



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-12310
December 20, 2012

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 12V-305 – Updated Preliminary Dealer Notification

To whom it may concern,

Please find attached the Updated Preliminary Dealer Notification Letter for Toyota Safety Recall 12V-305 on the following Toyota vehicles:

- 2008 to 2011 Model Year Land Cruiser

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 12V-305 (90L Ph12) Updated Dealer Notification (Prelim)

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
Updated December 14, 2012
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

Safety Recall – 90L (91L) Phase 12 Preliminary Notification
2008 to 2011 Model Year Land Cruiser Vehicles
Potential Floor Mat Interference with Accelerator Pedal
*******Interim Mailing Update*******

Updated 12/14/2012: Interim Mailing Information

As previously announced, in October, 2012, Toyota filed an amendment to a previously filed Defect Information Report (DIR), with the National Highway Traffic Safety Administration (NHTSA). The amendment will add 2008 to 2011 model year Land Cruiser vehicles to the Potential Floor Mat Interference with Accelerator Pedal recall.

The following preliminary information is provided to inform you and your staff of the filing of the amendment for this Safety Recall and your degree of involvement.

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.**

Covered Vehicles

- There are approximately 10,500 Land Cruiser (2008 to 2011 MY) vehicles covered by this Safety Recall.

Status

- 90L ("91L" until the remedy is launched) Preliminary Notification documents were posted on TIS starting the morning of Wednesday, October 31, 2012. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, October 31, 2012 (Pacific Time).

- **Toyota is currently making preparations to implement this Safety Recall remedy.** Due to the lead time in preparing the necessary materials, Toyota will be mailing an interim owner notification letter to customers covered by this Safety Recall in Mid-December, 2012. The interim notice will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice when the remedy is available, (3) how to minimize the risk of this condition, and (4) what to do if they experience the condition described. A copy of the interim owner letter is attached for your reference.

- **Toyota is currently making preparation to implement the Safety Recall remedy.** When available, the remedy will be performed at **No Charge** to the vehicle owner. Additional information will be provided at the launch of the remedy phase.

Customer Handling

Toyota is currently making preparation to implement the Safety Recall remedy. 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. Refer to www.toyotaasg.com to verify the correct floor mat part number.

A Q&A is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached 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.

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, until the instructions to modify the pedals are available, dealerships are requested to replace the current pedal assembly with a new replacement pedal which is of a different design.

Important Parts Ordering Information Section

The parts listed in this red box should only be ordered for the following two scenarios:

- Land Cruiser customer is unwilling to wait for the remedy and/or relocate the floor mats until the (remedy) technical instructions for pedal modification are available.
- Repair of vehicles currently in dealership inventory (In-Stock Vehicles)

Accelerator Pedal Replacement

Part Number	Description	Qty
04001-18260	PEDAL ASSY,ACCELERATOR	1 (as needed)

To ensure available inventory of the pedal assembly, the above part has been placed on Manual Allocation Control (MAC). If you require a part that is on MAC, please send an email to Quality_Compliance@toyota.com with the following information:

- **Subject Line: 90L MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number and Qty Ordered**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

Important Notes:

- *Once you have placed your order, DO NOT upgrade or change your order status.*
- *Dealerships must provide the above listed information within 48 hours of order placement. Failure to provide the information above will result in an order cancellation.*

All Weather Floor Mat (AWFM) Replacement

Toyota is currently developing a newly designed All Weather Floor Mat (AWFM). Dealerships are requested to remove and discard any Land Cruiser AWFM until the newly designed mat is available.

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

Part Number	Description	Qty/Unit
58297-50020	Retainer, Floor Clamp	Depending Upon Need

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Safety Recall 90L Phase 12 – *Preliminary Notification*
2008 to 2011 Model Year Toyota Land Cruiser Vehicles
Potential Floor Mat Interference with Accelerator Pedal - Q&A

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.***

Q1a: Which and how many vehicles are covered by this Safety Recall?

A1a: There are approximately 10,500 Land Cruiser (2008 to 2011 MY) vehicles covered by this Safety Recall:

Model Name	Model Year	Production Range	Number of Vehicles (Approx.)
Land Cruiser	2008	Early September, 2007 through Early September, 2011	5,100
	2009		2,000
	2010		1,500
	2011		1,900

Q2: What is Toyota going to do for vehicles covered by this Safety Campaign?

A2: ***Toyota is currently making preparations to implement the Safety Recall remedy.*** Toyota will be mailing an interim owner notification letter to customers covered by this Safety Recall in Mid-December, 2012. The interim notice will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice when the remedy is available, (3) How to minimize the risk of this condition, and (4) what to do if they experience the condition described.

When available, the remedy will be performed at **No Charge** to the vehicle owner.

Q2a: When available what will the remedy involve?

A2a: To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, dealerships will be requested to do the following:

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

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

Q3: What should owners do until they have the 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 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.

For customers that require assistance or have any additional questions, his/her Toyota dealership will be more than happy to assist.

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

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

A4a: If a customer has disposed of an older design Toyota genuine All Weather Floor Mat (AWFM), he/she may receive the replacement AWFM set upon proof-of-purchase of the original set. Additional details will be provided in the owner notification once the remedy is ready.

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

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

Q6: Are there any other Lexus or Toyota vehicles covered and what is Toyota's timing for announcing the remedy on the covered vehicles?

A6: The following chart illustrates the covered vehicles and the Remedy Launch Date.

Safety Recall No.	Phase	Model	Launch Day	Owner Letter Start
9LG	1	2007 – 2010 Toyota ES	12/21/2009	12/31/2009
	2	2006 – 2010 Toyota IS	4/5/2010	4/23/2010
	3	2008 – 2011 Toyota LX570	4/8/2011	4/27/2011
	4	2010 Toyota RX	7/24/2011	8/3/2012
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	Tacoma -08/02/2010 Venza -7/28/2010
	10	2003 – 2009 4Runner	3/4//2011	4/5/2011
	11	2006 – 2010 RAV4	4/6/ 2011	4/13/2011
	12		2008 – 2011 Land Cruiser	10/25/2012

Q6a: Why aren't all Toyota vehicles covered by this Safety Campaign receiving the brake override system (BOS)?

A6a: The brake override system is an extra measure of confidence and not a remedy inclusive of our safety campaign announced in 2009. It does not address the root cause of accelerator pedal entrapment, which is interference between the accelerator pedal and an unsecured and/or incompatible floor mat. This is why the remedy specifically addresses the floor mat and the pedal configuration.

Q6b: Why aren't other models included in this Safety Recall?

A6b: 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.

Q7: What if an owner has additional questions or concerns?

A7: 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 Time.

Q7a: What if an owner has previously paid for repairs to modify the vehicle's accelerator pedal to address this condition?

A7a: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q7b: What if an owner has experienced unintended acceleration and his/her vehicle is not covered in this safety campaign?

A7b: If an owner of a Toyota vehicle that is not covered by this safety campaign 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.

Q8: Will Toyota clean the vehicle carpet for those owners that removed his/her floor mats?

A8: Your local Toyota dealership will inspect and clean the driver's carpet and floor mat as appropriate.

Q9: What if a driver experiences accelerator pedal interference. What should he/she do?

A9: 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 by firmly and steadily pushing the Engine Start/Stop button for at least three seconds. Do NOT tap the Engine Start/Stop button. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.