

Mark Kubota / TMS Toyota Customer Services

Quality Compliance

March 10, 2010

Approved By: Bob Waltz

To: All Toyota Dealers: Dealer Principals, General Managers, Service Managers and Parts Managers  
From: Toyota Customer Services

**Supplemental Information for Safety Recall 90L  
Potential Floor Mat Interference with Accelerator Pedal  
UPDATE (3/10/2010)**

Toyota is currently in the process of finalizing the recall remedy for some models. The customer will be notified by first class mail as soon as your dealership is prepared to perform the remedy on the vehicle. Once the customer receives this notification announcing the remedy is available, please request that they contact your dealership to schedule an appointment to have this important remedy performed. Please note that if the remedy has been launched for a particular model, the customer does not need the owner letter to have the remedy performed.

In order to keep the customer better informed, a temporary campaign designation 9SL was loaded into TIS. 9SL was created for vehicles that are affected by Safety Recall 90L but the remedy has not been finalized. When the affected VIN is inputted into the Vehicle Inquiry screen on TIS, it will show as 9SL and it will direct the dealer to the attached document and Consumer Safety Advisory Letter to provide to the customer.

Once the remedy is finalized for a specific model, it will be removed from 9SL and the Safety Recall 90L information will be displayed.

Thank you for your understanding.

# TOYOTA

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

March, 2010

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

Subject: Supplemental Information for Safety Recall 90L  
Potential Floor Mat Interference with Accelerator Pedal

***The vehicle is covered by the Potential Floor Mat Interference with Accelerator Pedal Recall (Safety Recall 90L)***

Toyota is currently in the process of finalizing the recall remedy for some models. The customer will be notified by first class mail as soon as your dealership is prepared to perform the remedy on the vehicle. Once the customer receives this notification announcing the remedy is available, please request that they contact your dealership to schedule an appointment to have this important remedy performed. Please note that if the remedy has been launched for a particular model, the customer does not need the owner letter to have the remedy performed.

***The following Toyota models are covered:***

2005 – 2010 Avalon	2004 – 2009 Prius
2007 – 2010 Camry	2005 – 2010 Tacoma
2009 – 2010 Corolla	2007 – 2010 Tundra
2008 – 2010 Highlander	2009 – 2010 Venza
2009 – 2010 Matrix	

Please request that customers take out any removable driver's floor mat and NOT replace it with any other floor mat until the Safety Recall remedy is performed on the vehicle.

In the event a customer chooses not to take out any 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 assist any customer that requests assistance in this verification.

In the meantime, please provide customers that are covered by this Safety Recall a copy of the Consumer Safety Advisory Letter as a reminder. Please fill in the model year and model before providing it to them.

Thank you for your assistance.

***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.

***Enclosed: Consumer Safety Advisory Owner Letter***

**Certain [Model Year] through [Model Year] Model Year [model]  
Potential Floor Mat Interference with Accelerator Pedal  
Safety Recall Campaign (Interim Notice)**

[VIN]

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect which relates to motor vehicle safety exists in certain 200\_\_ through certain 20\_\_ model year [name of model] vehicles. 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. 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.

Toyota is currently developing a campaign remedy and will notify you when it is ready. In the meantime, we are providing important information regarding the issue and steps you may take in the interim.

**What is the risk?**

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.

**What will Toyota do?**

***We will notify you again as soon as a campaign remedy is available for your vehicle.***

**What should you do?**

We request that you take out **any removable** driver's floor mat and NOT replace it with any other floor mat until the campaign remedy is ready and implemented on your vehicle.

In the event you choose not to take out your removable floor mat, Toyota strongly recommends that you 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. Information on proper floor mat installation for your vehicle is enclosed with this notification. Please visit <http://www.toyota.com/floormats> for information on other models.

**What should you do if you experience accelerator pedal interference?**

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 you 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, or to ACC. 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 an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.

-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.

**What if you have other questions?**

***Please visit <http://www.toyota.com/floormats> for further information.*** Your local Toyota dealer will be more than happy to answer any of your questions as well. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

Toyota will advise you in a separate letter when a campaign remedy is available for your vehicle. After you receive that separate letter, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>, if you believe that Toyota has failed or is unable to provide a remedy without charge or within a reasonable time after the earliest date we advise you in writing that a campaign remedy is available for your vehicle.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,  
TOYOTA MOTOR SALES, U.S.A., INC.

# Toyota Carpeted or All-Weather Floor Mat Inspection, Application and Installation Instructions



Read these important Warnings **BEFORE** installing ANY type of Floor Mat.

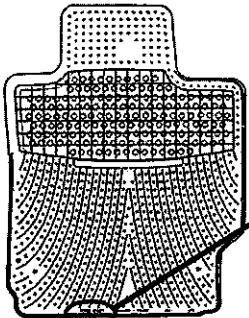
## A. General Floor Mat Warnings

- Only install floor mats designed specifically for that model and model year. Check for correct model name and part number on the packaging label to confirm vehicle application.
  - Never install a floor mat if you are uncertain of the model application.
  - Never install the floor mat upside down or turned over for any reason.
  - Only install the driver's floor mat in the driver's foot area.
- Always properly secure the driver's floor mat using the retaining hooks (clips) supplied in the bag with the floor mats (in the case of Lexus with the carpet floor mats). Follow the floor mat retention clip installation instruction supplied with the clips. If the mat is properly secured and you have confirmed vehicle applicability, it will not interfere with the accelerator pedal.
  - Never install the front driver's floor mat without all retaining hooks (clips) securing the mat firmly in place.
- The retaining hooks (clips) are designed to accommodate only one floor mat at a time.
  - Do not install another floor mat(s) on top of an existing driver's floor mat.
- After installation, always check the operation of the accelerator, brake and clutch (if applicable) pedals to assure the floor mat does not interfere with them.
- Carefully read the warning tag attached to the driver's floor mat regarding installation.

## B. Floor Mat Inspection Instructions and Application Information

- Before placing a floor mat in a vehicle be familiar with the procedure outlined below.
  - Identify the correct driver's floor mat for the specific vehicle application.
  - Correctly install the driver's floor mat.
- Regularly verify the correct floor mat is securely installed in the appropriate model using the retaining hooks (clips).

**NOTE:** Use the attached Application Information Chart to verify mat-to-vehicle application.



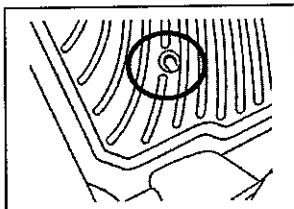
**PT908-03071**

Driver's floor mat part number is located on the bottom of the back side of the mat.

(Sample of Application Information Chart)  
See Attachments for details specific to your vehicle.

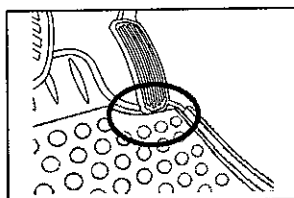
Part Number	Model	Type
PT206-32100-45	Camry / Camry Hybrid	Carpeted
PT908-03071-02	Camry	All Weather
PT908-03071-14	Camry	All Weather

*The last 2 digits on the part number indicate the color code*



- Make sure the driver's floor mat is properly secured by the retaining hooks (clips). Confirm that the retaining hooks (clips) are secured into the grommet holes in the vehicle's floor (carpet).

**Warning:** Do not stack the floor mats in any vehicle. The retaining hooks (clips) are designed to accommodate only one floor mat at a time.



- Check the following pedal operation (fully depress the pedal) to assure the floor mat does not interfere with it. Make sure the vehicle is turned off and in the "Park" position when testing:
  - Accelerator Pedal
  - Brake Pedal
  - Clutch Pedal (if equipped)



# AVALON

## 2005 – 2010 Model Year Toyota Avalon Vehicles Floor Mat to Vehicle Application Chart

Part Number	Model	Type	05	06	07	08	09	10	Color
PT206-07090-02	Avalon	Carpeted					✓	✓	Ivory
PT206-07090-16	Avalon	Carpeted					✓	✓	Graphite
PT206-07090-17	Avalon	Carpeted					✓	✓	Lt Gray
PT206-07090-18	Avalon	Carpeted					✓	✓	Dk Charcoal
PT548-07050-10	Avalon	Carpeted	✓	✓	✓	✓	✓	✓	Ivory
PT548-07050-11	Avalon	Carpeted	✓	✓	✓	✓	✓	✓	Lt Gray
PT548-07050-12	Avalon	Carpeted	✓	✓	✓	✓	✓	✓	Dk Charcoal
PT548-07050-22	Avalon	Carpeted	✓	✓	✓	✓	✓	✓	Graphite
PT548-07070-10	Avalon	Carpeted			✓	✓	✓	✓	Ivory
PT548-07070-11	Avalon	Carpeted			✓	✓	✓	✓	Lt Gray
PT548-07070-12	Avalon	Carpeted			✓	✓	✓	✓	Dk Charcoal
PT548-07070-22	Avalon	Carpeted			✓	✓	✓	✓	Graphite
PT908-07050-02	Avalon	All Weather	✓	✓	✓	✓	✓	✓	Black
PT908-07050-14	Avalon	All Weather	✓	✓	✓	✓	✓	✓	Brown



# CAMRY

**2007 – 2010 Model Year Toyota Camry Vehicles Floor Mat to Vehicle Application Chart**

Part Number	Model	Type	'07	'08	'09	'10	Color
PT206-32060-11	Camry / Camry Hybrid	Carpeted	✓	✓	✓	✓	Ash
PT206-32060-12	Camry / Camry Hybrid	Carpeted	✓	✓	✓	✓	Dk Charcoal
PT206-32060-14	Camry / Camry Hybrid	Carpeted	✓	✓	✓	✓	Bisque
PT206-32078-40	Camry Hybrid	Carpeted	✓				Bisque
PT206-32100-12	Camry / Camry Hybrid	Carpeted				✓	Gray
PT206-32100-45	Camry / Camry Hybrid	Carpeted				✓	Brown
PT908-03071-02	Camry / Camry Hybrid	All Weather	✓	✓	✓	✓	Black
PT908-03071-14	Camry / Camry Hybrid	All Weather	✓	✓	✓	✓	Brown
PT908-0307F-02	Camry / Camry Hybrid (Front Mat)	All Weather	✓	✓			Black
PT908-0307F-14	Camry / Camry Hybrid (Front Mat)	All Weather	✓	✓			Brown
PT908-32070-02*	Camry / Camry Hybrid - Do not use*	All Weather	✓				Black
PT908-32070-14*	Camry / Camry Hybrid - Do not use*	All Weather	✓				Brown

\*These mats were recalled in 2007. Please place them in your trunk until further notice.



# COROLLA

2009 – 2010 Model Year Toyota Corolla Vehicles Floor Mat to Vehicle Application Chart

Part Number	Model	Type	09	10	Color
PT206-02090-12	Corolla	Carpeted	✓		Dark Charcoal
PT206-02091-12	Corolla	Carpeted	✓		Dark Charcoal
PT206-02090-41	Corolla	Carpeted	✓		Bisque
PT206-02091-41	Corolla	Carpeted	✓		Bisque
PT206-02093-41	Corolla	Carpeted	✓		Bisque
PT206-02092-12	Corolla	Carpeted	✓	✓	Dark Charcoal
PT206-02093-12	Corolla	Carpeted	✓	✓	Dark Charcoal
PT206-02092-41	Corolla	Carpeted	✓	✓	Bisque
PT206-02093-41	Corolla	Carpeted	✓	✓	Bisque
PT206-02102-45	Corolla	Carpeted		✓	Brown
PT206-02103-45	Corolla	Carpeted		✓	Brown
PT908-02090-02	Corolla	All Weather	✓	✓	Black





# HIGHLANDER

2008 – 2010 Model Year Toyota Highlander Vehicles Floor Mat to Vehicle Application Chart

Part Number	Model	Type	8	8	9	Color
PT919-48080-11	Highlander	Carpet	✓	✓	✓	Black
PT919-48080-22	Highlander	Carpet	✓	✓	✓	Ash
PT919-48080-41	Highlander	Carpet	✓	✓	✓	Sand Beige
PT919-48081-22	Highlander Hybrid	Carpet	✓	✓	✓	Ash
PT919-48081-41	Highlander Hybrid	Carpet	✓	✓	✓	Sand Beige
PT919-48082-11	Highlander / Highlander Hybrid	Carpet	✓	✓	✓	Black
PT919-48082-22	Highlander / Highlander Hybrid	Carpet	✓	✓	✓	Ash
PT919-48082-41	Highlander / Highlander Hybrid	Carpet	✓	✓	✓	Sand Beige
PT908-48087-22	Highlander	All Weather	✓			Black
PT908-4808G-02	Highlander	All Weather	✓	✓	✓	Black
PT908-48083-02	Highlander – 3 <sup>rd</sup> Row	All Weather	✓	✓	✓	Black
PT908-48088-22	Highlander Hybrid	All Weather	✓	✓	✓	Black



# MATRIX

## 2009 – 2010 Model Year Toyota Matrix Vehicles Floor Mat to Vehicle Application Chart

Part Number	Model	Type	09	10	Color
PT206-12090-14	Matrix – 2WD	Carpeted	✓	✓	Dark Charcoal
PT206-12091-14	Matrix – AWD	Carpeted	✓	✓	Dark Charcoal
PT206-12092-14	Matrix – 2WD	Carpeted	✓	✓	Dark Charcoal
PT206-12093-14	Matrix – AWD	Carpeted	✓	✓	Dark Charcoal
PT908-12090-02	Matrix - AWD	All Weather	✓	✓	Black
PT908-12290-02	Matrix – 2WD	All Weather	✓	✓	Black



# PRIUS

## 2004 – 2009 Model Year Toyota Prius Vehicles Floor Mat to Vehicle Application Chart

Part Number	Model	Type	'04	'05	'06	'07	'08	'09	Color
PT208-47045-10	Prius	Carpeted	✓	✓					Ivory
PT208-47045-11	Prius	Carpeted	✓	✓	✓	✓	✓	✓	Dk Gray
PT208-47060-14	Prius	Carpeted			✓	✓	✓	✓	Dk Bisque
PT908-21050-02	Prius	All Weather		✓	✓				Black
PT908-21051-02	Prius	All Weather			✓	✓	✓	✓	Black



# TACOMA

## 2005 – 2010 Model Year Toyota Tacoma Vehicles Floor Mat to Vehicle Application Chart

Part Number	Model	Type	05	06	07	08	09	10	Color
PT206-35050-11	Tacoma - Reg Cab	Carpeted	✓	✓	✓				Lt Charcoal
PT206-35050-14	Tacoma - Reg Cab	Carpeted	✓	✓	✓				Oak
PT206-35051-11	Tacoma - Access Cab	Carpeted	✓	✓	✓				Lt Charcoal
PT206-35051-14	Tacoma - Access Cab	Carpeted	✓	✓	✓				Oak
PT206-35052-11	Tacoma - Double Cab	Carpeted	✓	✓	✓				Lt Charcoal
PT206-35052-14	Tacoma - Double Cab	Carpeted	✓	✓	✓				Oak
PT206-35055-11	Tacoma - Acc Cab TRD	Carpeted	✓	✓	✓				Charcoal
PT206-35056-11	Tacoma - Dbl Cab TRD	Carpeted	✓	✓	✓				Charcoal
PT206-35080-11	Tacoma - Reg Cab	Carpeted				✓	✓	✓	Lt Charcoal
PT206-35080-14	Tacoma - Reg Cab	Carpeted				✓	✓		Oak
PT206-35081-11	Tacoma - Access Cab	Carpeted				✓	✓	✓	Lt Charcoal
PT206-35081-14	Tacoma - Access Cab	Carpeted				✓	✓		Oak
PT206-35082-11	Tacoma - Double Cab	Carpeted				✓	✓	✓	Lt Charcoal
PT206-35082-14	Tacoma - Double Cab	Carpeted				✓	✓		Oak
PT206-35085-11	Tacoma - Acc Cab TRD	Carpeted				✓	✓	✓	Charcoal
PT206-35086-11	Tacoma - Dbl Cab TRD	Carpeted				✓	✓	✓	Charcoal
PT206-35090-43	Tacoma - Reg Cab	Carpeted					✓	✓	Sand Beige
PT206-35091-43	Tacoma - Access Cab	Carpeted					✓	✓	Sand Beige
PT206-35092-43	Tacoma - Double Cab	Carpeted					✓	✓	Sand Beige
PT206-35100-13	Tacoma - Reg Cab	Carpeted						✓	Lt Charcoal
PT206-35100-15	Tacoma - Reg Cab	Carpeted						✓	Dk Charcoal
PT206-35101-13	Tacoma - Access Cab	Carpeted						✓	Lt Charcoal
PT206-35101-15	Tacoma - Access Cab	Carpeted						✓	Dk Charcoal
PT206-35102-13	Tacoma - Double Cab	Carpeted						✓	Lt Charcoal
PT206-35102-15	Tacoma - Double Cab	Carpeted						✓	Dk Charcoal
PT206-35105-13	Tacoma - Acc Cab TRD	Carpeted						✓	Lt Charcoal
PT206-35106-13	Tacoma - Dbl Cab TRD	Carpeted						✓	Lt Charcoal
PT908-3505B-02	Tacoma - Reg Cab	All Weather	✓	✓	✓	✓			Black
PT908-3505C-02	Tacoma - Access Cab	All Weather	✓	✓	✓	✓			Black
PT908-3505D-02	Tacoma - Double Cab	All Weather	✓	✓	✓	✓			Black
PT908-3507B-02	Tacoma - Reg Cab	All Weather				✓	✓	✓	Black
PT908-3507C-02	Tacoma - Access Cab	All Weather				✓	✓	✓	Black
PT908-3507D-02	Tacoma - Double Cab	All Weather				✓	✓	✓	Black
PT908-35S8C-02	Tacoma - SE Acc Cab	All Weather				✓			Black
PT908-35S8D-02	Tacoma - SE Dbl Cab	All Weather				✓			Black



# TUNDRA

## 2007 – 2010 Model Year Toyota Tundra Vehicles Floor Mat to Vehicle Application Chart

Part Number	Model	Type	07	08	09	10	Color
PT206-34071-11	Tundra - Reg Cab	Carpeted	✓	✓	✓	✓	Graphite
PT206-34071-12	Tundra - Reg Cab	Carpeted	✓				Black
PT206-34071-43	Tundra - Reg Cab	Carpeted	✓	✓	✓	✓	Sand Beige
PT206-34072-11	Tundra-D Cab & Crew Max	Carpeted	✓	✓	✓	✓	Graphite
PT206-34072-12	Tundra-D Cab & Crew Max	Carpeted	✓	✓	✓	✓	Black
PT206-34072-43	Tundra-D Cab & Crew Max	Carpeted	✓	✓	✓	✓	Sand Beige
PT908-3407B-22	Tundra - Reg Cab	All Weather	✓	✓	✓		Black
PT908-3407C-22	Tundra-D Cab & Crew Max	All Weather	✓	✓	✓		Black
PT908-3410B-02	Tundra - Reg Cab	All Weather				✓	Black
PT908-3410C-02	Tundra-D Cab & Crew Max	All Weather				✓	Black



# VENZA

## 2009 – 2010 Model Year Toyota Venza Vehicles Floor Mat to Vehicle Application Chart

Part Number	Model	Type	09	10	Color
PT206-0T090-20	Venza	Carpet	✓	✓	Black
PT908-0T090-02	Venza	All Weather	✓	✓	Black

# TOYOTA

**Update 3/19/2010:** -Added to the VIN Range: 22 Camry Hybrid Vehicles and 15 Camry Vehicles (2009 Model Year)  
-Updated sublet - Customer Reimbursement for Accessory Accelerator Pedal Cover  
-Additional Information on metallic sports pedal covers.

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

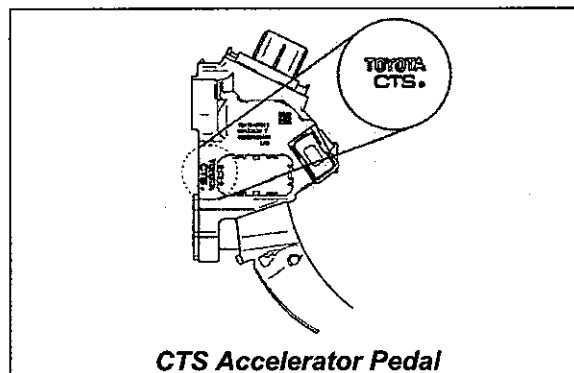
**Update 02/05/2010:** Update to VIN Range.

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

**Subject:** Safety Recall – 90L  
Certain 2007 – 2010 Model Year Camry & 22, 2009 Model Year Camry Hybrid Vehicles  
Potential Floor Mat Interference with Accelerator Pedal  
Phase 2 – Vehicles Equipped with Accelerator Pedals manufactured by CTS Corporation

As communicated last Fall, 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.***

***This notice is to provide you with remedy instructions for affected Camry and Camry Hybrid vehicles equipped with accelerator pedals manufactured by CTS Corporation ("CTS accelerator pedals").***



**Note:**

- ***The name of the pedal manufacturer is embossed (CTS) on the upper sensor housing on the brake pedal side.***
- ***The majority of 2007 – 2010 model year Camry vehicles equipped with CTS accelerator pedals are also involved in Safety Recall A0A (Accelerator Pedal Reinforcement Bar Installation). Please verify TIS for vehicle applicability of both campaigns.***

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.

### **Campaign Remedy for Vehicles Equipped with CTS Accelerator Pedals**

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 both the rigid plastic accelerator pedal\* and the floor surface in the driver's foot-well.
- If the vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), they will 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.

As an additional measure independent of the vehicle-based recall remedy, a newly designed override system on Camry\* vehicles will be installed to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. ***The Camry Hybrid already contains a fuel supply cut feature for Hybrid motor protection that achieves a similar result as the override system newly designed for the non-hybrid models.***

**\*Note:**

- *If the vehicle is equipped with an accessory metallic sports pedal cover, Toyota will need to remove the metallic sports pedal cover. Once the remedy is completed, due to the nature of the repair, the accessory sports pedal cover will not be reinstalled. The customer may contact the Customer Experience Center (1-800-331-4331) for additional details and reimbursement consideration.*
- *Most Camry Hybrid vehicles are equipped with Denso accelerator pedals (Denso pedals). Please refer to instructions in phase 1 for Denso pedals.*

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

The owner notification will commence in early February, approximately one week after your dealership has been notified.

**This campaign will be launched in several phases by model and/or pedal manufacturer.**

- Phase 1, launched on February 2, 2010, included certain 2007 through 2010 model year Camry and Camry Hybrid vehicles equipped with Denso accelerator pedals.
- Phase 2 includes certain 2007 through 2010 model year Camry vehicles and 22, 2009 model year Camry Hybrid vehicles equipped with a CTS accelerator pedal. These owner letters will be mailed over a period of several weeks.
- Information on additional phases related to Camrys equipped with factory installed metallic sport pedals, as well as Avalon, Corolla, Highlander, Matrix, Prius, Tacoma, Tundra and Venza will be provided prior to the launch of these phases.

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 a safety recall unless the defect has been remedied. However, because this defect does not exist in vehicles in which the driver's side floor mat is compatible with the vehicle and properly secured you may continue to sell new vehicles that have not received the full remedy if you assure the driver's position floor mat is semi-permanently secured or place the front driver's and passenger's floor mats in the trunk on any 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 Camry vehicles just prior to vehicle delivery where possible.*



### 3. Dealer Summary Reports

*For your reference, the following summary reports are included for the Service and Parts Manager:*

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

### 4. Number and Identification of Involved Vehicles

There are approximately 786,000 Camry (2007 through 2010 model year) and 22 Camry Hybrid (2009 model year) vehicles, equipped with CTS accelerator pedals.

MODEL	WMI	MY	VIN Range	
			VDS	Range
CAMRY	4T1	2007	BE46K	U001001 -U195222
			BK46K	U504376 -U729526
		2008	BE46K	U001003 -U054581
			BE46K	U171709 -U263248
			BK46K	U730123 -U791444
			BK46K	U040415 -U073251
		2009	BE46K	U260017 - U919800
			BK46K	U073252 -U098189
	4T4	2010	BF3EK	U001002 -U112408
			BK3EK	U091136 -U116162
		2007	BE46K	R001003 -R011624
		2008	BE46K	R001816 -R047779
		2009	BE46K	R027105 -R139848
		2010	BF3EK	R001023 -R085180
CAMRY HV*	4T1	2009	BB46K	U107306 - U107555

#### NOTE:

- Not all vehicles in the VIN range are affected by this SSC.
- If your dealership is contacted by an owner of a Camry vehicle 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.

*\*22 specific Camry Hybrid vehicles are equipped with a CTS Accelerator Pedal. The remaining Camry Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, only the specific 22 Camry Hybrid vehicles require completion of 90L Phase 2. Updated to reflect the revisions made to the DIR on 2/19/10.*

**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 ensure that each Toyota Dealer has an adequate supply of service parts to complete customer vehicle repairs based on initial 90L mailing quantities and support repairs on new, pre-owned and TRAC vehicles in dealer inventory, NAPO and CAD have placed Manual Allocation codes on each of the following part numbers. Maximum quantity percentages will be increased as additional mailers are released. NAPO will release dealer orders as shown in the matrix below until further notice:

**Floor Surface Modification**

Part Number	Description	Dlr QUP	Dlr Max Order Qty	Max Qty released
04009-52106	*Tibia, Pad Kit	1	50	Up to 20% of Dlr UIO
78118-41010	Stopper	10	50	Up to 20% of Dlr UIO

\*Upper and Lower Tibia Pad

To support customers that have Genuine Toyota Camry All Weather Floor Mats, Toyota will be replacing the customer's existing driver and passenger side front floor mats using the correct color 2-piece mat set below:

**All Weather Floor Mat (AWFM) Replacement**

Part Number	Description	Color	Dlr MaxOrder Qty
*PT908-0310W-02	2PC AWFM BLK CAMRY	Black	4
*PT908-0310W-14	2PC AWFM BRN CAMRY	Brown	1

Dealer Maximum Order quantities for these new All Weather Floor Mat part numbers are consistent with our historical sales. Manual Allocation Codes are on these two part numbers and dealer orders will be reviewed and released based on availability and dealer order history.

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

\*AWFM's replaced under this campaign will be placed on Warranty Parts Recovery.

- To assure the AWFM's are rendered unusable, please cut them prior to return.
- Floor mats that are not returned will result in the claim being debited.
- If a customer has disposed of their older design Toyota genuine 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. Please return a copy of the proof-of-purchase stapled to the repair order in an envelope in lieu of the actual AWFM for warranty parts recovery.

**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 grommet area requires repair, a new repair part is available. Please refer to T-SB-0397-09 for additional information on grommet repair.

Part No.	Part Name	Qty/Unit
58297-50020	Retainer, Floor Clamp	Depending Upon Need

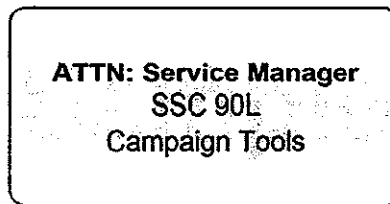
Refer to the Warranty Processor section for customer reimbursement of metallic sports pedal cover. Customers may also call the Customer Experience Center (1-800-331-4331) for additional details on reimbursement consideration.

**6. Tools and Equipment and Materials**

In early February, 2010, each dealership was provided with a campaign tool kit. This kit included the required accelerator gauge, an orbital sander, a reciprocating saw, and a **Denso** accelerator template.

***In a separate shipment scheduled to arrive February 05, 2010, your dealership was sent a CTS accelerator pedal template.***

When received, the CTS accelerator template package will have a fluorescent (green, orange, yellow or pink) label like the sample seen below for easy identification.



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

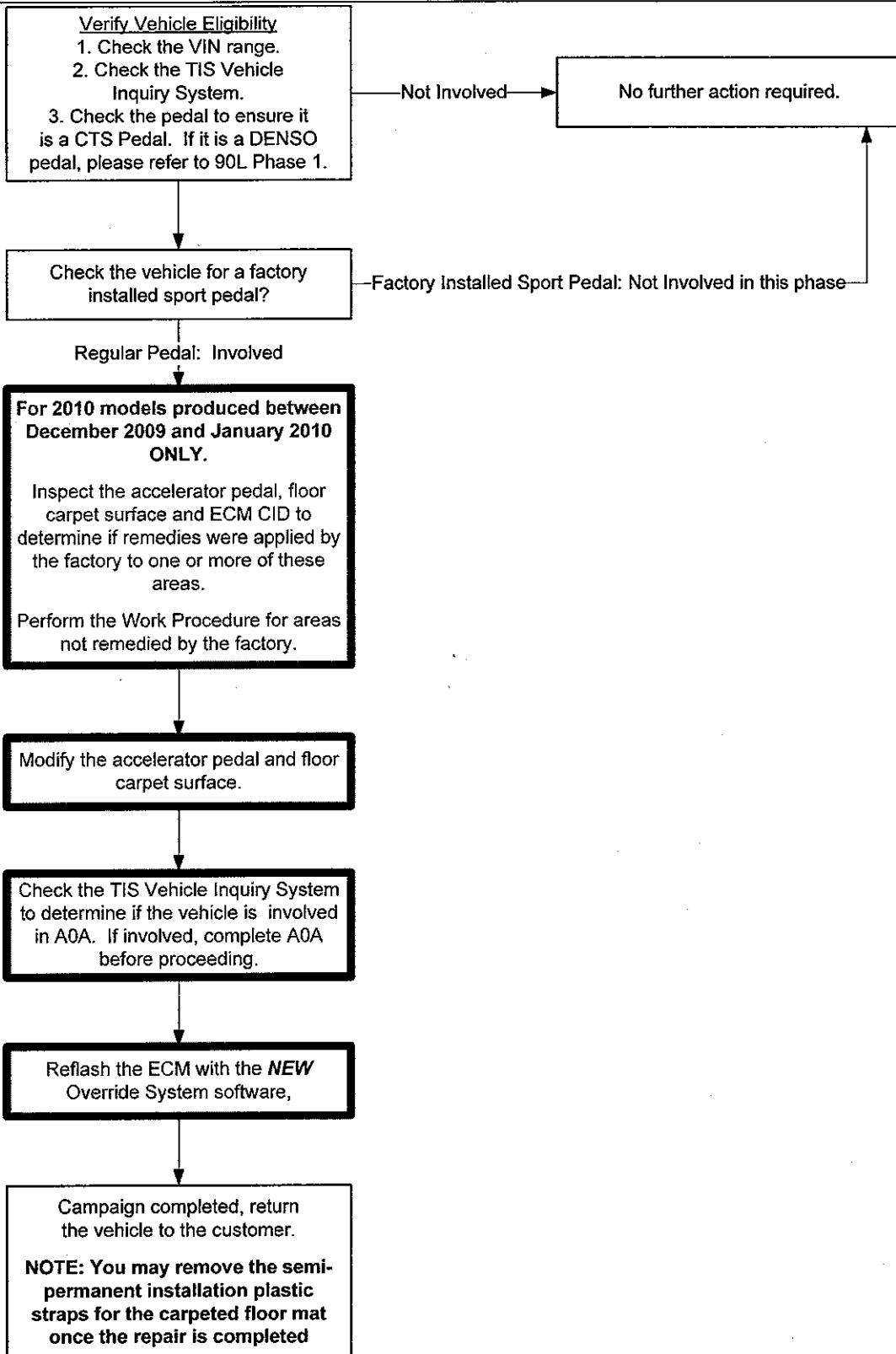
**7. Repair Procedures**

Refer to TIS for the appropriate Technical Instructions.

**NOTE: This campaign supersedes SSC 70F. Claims for SSC 70F will no longer be accepted.**

8. **Warranty Processor Instructions**

Please note the following for this campaign:



**(Warranty Processor Instructions Continued. . .)**

The operation codes to be used for this campaign are:

SSC #	Op. Code	Description	Flat Rate Hour
90L Camry <u>Non-Hybrid</u> Vehicles Equipped with CTS Accelerator Pedals*	9911M9	1. Accelerator Pedal and Floor Surface Modification 2. Override System (reflash) installation <b>3. Remove the sound deadening material</b> <b>4. Replacement of the All Weather Floor Mat</b> 5. Inspect the front carpet and floor mat and clean them as appropriate.	2.1 hr/vehicle
	9911MA	1. Accelerator Pedal and Floor Surface Modification 2. Override System (reflash) installation <b>3. Remove the sound deadening material</b> 4. Inspect the front carpet and floor mat and clean them as appropriate.	2.1 hr/vehicle
	9911MB	1. Accelerator Pedal and Floor Surface Modification 2. Override System (reflash) installation <b>3. Replacement of the All Weather Floor Mat</b> 4. Inspect the front carpet and floor mat and clean them as appropriate.	2.0 hr/vehicle
	9911MC	1. Accelerator Pedal and Floor Surface Modification 2. Override System (reflash) installation 3. Inspect the front carpet and floor mat and clean them as appropriate.	2.0 hr/vehicle
90L Camry <u>Hybrid</u> Vehicles Equipped with CTS Accelerator Pedals	9911MD	1. Accelerator Pedal and Floor Surface Modification <b>2. Remove the sound deadening material</b> <b>3. Replacement of the All Weather Floor Mat</b> 4. Inspect the front carpet and floor mat and clean them as appropriate.	1.6 hr/vehicle
	9911ME	1. Accelerator Pedal and Floor Surface Modification <b>2. Remove the sound deadening material</b> 3. Inspect the front carpet and floor mat and clean them as appropriate.	1.6 hr/vehicle
	9911MF	1. Accelerator Pedal and Floor Surface Modification <b>2. Replacement of the All Weather Floor Mat</b> 3. Inspect the front carpet and floor mat and clean them as appropriate.	1.5 hr/vehicle
	9911MG	1. Accelerator Pedal and Floor Surface Modification 2. Inspect the front carpet and floor mat and clean them as appropriate.	1.5 hr/vehicle

- **For Op Codes relating to vehicles with DENSO pedals please refer to SSC 90L Phase 1.**
- **The majority of 2007 – 2010 model year Camry vehicles equipped with CTS accelerator pedals are also involved in Safety Recall A0A (Accelerator Pedal Reinforcement Bar Installation). Please verify TIS for vehicle applicability of both campaigns. Please refer to Safety Recall A0A for operation codes and flat rate times.**
- The above flat rate time includes 0.1 hour for administrative cost per unit.
- Additional materials used for repairing each vehicle (i.e., industrial tape, double-stick tape, 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.
- AWFMs replaced under this campaign 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 vehicle is installed 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. **(Sublet type "PC" updated 3/19/2010)**

**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 ensure that all customer contact personnel are aware of this campaign 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 2007 through 2010 Camry and Camry Hybrid vehicles who have not yet received the campaign 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.
- Advise owners of affected Avalon, Corolla, Highlander, Matrix, Prius, Tacoma, Tundra and Venza vehicles that Toyota is currently developing a campaign remedy. Customers should retain the all weather and/or carpeted driver's floor mat until the campaign remedy is available.
- Some of the Camry vehicles subject to SSC 90L Phase 2 (Potential Floor Mat Interference with Accelerator Pedal) are also subject to SSC A0A (Accelerator Pedal Reinforcement Bar) and/or LSC 90K (VVT-i Oil Hose Replacement). It is important that your dealership perform all applicable SSC/LSC repairs 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).
- 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

***Service Department:***

Since some customers may have misconceptions in relation to this campaign, a Job Aid has been provided. Please use this document when answering customer questions and explaining the appearance of the modified accelerator pedal. 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 repairs
- Review the work completed
  - Pedal modification
  - Floor surface modification
  - Override system installation
- 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

**(Service Department continued...)**

- Review any multipoint inspection that was performed with the customer's approval
- Present and explain the "Toyota Owner Card" to the customer
- Review proper floor mat installation utilizing the January 2010 Sales Hot Sheet
- Ask the customer if they have any questions or concerns. If necessary, direct them to the Toyota Customer Experience Center or <http://www.toyota.com/floormats>
- 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

**Sales Department:**

- Please refer to the Toyota Hot Sheet when answering questions and communicating floor mat installation and maintenance. Customers with other questions should be directed to a knowledgeable person in the service department.

**10. Accessory Metallic Sports Pedal Cover**

If a vehicle is equipped with an accessory metallic sports pedal **cover**, the cover will need to be removed to complete the accelerator pedal modification. Once the remedy is complete, due to the nature of the repair, the accessory metallic sports pedal cover **can not** be reinstalled.

If the customer requests that the accessory metallic sports pedal covers be removed from the brake and clutch pedal (were applicable) please utilize the following part numbers when reinstalling the factory **brake** and **clutch** pedal covers.

Part No.	Part Name	Qty/Unit
47121-50020	Camry Brake Pedal Pad Auto Transmission	Depending Upon Need
31321-52010	Camry Brake / Clutch Pedal Pad Manual Transmission	Depending Upon Need

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.

**Certain 2007 through 2010 Model Year Camry Vehicles  
Potential Floor Mat Interference with Accelerator Pedal  
Safety Recall Campaign**

Please make an appointment with your local Toyota Dealer to have this important remedy completed.

[VIN]

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect which relates to motor vehicle safety exists in certain 2007 through certain 2010 model year Camry vehicles.

**What is the Condition?**

- As we notified you earlier this past fall, 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.

**What will Toyota do?**

- To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal on your vehicle, any Toyota dealer will remedy your vehicle at **NO CHARGE** to you. The remedy will entail modification to both the accelerator pedal and the floor surface in the driver's foot-well.
- If your vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), it will 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 will be replaced with newly designed ones at **NO CHARGE** to you.
- Before the vehicle is returned to you, Toyota will inspect the driver's carpet and will clean it if necessary at **NO CHARGE** to you.

As an additional measure independent of the vehicle-based recall remedy, Toyota will install a newly designed override system in your vehicle to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. This installation will also be conducted at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

Please contact your authorized Toyota dealer to make appointment to have these important remedies performed on your vehicle as soon as possible.

The remedy will take approximately two hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until these important remedies are completed, we request that you take out **any removable** driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the campaign remedy has been implemented on your vehicle. ***If you have an optional genuine Toyota All Weather Floor Mat, please bring it to the dealership at the time of your remedy.***

In the event you choose not to take out your removable floor mat, Toyota strongly recommends that you 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.



### **What should you do if you experience accelerator pedal interference?**

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 you 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, or to ACC. 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 an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.

-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.

### **What if you have other questions?**

**Please visit <http://www.toyota.com/floormats> for further information.** Your local Toyota dealer will be more than happy to answer any of your questions as well. If you require further assistance, you may 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. Your satisfaction is extremely important to us. In the event you are not satisfied with the modification of your accelerator pedal after it is completed, a replacement accelerator pedal will be offered beginning around April 2010. Customers who have had the remedy completed will have the opportunity to receive a new pedal at no charge if desired.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

### **What if you have previously paid for your vehicle's accelerator pedal or floor surface to be modified to address the same condition described above?**

If you have previously paid for your vehicle's accelerator pedal or floor surface to be modified to address the same condition described above, please mail a copy of your 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, WC10  
19001 South Western Avenue  
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days of your receipt of this letter.

We have sent this notice in the interest of your continued satisfaction with our products.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



## Safety Recall 90L - Phase 2

Certain 2007 – 2010 Model Year Toyota Camry & 22, 2009 Model Year Camry Hybrid Vehicles

Potential Floor Mat Interference with Accelerator Pedal Q&A

February, 2010

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

A1: As communicated last Fall, 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.***

***Note: This phase will include Camry vehicles equipped with accelerator pedals which are involved in Safety Recall A0A. Please refer to TIS for vehicle eligibility and additional information.***

### **Q2: What is Toyota going to do for vehicles affected by Safety Recall 90L Phase 2?**

A2: To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, any authorized Toyota dealer will modify both the rigid plastic accelerator pedal and the floor surface in the driver's foot-well.

If the vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), they will 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 AWFM's.

As an additional measure independent of the vehicle-based recall remedy, Toyota will install a newly designed override system on Camry vehicles to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

While this Safety Recall is performed on your vehicle, we will also verify if your vehicle is eligible for other Safety Recalls and Service Campaigns. We will make every effort to assure all applicable remedies are performed during your service appointment.

### **Q2a: Why aren't all Camry vehicles involved in phase 1 and phase 2 of this Safety Recall?**

A2a: Camry vehicles equipped with a factory metallic sports pedal will be launched in a separate phase. Toyota is currently developing the remedy for this type of pedal.

### **Q2b: When will Toyota launch this Safety Recall for the remaining vehicles that also require the reinforcement bar?**

A2b: The exact launching timing for the recall has not yet been determined, although Toyota hopes to do so shortly. Additional information will be released as it becomes available.

### **Q3: Why are vehicles with factory installed metallic accelerator pedals ("sports pedal") not included in phase 1 or phase 2 of this campaign?**

A3: Toyota is currently developing the remedy for Camry vehicles equipped with a factory installed metallic sports pedal. We will notify involved vehicle owners as soon as the remedy is available.

**Q3a: What if a vehicle is equipped with a metallic sports pedal cover? Will the repair be performed on my vehicle?**

A3a: 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. Please contact the Customer Experience Center (1-800-331-4331) for additional details and reimbursement consideration.

**Q4: Can you provide me with additional information regarding the override system?**

A4: As an additional measure independent of the vehicle-based recall remedy, Toyota will install a newly designed override system on the Toyota Camry to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. The Camry Hybrid\*, as well as other hybrid vehicles such as the Prius, already contains a fuel supply cut feature for Hybrid motor protection that achieves a similar result as the override system newly designed for the non-hybrid models.

**Q4a: Why isn't Toyota installing the override system on Camry Hybrid\* vehicles as a part of this remedy?**

A4a: The Camry Hybrid\* already contains a fuel supply cut feature for Hybrid motor protection that achieves a similar result as the override system newly designed for the non-hybrid models.

*\*Only 22 Camry Hybrid vehicles are involved in Phase 2 of this Safety Recall. The remaining Camry Hybrid vehicles are involved in Phase 1.*

**Q5: What should owners do until they have the recall remedy performed?**

A5: 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.

**Q6: 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?**

A6: 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, please direct the customer to 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.

**Q6a: What if a customer disposed of his/her Toyota genuine All Weather Floor Mat (AWFM)? Will he/she still receive a newly designed one?**

A6a: 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.

**Q7: What if a floor mat is an aftermarket rubberized floor mat?**

A7: 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.

**Q7a: When will Toyota genuine All Weather Floor Mats (AWFM) be available for purchase?**

A7a: The newly designed Toyota genuine All Weather Floor Mats (AWFM) will become available for purchase again in a few months. Please check with your Toyota dealership regularly for specific availability dates.

**Q8: What if a driver experiences accelerator pedal interference. What should they do?**

A8: 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 an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.
  - 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.

**Q9: Are there any other Toyota or Lexus vehicles involved?**

A9: As outlined in the Consumer Advisory issued by NHTSA and Toyota, the following vehicles are involved:

**Lexus**

2007 – 2010 ES

2006 – 2010 IS

**Toyota**

2005 – 2010 Avalon

2007 – 2010 Camry & Camry Hybrid

2004 – 2009 Prius

2005 – 2010 Tacoma

2007 – 2010 Tundra

2009 - 2010 Corolla

2009 - 2010 Matrix

2009 - 2010 Venza

2008 - 2010 Highlander & Highlander Hybrid

**Q9a: Will the other Toyota and Lexus vehicles listed in the Consumer Advisory receive the same safety recall remedy?**

A9a: We are currently in the process of developing the remedies for the remaining vehicles. We will notify owners as soon as the remedy for their vehicle is available.

**Q9b: When will the remedy for the remaining vehicles be completed?**

A9b: We are currently in the process of developing the remedies for the remaining models, including Camrys equipped with a factory installed metallic sports pedal. We anticipate it will take several months to develop all of those remedies.

**Q9c: What should customers do if his/her vehicle is involved in this phase of the Safety Recall, but they haven't received his/her owner letter?**

A9c: Toyota will begin mailing Safety Recall Notices by first class mail to certain '07 - '10 Camry owners starting in early February, 2010. The owner letters will be spread over several months consistent with parts supply 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.

**Q9d: Do customers need the owner letter to set-up an appointment with his/her Toyota dealership?**

A9d: 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.

**Q10: What if an owner has additional questions or concerns?**

A10: 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>.

**Q10a: What if an owner has previously paid for repairs to modify the vehicle's accelerator pedal and/or floor surface to address this condition?**

A10a: Owners that have previously paid for their vehicle's accelerator pedal and/or floor surface 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

**Q10b: What if an owner has experienced unintended acceleration and his/her vehicle is not involved in either of these safety recalls?**

A10b: 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.

**Q10c: Why aren't other models included in this safety recall?**

A10c: Other models are not involved 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.

Note: Please reference the specific Q&A for models requiring the reinforcement bar (included in the separate Safety Recall).

**Q11: Will a rental (TRAC) vehicle be made available for customers by Toyota for this Safety Recall?**

A11: The safety recall remedy will take approximately two hours to complete. Therefore a rental vehicle will not be provided.

**Q12: What will the modified accelerator pedal look like?**

A12: 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 possible.

**Q12a: What if a customer is not satisfied with the appearance of the modified accelerator pedal?**

A12a: 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 beginning around April, 2010. Customers who have had the remedy completed will have the opportunity to receive a replacement pedal at no charge if desired.

**Q12b: Can I wait to have the accelerator pedal replaced with a newly designed one rather than have my current accelerator pedal modified?**

A12b: 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.

**Q12c: Will Toyota send another owner letter when the newly designed accelerator pedal becomes available?**

A12c: There will not be another owner letter sent when the newly designed accelerator pedal is available. If customers are not satisfied with the appearance of the modified accelerator pedal, we ask that they check with his/her dealership in a few months and to see if the newly designed pedal is available.

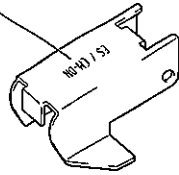
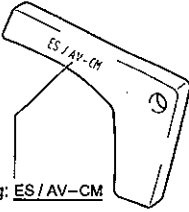
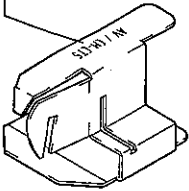
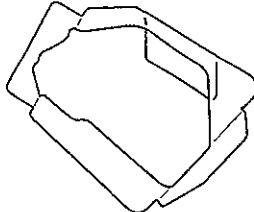
**Q13: Will Toyota clean the vehicle carpet for those owners that followed the Consumer Safety Advisory and removed his/her floor mats?**

A13: Your local Toyota dealership will inspect and clean the driver's carpet and floor mat as appropriate.

To: All Toyota Dealers  
From: Toyota Customer Services

**Safety Recall – 90L**  
**2009 Through Certain 2010 Model Year Corolla and Matrix Vehicles**  
**Phase 7 – Potential Floor Mat Interference with Accelerator Pedal**  
**\*\*\*\*\*URGENT\*\*\*\*\***

***Toyota is now launching Phase 7 of Safety Recall 90L on 2009 through certain 2010 Corolla and Matrix vehicles for potential floor mat interference with the accelerator pedal.***

Cutting Template (Color: Silver) * Application: DENSO Pedal	Shape Gauge (Color: Silver) * Application: Both CTS and Denso Pedals	Cutting Template (Color: White) * Application: CTS Pedal	Tibia Pad Cutting Template **
Stamping: ES / CM-DN 	 Stamping: ES / AV-CM	Stamping: AV / CM-CTS 	
<b>NOTE:</b> Some templates and shape gauges of this design may not contain the stampings.			

\* DENSO and CTS cutting template(s) and shape gauge(s) were provided to each dealership during phase 1 and 2 respectively (Camry) of this Safety Recall.

\*\* A tibia pad cutting template and air saw was shipped to each dealer on 6/8/2010 for delivery on 6/9/2010 or 6/10/2010 (depending on dealership location). For additional information on tibia pad cutting template and air saw, refer to TIS.

**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.***

**Remedy:**

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 both the rigid plastic accelerator pedal and the floor surface in the driver's foot-well.
- 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.

**Involved Vehicles:**

- There are approximately 701,000 Corolla (2009 through certain 2010 model year) and approximately 79,150 Matrix (2009 through certain 2010 model year) vehicles involved in Phase 7 of this Safety Recall.

**Customer and Media Contacts**

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

Thank you for your cooperation.



**Safety Recall 90L – Phase 7**  
**2009 Through Certain 2010 Corolla and Matrix Vehicles**  
**Potential Floor Mat Interference with Accelerator Pedal Q&A**  
**June 2010**

*Toyota is now launching Phase 7 of Safety Recall 90L on 2009 through certain 2010 Corolla and Matrix vehicles for potential floor mat interference with the accelerator pedal.*

**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 affected by Safety Recall 90L?**

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 and the floor surface in the driver's foot-well.
- 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.

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

**Q3: What should owners do until they have the Safety 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 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/or application?**

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, please direct the customer to 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?**

A6: 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.

**Q5a: When will Toyota genuine All Weather Floor Mats (AWFM) be available for purchase?**

A5a: The newly designed Toyota genuine All Weather Floor Mats (AWFM) will become available for purchase again in a few months. Please check with your Toyota dealership regularly for specific availability dates.

**Q6: What if a driver experiences accelerator pedal interference. What should they do?**

A6: 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 an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.
  - 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.

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

A7: The following chart illustrates the affected 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	04/30/2010
	6	2008 - 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra,	04/16/2010	05/05/2010
	7	2009 - 2010 Corolla, 2009 - 2010 Matrix	Early June 2010	Early June 2010
	TBD	2009 - 2010 Venza 2005 – 2010 Tacoma, 2007 – 2010 Camry (Sport Pedal)	June 2010*	June 2010*
9LG	1	2007 – 2010 Lexus ES	12/21/2009	12/31/2009
	2	2006 – 2010 Lexus IS	4/5/2010	4/23/2010

**\*Tentative**

**Q7a: Will the other Toyota and Lexus vehicles listed in the Consumer Advisory receive the same Safety Recall remedy?**

A7a: We are currently in the process of developing the remedies for the remaining vehicles. We will notify owners as soon as the remedy for their vehicle is available.

**Q7b: Why aren't all Toyota vehicles listed in the Consumer Advisory receiving the brake override system (BOS)?**

A7b: Toyota Hybrid vehicles are equipped with a fuel supply cut feature for Hybrid motor protection that achieves a similar result as the newly designed brake override system. Therefore affected hybrid vehicles will not receive the newly designed BOS.

There are some additional Toyota models that will not receive the BOS. Toyota has determined that the accelerator pedal entrapment can not occur in vehicles where the driver's side floor mat is compatible for the vehicle and properly secured. Additionally, replacement of the older design AWFM with newly designed one and accelerator pedal modification will help reduce the risk of pedal entrapment. This will provide the customer with extra confidence for use of the vehicle. The brake override system 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 a customer do if his/her vehicle is involved 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 2009 through certain 2010 Corolla and Matrix vehicles. The owner letters will be spread over several weeks consistent with parts supply 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.

**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 and/or floor surface to address this condition?**

A8a: Owners that have previously paid for their vehicle's accelerator pedal and/or floor surface 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 involved 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 involved 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 possible.

**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.

**Q9c: Will Toyota send another owner letter when the newly designed accelerator pedal becomes available?**

A9c: There will not be another owner letter sent when the newly designed accelerator pedal is available. If customers are not satisfied with the appearance of the modified accelerator pedal, we ask that they check with his/her dealership in a few months and to see if the newly designed pedal is available.

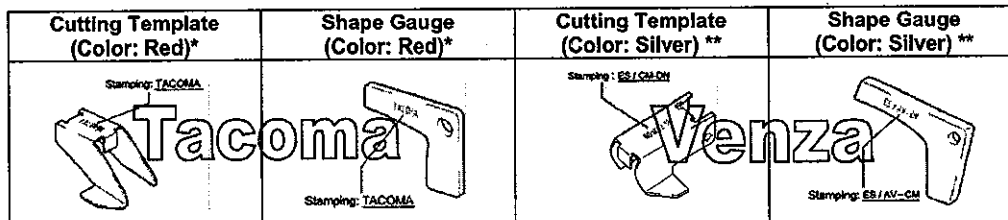
**Q10: Will Toyota clean the vehicle carpet for those owners that followed the Consumer Safety Advisory and removed his/her floor mats?**

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

To: All Toyota Dealers  
From: Toyota Customer Services

**Safety Recall – 90L**  
**2005 Through Certain 2010 Model Year Tacoma Vehicles & 2009 Through Certain 2010 Model Year Venza Vehicles**  
**Phase 9 – Potential Floor Mat Interference with Accelerator Pedal**  
**\*\*\*\*\*URGENT\*\*\*\*\***

**Toyota is now launching Phase 9 of Safety Recall 90L on 2009 through certain 2010 Venza and 2005 through certain 2010 Tacoma vehicles for potential floor mat interference with the accelerator pedal.**



\* Tacoma Cutting template(s) and shape gauge(s) will be provided to each dealership with in a day or two of the launch of this phase of the campaign.

\*\* DENSO cutting template(s) and shape gauge(s) were provided to each dealership during phase 1 (Camry) of this Safety Recall. NOTE: Some templates and shape gauges of this design may not contain the stampings.

**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.**

- Modify the rigid plastic accelerator pedal.
  1. **Venza vehicles require the floor surface in the driver's foot-well to be modified by installing a rubber pad.**
  2. **Tacoma vehicles do not require floor surface modification.**
- 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.

As an additional measure independent of the vehicle-based recall remedy, dealerships are requested to install a newly designed override system on **Venza and Tacoma** vehicles to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

**Involved Vehicles:**

- There are approximately 84,100 Venza's (2009 through certain 2010 model year) and 877,500 Tacoma's (2005 through certain 2010 model year) involved in Phase 9 of this Safety Recall.

**Customer and Media Contacts**

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- **In the event you are contacted by the News media**, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

Thank you for your cooperation.



## Safety Recall 90L – Phase 9

### 2009 Through Certain 2010 Venza and 2005 Through Certain 2010 Tacoma Vehicles

#### Potential Floor Mat Interference with Accelerator Pedal Q&A

July, 2010

**Toyota is now launching Phase 9 of Safety Recall 90L on 2009 through certain 2010 Venza and 2005 through certain 2010 Tacoma vehicles for potential floor mat interference with the accelerator pedal.**

#### **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 affected by Safety Recall 90L?**

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:

##### **Venza**

- Modify the rigid plastic accelerator pedal and the **floor surface in the driver's foot-well by installing a rubber pad.**
- 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.

##### **Tacoma**

- Modify the rigid plastic accelerator pedal (**floor surface modification is not necessary on Tacoma 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.

As an additional measure independent of the vehicle-based recall remedy, dealerships are requested to install a newly designed override system on **Venza and Tacoma** vehicles to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

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

#### **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.

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

**A7:** The following chart illustrates the affected 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	Late July 2010
9LG	ed1	2007 – 2010 Lexus ES	12/21/2009	12/31/2009
	2	2006 – 2010 Lexus IS	4/5/2010	4/23/2010

**\*Tentative**

**Q7a: What should customers do if his/her vehicle is involved in this phase of the Safety Recall, but they haven't received his/her owner letter?**

**A7a:** Toyota will begin mailing Safety Recall Notices by first class mail to owners of 2009 through certain 2010 Venza and 2005 through certain 2010 Tacoma vehicles in late July 2010. The owner letters will be spread over several weeks consistent with parts supply 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.

**Q7b: Do customers need the owner letter to set-up an appointment with his/her Toyota dealership?**

**A7b:** 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.

**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 and/or floor surface to address this condition?**

**A8a:** Owners that have previously paid for their vehicle's accelerator pedal and/or floor surface 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 involved in either of these safety recalls?**



**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, please direct the customer to 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 AWFMs 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.

**Q5a: When will Toyota genuine All Weather Floor Mats (AWFM) be available for purchase?**

**A5a:** The newly designed Toyota genuine All Weather Floor Mats (AWFM) will become available for purchase again in a few months. Please check with your Toyota dealership regularly for specific availability dates.

**Q6: What if a driver experiences accelerator pedal interference. What should they do?**

**A6:** 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 an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.
  - 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.

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 involved 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 possible.

**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.



**A0A – Accelerator Pedal Reinforcement Bar Installation** (Note: Highlander HV is not covered by A0A).

Safety Recall No.	Model	Dealer	Owner Letter Start
A0A	2005 – 2010 Avalon, 2007 – 2010 Camry, 2009 – 2010 Corolla, 2010 Highlander, 2009 – 2010 Matrix, 2009 – 2010 RAV4, 2008 – 2010 Sequoia, 2007 – 2010 Tundra	02/02/2010	02/05/2010

### **Safety Recall Remedy for Highlander Hybrid 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:

- Modify the rigid plastic accelerator pedal (Floor surface modification is not necessary).
- 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.

The Highlander Hybrid contains a fuel supply cut feature for Hybrid motor protection that will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

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. Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in mid March, 2010.

#### **2. Owner Notification Mailing Date**

The owner notification will commence approximately one week after the dealer notification.

If a dealer is contacted by an owner of a Highlander Hybrid 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 instruct them to ***verify eligibility by confirming through Dealer Daily/TIS prior to performing the remedy***. Dealers should perform the remedy as outlined in the Technical Instructions found on TIS.

#### **3. Number of Vehicles Involved**

There are approximately 40,000 Highlander Hybrid ('08 through certain '10 model year) vehicles covered by this Safety Recall.

#### **4. Region/District Summary Reports**

The following Safety Recall 90L Phase 4 Summary Reports will be included in the Region/Dealer Distribution (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A District Summary Report that indicates the number of involved vehicles registered in each dealership's primary marketing area for this Safety Recall.

# TOYOTA CUSTOMER SERVICES

Volume: XVI  
Number: TC10-018  
Date: 03/22/2010  
☒ Action  
☒ Retain  
☐ Information

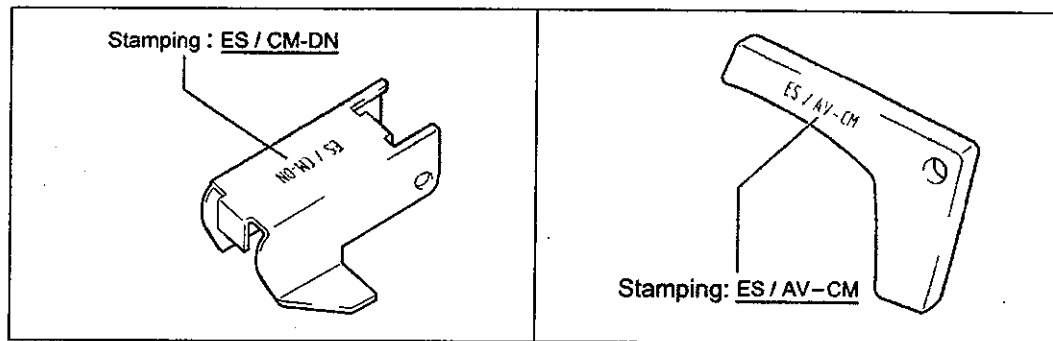
## INTEROFFICE MEMORANDUM

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

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

Subject: Safety Recall – 90L Phase 4  
2008 Through Certain 2010 Model Year Highlander **Hybrid** Vehicles  
Potential Floor Mat Interference with Accelerator Pedal (March, 2010)

*Toyota is now launching Phase 4 of Safety Recall 90L on 2008 through certain 2010 Highlander Hybrid vehicles for potential floor mat interference with the accelerator pedal. All Highlander Hybrid vehicles are equipped with a Denso pedal. The same templates and gauges provided to dealers for the Camry (Phase 1) will be utilized.*



Note:

- This condition is separate from the Defect Information Report (DIR) filed on 1/21/2010 in reference to the possibility that certain CTS accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position.

### 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	Mid March, 2010	Late March, 2010
	TBD	2009 - 2010 Corolla, 2008 - 2010 Highlander (Non Hybrid), 2009 - 2010 Matrix, 2004 – 2009 Prius, 2005 – 2010 Tacoma, 2007 – 2010 Tundra, 2009 - 2010 Venza	TBD	TBD

## 5. Parts Ordering

To support customers that have Genuine Toyota Highlander Hybrid All Weather Floor Mats, Toyota will be replacing the customer's existing driver and passenger side front floor mats using the mat set below.

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

To ensure that each Toyota Dealer has an adequate supply of service parts to complete customer vehicle repairs based on initial 90L mailing quantities and support repairs on new, pre-owned and TRAC vehicles in dealer inventory, NAPO and CAD have placed Manual Allocation codes on the AWFM part number. Maximum quantity percentages will be increased as additional mailers are released. NAPO will release dealer orders as shown in the matrix below until further notice:

### **All Weather Floor Mat (AWFM) Replacement**

Part Number	Description	Color	Dir MaxOrder Qty
*PT908-48H0W-02	2PC AWFM BLK Highlander HV	Black	1

The Dealer Maximum Order quantity for this newly designed All Weather Floor Mat is consistent with our historical sales. Manual Allocation Codes are on this part number and dealer orders will be reviewed and released based on availability and dealer order history.

If you have any questions or if a dealer in your region has a specific request / concern regarding the parameters established above, please contact Sal Berardesco in Toyota Dealer Operations at (310) 468-9060. Sal will coordinate all field requests with NAPO Procurement or CAD Accessory Supply.

\*AWFM's replaced under this Safety Recall will be placed on Warranty Parts Recovery.

- To assure the AWFM's are rendered unusable, they should be cut prior to return.
- Floor mats that are not returned will result in the claim being debited.
- If a customer has disposed of their older design Toyota genuine 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. Please return a copy of the proof-of-purchase stapled to the repair order in an envelope in lieu of the actual AWFM for warranty parts recovery.

Although Toyota is making every effort to replace the Toyota Genuine All Weather Floor Mats (AWFM's) with newly designed ones in the vehicles covered by the 90L Safety Recall, some customers may decide to retain their original Toyota AWFM's. 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: \_\_\_\_\_

**(Parts Ordering Instructions 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 grommet area requires repair, a new repair part is available. Please refer to T-SB-0397-09 for additional information on grommet repair.

Part No.	Part Name	Qty/Unit
58297-50020	Retainer, Floor Clamp	Depending Upon Need

Enclosed:

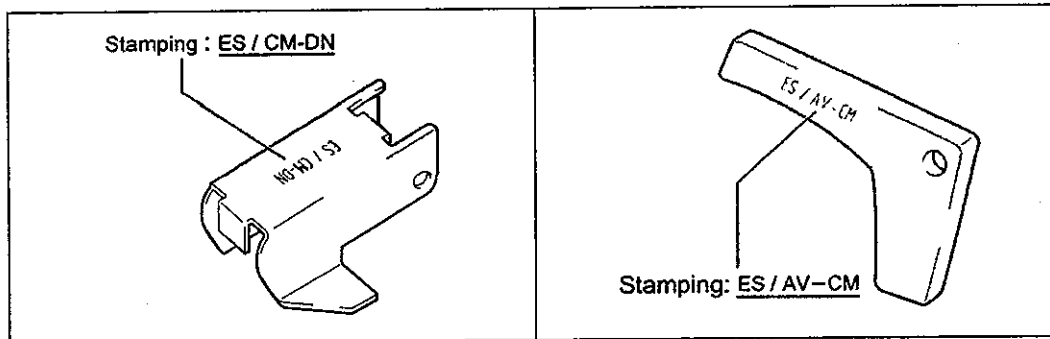
cc: Region/Private Distributor Assistant General Managers  
 Region/Private Distributor Customer Service Operations Managers  
 Region/Private Distributor Service Managers/Directors/VPs  
 Region/Private Distributor Parts Managers/Directors/VPs  
 Region/Private Distributor Customer Services Field Managers  
 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	S. Sugawara
G. Borst	N. Fein	M. Michels	M. Templin
R. Broughman	F. Fontanella	T. Morrison	J. Tetherow
G. Bryan	H. Fukui	T. Nakagami	P. Uribe
W. Burns	S. Haag	D. Pettitt	K. Ura
D. Camden	J. Hanson	R. Pflughaupt	A. Vaish
B. Carter	K. Higgins	C. Reynolds	R. Waltz
G. Christoff	M. Hosoe	C. Roberts	S. Yamaguchi
J. Colon	C. Hostetter	R. Sakai	M. Yamanami
B. Cooper	Y. Inaba	D. Sakakibara	N. Yamamoto
R. Daly	M. King	M. Setta	H. Yoshihashi
F. Davidson	J. Lang	A. Smith	D. Zellers
T. Doi	J. Lentz	R. Specht	
D. Esmond	E. Matsuda	J. Stempkowski	

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

Subject: Safety Recall – 90L Phase 4  
2008 Through Certain 2010 Model Year Highlander **Hybrid** Vehicles  
Potential Floor Mat Interference with Accelerator Pedal (March, 2010)

**Toyota is now launching Phase 4 of Safety Recall 90L on 2008 through certain 2010 Highlander Hybrid vehicles for potential floor mat interference with the accelerator pedal. All Highlander Hybrid vehicles are equipped with a Denso pedal. The same templates and gauges provided to dealers for the Camry (Phase 1) will be utilized.**



**Note:**

- This condition is separate from the Defect Information Report (DIR) filed on 1/21/2010 in reference to the possibility that certain CTS accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position.

## **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	mid-March, 2010	Late March, 2010
	TBD	2009 - 2010 Corolla, 2008 - 2010 Highlander (Non-Hybrid), 2009 - 2010 Matrix, 2004 – 2009 Prius, 2005 – 2010 Tacoma, 2007 – 2010 Tundra, 2009 - 2010 Venza	TBD	TBD

A0A – Accelerator Pedal Reinforcement Bar Installation (Note: Highlander HV is NOT Covered by A0A).

Safety Recall No.	Model	Dealer	Owner Letter Start
A0A	2005 – 2010 Avalon, 2007 – 2010 Camry, 2009 – 2010 Corolla, 2010 Highlander, 2009 – 2010 Matrix, 2009 – 2010 RAV4, 2008 – 2010 Sequoia, 2007 – 2010 Tundra	02/02/2010	02/05/2010

### **Safety Recall Remedy for Highlander Hybrid 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:

- Modify the rigid plastic accelerator pedal (Floor Surface Modification is not necessary).
- 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.

The Highlander Hybrid contains a fuel supply cut feature for Hybrid motor protection that will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

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

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

The owner notification will commence in early late March, 2010, approximately one week after your dealership has been notified.

**This Safety Recall will be launched in phases.**

- Information on additional phases related to Corolla, Highlander (Non-Hybrid), Matrix, Prius, Tacoma, Tundra and Venza will be provided prior to the launch of these phases.

If your dealership is contacted by an owner of a Highlander Hybrid 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 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 a safety recall unless the defect has been remedied. However, because this defect does not exist in vehicles in which the driver's side floor mat is compatible with the vehicle and properly secured, you may sell new vehicles that have not received the full remedy if you assure the driver's position floor mat is semi-permanently secured or place the front driver's and passenger's floor mats in the trunk on any 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 Safety Recall remedy be performed on in-stock Highlander Hybrid vehicles just prior to vehicle delivery where possible.*

### 3. Dealer Summary Reports

For your reference, the following summary reports will be included with the Service and Parts Manager package:

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

### 4. Number and Identification of Involved Vehicles

There are approximately 40,000 Highlander Hybrid (2008 through certain 2010 model year) vehicles covered by this Safety Recall.

Model	WMI	Year	VIN Range	
			VDS	Range
Highlander Hybrid	JTE	2008	EW41A	2000108 - 2025890
			EW44A	2000110 - 2025892
		2009	EW41A	2025893 - 2037770
			EW44A	2025894 - 2037778
		2010	BW3EH	2037781 - 2043676
			JW3EH	2037352 - 2043677

#### NOTE:

- Not all vehicles in the VIN range are affected by this Safety Recall.
- If your dealership is contacted by an owner of a Highlander Hybrid who has not yet received a notification, 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 found on TIS.

### 5. Parts Ordering

To support customers that have Genuine Toyota Highlander Hybrid All Weather Floor Mats, Toyota will be replacing the customer's existing driver and passenger side front floor mats using the mat set below.

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 ensure that each Toyota Dealer has an adequate supply of service parts to complete customer vehicle repairs based on initial 90L mailing quantities and support repairs on new, pre-owned and TRAC vehicles in dealer inventory, NAPO and CAD have placed Manual Allocation codes on the following part numbers. Maximum quantity percentages will be increased as additional mailers are released. NAPO will release dealer orders as shown in the matrix below until further notice:

#### **All Weather Floor Mat (AWFM) Replacement**

Part Number	Description	Color	Dir MaxOrder Qty
*PT908-48H0W-02	2PC AWFM BLK Highlander HV	Black	1

The Dealer Maximum Order Quantity for this newly designed AWFM is consistent with our historical sales. Manual Allocation Codes are on this part number and dealer orders will be reviewed and released based on availability and dealer order history.

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

\*AWFM's replaced under this Safety Recall will be placed on Warranty Parts Recovery.

- To assure the AWFM's are rendered unusable, they should be cut prior to return.
- Floor mats that are not returned will result in the claim being debited.
- If a customer has disposed of their older design Toyota genuine 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. Please return a copy of the proof-of-purchase stapled to the repair order in an envelope in lieu of the actual AWFM for warranty parts recovery.

**(Parts Ordering Instructions Continued. . .)**

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: \_\_\_\_\_

**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 grommet area requires repair, a new repair part is available. Please refer to T-SB-0397-09 for additional information on grommet repair.

Part No.	Part Name	Qty/Unit
58297-50020	Retainer, Floor Clamp	Depending Upon Need

**6. Tools and Equipment and Materials**

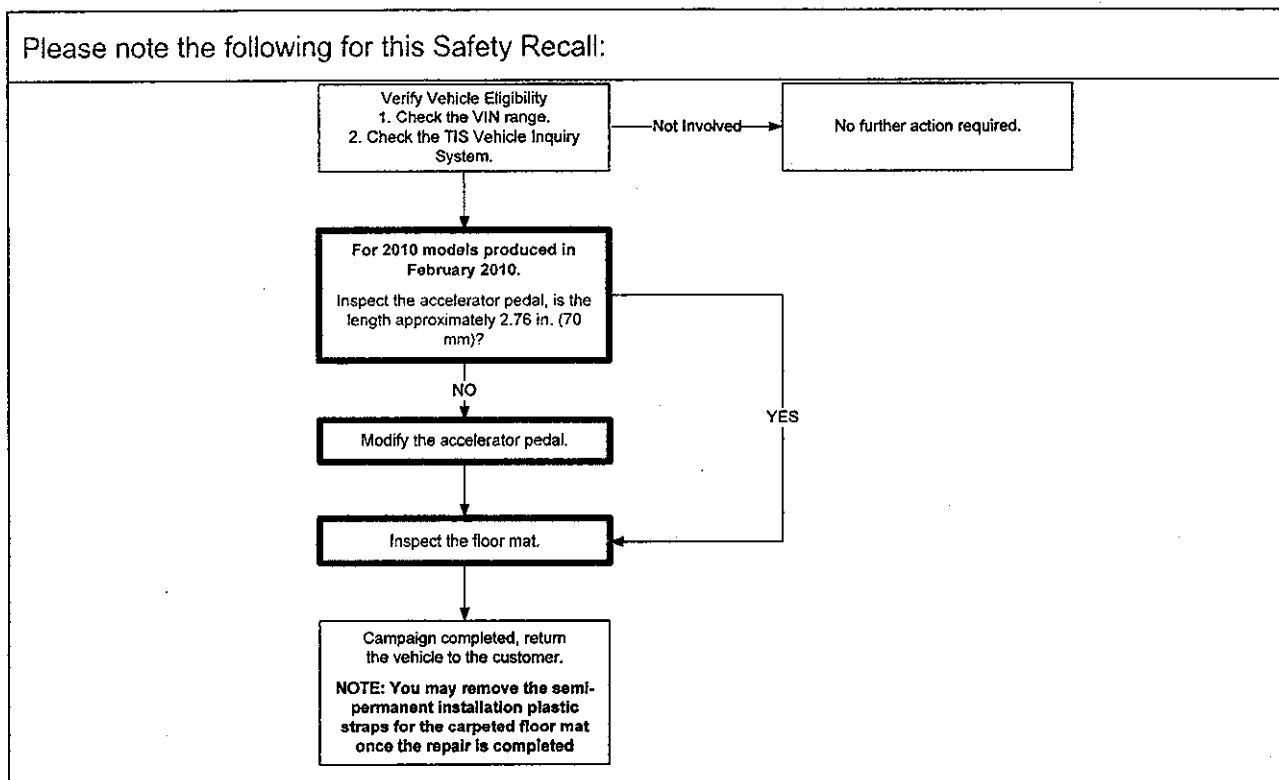
The same template and gauge used for the Camry Denso Pedal modification will be utilized for Phase 4 (Highlander Hybrid pedal modification) of this campaign.

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

**7. 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.***



**8. Warranty Processor Instructions**

The operation codes to be used for this Safety Recall are:

Safety Recall #	Op. Code	Description	Flat Rate Hour
90L Highlander Hybrid	9915M1	1. Accelerator Pedal Modification 2. <i>Replacement of the All Weather Floor Mat</i> 3. Inspect the front carpet and floor mat and clean them as appropriate.	0.8 hr/vehicle
	9915M2	1. Accelerator Pedal Modification 2. Inspect the front carpet and floor mat and clean them as appropriate.	0.8 hr/vehicle

- 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.

**9. 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 '08 through certain '10 Highlander Hybrid 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.
- Advise owners of affected Corolla, Highlander, Matrix, Prius, Tacoma, Tundra and Venza vehicles that Toyota is currently developing a Safety Recall remedy. Customers should retain the all weather and/or carpeted driver's floor mat until the Safety Recall remedy is available.
- 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).
- If an owner has previously paid for their vehicle's accelerator pedal 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

***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 (Pedal modification)
- 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
- Present and explain the "Toyota Owner Card" to the customer
- Review proper floor mat installation utilizing the January 2010 Sales Hot Sheet
- Ask the customer if they have any questions or concerns. If necessary, direct them to the Toyota Customer Experience Center or <http://www.toyota.com/floormats>
- 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

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

*Service Department continued...*



To assure owners retains the newly designed language regarding steps to be taken in the event they experience accelerator interference, please encourage the customer to place their owner letter in the vehicle's owner's manual. If the customer no longer has their letter, please print the attached sample copy and provide it to them.

*Note: For dealerships that retain a copy of the customer's owner letter with the repair order, please make a photocopy and return the original to the owner.*

*Sales Department:*

- Please refer to the Toyota Hot Sheet when answering questions and communicating floor mat installation and maintenance. Customers with other questions should be directed to a knowledgeable person in the service department.

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.

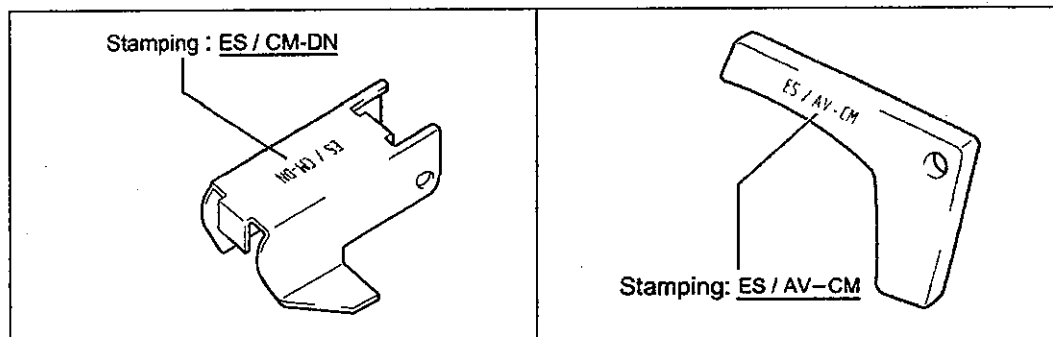
# TOYOTA

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 4  
2008 Through Certain 2010 Model Year Highlander **Hybrid** Vehicles  
Potential Floor Mat Interference with Accelerator Pedal (March, 2010)

**Toyota is now launching Phase 4 of Safety Recall 90L on 2008 through certain 2010 Highlander Hybrid vehicles for potential floor mat interference with the accelerator pedal. All Highlander Hybrid vehicles are equipped with a Denso pedal. The same templates and gauges provided to dealers for the Camry (Phase 1) will be utilized.**



**Note:**

- This condition is separate from the Defect Information Report (DIR) filed on 1/21/2010 in reference to the possibility that certain CTS accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position.

## **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	mid-March, 2010	Late March, 2010
	TBD	2009 - 2010 Corolla, 2008 - 2010 Highlander (Non-Hybrid), 2009 - 2010 Matrix, 2004 – 2009 Prius, 2005 – 2010 Tacoma, 2007 – 2010 Tundra, 2009 - 2010 Venza	TBD	TBD

**A0A – Accelerator Pedal Reinforcement Bar Installation (Note: Highlander HV is NOT Covered by A0A).**

Safety Recall No.	Model	Dealer	Owner Letter Start
A0A	2005 – 2010 Avalon, 2007 – 2010 Camry, 2009 – 2010 Corolla, 2010 Highlander, 2009 – 2010 Matrix, 2009 – 2010 RAV4, 2008 – 2010 Sequoia, 2007 – 2010 Tundra	02/02/2010	02/05/2010

**Safety Recall Remedy for Highlander Hybrid 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:

- Modify the rigid plastic accelerator pedal (Floor Surface Modification is not necessary).
- 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.

The Highlander Hybrid contains a fuel supply cut feature for Hybrid motor protection that will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

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

**1. Owner Notification Letter Mailing Date**

The owner notification will commence in early late March, 2010, approximately one week after your dealership has been notified.

**This Safety Recall will be launched in phases.**

- Information on additional phases related to Corolla, Highlander (Non-Hybrid), Matrix, Prius, Tacoma, Tundra and Venza will be provided prior to the launch of these phases.

If your dealership is contacted by an owner of a Highlander Hybrid 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 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 a safety recall unless the defect has been remedied. However, because this defect does not exist in vehicles in which the driver's side floor mat is compatible with the vehicle and properly secured, you may sell new vehicles that have not received the full remedy if you assure the driver's position floor mat is semi-permanently secured or place the front driver's and passenger's floor mats in the trunk on any 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 Safety Recall remedy be performed on in-stock Highlander Hybrid vehicles just prior to vehicle delivery where possible.*

### 3. Dealer Summary Reports

For your reference, the following summary reports will be included with the Service and Parts Manager package:

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

### 4. Number and Identification of Involved Vehicles

There are approximately 40,000 Highlander Hybrid (2008 through certain 2010 model year) vehicles covered by this Safety Recall.

Model	WMI	Year	VIN Range	
			VDS	Range
Highlander Hybrid	JTE	2008	EW41A	2000108 - 2025890
			EW44A	2000110 - 2025892
		2009	EW41A	2025893 - 2037770
			EW44A	2025894 - 2037778
		2010	BW3EH	2037781 - 2043676
			JW3EH	2037352 - 2043677

#### NOTE:

- Not all vehicles in the VIN range are affected by this Safety Recall.
- If your dealership is contacted by an owner of a Highlander Hybrid who has not yet received a notification, 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 found on TIS.

### 5. Parts Ordering

To support customers that have Genuine Toyota Highlander Hybrid All Weather Floor Mats, Toyota will be replacing the customer's existing driver and passenger side front floor mats using the mat set below.

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 ensure that each Toyota Dealer has an adequate supply of service parts to complete customer vehicle repairs based on initial 90L mailing quantities and support repairs on new, pre-owned and TRAC vehicles in dealer inventory, NAPO and CAD have placed Manual Allocation codes on the following part numbers. Maximum quantity percentages will be increased as additional mailers are released. NAPO will release dealer orders as shown in the matrix below until further notice:

#### All Weather Floor Mat (AWFM) Replacement

Part Number	Description	Color	Dir MaxOrder Qty
*PT908-48H0W-02	2PC AWFM BLK Highlander HV	Black	1

The Dealer Maximum Order Quantity for this newly designed AWFM is consistent with our historical sales. Manual Allocation Codes are on this part number and dealer orders will be reviewed and released based on availability and dealer order history.

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

\*AWFM's replaced under this Safety Recall will be placed on Warranty Parts Recovery.

- To assure the AWFM's are rendered unusable, they should be cut prior to return.
- Floor mats that are not returned will result in the claim being debited.
- If a customer has disposed of their older design Toyota genuine 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. Please return a copy of the proof-of-purchase stapled to the repair order in an envelope in lieu of the actual AWFM for warranty parts recovery.

**(Parts Ordering Instructions Continued. . .)**

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: \_\_\_\_\_

**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 grommet area requires repair, a new repair part is available. Please refer to T-SB-0397-09 for additional information on grommet repair.

Part No.	Part Name	Qty/Unit
58297-50020	Retainer, Floor Clamp	Depending Upon Need

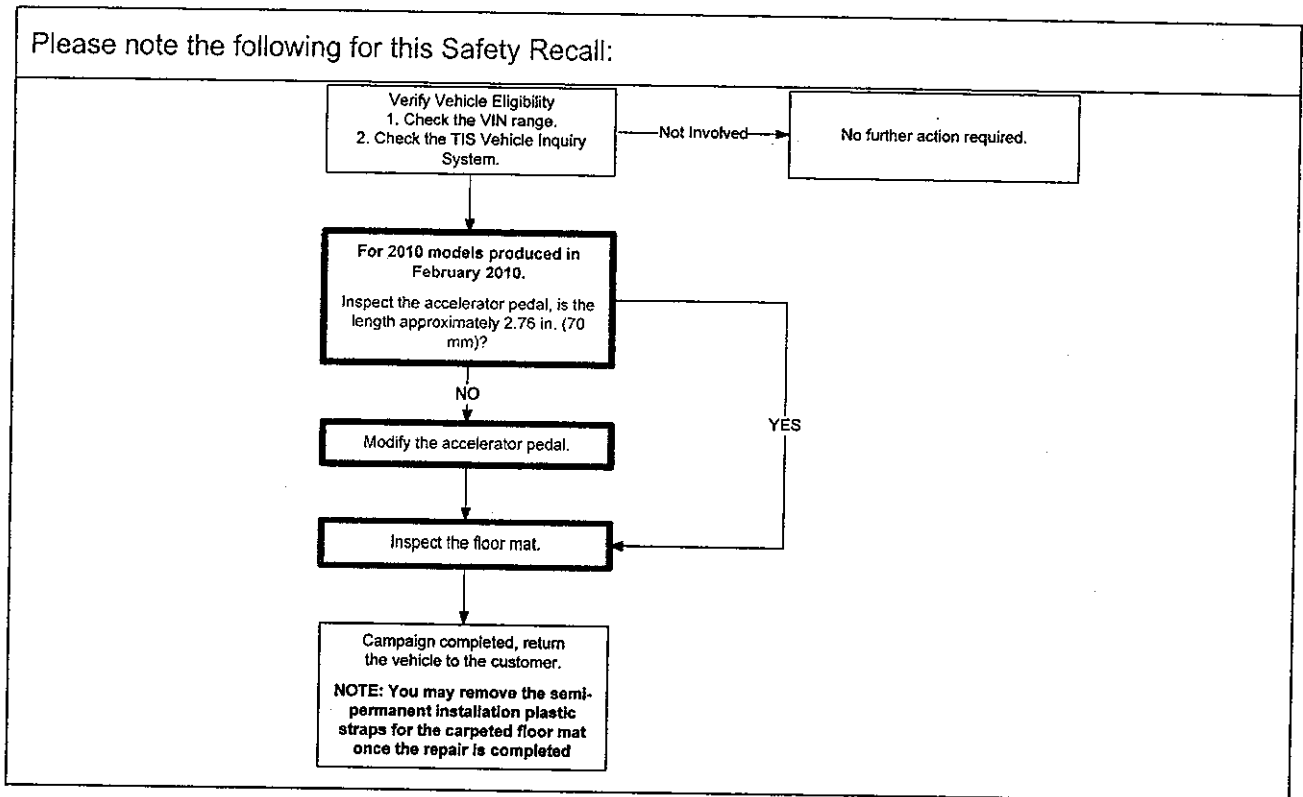
**6. Tools and Equipment and Materials**

The same template and gauge used for the Camry Denso Pedal modification will be utilized for Phase 4 (Highlander Hybrid pedal modification) of this campaign.

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

**7. 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.***

8. **Warranty Processor Instructions**

The operation codes to be used for this Safety Recall are:

Safety Recall #	Op. Code	Description	Flat Rate Hour
90L Highlander Hybrid	9915M1	1. Accelerator Pedal Modification 2. <i>Replacement of the All Weather Floor Mat</i> 3. Inspect the front carpet and floor mat and clean them as appropriate.	0.8 hr/vehicle
	9915M2	1. Accelerator Pedal Modification 2. Inspect the front carpet and floor mat and clean them as appropriate.	0.8 hr/vehicle

- 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.



**9. 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 '08 through certain '10 Highlander Hybrid 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.
- Advise owners of affected Corolla, Highlander, Matrix, Prius, Tacoma, Tundra and Venza vehicles that Toyota is currently developing a Safety Recall remedy. Customers should retain the all weather and/or carpeted driver's floor mat until the Safety Recall remedy is available.
- 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).
- If an owner has previously paid for their vehicle's accelerator pedal 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

**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 (Pedal modification)
- 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
- Present and explain the "Toyota Owner Card" to the customer
- Review proper floor mat installation utilizing the January 2010 Sales Hot Sheet
- Ask the customer if they have any questions or concerns. If necessary, direct them to the Toyota Customer Experience Center or <http://www.toyota.com/floormats>
- 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

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

*Service Department continued...*



To assure owners retains the newly designed language regarding steps to be taken in the event they experience accelerator interference, please encourage the customer to place their owner letter in the vehicle's owner's manual. If the customer no longer has their letter, please print the attached sample copy and provide it to them.

*Note: For dealerships that retain a copy of the customer's owner letter with the repair order, please make a photocopy and return the original to the owner.*

*Sales Department:*

- Please refer to the Toyota Hot Sheet when answering questions and communicating floor mat installation and maintenance. Customers with other questions should be directed to a knowledgeable person in the service department.

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.