV521 | X002485 - X032585 |
|               |                   |      | RT541 | X001571 - X016317 |
|               |                   |      | RT581 | X001570 - X016043 |
|               |                   |      | RU541 | X001200 - X006742 |
|               |                   |      | RV541 | X003586 - X032799 |
|               |                   |      | RV581 | X003587 - X032785 |
|               |                   |      | ST541 | X001106 - X002069 |
| SV541         | X001063 - X004748 |      |       |                   |

| MODEL         | WMI               | MY   | VDS   | START - FINISH    |
|---------------|-------------------|------|-------|-------------------|
| <b>TUNDRA</b> | <b>5TF</b>        | 2008 | BT541 | X010234 - X014584 |
|               |                   |      | BT581 | X010659 - X013869 |
|               |                   |      | BV541 | X032597 - X083158 |
|               |                   |      | BV581 | X032603 - X083120 |
|               |                   |      | CT541 | X002218 - X002439 |
|               |                   |      | CV541 | X005183 - X008862 |
|               |                   |      | DT541 | X010580 - X013787 |
|               |                   |      | DT581 | X012554 - X012753 |
|               |                   |      | DV541 | X032596 - X083159 |
|               |                   |      | DV581 | X032602 - X083167 |
|               |                   |      | ET541 | X016320 - X027282 |
|               |                   |      | ET581 | X022981 - X026381 |
|               |                   |      | EV541 | X032809 - X069738 |
|               |                   |      | EV581 | X032801 - X069597 |
|               |                   |      | JT521 | X002236 - X002401 |
|               |                   |      | JU521 | X003336 - X004115 |
|               |                   |      | JV521 | X002395 - X003232 |
|               |                   |      | KT521 | X002148 - X002358 |
|               |                   |      | KV521 | X002463 - X003358 |
|               |                   |      | LT521 | X016321 - X027335 |
|               |                   |      | LU521 | X006748 - X017477 |
|               |                   |      | LV521 | X032804 - X069666 |
|               |                   |      | MT521 | X010235 - X014590 |
|               |                   |      | MV521 | X032626 - X083124 |
|               |                   |      | RT541 | X016318 - X027320 |
|               |                   |      | RT581 | X017618 - X020071 |
|               |                   |      | RU541 | X006743 - X017473 |
|               |                   |      | RV541 | X032802 - X069735 |
|               |                   |      | RV581 | X032846 - X069669 |
|               |                   |      | ST541 | X002070 - X002160 |
| SV541         | X004749 - X006281 |      |       |                   |

**(Number of Vehicles Involved Continued. . .)**

| MODEL         | WMI               | MY   | VDS   | START - FINISH    |
|---------------|-------------------|------|-------|-------------------|
| <b>TUNDRA</b> | <b>5TF</b>        | 2009 | BT541 | X014611 - X015672 |
|               |                   |      | BV541 | X083229 - X094475 |
|               |                   |      | BV581 | X083255 - X092224 |
|               |                   |      | BW541 | X083226 - X094474 |
|               |                   |      | BW581 | X083224 - X094470 |
|               |                   |      | CT541 | X002440 - X002442 |
|               |                   |      | CV541 | X008872 - X009340 |
|               |                   |      | CW541 | X008870 - X009343 |
|               |                   |      | DT541 | X014616 - X015546 |
|               |                   |      | DV541 | X083242 - X094456 |
|               |                   |      | DV581 | X083244 - X094356 |
|               |                   |      | DW541 | X083227 - X094471 |
|               |                   |      | DW581 | X083217 - X094450 |
|               |                   |      | ET541 | X028344 - X028907 |
|               |                   |      | EV541 | X069830 - X073898 |
|               |                   |      | EV581 | X069778 - X073903 |
|               |                   |      | JU521 | X004131 - X004208 |
|               |                   |      | JV521 | X003234 - X003256 |
|               |                   |      | KT521 | X002362 - X002376 |
|               |                   |      | KV521 | X003364 - X003503 |
|               |                   |      | KW521 | X003384 - X003510 |
|               |                   |      | LT521 | X027997 - X029309 |
|               |                   |      | LU521 | X017497 - X020451 |
|               |                   |      | LV521 | X070510 - X073112 |
|               |                   |      | MT521 | X014876 - X015419 |
|               |                   |      | MV521 | X085497 - X094424 |
|               |                   |      | MW521 | X084767 - X094316 |
|               |                   |      | RT541 | X027383 - X029316 |
|               |                   |      | RU541 | X017498 - X020454 |
|               |                   |      | RV541 | X069772 - X073904 |
|               |                   |      | RV581 | X070033 - X073900 |
|               |                   |      | ST541 | X002171 - X002179 |
| SV541         | X006283 - X006375 |      |       |                   |

| MODEL         | WMI               | MY   | VDS   | START - FINISH    |
|---------------|-------------------|------|-------|-------------------|
| <b>TUNDRA</b> | <b>5TF</b>        | 2010 | BM5F1 | X002356 - X008641 |
|               |                   |      | BW5F1 | X093050 - X129078 |
|               |                   |      | BY5F1 | X093061 - X129101 |
|               |                   |      | CM5F1 | X001001 - X001185 |
|               |                   |      | CW5F1 | X009335 - X010458 |
|               |                   |      | CY5F1 | X009336 - X010456 |
|               |                   |      | DM5F1 | X001019 - X009218 |
|               |                   |      | DW5F1 | X093128 - X129132 |
|               |                   |      | DY5F1 | X094480 - X129135 |
|               |                   |      | EM5F1 | X001006 - X012942 |
|               |                   |      | EY5F1 | X073303 - X088236 |
|               |                   |      | FM5F1 | X001806 - X012029 |
|               |                   |      | FY5F1 | X073300 - X088204 |
|               |                   |      | HM5F1 | X002336 - X008496 |
|               |                   |      | HW5F1 | X093038 - X129151 |
|               |                   |      | HY5F1 | X093142 - X129092 |
|               |                   |      | JM5F1 | X001002 - X001115 |
|               |                   |      | JU5F1 | X004209 - X004491 |
|               |                   |      | JY5F1 | X003257 - X003304 |
|               |                   |      | KM5F1 | X001001 - X001247 |
|               |                   |      | KW5F1 | X003513 - X004076 |
|               |                   |      | KY5F1 | X003514 - X004079 |
|               |                   |      | LM5F1 | X001026 - X012850 |
|               |                   |      | LU5F1 | X020324 - X022890 |
|               |                   |      | LY5F1 | X074019 - X087829 |
|               |                   |      | MM5F1 | X001020 - X009023 |
|               |                   |      | MW5F1 | X094824 - X128358 |
|               |                   |      | MY5F1 | X093123 - X127999 |
|               |                   |      | RM5F1 | X001008 - X012961 |
|               |                   |      | RU5F1 | X020455 - X022894 |
|               |                   |      | RY5F1 | X073343 - X088224 |
|               |                   |      | SM5F1 | X004749 - X012442 |
| SY5F1         | X073306 - X088151 |      |       |                   |
| TM5F1         | X001001 - X001152 |      |       |                   |
| TY5F1         | X006373 - X006786 |      |       |                   |
| UM5F1         | X001021 - X009228 |      |       |                   |
| UW5F1         | X093055 - X129131 |      |       |                   |
| UY5F1         | X094485 - X129140 |      |       |                   |

**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 Reinforcement Bar**

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

\* 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.

NAPO will place and release orders for the initial quantities to be allocated to each dealer over the first two weeks of the campaign (subject to change), and will cancel dealer initiated orders during this period.

If there are special circumstances, dealership associates should go through their normal channels for resolution (e.g. PDC, Dealer Parts Call Center for TMS Region Dealers, DSPMs).

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 (if applicable)

**(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.

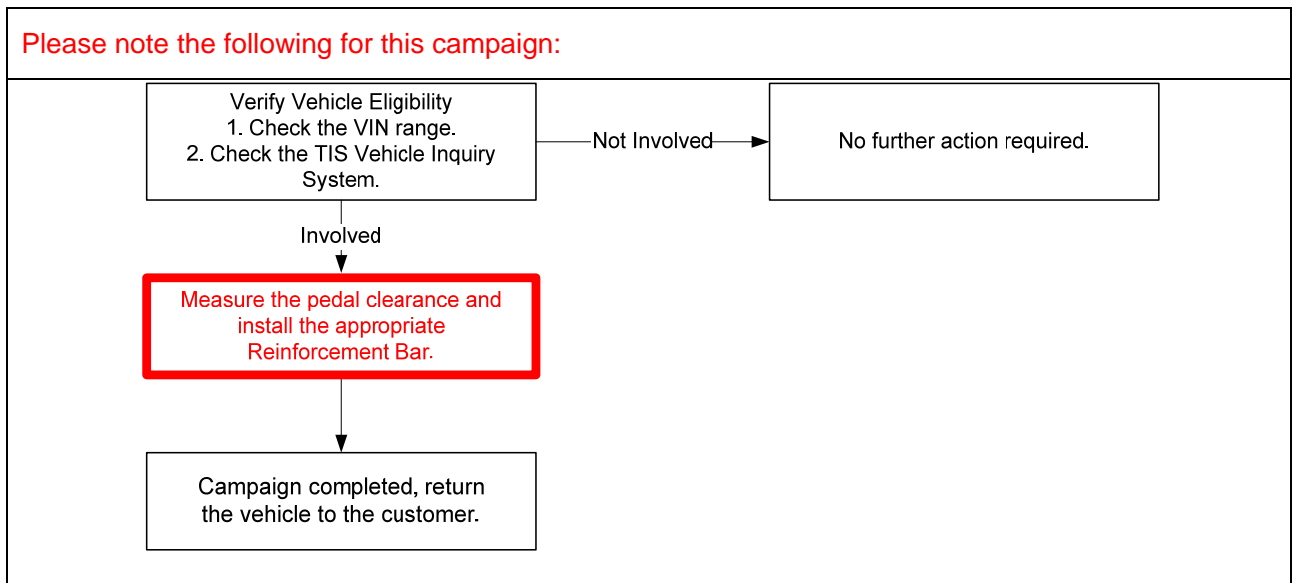
In the event the accelerator link arm support cover (thin metal cover on the back of the accelerator pedal) is damaged during the repair, please utilize the part number listed below.

| 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**



**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 accelerator pedal repairs 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.