



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

TMS-NTC-13199
August 9, 2013

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

Re: Toyota Safety Recall 12V-305 Dealer Notification - Remedy

To whom it may concern,

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

- 2008 to 2011 Model Year Land Cruiser

We will send a DVD with the video links mentioned in the Remedy Instructions under separate cover due to the size of the video file.

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." with a stylized flourish at the end.

Quality Compliance Assistant Manager

Attachments:

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

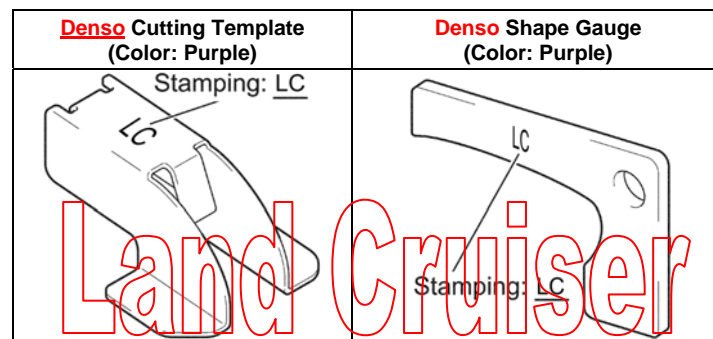
TOYOTA

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 12**
2008 to 2011 Model Year Land Cruiser Vehicles
Potential Floor Mat Interference with Accelerator Pedal

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.



Toyota has completed remedy preparations and will begin to notify owners covered by Phase 12 of Safety Recall 90L.

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	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	7/16/2010
	9	2005 – 2010 Tacoma, 2009 – 2010 Venza	07/16/2010	Late July 2010
	10	2003 – 2009 4Runner	2/24/2011	Early April, 2011
	11	2006 – 2010 RAV4	4/10/2011	Mid-April
	12	2008 – 2011 Land Cruiser	Early August, 2013	Mid-August, 2013

Safety Recall Remedy for Land Cruiser 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 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.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat and clean them as appropriate.

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. Owner Notification Letter Mailing Date

The owner notification will commence in Mid-August, 2013.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

If your dealership is contacted by an owner of a Land Cruiser 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 located on TIS.

2. Tools, Equipment and Materials

In a shipment scheduled to arrive in Early August, 2013, your dealership was sent a Toyota Land Cruiser accelerator pedal template and gauge. When received, the package displayed a fluorescent (green, orange, yellow or pink) label like the sample seen below for easy identification.



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.

3. 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.***

4. Number and Identification of Vehicles Covered by Phase 12

There are approximately 10,500 Land Cruiser (2008 to 2011 Model Year) covered in Phase 12 of this Safety Recall.

WMI	MY	VDS	START SERIAL	START FINISH
JTM	2008	HY05J	4000109	4002231
		HY05J	5000126	5003274
	2009	HY05J	4002232	4002768
		HY05J	5003275	5004872
	2010	HY7AJ	4002769	4003123
		HY7AJ	5004875	5006774
	2011	HY7AJ	4003159	4006779
		HY7AJ	5006775	5012635

NOTE:

- Check Dealer Daily/TIS to confirm the VIN is involved in this Safety Recall. This will verify the vehicle is covered and has not already been completed prior to dealer shipment or by another dealer.
- Warranty will not reimburse dealers for repairs conducted on vehicles that are not covered or were previously completed.

5. Parts Ordering

To support customers that have Genuine Toyota Land Cruiser All Weather Floor Mats, Toyota will be replacing the customer's existing driver and passenger side front floor mats using the 4-piece mat set below. These accessory part numbers are currently not on Manual Allocation and do not have Dealer Maximum Order Quantity limits:

All Weather Floor Mat (AWFM) Replacement

Make	Part Number	Description	Color
Land Cruiser	PT908-60110-20	4 pc. AWFM Set	Black

*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 his/her 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.

IMPORTANT PARTS ORDERING UPDATE

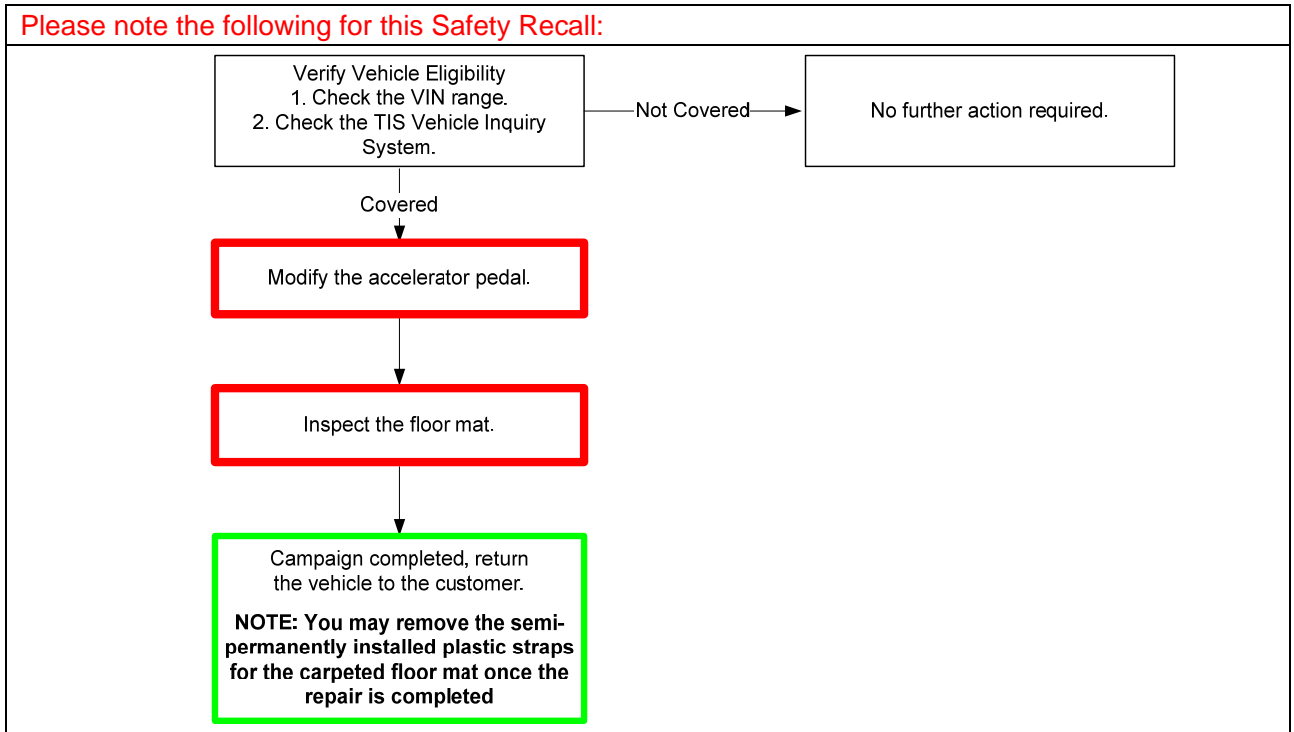
All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

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. Warranty Processor Instructions



Operation codes for this Safety Recall:

Safety Recall #	Op. Code	Description	Flat Rate Hour
90L Land Cruiser	2924K1	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
	2924K2	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.

Operation codes for Pedal Replacement performed during the Interim Phase:

The following operation code can be used for vehicles which received a newly designed accelerator pedal during the interim phase. All claims submitted for the following operation code must have a Repair Order (RO) date of 8/7/2013 or prior.

Safety Recall	Op. Code	Description	Flat Rate Hour
90L Land Cruiser (Interim Repair)	90L12R	Replace Accelerator Pedal and Inspect and Replace the AWFM's as necessary	0.3 hr/vehicle

Pedal replacements performed after the announcement of the remedy phase on 8/8/2013 should reference the procedures outlined in "Supplemental Information for Safety Recall – 90L Potential Floor Mat Interference with Accelerator Pedal" document found on TIS.

7. 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 2008 to 2011 model year Land Cruiser 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 attached remedy owner notification letter.
 - Assist any customer who asks to verify correct floor mat application and secure installation.
 - 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).
-
- 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:

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:





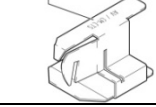



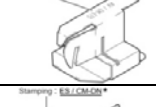



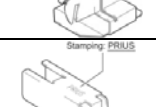




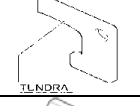


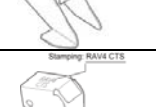


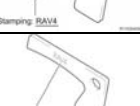


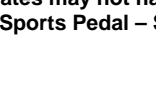



- Assemble the paperwork and store it in a location that is easy to access
- The customer keys are organized and stored in a secure location
- Staffing allows you to have extra time to review the details of the remedy
- Review the work completed
- Review any approved customer pay maintenance or repair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

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				AWFM	Tibia Pad	Rubber Stopper	Carpet Reshape	BOS	Clean Carpet as Needed
		Template	Color	Shape Gage	Color						
Avalon	CTS		White		Silver	✓	✓	✓	✓	✓	✓
Camry	Denso		Silver		Silver	✓	✓	✓	✓	✓†	✓
	CTS		White		Silver	✓	✓	✓	✓	✓†	✓
	Sports Pedal**	Replace the factory installed metallic accelerator sports <i>pedal</i> foot pad with a newly designed one				✓	✓	✓	✓	✓	✓
Corolla & Matrix	Denso		Silver		Silver	✓	✓	✓*	✓		✓
	CTS		White		Silver	✓	✓	✓*	✓		✓
Highlander	Denso		Silver		Silver	✓					✓
	CTS		White		Silver	✓					✓
Prius	Denso		Turquoise		Turquoise	✓					✓
Tacoma	Denso		Red		Red	✓				✓	✓
Tundra	CTS		Green		Green	✓					✓
Venza	Denso		Silver		Silver	✓		✓	✓	✓	✓
4Runner	Denso		Red		Red	✓					✓
RAV4	CTS		Orange		Yellow	✓					✓
	Denso		Yellow		Yellow	✓					✓
Land Cruiser	Denso		Purple		Purple	✓					✓

* Some supplemental templates may not have the stamping.

** Factory Installed Metallic Sports Pedal – Safety Recall 90L Phase

* Part number is specific to Corolla & Matrix.

† Non-Hybrid Camry Vehicles ONLY.



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

May, 2011

To: All Toyota Dealer Principals, Service Managers, Parts Managers
Subject: Supplemental Information for Safety Recall – 90L
Potential Floor Mat Interference with Accelerator Pedal

Although we believe that the majority of customers will be satisfied with the modification of the accelerator pedal, a few customers may request pedal replacement. Customer satisfaction is important to Toyota; therefore, if a customer is not satisfied with the appearance of the accelerator pedal after it has been modified, please assist us by assuring a replacement pedal is provided at **no charge** to these customers.

- A replacement pedal should be offered to a customer after the modification has been performed and the customer has expressed dissatisfaction with the pedal.
- A replacement pedal should be used when the original pedal has been modified incorrectly.

Model Year	Model	Part Number	Part Name
2005 – 2010	Avalon	04009-51208	CTS** Accelerator Pedal
2007 – 2010	Camry		
2009 – 2010	Corolla		
2010	Highlander		
2009 – 2010	Matrix		
2007 – 2010	Camry	04009-51233	Denso* Accelerator Pedal
2009 – 2010	Corolla		
2008 – 2010	Highlander / Highlander HV		
2009 – 2010	Matrix		
2009 – 2010	Venza		
2005 – 2010	Tacoma	04000-15204	Denso* Accelerator Pedal
2003 – 2009	4Runner		
2004 – 2009	Prius	04000-15147	Denso* Accelerator Pedal
2007 – 2010	Tundra	04000-0440C	CTS** Accelerator Pedal
2006 – 2010	RAV4	04001-18342	Denso* Accelerator Pedal
2006 – 2010	RAV4	04001-1810R	CTS** Accelerator Pedal
2008 – 2011	Land Cruiser	04001-18260	Denso* Accelerator Pedal

***Denso:** 90L service parts accelerator pedals (Shorter pedal)

****CTS:** 90L & A0A service parts accelerator pedals (Shorter Pedal with newly designed friction material)

Warranty Processor Instruction

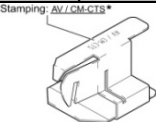



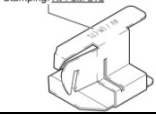

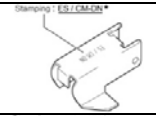





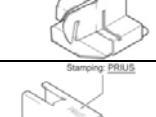





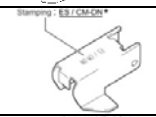



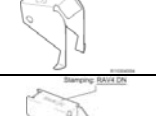
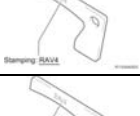
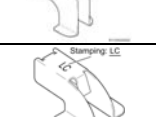
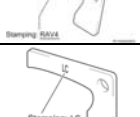
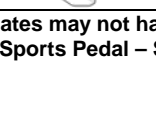
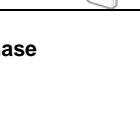


The operation code to be used for pedal replacement is:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
90L	9916M1	Replace the accelerator pedal based upon customer request following the modification of the pedal.	0.3 hrs/vehicle

- The above flat rate time includes 0.1 hour for administrative cost per unit.
- Rental Car: Use 'RT' sublet type for Op. Code 9916M1. Customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of four days at a maximum rate of \$35 per day. Special accommodations not outlined above require DSPM authorization.
- To expedite claim approval, dealers must follow these steps when filing claims for Op. Code 9916M1:
 1. **All claims using 9916M1 require DSPM authorization.**
 2. Claims using 9916M1 must be filed as a secondary claim following a pedal modification claim.
 3. All accelerator pedal replacement claims will not be automatically processed, but will initially be returned to the dealership. When this occurs, please contact the Dealer '800' Warranty Assistance Line (1-800-421-3407) so we may manually process your claim.

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

PROCEDURE SUMMARY CHART

Model	Pedal	Pedal Modification				AWFM	Tibia Pad	Rubber Stopper	Carpet Reshape	BOS	Clean Carpet as Needed
		Template	Color	Shape Gage	Color						
Avalon	CTS		White		Silver	✓	✓	✓	✓	✓	✓
Camry	Denso		Silver		Silver	✓	✓	✓	✓	✓†	✓
	CTS		White		Silver	✓	✓	✓	✓	✓†	✓
	Sports Pedal**	Replace the factory installed metallic accelerator sports pedal foot pad with a newly designed one				✓	✓	✓	✓	✓	✓
Corolla & Matrix	Denso		Silver		Silver	✓	✓	✓*	✓		✓
	CTS		White		Silver	✓	✓	✓*	✓		✓
Highlander	Denso		Silver		Silver	✓					✓
	CTS		White		Silver	✓					✓
Prius	Denso		Turquoise		Turquoise	✓					✓
Tacoma	Denso		Red		Red	✓				✓	✓
Tundra	CTS		Green		Green	✓					✓
Venza	Denso		Silver		Silver	✓		✓	✓	✓	✓
4Runner	Denso		Red		Red	✓					✓
RAV4	CTS		Orange		Yellow	✓					✓
	Denso		Yellow		Yellow	✓					✓
Land Cruiser	Denso		Purple		Purple	✓					✓

* Some supplemental templates may not have the stamping.

** Factory Installed Metallic Sports Pedal – Safety Recall 90L Phase

‡ Part number is specific to Corolla & Matrix.

† Non-Hybrid Camry Vehicles ONLY.



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

Customer Frequently Asked Questions

Published Early August, 2013

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

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 covered by Safety Recall 90L Phase 12?

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 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.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat, clean them as appropriate, and ensure that if the vehicle leaves the dealership with a floor mat in the driver's position, that the floormat is compatible with the vehicle and properly secured.

When this Safety Recall is performed, your dealership should also verify if the vehicle is eligible for other Safety Recalls. Please 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: 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.

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 verify whether the Toyota floor mat is designed specifically for the vehicle and to ensure that it is correctly installed and secured, and that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. (Please refer to www.toyotaasg.com to verify the correct floor mat part number.) If the floor mat is not the correct application, please again advise the customer to remove the driver's floor mat and bring the vehicle in for the recall remedy.

Also, if the customer wants to bring the vehicle to the dealership to verify whether the floor mat is designed for their vehicle, please advise the customer to remove the floor mat 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. 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 will 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?

A5: Driver's floor mat interference is possible if the floor mat is incompatible or incorrectly installed. Therefore, each consumer needs to make sure the floor mats are appropriate for his/her model and model year vehicle. Also, they need to be 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: Which and how many vehicles are covered by Phase 12 of this Safety Recall?

A6: 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

Q7: Are there any other Toyota or Lexus vehicles covered by this Safety Recall?

A7: Yes, please refer to the following table for additional models covered by this Safety Recall.

Safety Recall	Phase	Model
90L	1	2007 – 2010 Camry/Camry HV (Denso)
	2	2007 – 2010 Camry (CTS)
	3	2005 – 2010 Avalon (CTS)
	4	2008 - 2010 Highlander HV
	5	2004 – 2009 Prius
	6	2008 - 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra,
	7	2009 - 2010 Corolla, 2009 - 2010 Matrix,
	8	2007 – 2010 Camry (Sport Pedal)
	9	2009 - 2010 Venza 2005 – 2010 Tacoma,
	10	2003 – 2009 4Runner
	11	2006 – 2010 RAV4
	12	2008 – 2011 Land Cruiser
9LG	1	2007 – 2010 Lexus ES
	2	2006 – 2010 Lexus IS
	3	2008 – 2011 Lexus LX 570
	4	2010 RX350 and RX450h

Q7a: What should customers do if his/her vehicle is covered 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 2008 to 2011 Model Year Land Cruiser vehicles in mid-August, 2013. The owner letters will be spread over 2 weeks consistent with remedy preparation 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 refer to www.toyotaasq.com to verify the correct floor mat part number.

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.

Q7c: Is there a greater potential for floor mat interference with the accelerator pedal in these models? Why is Toyota including the Land Cruiser now?

A7c: There is a risk of accelerator pedal entrapment in any vehicle, regardless of manufacturer or model, if inappropriate or unsecured floor mats are in use. Nevertheless, in the interest of customer safety and satisfaction, Toyota has decided to include this additional model in this Safety Recall.

With these further actions taken in coordination with NHTSA, we will help ensure acceleration concerns are reduced even further, and we are pleased that NHTSA has closed its investigation of the floor mat entrapment issue.

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/recalls>.

Q8a: What if an owner has previously paid for repairs to modify the vehicle's accelerator pedal to address this condition?

A8a: 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

Q8b: What if an owner has experienced unintended acceleration and his/her vehicle is not covered 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 inspect the vehicle, as necessary, based on the customer's report.

Q8c: Why aren't other models included in this safety recall?

A8c: Toyota does not 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 they receive their owner notification letter.

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.

Q11: What if a driver experiences accelerator pedal interference. What should they do?

- A11: 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 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.
 - If the vehicle is equipped with a Start/Stop button 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.

**2008 to 2011 Model Year Land Cruiser Vehicles
Potential Floor Mat Interference with Accelerator Pedal
Safety Recall Campaign**

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

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 to 2011 model year Land Cruiser 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; you may use the table below to confirm if your vehicle has the most current floor mat part number installed. If your vehicle has the most current floor mat, ensure 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. If your vehicle does not have one of these mats properly installed, please remove it immediately. Please read the important warning information enclosed with this letter.

Floor Mat Type	Color	Correct Part Number
Carpet	Gray	PT206-60080-01
	Ivory	PT206-60080-10

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new 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. 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?

Your local Toyota dealer will be more than happy to answer any of your questions. 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.

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



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

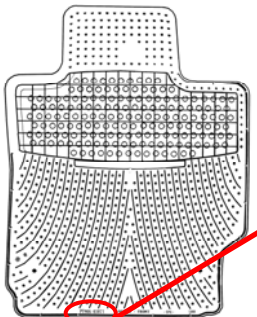
A. General Floor Mat Warnings

- 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 Toyota 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.

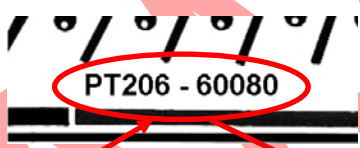
B. Floor Mat Inspection Instructions and Application Information

- Before placing a floor mat in a vehicle, become 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 that 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.



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

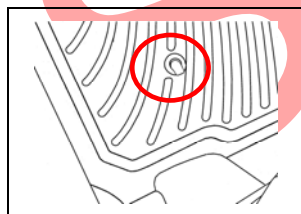


PT206 - 60080

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

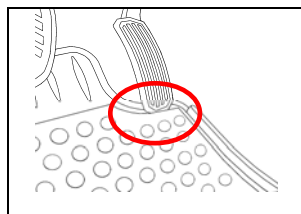
Part Number	Model	Type	Color
PT206-60080-01	Land Cruiser	Carpeted	Gray
PT206-60080-10	Land Cruiser	Carpeted	Ivory

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



1. 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).

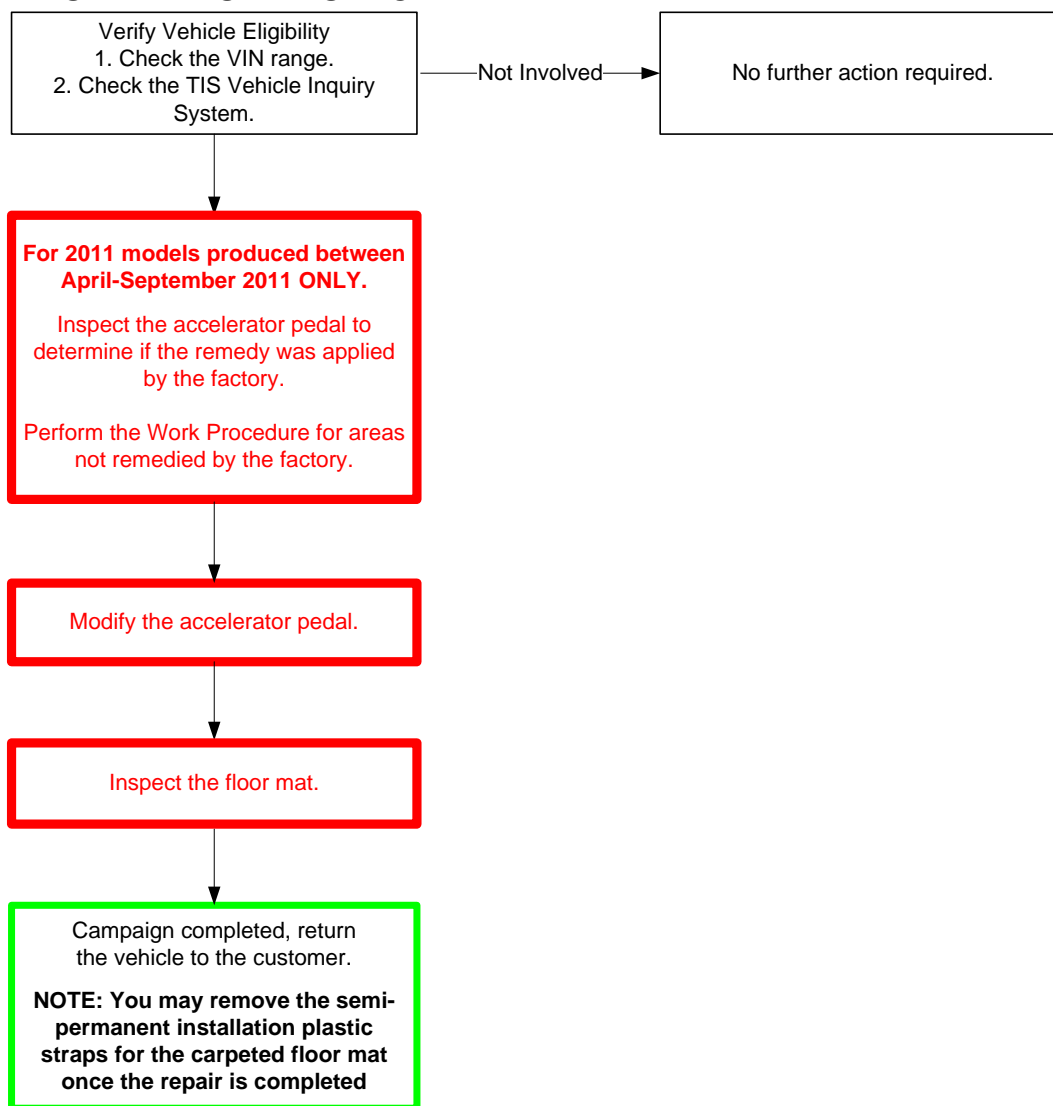
Warning: Do not stack the floor mats in any vehicle. The retaining hooks (clips) are designed to accommodate only one floor mat at a time.



2. 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)

TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL 90L (PHASE 12)
ACCELERATOR PEDAL MODIFICATION
CERTAIN
2008 – 2011 MODEL YEAR LAND CRUISER

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

WMI	Year	VIN Range	
		VDS	Range
JTM	2008	HY05J	4000109-4002231
		HY05J	5000126-5003274
	2009	HY05J	4002232-4002768
		HY05J	5003275-5004872
	2010	HY7AJ	4002769-4003123
		HY7AJ	5004875-5006774
	2011	HY7AJ	4003159-4006779
		HY7AJ	5006775-5012635

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

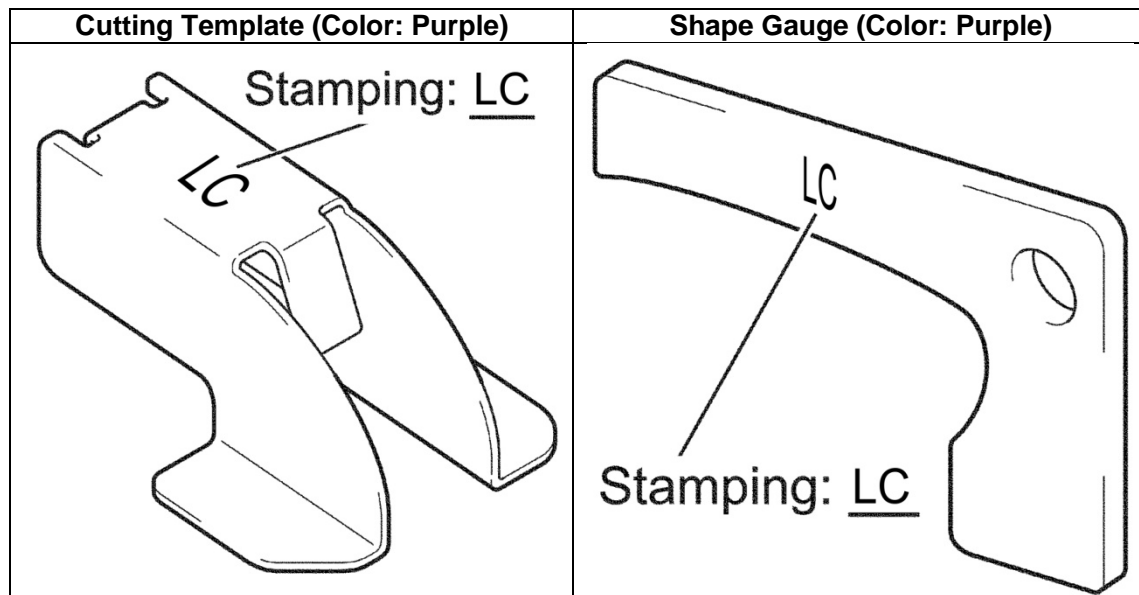
- No parts are required for this activity

B. TOOLS & EQUIPMENT

- Dust mask
- Hand file
- Orbital sander*
- Hack-saw
- Protective eyewear
- Protective work gloves
- Reciprocating Saw*
- Scribe
- Standard hand tools
- Techstream
- Torque wrench
- Workbench with vise

*One orbital sander and one reciprocating saw were provided to each dealership during Phase 1 of this Safety Recall

C. ACCELERATOR PEDAL TEMPLATE & GAUGE



D. MATERIALS

- Bubble wrap
- Masking tape
- Shop cloth
- Sandpaper 400 grit

IV. 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 side floor mat is compatible with the vehicle and properly secured.

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.

V. WORK PROCEDURE

A. PRELIMINARY INSPECTION FOR 2011 MODELS ONLY



The following inspection procedure is to determine if some 2011 models produced between April–September may have had a remedy applied to the accelerator pedal by the factory.

1. INSPECT THE ACCELERATOR PEDAL ASSEMBLY

– FOR 2011 MODELS PRODUCED BETWEEN APRIL–SEPTEMBER 2011 ONLY –

- a) Inspect the accelerator pedal length, is it approximately 2.8 in. (71 mm)?

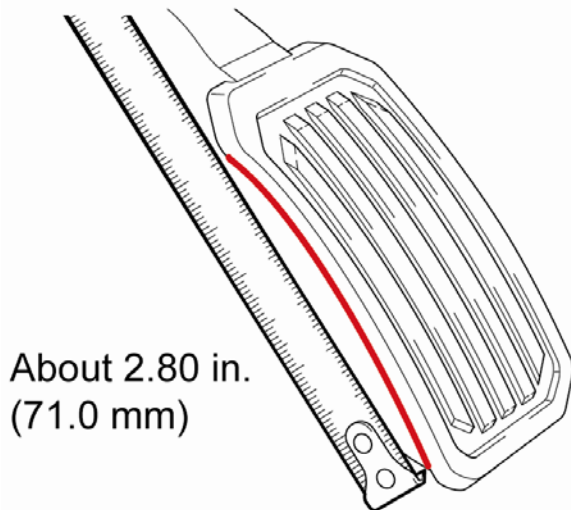
YES

- The accelerator pedal remedy has been applied by the factory, NO modification is required.
- Confirm the vehicle has the correct floor mat following the Work Procedure.

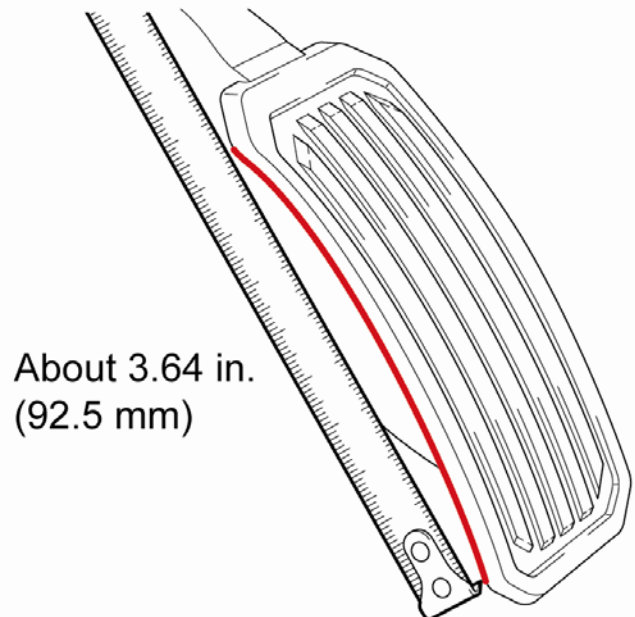
NO

- The accelerator pedal requires modification. Make sure to perform the modification process in the Work Procedure.

Yes



No



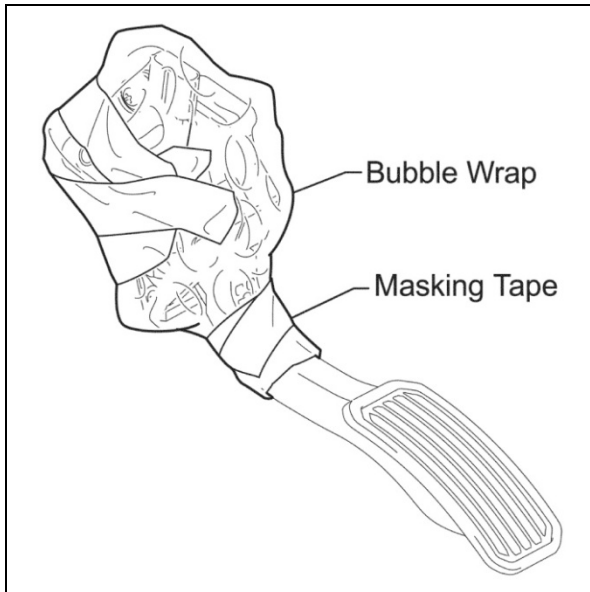
B. ACCELERATOR PEDAL MODIFICATION



ACCELERATOR PEDAL HANDLING NOTES:

- **DO NOT** drop the pedal, or reuse an accelerator pedal that has been dropped.
- Avoid vibration and shock of the pedal.
- **DO NOT** place sensor portion of the pedal in vise.
- Cover and uncover the sensor portion of the pedal while in the vehicle to prevent damage and debris from entering.

[CLICK HERE TO WATCH THE VIDEO BEFORE BEGINNING THE WORK PROCEDURE](#)



1. REMOVE THE ACCELERATOR PEDAL ASSEMBLY

[Click here to watch the video to supplement this step](#)

- a) Record the radio station presets.
- b) Disconnect the negative battery cable and wait 90 seconds.
- c) Disconnect the accelerator pedal connector.
- d) Remove the 2 nuts.
- e) While still inside the vehicle, use bubble wrap and masking tape to cover and protect the pedal sensor.

NOTE:

- For additional information on accelerator pedal removal, refer to TIS.
- Be sure to use bubble wrap to protect the sensor.
- Be sure to seal the bubble wrap with masking tape to prevent damage to the sensor, and cutting debris from entering the pedal's movable lock.
- **DO NOT** reuse the bubble wrap.

2. MARK THE AREA TO BE CUT

[Click here to watch the video to supplement steps 2-3](#)

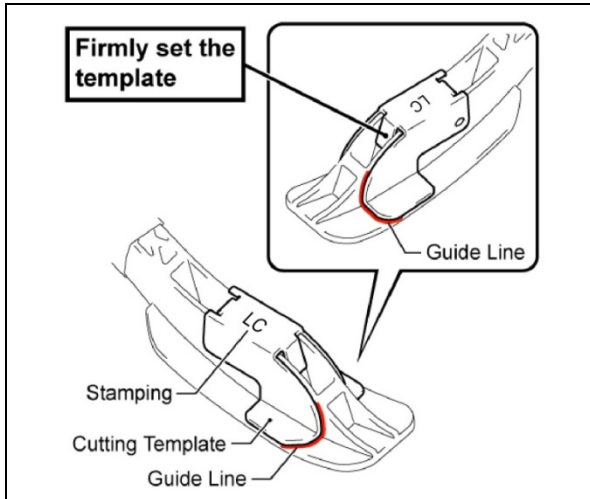
- a) Firmly set the template to the pedal and scribe guide lines to outline the area to be cut.

Cutting Template:

- Color: Purple
- Stamping: LC

NOTE:

- **DO NOT** mark the area beyond the template.
- Use a flat tip screwdriver if a scribe is not available.
- Make sure to use the correct cutting template by verifying the color and stamping.
- **NEVER** cut or sand the pedal while the template is on the pedal.

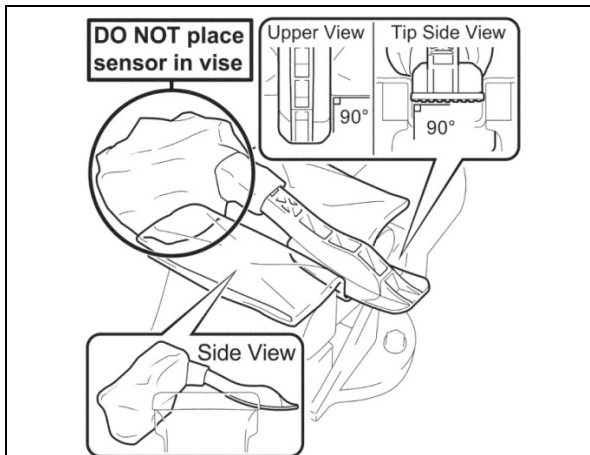


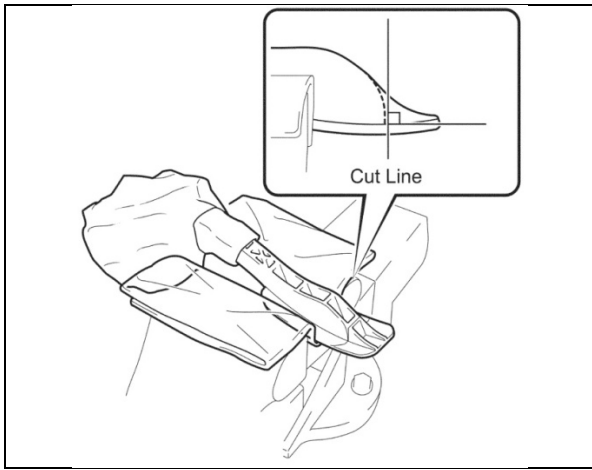
3. SECURE THE ACCELERATOR PEDAL ASSEMBLY

- a) Set the pedal in the vise at a right angle using a shop cloth while avoiding the sensor.

NOTE:

- **DO NOT** place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- **DO NOT** over tighten the vise.

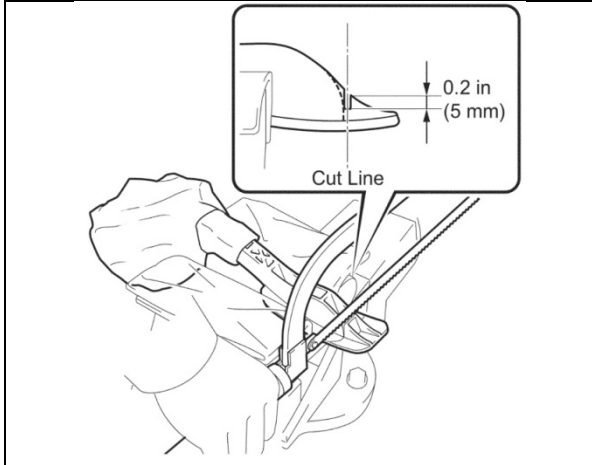




4. CUT THE LOWER SECTION OF THE ACCELERATOR PEDAL ASSEMBLY

[Click here to watch the video to supplement steps 4-8](#)

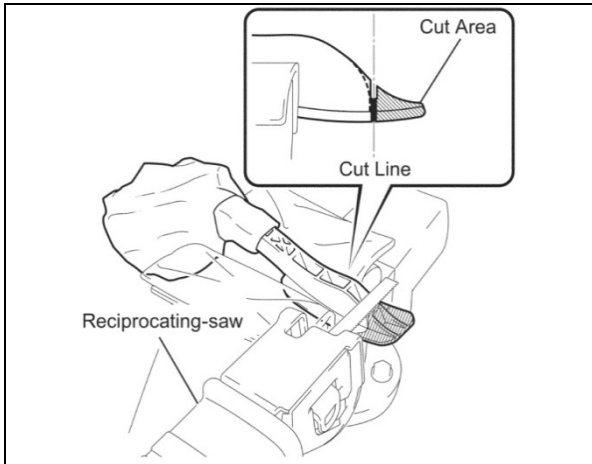
- The cut line is slightly outside from the scribed line and it is positioned 90 degrees from the pedal foot pad as illustrated.



- Using a hack-saw, cut the pedal 0.2 in (5 mm) to create a guide cut for the reciprocating-saw.

NOTE:

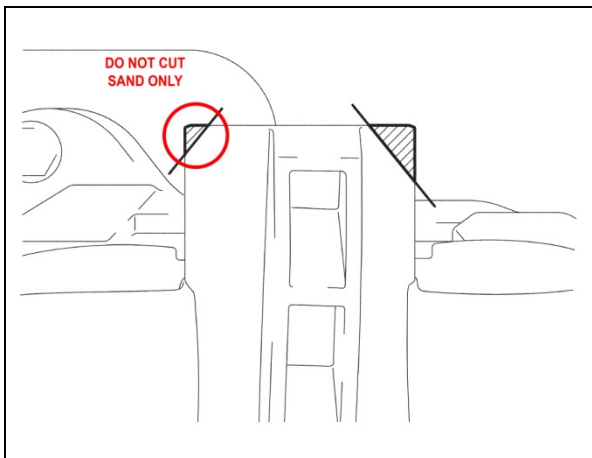
- ALWAYS** wear protective eyewear, gloves, and dust mask when cutting.
- Guide cut must be straight and clean.



- Using the reciprocating-saw, cut off the lower section of the pedal as illustrated.

NOTE:

- ALWAYS** wear protective eyewear, gloves and dust mask when cutting.
- The cut must be straight and clean.
- Apply consistent pressure during cutting.
- DO NOT** stop while cutting.

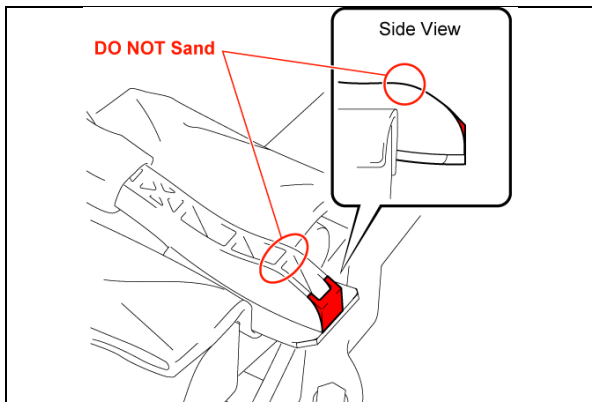


5. MODIFY THE CORNERS OF THE ACCELERATOR PEDAL ASSEMBLY

- Using the orbital sander, sand the smaller corner of the accelerator pedal foot pad. To avoid removing too much material, **DO NOT** cut the smaller corner.
- Using the reciprocating-saw, cut off the larger corner of the accelerator pedal foot pad.

NOTE:

- ALWAYS** wear protective eyewear, gloves, and dusk mask when cutting.
- Guide cut must be straight and clean.
- Apply consistent pressure during cutting.
- DO NOT** stop while cutting.



6. SAND THE RADIUS LINE

- Using an orbital sander, sand the radius line which was scribed and remove the sharp edges and burrs.

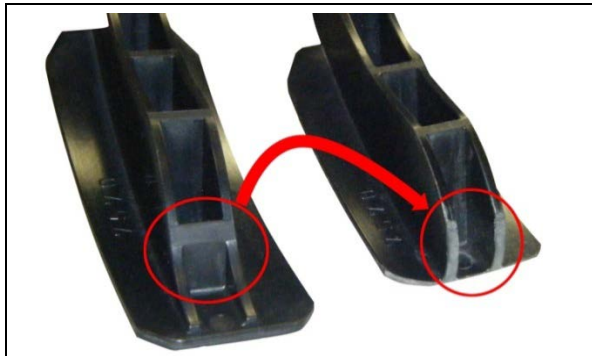
NOTE:

- ALWAYS** wear protective eyewear, gloves, and dust mask when sanding.
- DO NOT** sand the back of the pedal arm as illustrated.

- Assure the bottom webbing of the pedal arm is completely removed.



The bottom webbing of the pedal arm **MUST** be completely removed.

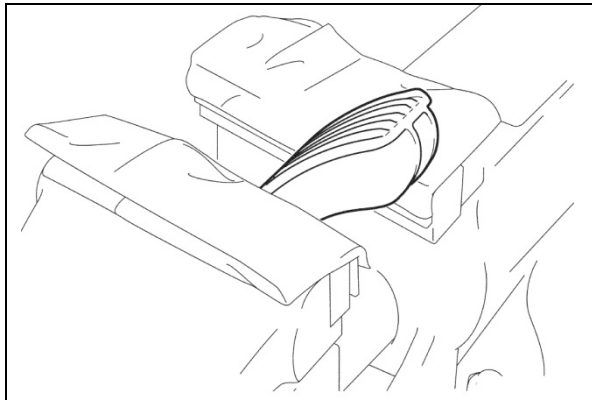


7. REMOVE ALL BURRS FROM THE CUTTING SURFACE

- Remove the pedal from the vise.
- Turn the pedal over and set it in the vise using a shop cloth while avoiding the sensor.

NOTE:

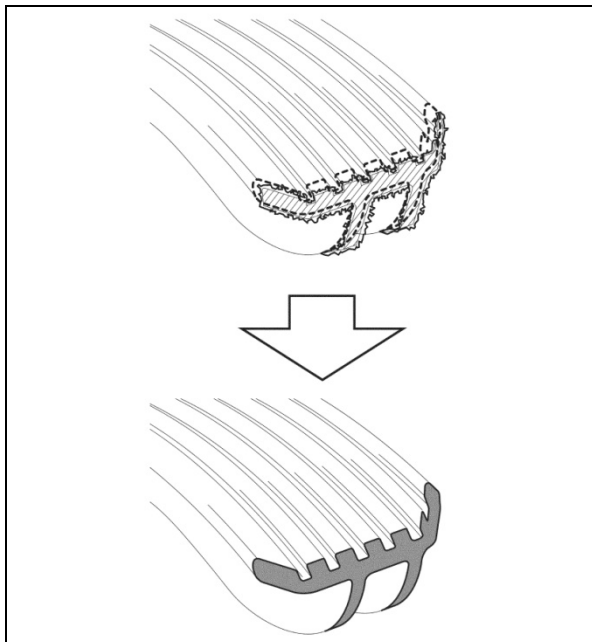
- DO NOT** place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- DO NOT** over tighten the vise.

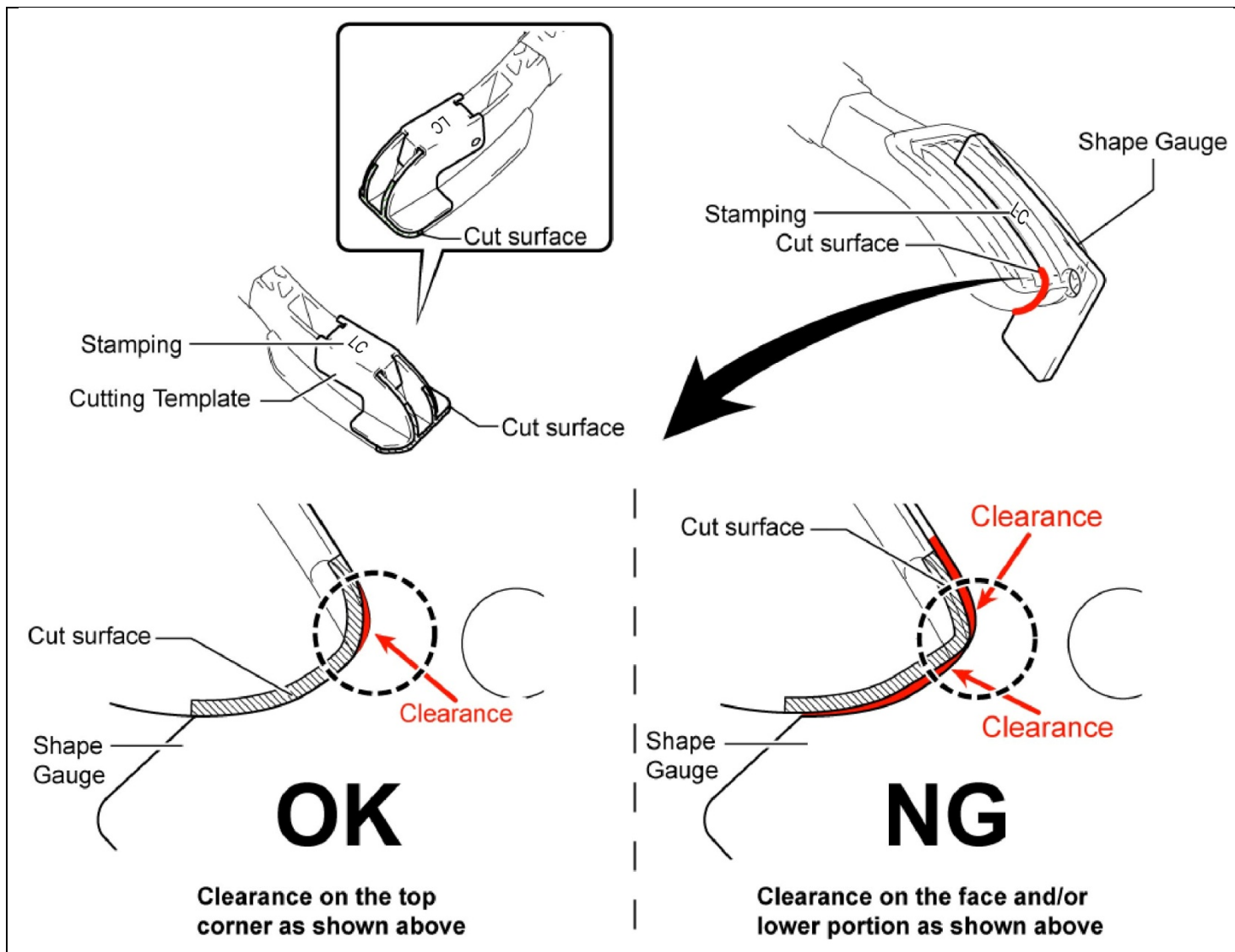


- Using an orbital sander and file, remove all burrs from the cutting surface. The cut edges along the foot pad should be rounded and not square.

- Finish the cut surface and all edges with 400 grit sandpaper.

NOTE: ALWAYS wear protective eyewear, gloves, and dust mask when sanding or filing.





8. CHECK THE SHAPE OF THE PEDAL

- a) Using the correct cutting template and shape gauge, check the shape of the pedal.

Cutting Template

Color: Purple
Stamping: LC

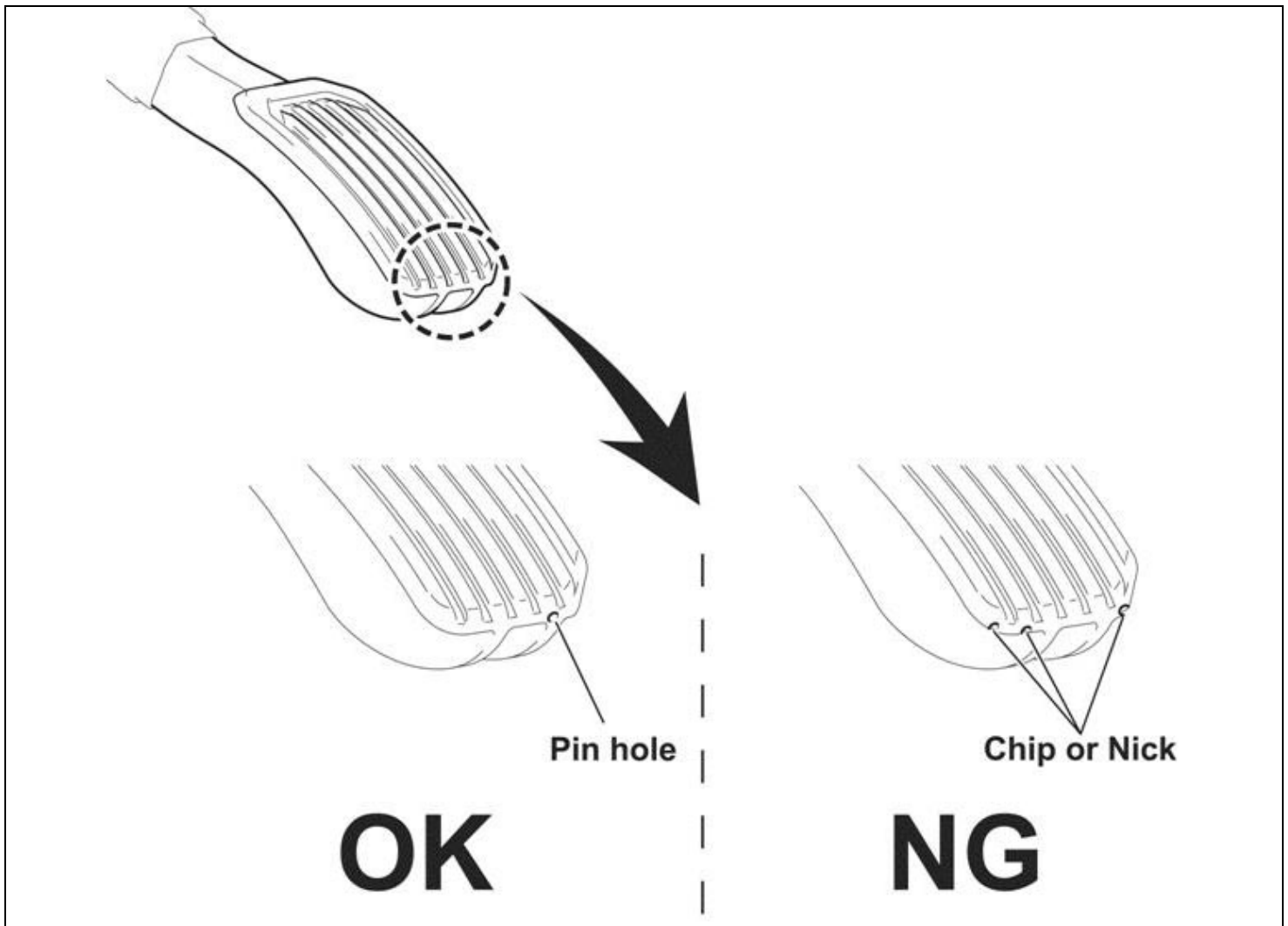
Shape Gauge

Color: Purple
Stamping: LC

- b) If the shape **DOES NOT** match the template and/or gauge, continue filing.
c) If the shape matches the template **AND** gauge, touch the cut surface with your hand to verify it is smooth and free of burrs.

NOTE:

- **ALWAYS** wear protective eyewear, gloves and dusk mask when sanding or filing.
- **A tolerance of -1.0 mm is permissible between the final cut surface and the template.**



- d) Check for any pin holes, chips, nicks or sharp edges on the finished surface edge. If there are any chips, nicks or sharp edges, file them to make them smooth.

NOTE: The key point of judgment is a “smooth pedal surface”.

- e) If a “smooth pedal surface” cannot be achieved due to a pinhole / cavity, repair the pedal utilizing the steps below.

Materials Needed:

- KBS Coatings - NuMetal® Epoxy Putty (Black)
Contact: 1-888-531-4527
Website: www.kbs-coatings.com/KBS-NuMetal-Epoxy-Putty_p_9-19.html

OR

- Milliput® Black Epoxy Putty
Website: www.milliput.com/home.htm

Repair Instructions:

- **Make sure to follow all manufacturer directions and cautions when using the Epoxy Putty.**
- Fill in the pin hole/cavity with the Epoxy Putty, and then smooth it out with a wet finger as outlined in the instructions included with the putty.

Notes:

- Make sure to use black Epoxy Putty, both brands listed above are offered in that color.
- Milliput® Black Epoxy Putty is from a UK supplier, and may be difficult to locate in the US. If you should encounter this, please utilize KBS Coatings - NuMetal® Epoxy Putty (Black) that is locally supplied and easier to locate.

9. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

- With the pedal inside the vehicle, remove and discard the masking tape and bubble wrap from the accelerator pedal assembly.
- Reinstall the pedal with the 2 nuts and torque to specification.

Torque: 5.4 Nm (55 kgf cm, 48 in. lbf)

- Reconnect the accelerator pedal connector.
- Reconnect the negative battery cable.
- Set the clock and radio station presets.
- Reinitialize the vehicle system(s) as outlined in the repair manual on TIS for the vehicle you are working on.

NOTE

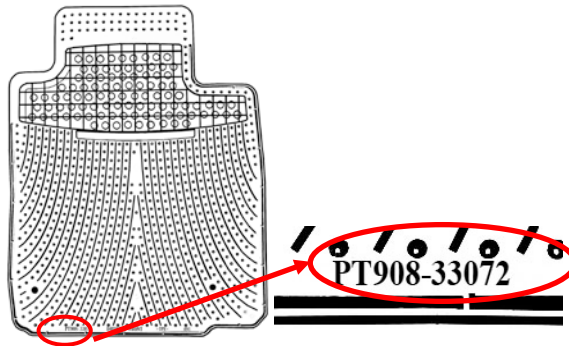
- DO NOT** reuse the bubble wrap.
- For additional information on accelerator pedal installation, please refer to TIS.

10. INSPECT THE FLOOR MAT

- Inspect the carpet and floor mat and clean them as appropriate.
- Confirm the correct floor mat for this model is secured with the retaining hooks (clips).

Locate the ten digit floor mat part number on the bottom of the back side of the mat as illustrated below.

PLEASE NOTE, the floor mat part numbers are 12 digits but only the first ten are shown.



For Carpeted Floor Mats:

Utilizing the ten digit part number and the chart below, confirm the vehicle has the correct carpeted floor mat.

Part Number	Type	Color	Year
PT206-60080-01	Carpet	Gray	08-11
PT206-60080-10	Carpet	Ivory	08-11
PT206-60100-45	Carpet	Dk Brown	10-11
PT206-60081-01	Carpet	Gray	08
PT206-60080-10	Carpet	Ivory	08

For All Weather Floor Mats (AWFM):

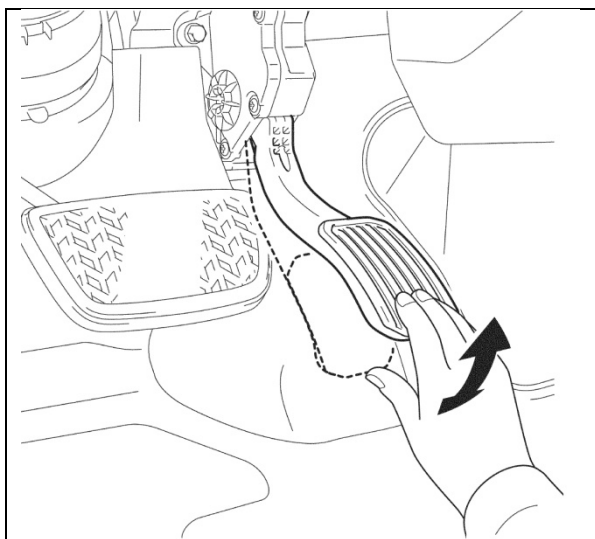
Utilizing the ten digit part number and the chart below, confirm the vehicle has the correct AWFM.

Part Number	Type	Color	Year
PT908-60110-20	All Weather	Black	08-11

DO NOT use the AWFM listed below. These AWFM must be removed from the vehicle and recovered by the dealer.

Part Number	Type	Color	Year
PT908-60083-02	All Weather	Black	08-11
PT908-60085-02	All Weather	Black	08-11

Refer to the Corporate Accessories Department's website www.toyotaasgcom for the correct floor mat application.



- c) Confirm the pedal does not get caught on the floor or floor mat during operation.
- d) Confirm the pedal operates properly.

11. INSPECT THE ACCELERATOR PEDAL ASSEMBLY OPERATION

- a) Connect Techstream to the DLC3.
- b) Enter the following menus: Engine and ECT > Data List.
- c) Check the values by referring to the table below.

Tester Display	Measurement: Range (Display)	Normal Condition	Diagnostic Note
Accel Sensor Out No. 1	APP sensor No. 1 voltage	Accelerator Pedal Released: 0.5 to 1.1 V	Read value with ignition switch to ON (Do not start engine)
		Accelerator Pedal Fully Depressed: 2.6 to 4.5 V	
Accel Sensor Out No. 2	APP sensor No. 2 voltage	Accelerator Pedal Released: 1.2 to 2.0 V	Read value with ignition switch to ON (Do not start engine)
		Accelerator Pedal Fully Depressed: 3.4 to 5.3 V	

NOTE: There are two sets of Accel Sensor Out No. 1 & No. 2 parameters. Select ALL DATA (A to Z) on the pull down menu at the bottom of the screen when searching for the correct parameter set.

12. CHECK FOR DTCs

13. PRINT A CUSTOMER HEALTH CHECK REPORT

- a) From the Health Check Results screen select the Customer Health Check Report button (TIS will launch when button is pressed).



Techstream (Ver 7.20.041) - 10839

File Function Setup TIS User Help

System Select Stored Data

2009 Land Cruiser 3UR-FE

JTMHY05J695003658

2009_Land Cruiser
File Notes
Health Check
Data 1-11

Sort
Expand>>
TIS Search
Print
Back

Tire Pressure / Threshold Value [psi(gauge)]

Sensor 1: 40.6 / 33.0 Sensor 2: 32.6 / 26.5
Sensor 3: 34.4 / 27.2 Sensor 4: 33.0 / 26.5
Sensor 5: 33.3 / 26.8

Health Check Results

System	Monitor Status	DTC	Curr	Pend	Hist	Perm	SB	Calibration	Update
ABS/VSC/TRAC	-	C1241	X				No	-	
Air Conditioner	-	B1421	X				No	-	
		B1424	X				No	-	
		B1206			X		No	-	
Main Body	-	B2321			X		No	-	
		U0208			X		No	-	
		U1115			X		No	-	
Tilt&Telescopic	-	B2620			X		No	-	
Intuitive P/A	-	C1AEC			X		No	-	
		C1AEF			X		No	-	
SRS Airbag	-	B1866			X		No	-	
Engine and ECT	Com							360C2500	No
								A0C01000	No
Cruise Control	-							-	
Tire Pressure Monitor	-							-	
Occupant Detection	-							-	
Combination Meter	-							-	
D-Door Motor	-							-	
Smart Key	-							-	
P-Door Motor	-							-	
RR-Door Motor	-							-	
RL-Door Motor	-							-	

11/7/2012 2:21:15 PM

Campaign Status: **OPEN**

Default User DLC 3

- b) Log in to TIS.
- c) Input Vehicle Mileage and Repair Order number.
- d) Check the "Performed" radio button for the 90L campaign and any other campaigns completed during this service event.
- e) Select the Report button.



Diagnostic Report

Vehicle Information

Mileage: 43449

Repair Order: 765

Our systems show the following campaigns are outstanding. Have any of these campaigns been completed?

B0B: ☐ Performed ☐ Not Performed

91L: ☐ Performed ☐ Not Performed


Report

f) Confirm Customer Health Check Report information is correct.

http://tis.toyota.com/t3Portal/portlets/scantool/mili/MiliHealthCheckReport/healthCheckReport.do - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://tis.toyota.com/t3Portal/portlets/scantool/mili/MiliHealthCheckReport/healthCheckReport.do Go



Diagnostic Report

Vehicle Information

Vehicle: 2009 Land Cruiser **VIN:** JTMHY05J695003658 **Mileage:** 43449
Repair Order: 765

Health Check Summary

Checkpoints	Status	Comments
Powertrain Systems	All systems OK	
Chassis Systems	All systems OK	
Electrical Systems	All systems OK	
Network Systems	All systems OK	
Service Campaigns	No Action Required	B0B Performed 91L Performed

Done Trusted sites

g) Print Customer Health Check Report from TIS.

h) Sign and provide to the customer.

14. TEST DRIVE THE VEHICLE

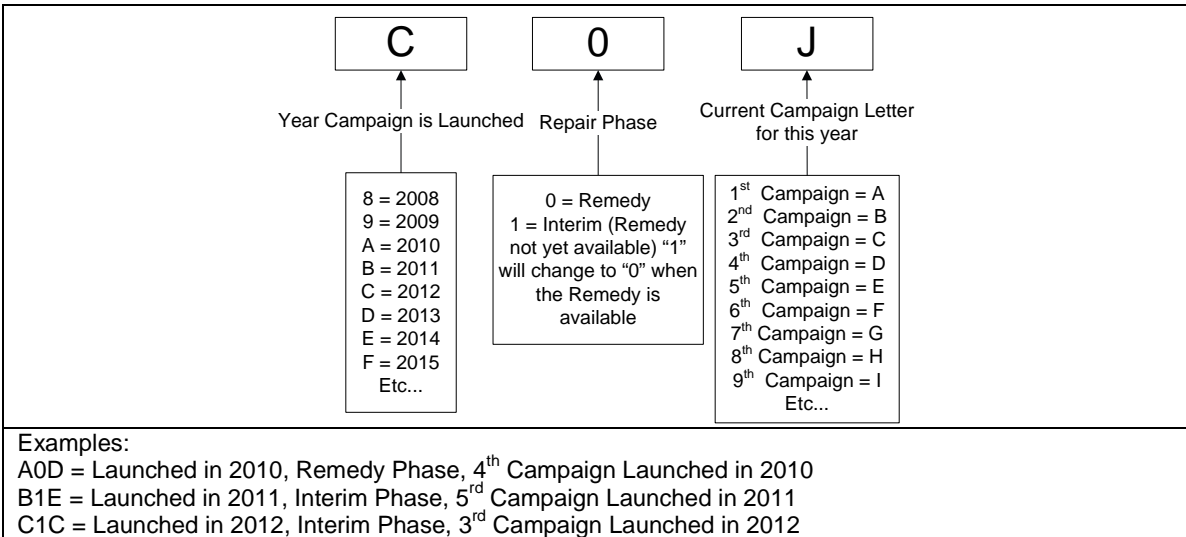
◀ VERIFY REPAIR QUALITY ▶

- Confirm that all parts removed from the vehicle are reinstalled correctly
- Confirm the accelerator pedal assembly is modified correctly using the template and gauge
- Confirm the floor mat inspection is performed correctly

If you have any questions regarding this update, please contact your regional representative.

VI. APPENDIX





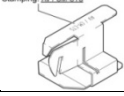



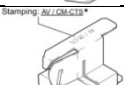









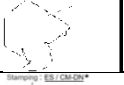










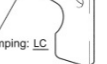
A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

PROCEDURE SUMMARY CHART

Model	Pedal	Pedal Modification				AWFM	Tibia Pad	Rubber Stopper	Carpet Reshape	BOS	Clean Carpet as Needed
		Template	Color	Shape Gage	Color						
Avalon	CTS		White		Silver	✓	✓	✓	✓	✓	✓
Camry	Denso		Silver		Silver	✓	✓	✓	✓	✓†	✓
	CTS		White		Silver	✓	✓	✓	✓	✓†	✓
	Sports Pedal**	Replace the factory installed metallic accelerator sports <i>pedal foot</i> pad with a newly designed one				✓	✓	✓	✓	✓	✓
Corolla & Matrix	Denso		Silver		Silver	✓	✓	✓‡	✓		✓
	CTS		White		Silver	✓	✓	✓‡	✓		✓
Highlander	Denso		Silver		Silver	✓					✓
	CTS		White		Silver	✓					✓
Prius	Denso		Turquoise		Turquoise	✓					✓
Tacoma	Denso		Red		Red	✓				✓	✓
Tundra	CTS		Green		Green	✓					✓
Venza	Denso		Silver		Silver	✓		✓	✓	✓	✓
4Runner	Denso		Red		Red	✓					✓
RAV4	CTS		Orange		Yellow	✓					✓
	Denso		Yellow		Yellow	✓					✓
Land Cruiser	Denso		Purple		Purple	✓					✓

* Some supplemental templates may not have the stamping.

** Factory Installed Metallic Sports Pedal – Safety Recall 90L Phase

‡ Part number is specific to Corolla & Matrix.

† Non-Hybrid Camry Vehicles ONLY.

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
August 7, 2013
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall 90L Phase 12 – *Remedy Available*
2008 to 2011 Model Year Land Cruiser Vehicles
Potential Floor Mat Interference with Accelerator Pedal

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.

- **Toyota has completed remedy preparation and will begin to notify owners of the Remedy Phase in Mid-August, 2013.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

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 Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



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

Customer Frequently Asked Questions

Published Early August, 2013

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

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 covered by Safety Recall 90L Phase 12?

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 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.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat, clean them as appropriate, and ensure that if the vehicle leaves the dealership with a floor mat in the driver's position, that the floormat is compatible with the vehicle and properly secured.

When this Safety Recall is performed, your dealership should also verify if the vehicle is eligible for other Safety Recalls. Please 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: 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.

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 verify whether the Toyota floor mat is designed specifically for the vehicle and to ensure that it is correctly installed and secured, and that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. (Please refer to www.toyotaasg.com to verify the correct floor mat part number.) If the floor mat is not the correct application, please again advise the customer to remove the driver's floor mat and bring the vehicle in for the recall remedy.

Also, if the customer wants to bring the vehicle to the dealership to verify whether the floor mat is designed for their vehicle, please advise the customer to remove the floor mat 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. 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 will 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?

A5: Driver's floor mat interference is possible if the floor mat is incompatible or incorrectly installed. Therefore, each consumer needs to make sure the floor mats are appropriate for his/her model and model year vehicle. Also, they need to be 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: Which and how many vehicles are covered by Phase 12 of this Safety Recall?

A6: 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

Q7: Are there any other Toyota or Lexus vehicles covered by this Safety Recall?

A7: Yes, please refer to the following table for additional models covered by this Safety Recall.

Safety Recall	Phase	Model
90L	1	2007 – 2010 Camry/Camry HV (Denso)
	2	2007 – 2010 Camry (CTS)
	3	2005 – 2010 Avalon (CTS)
	4	2008 - 2010 Highlander HV
	5	2004 – 2009 Prius
	6	2008 - 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra,
	7	2009 - 2010 Corolla, 2009 - 2010 Matrix,
	8	2007 – 2010 Camry (Sport Pedal)
	9	2009 - 2010 Venza 2005 – 2010 Tacoma,
	10	2003 – 2009 4Runner
	11	2006 – 2010 RAV4
	12	2008 – 2011 Land Cruiser
9LG	1	2007 – 2010 Lexus ES
	2	2006 – 2010 Lexus IS
	3	2008 – 2011 Lexus LX 570
	4	2010 RX350 and RX450h

Q7a: What should customers do if his/her vehicle is covered 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 2008 to 2011 Model Year Land Cruiser vehicles in mid-August, 2013. The owner letters will be spread over 2 weeks consistent with remedy preparation 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 refer to www.toyotaasq.com to verify the correct floor mat part number.

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.

Q7c: Is there a greater potential for floor mat interference with the accelerator pedal in these models? Why is Toyota including the Land Cruiser now?

A7c: There is a risk of accelerator pedal entrapment in any vehicle, regardless of manufacturer or model, if inappropriate or unsecured floor mats are in use. Nevertheless, in the interest of customer safety and satisfaction, Toyota has decided to include this additional model in this Safety Recall.

With these further actions taken in coordination with NHTSA, we will help ensure acceleration concerns are reduced even further, and we are pleased that NHTSA has closed its investigation of the floor mat entrapment issue.

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/recalls>.

Q8a: What if an owner has previously paid for repairs to modify the vehicle's accelerator pedal to address this condition?

A8a: 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

Q8b: What if an owner has experienced unintended acceleration and his/her vehicle is not covered 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 inspect the vehicle, as necessary, based on the customer's report.

Q8c: Why aren't other models included in this safety recall?

A8c: Toyota does not 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 they receive their owner notification letter.

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.

Q11: What if a driver experiences accelerator pedal interference. What should they do?

- A11: 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 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.
 - If the vehicle is equipped with a Start/Stop button 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.