TOYOTA CUSTOMER SERVICES

Volume: XVI
Number: TC10-024
Date: 4/16/2010
X Action
X Retain
___ Information

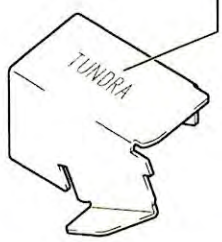
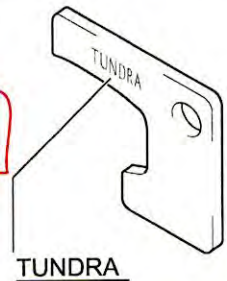
INTEROFFICE MEMORANDUM

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

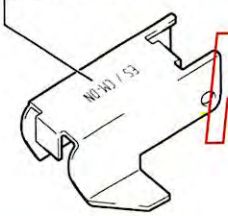
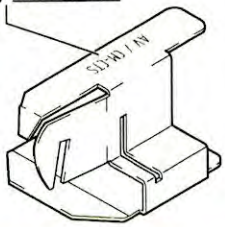
From: Bob Waltz,
Vice President, Product Quality and Service Support

Subject: Safety Recall – 90L **Phase 6**
2007 Through Certain 2010 Model Year Tundra Vehicles and
2008 Through Certain 2010 Model Year Highlander (Non-Hybrid) Vehicles
Potential Floor Mat Interference with Accelerator Pedal (April, 2010)

Toyota is now launching Phase 6 of Safety Recall 90L on 2007 though certain 2010 Tundra and 2008 through certain 2010 Highlander (Non-Hybrid) vehicles for potential floor mat interference with the accelerator pedal.

Cutting Template (Color: Green)	Shape Gauge (Color: Green)
Stamping: TUNDRA 	 TUNDRA

Tundra

Cutting Template (Color: Silver) * Application: DENSO Pedal	Shape Gauge (Color: Silver) * Application: Both CTS and Denso Pedals	Cutting Template (Color: White) * Application: CTS Pedal
Stamping : ES / CM-DN 	Stamping: ES / AV–CM	Stamping: AV / CM-CTS 

Highlander

NOTE: 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.**

Background

The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. ***Toyota has determined that this defect does not exist in vehicles in which the driver's side floor mat is compatible with the vehicle and properly secured.***

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

Safety Recall No.	Phase	Model	Dealer	Owner Letter Start
90L	1	2007 – 2010 Camry/Camry HV (Denso)	02/02/2010	02/16/2010
	2	2007 – 2010 Camry (CTS)	02/04/2010	02/16/2010
	3	2005 – 2010 Avalon	02/23/2010	03/01/2010
	4	2008 – 2010 Highlander HV	03/22/2010	03/30/2010
	5	2004 – 2009 Prius	04/12/2010	Late April, 2010
	6	2008 – 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra	04/16/2010	Late April, 2010
	TBD	2009 – 2010 Corolla, 2009 – 2010 Matrix, 2009 – 2010 Venza	Late April, 2010*	Early May, 2010*
	TBD	2005 – 2010 Tacoma, 2007 – 2010 Camry (Sport Pedal)	May, 2010*	May, 2010*

Tentative

Safety Recall Remedy for Tundra and Highlander (Non-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 on Tundra or Highlander (Non-Hybrid) 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.

**Note (For Tundra Vehicles):*

- *If the Tundra 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. Please refer to the Warranty Processer Instructions and the Tundra Accessory Metallic Sports Pedal Cover, found in the Dealer Letter, for additional information.*

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-April, 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 Tundra or Highlander (Non-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 437,000 Tundra (2007 through certain 2010 model year) and approximately 227,600 Highlander Non-Hybrid (2008 through certain 2010 model year) vehicles involved in Phase 6 of this Safety Recall.

4. Region/District Summary Reports

The following Safety Recall 90L Phase 6 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.

5. Parts Ordering

To support customers that have Genuine Toyota Tundra and/or Highlander (Non-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 these AWFM 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

Make	Part Number	Description	Color	Dlr Max Order Qty
Tundra	PT908-3400W-02	2-Piece AWFM	Black	10
Highlander (Non-Hybrid)	PT908-48G0W-02	2-Piece AWFM	Black	3

The Dealer Maximum Order Quantities for these newly designed All Weather Floor Mats are consistent with our historical sales. 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.

*AWFMs replaced under this Safety Recall will be placed on Warranty Parts Recovery.

- To assure the AWFMs 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 AWFMs 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 TSB-0397-09 for additional information on grommet repair.

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

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

Although Toyota is making every effort to quickly remedy all vehicles covered by Safety Recall 90L, in rare cases customers may decline the remedy. In these cases, ***we request the involvement of the Region/Private Distributor Field Technical Specialist (FTS)*** to work with the dealership to investigate why the customer has declined by following these steps:

- Please work with the dealer to determine why the customer has declined the remedy for Safety Recall 90L.
  1. Utilize the Safety Recall 90L Q&A and ASM Job Aid to educate the customer on the remedy.
  2. Remind the customer (as stated in the Owner's Letter) that if they are not satisfied with the modification of the accelerator pedal after it is completed, a replacement accelerator pedal will be offered.
- ***If the customer continues to decline***, please conduct the following:
  3. ***Complete a Field Technical Report (FTR)*** to document details on why the customer declined the remedy.
  4. The dealer ***MUST*** document the following statement on the repair order with the customer's signature.

The owner of a [MODEL YEAR, MAKE, MODEL], VIN _____, which is covered by Safety Recall 90L, has declined to have their pedal modified or is unhappy with the pedal modification and chooses to have their original pedal reinstalled. The customer has been advised that the modified pedal 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 any floor mat 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 accelerator pedal has not been remedied as part of this recall.

Customer's Name (Printed): _____

Customer's Signature: _____

Date: _____

Note: The dealer must **NOT** file any Safety Recall claim at this time. This is to allow the current or subsequent customer to be able to accept the remedy in the future. The Safety Recall must remain open until the remedy is completed.

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
G. Borst
R. Broughman
G. Bryan
W. Burns
D. Camden
B. Carter
G. Christoff
J. Colon
B. Cooper
R. Daly
F. Davidson
T. Doi
D. Esmond
W. Fay
N. Fein
F. Fontanella
H. Fukui
S. Haag
J. Hanson
K. Higgins
M. Hosoe
C. Hostetter
Y. Inaba
M. King
J. Lang
J. Lentz
E. Matsuda
K. Kusakawa
M. Michels
T. Morrison
T. Nakagami
D. Pettitt
R. Pflughaupt
C. Reynolds
C. Roberts
R. Sakai
D. Sakakibara
M. Setta
A. Smith
R. Specht
J. Stempkowski
S. Sugawara
M. Templin
J. Tetherow
P. Uribe
K. Ura
A. Vaish
R. Waltz
S. Yamaguchi
M. Yamanami
N. Yamamoto
H. Yoshihashi
D. Zellers

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 6**
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2008 Through Certain 2010 Model Year Highlander (Non-Hybrid) Vehicles
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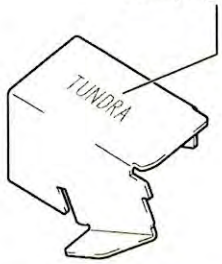
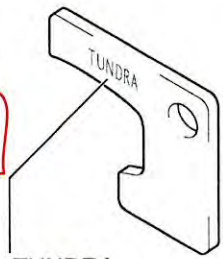
Stamping: TUNDRA 	 TUNDRA

Tundra

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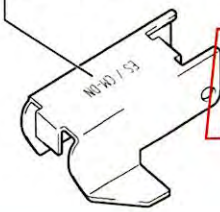
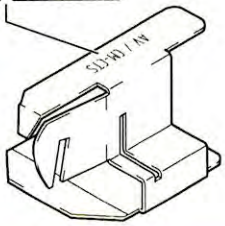
Stamping : ES / CM-DN 	Stamping: ES / AV–CM	Stamping: AV / CM-CTS 

Highlander

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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.***

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	3	2005 – 2010 Avalon	02/23/2010	03/01/2010
	4	2008 – 2010 Highlander HV	03/22/2010	03/30/2010
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	6	2008 – 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra	04/16/2010	Late April, 2010
	TBD	2009 – 2010 Corolla, 2009 – 2010 Matrix, 2009 – 2010 Venza	Late April, 2010*	Early May, 2010*
	TBD	2005 – 2010 Tacoma, 2007 – 2010 Camry (Sport Pedal)	May, 2010*	May, 2010*

Tentative

Safety Recall Remedy for Tundra and Highlander (Non-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 on Tundra or Highlander (Non-Hybrid) 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.

**Note (For Tundra Vehicles):*

- *If the Tundra 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. Please refer to the Warranty Processer Instructions and the Tundra Accessory Metallic Sports Pedal Cover for additional information.*

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 late April, 2010.

   This Safety Recall will be launched in phases.
   - Information on additional phases related to Corolla, Matrix, Tacoma, and Venza will be provided prior to the launch of these phases.

   If your dealership is contacted by an owner of a Tundra or Highlander (Non-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 Tundra and Highlander (Non-Hybrid) vehicles just prior to vehicle delivery when 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***

4. Number and Identification of Involved Vehicles

There are approximately 437,000 Tundra (2007 through certain 2010 model year) and approximately 227,600 Highlander Non-Hybrid (2008 through certain 2010 model year) vehicles involved in Phase 6 of this Safety Recall.

MODEL	WMI	MY	VDS	START - FINISH
HIGHLANDER	5TD	2010	BK3EH	S001052 - S017035
			DK3EH	S001067 - S017033
			EK3EH	S001051 - S008434
			JK3EH	S005002 - S017034
			KK3EH	S003272 - S010381
			XK3EH	S001026 - S005688
			YK3EH	S001030 - S010387
			ZA3EH	S001019 - S003685
			ZK3EH	S001020 - S010385
	JTE	2008	DS41A	2000112 - 2068464
			DS42A	2000113 - 2068462
			DS43A	2000132 - 2068454
			DS44A	2000303 - 2064340
			ES41A	2000106 - 2109849
			ES42A	2000114 - 2109852
			ES43A	2000123 - 2109853
		2009	DA41A	2000103 - 2008472
			DS41A	2068119 - 2094128
			DS42A	2068474 - 2094126
			DS43A	2068125 - 2094127
			DS44A	2068477 - 2094053
			ES41A	2109861 - 2151438
			ES42A	2109857 - 2151439
			ES43A	2109855 - 2151432
		2010	BK3EH	2149446 - 2159090
			DK3EH	2151444 - 2159089
			EK3EH	2151449 - 2156455
			KK3EH	2094137 - 2100238
			XK3EH	2094130 - 2099834
			YK3EH	2094134 - 2100236
			ZA3EH	2008099 - 2009945
			ZK3EH	2094154 - 2100245

Highlander Approximately UIO: 227,600

MODEL	WMI	MY	VDS	START – FINISH
TUNDRA	5TB	2007	BT541	S449772 – S458203
			BT581	S449768 – S458119
			BV541	S449818 – S490980
			BV581	S449815 – S490940
			DT541	S452172 – S458112
			DT581	S451402 – S457120
			DV541	S454929 – S490979
			DV581	S454922 – S490970
			ET541	S451522 – S457443
			ET581	S452313 – S457105
			EV541	S453235 – S473183
			EV581	S452114 – S473116
			RT541	S449776 – S457554
			RT581	S449772 – S457346
			RU541	S449764 – S451516
			RV541	S449790 – S473197
			RV581	S449792 – S473167
		2008	BT541	S458128 – S465088
			BT581	S460039 – S463353
			BV541	S489753 – S524241
			BV581	S490994 – S524168
			DT541	S458232 – S465032
			DT581	S458211 – S465038
			DV541	S490988 – S524251
			DV581	S490274 – S524192
			ET541	S457566 – S461702
			ET581	S460063 – S460135
			EV541	S473215 – S483286
			EV581	S472420 – S483281
			RT541	S457555 – S461703
			RT581	S457567 – S459791
			RV541	S473199 – S483282
			RV581	S473206 – S483264

(Tundra Continued on Next Page . . .)

(Number and Identification of Involved Vehicles Continued . . .)

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2007	BT541	X001509 – X010233
			BT581	X001504 – X009214
			BV541	X002493 – X032595
			BV581	X002480 – X032589
			CT541	X001009 – X002214
			CV541	X001185 – X005181
			DT541	X009296 – X009985
			DT581	X009401 – X009401
			DV541	X023882 – X032593
			DV581	X022843 – X032590
			ET541	X015154 – X016078
			ET581	X015222 – X015222
			EV541	X025255 – X032800
			EV581	X025031 – X032788
			JT521	X001258 – X002235
			JU521	X001130 – X003335
			JV521	X001122 – X002393
			KT521	X001022 – X002147
			KV521	X001133 – X002462
			LT521	X001572 – X016115
			LU521	X001203 – X006726
			LV521	X003495 – X032768
			MT521	X001506 – X010227
			MV521	X002485 – X032585
			RT541	X001571 – X016317
			RT581	X001570 – X016043
			RU541	X001200 – X006742
			RV541	X003586 – X032799
			RV581	X003587 – X032785
			ST541	X001106 – X002069
			SV541	X001063 – X004748
		2008	BT541	X010234 – X014584
			BT581	X010659 – X013869
			BV541	X032597 – X083158
			BV581	X032603 – X083120
			CT541	X002218 – X002439
			CV541	X005183 – X008862
			DT541	X010580 – X013787
			DT581	X012554 – X012753
			DV541	X032596 – X083159
			DV581	X032602 – X083167
			ET541	X016320 – X027282
			ET581	X022981 – X026381
			EV541	X032809 – X069738
			EV581	X032801 – X069597
			JT521	X002236 – X002401
			JU521	X003336 – X004115
			JV521	X002395 – X003232
			KT521	X002148 – X002358
			KV521	X002463 – X003358
			LT521	X016321 – X027335
			LU521	X006748 – X017477
			LV521	X032804 – X069666
			MT521	X010235 – X014590
			MV521	X032626 – X083124
			RT541	X016318 – X027320
			RT581	X017618 – X020071
			RU541	X006743 – X017473
			RV541	X032802 – X069735
			RV581	X032846 – X069669
			ST541	X002070 – X002160
			SV541	X004749 – X006281

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2008	BT541	X010234 – X014584
			BT581	X010659 – X013869
			BV541	X032597 – X083158
			BV581	X032603 – X083120
			CT541	X002218 – X002439
			CV541	X005183 – X008862
			DT541	X010580 – X013787
			DT581	X012554 – X012753
			DV541	X032596 – X083159
			DV581	X032602 – X083167
			ET541	X016320 – X027282
			ET581	X022981 – X026381
			EV541	X032809 – X069738
			EV581	X032801 – X069597
			JT521	X002236 – X002401
			JU521	X003336 – X004115
			JV521	X002395 – X003232
			KT521	X002148 – X002358
			KV521	X002463 – X003358
			LT521	X016321 – X027335
			LU521	X006748 – X017477
			LV521	X032804 – X069666
			MT521	X010235 – X014590
			MV521	X032626 – X083124
			RT541	X016318 – X027320
			RT581	X017618 – X020071
			RU541	X006743 – X017473
			RV541	X032802 – X069735
			RV581	X032846 – X069669
			ST541	X002070 – X002160
			SV541	X004749 – X006281
		2009	BT541	X014611 – X015672
			BV541	X083229 – X094475
			BV581	X083255 – X092224
			BW541	X083226 – X094474
			BW581	X083224 – X094470
			CT541	X002440 – X002442
			CV541	X008872 – X009340
			CW541	X008870 – X009343
			DT541	X014616 – X015546
			DV541	X083242 – X094456
			DV581	X083244 – X094356
			DW541	X083227 – X094471
			DW581	X083217 – X094450
			ET541	X028344 – X028907
			EV541	X069830 – X073898
			EV581	X069778 – X073903
			JU521	X004131 – X004208
			JV521	X003234 – X003256
			KT521	X002362 – X002376
			KV521	X003364 – X003503
			KW521	X003384 – X003510
			LT521	X027997 – X029309
			LU521	X017497 – X020451
			LV521	X070510 – X073112
			MT521	X014876 – X015419
			MV521	X085497 – X094424
			MW521	X084767 – X094316
			RT541	X027383 – X029316
			RU541	X017498 – X020454
			RV541	X069772 – X073904
			RV581	X070033 – X073900
			ST541	X002171 – X002179
			SV541	X006283 – X006375

(Tundra Continued on Next Page . . .)

(Number and Identification of Involved Vehicles Continued . . .)

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2010	BM5F1	X002356 - X009999
			BW5F1	X093050 - X135335
			BY5F1	X093061 - X135305
			CM5F1	X001001 - X001225
			CW5F1	X009335 - X010660
			CY5F1	X009336 - X010661
			DM5F1	X001019 - X010602
			DW5F1	X093128 - X135354
			DY5F1	X094480 - X135338
			EM5F1	X001006 - X014709
			EY5F1	X073303 - X090404
			FM5F1	X001806 - X014641
			FY5F1	X073300 - X090397
			HM5F1	X002336 - X010368
			HW5F1	X093038 - X135352
			HY5F1	X093142 - X135360
			JM5F1	X001002 - X001136
			JU5F1	X004209 - X004504
			JY5F1	X003257 - X003310

Tundra UIO: 437,000

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2010	KM5F1	X001001 - X001273
			KW5F1	X003513 - X004109
			KY5F1	X003514 - X004096
			LM5F1	X001026 - X012850
			LU5F1	X020324 - X023126
			LY5F1	X074019 - X089015
			MM5F1	X001020 - X010580
			MW5F1	X094824 - X135259
			MY5F1	X093123 - X135219
			RM5F1	X001008 - X014711
			RU5F1	X020455 - X023127
			RY5F1	X073343 - X090403
			SM5F1	X004749 - X013872
			SY5F1	X073306 - X090336
			TM5F1	X001001 - X001187
			TY5F1	X006373 - X006821
			UM5F1	X001021 - X010604
			UW5F1	X093055 - X135364
			UY5F1	X094485 - X135361

NOTE:

- Not all vehicles in the VIN range are affected by this Safety Recall.
- If your dealership is contacted by an owner of a Tundra or Highlander (Non-Hybrid) vehicle 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 Tundra and/or Highlander (Non-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 these AWFM 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

Make	Part Number	Description	Color	Dlr Max Order Qty
Tundra	PT908-3400W-02	2-Piece AWFM	Black	10
Highlander (Non-Hybrid)	PT908-48G0W-02	2-Piece AWFM	Black	3

The Dealer Maximum Order Quantity for these newly designed All Weather Floor Mats are consistent with our historical sales. Dealer orders will be reviewed and released based on availability and dealer order history.

*AWFMs replaced under this Safety Recall will be placed on Warranty Parts Recovery.

- To assure the AWFMs 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 AWFMs 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. . .)

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 TSB-0397-09 for additional information on grommet repair.

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

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

6. Tools and Equipment and Materials

Highlander Non-Hybrid Vehicles:

Highlander (Non-Hybrid) vehicles will utilize the same template and gauge that were used for the Camry Pedal modification (Denso & CTS).

Tundra Vehicles:

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

ATTN: Service Manager
SSC 90L
Campaign Tools

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

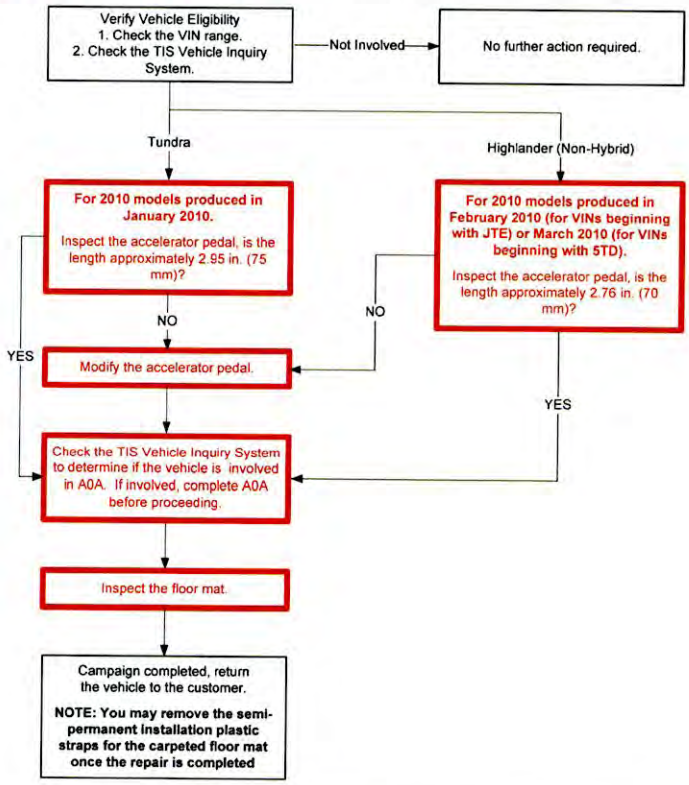
The additional required tools and equipment are listed in the technical instructions found on TIS.

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

Please note the following for this Safety Recall:



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

Safety Recall #	Op. Code	Description	Flat Rate Hour
90L Toyota Tundra	9915M7*	1. Accelerator Pedal Modification 2. Replacement of the All Weather Floor Mat 3. Inspect the front carpet and floor mat and clean them as appropriate.	0.9 hr/vehicle
	9915M8*	1. Accelerator Pedal Modification 2. Inspect the front carpet and floor mat and clean them as appropriate.	0.9 hr/vehicle
90L Toyota Highlander	9915M1	1. Accelerator Pedal Modification 2. Replacement of the All Weather Floor Mat 3. Inspect the front carpet and floor mat and clean them as appropriate.	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.
- *If the Tundra 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.

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 2007 though certain 2010 Tundra and 2008 through certain 2010 Highlander (Non-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, Matrix, Tacoma, 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

- Although Toyota is making every effort to replace the Toyota Genuine All Weather Floor Mats (AWFMs) with newly designed ones in the vehicles covered by the 90L Safety Recall, some customers may decide to retain their original Toyota AWFMs. In these cases, we request that the following verbiage be written in the Repair Order and signed by the customer:

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

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

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

Customer's Name (Printed): _____

Customer's Signature: _____

Date: _____

(Customer Handling Continued. . .)

What if a customer does not want Safety Recall 90L performed?
Although Toyota is making every effort to quickly remedy all vehicles covered by Safety Recall 90L, in rare cases customers may decline the remedy. In these cases, we request you work with the customer following these steps:

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

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

- Assemble the paperwork and store it in a location that is easy to access
- The customer keys are organized and stored in a secure location
- Staffing allows you to have extra time to review the details of the remedy
- Review the work completed (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

To ensure owners retain 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.

10. **Tundra *Accessory* Metallic Sports Pedal Cover**

If a Tundra 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 pedal please utilize the following part numbers when reinstalling the factory ***brake*** pedal covers.

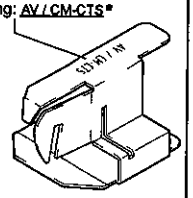
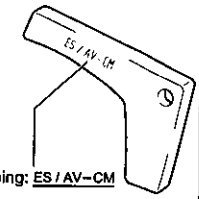
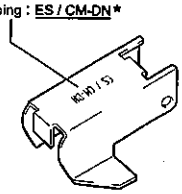
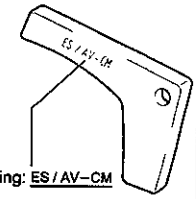
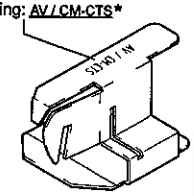
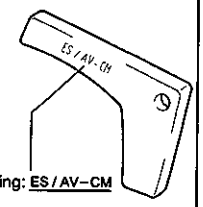
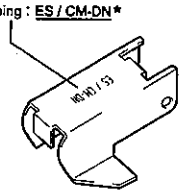
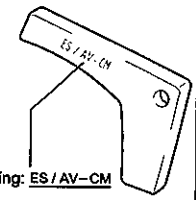
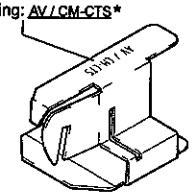
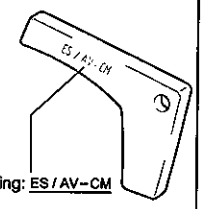
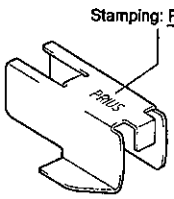
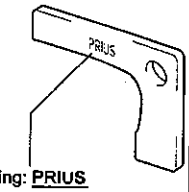
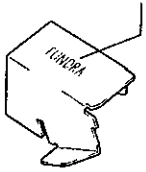
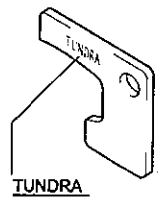
Part No.	Part Name	Qty/Unit
47121-0E010	***Tundra*** Brake Pedal Pad Auto Transmission	Depending Upon Need

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 Safety Recall.

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

APPENDIX

PROCEDURE SUMMARY CHART

Model	Pedal	Pedal Modification: Template	Pedal Modification: Color	Pedal Modification: Shape Gage	Pedal Modification: Color	AWFM	Tibia Pad	Rubber Stopper	Carpet Reshape	BOS	Inspect & Clean Carpet as Needed
Avalon	CTS	Stamping: AV / CM-CTS* 	White	 Stamping: ES / AV–CM	Silver	✔	✔	✔	✔	✔	✔
Camry	Denso	Stamping : ES / CM-DN* 	Silver	 Stamping: ES / AV–CM	Silver	✔	✔	✔	✔	✔	✔
	CTS	Stamping: AV / CM-CTS* 	White	 Stamping: ES / AV–CM	Silver	✔	✔	✔	✔	✔	✔
Highlander	Denso	Stamping : ES / CM-DN* 	Silver	 Stamping: ES / AV–CM	Silver	✔					✔
	CTS	Stamping: AV / CM-CTS* 	White	 Stamping: ES / AV–CM	Silver	✔					✔
Prius	Denso	Stamping: PRIUS 	Turquoise	 Stamping: PRIUS	Turquoise	✔					✔
Tundra	CTS	Stamping: TUNDRA 	Green	 TUNDRA	Green	✔					✔

*Some supplemental templates may not have the stamping.

2007 Through Certain 2010 Model Year Tundra 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 2007 through certain 2010 model year Tundra vehicles.

What is the Condition?

- 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 modifying the accelerator pedal.
- 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 AWFMs 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.

What should you do?

This is an important Safety Recall

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

The remedy will take approximately 1 hour. 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.

Sample

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.

Please place this letter in your Owner's Manual for future reference.

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 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. 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 to be modified to address the same condition described above?

If you have previously paid for your vehicle's accelerator pedal 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.

Sample

2008 Through Certain 2010 Model Year Highlander 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 2008 through certain 2010 model year Highlander vehicles.

What is the Condition?

- 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 modifying the accelerator pedal.
- 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 AWFMs 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.

What should you do?

This is an important Safety Recall

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

The remedy will take approximately 1 hour. 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.

Sample

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.

Please place this letter in your Owner's Manual for future reference.

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 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. 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 to be modified to address the same condition described above?

If you have previously paid for your vehicle's accelerator pedal 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.

Sample

TOYOTA

Safety Recall 90L – Phase 6
2007 Though Certain 2010 Tundra and 2008 Through Certain 2010 Highlander (Non-Hybrid)
Potential Floor Mat Interference with Accelerator Pedal Q&A
April, 2010

Toyota is now launching Phase 6 of Safety Recall 90L on 2007 though certain 2010 Tundra and 2008 through certain 2010 Highlander (Non-Hybrid) 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 (Floor surface modification is ***not*** necessary on Tundra or Highlander (Non-Hybrid) vehicles).
- If the vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), it must be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFMs for the driver and the front seat passenger positions will be replaced with newly designed mats.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat and clean them as appropriate.

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

Q2a: What if a vehicle is equipped with an accessory metallic sports pedal cover? Will the repair be performed on the vehicle?

A2a: Toyota will need to remove the metallic sports pedal cover. Once the remedy is completed, due to the nature of the repair, we will not be able to reinstall the sports pedal cover.

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

Q3: As an additional measure independent of the vehicle-based recall remedy, will Toyota be installing a Brake Override System (BOS) on the affected Tundra and Highlander (Non-Hybrid) vehicles?

A3: No, the BOS is not installed to these vehicles.

Q3a: Why will Toyota not be installing the Brake Override System (BOS) on 2007 though certain 2010 Tundra and 2008 through certain 2010 Highlander (Non-Hybrid) vehicles?

A3a: 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.

Q3b: Will Toyota be offering the Brake Override System (BOS) for these vehicles in the future?

A3b: The BOS will not be retrofitted into these vehicles, while it is being developed and will be introduced to the production vehicles on a model by model basis in the near future.

Q4: What should owners do until they have the recall remedy performed?

A4: 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.

Q5: 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?

A5: 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.

Q5a: What if a customer disposed of his/her Toyota genuine All Weather Floor Mat (AWFM)? Will he/she still receive a newly designed one?

A5a: 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.

Q6: 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.

Q6a: When will Toyota genuine All Weather Floor Mats (AWFM) be available for purchase?

A6a: 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.

Q7: What if a driver experiences accelerator pedal interference. What should they do?

A7: 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.

Q8: Are there any other Toyota or Lexus vehicles involved and what is Toyota's timing for announcing the remedy on the affected vehicles?

A8: 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	Late April, 2010
	6	2008 - 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra,	04/16/2010	Late April, 2010
	TBD	2009 - 2010 Corolla, 2009 - 2010 Matrix, 2009 - 2010 Venza	Late April, 2010*	Early May, 2010*
	TBD	2005 – 2010 Tacoma, 2007 – 2010 Camry (Sport Pedal)	May, 2010*	May, 2010*
9LG	1	2007 – 2010 Lexus ES	12/21/2009	12/31/2009
	2	2006 – 2010 Lexus IS	4/5/2010	Late April, 2010*

Tentative

Q8a: Will the other Toyota and Lexus vehicles listed in the Consumer Advisory receive the same safety recall remedy?

A8a: 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.

Q8b: 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?

A8b: Toyota will begin mailing Safety Recall Notices by first class mail to 2007 though certain 2010 Tundra and 2008 through certain 2010 Highlander (Non-Hybrid) in late April, 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.

Q8c: Do customers need the owner letter to set-up an appointment with his/her Toyota dealership?

A8c: 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.

Q9: What if an owner has additional questions or concerns?

A9: 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.

Q9a: What if an owner has previously paid for repairs to modify the vehicle's accelerator pedal to address this condition?

A9a: Owners that have previously paid for their vehicle's accelerator pedal to be modified to address this specific condition are requested to mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience Center, WC10
19001 South Western Avenue, Torrance, CA 90509

Q9b: What if an owner has experienced unintended acceleration and his/her vehicle is not involved in either of these safety recalls?

A9b: 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.

Q9c: Why aren't other models included in this safety recall?

A9c: 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.

Q10: What will the modified accelerator pedal look like?

A10: 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.

Q10a: What if a customer is not satisfied with the appearance of the modified accelerator pedal?

A10a: 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.

Q10b: Can I wait to have the accelerator pedal replaced with a newly designed one rather than have my current accelerator pedal modified?

A10b: 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.

Q10c: Will Toyota send another owner letter when the newly designed accelerator pedal becomes available?

A10c: 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.

Q11: Will Toyota clean the vehicle carpet for those owners that followed the Consumer Safety Advisory and removed his/her floor mats?

A11: Your local Toyota dealership will inspect and clean the driver's carpet and floor mat as appropriate.