

TOYOTA

PRODUCT SUPPORT DIVISION

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 Date: 08/01/2013
 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents

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

Subject: Economic Loss Class Action Settlement - Customer Support Program

On July 24, 2013, a settlement of claims for Economic Loss arising from allegations of unintended acceleration was approved. The settlement includes Toyota's agreement to provide a Customer Support Program ("CSP") for 1998-2010 model year (MY) vehicles equipped with an Electronic Throttle Control System (ETCS) to enhance the coverage of certain components. ***This is NOT a recall or a campaign, but is provided to reassure owners that Toyota stands behind the reliability of our vehicles.*** Please ensure that involved staff members thoroughly read and understand the documents relating to this CSP (e.g. the ASM reference Guide, the Dealer Letter, the Q&A, the Warranty Bulletin, the PANT, etc.).

CSP Coverage for Defects in Material or Workmanship



This Customer Support Program provides **Primary Coverage** and **Secondary Coverage** for the applicable components. Please see additional information below.

Primary Coverage:

All eligible vehicles will receive 3 additional years of coverage against defects in materials or workmanship in covered components from the start of CSP ELT, regardless of mileage.

3 Year with NO Mileage Restrictions. Coverage Effective: 08/07/13 – 08/07/16

Secondary Coverage:

After the 3 year Primary Coverage, **Secondary Coverage against defects in materials and workmanship** is applied to the Original Manufacturer's Warranty for each covered component up to a limit of 150,000 miles or an additional 10 years, whichever comes first.

Note: After the initial 3 year period, coverage under CSP ELT ends once the vehicle reaches 150,000 miles.

| | Years of Coverage | | | | | | | | | | | | | | | | | | | | |
|----------------------------|-------------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|
| | DOFU | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| Cruise Control Switch | | | | | | | | | | | | | | | | | | | | | |
| Accelerator Pedal Assembly | | | | | | | | | | | | | | | | | | | | | |
| Stop Lamp Switch | | | | | | | | | | | | | | | | | | | | | |
| *Throttle Body Assembly | | | | | | | | | | | | | | | | | | | | | |
| *Engine Control Module | | | | | | | | | | | | | | | | | | | | | |

Manufacturer's Warranty
CSP Extended Coverage

* Emissions Warranties may vary depending on the vehicle's original emission certification and state emission warranty requirements. Reference Warranty Policy Bulletin [POL13-02](#) for original Manufacturer Warranty details.

See Section Titled – **Limitations** (on following page) for additional information on exclusions and limitations. Please refer to the ASM Reference Guide for additional information.

Important Note:

- Applicable on or after 8/7/13.
- Not retroactive.
- Does not cover:
 - Abuse
 - Misuse
 - Tampering
 - Vandalism
 - Flood / Fire
 - Rebuilt
 - Impact
 - Salvaged Title
- The vehicle must be operable at the time of the commencement of the CSP.
- Applicable only to vehicles that were originally distributed in the US or the US Territories.
- Follow TWPP guidelines.



Limitations

CSP ELT becomes effective on August 7, 2013. Only MY 1998-2010 vehicles equipped with an Electronic Throttle Control System (ETCS) are covered under this CSP.

CSP Start Date: August 7, 2013
Minimum (Primary) Coverage End Date: August 7, 2016

- This CSP ***is not*** retroactive; no refunds or payments will be made for repairs performed prior to the Court Order approving this settlement.
- Only covered components that fail due to a defect in materials or workmanship and otherwise fall within the parameters of this CSP will be covered.
- This CSP ***does not*** cover cosmetic damage or breakage due to outside forces, damage incurred from abuse, vandalism, flood, misuse, tampering, a crash, and/or other impact, animal damage, fire, or carbon build-up (refer to Tech Tip T-TT-0086-11 for carbon build-up).
- The defect in materials or workmanship in one of the covered components must have occurred on or ***after*** the date of the commencement of the CSP.
- The CSP ***does not*** apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles).
- This CSP is applicable only to vehicles that were originally distributed in the US or the US Territories.
- Imported vehicles (ex. Mexico and Canada) are ***not*** covered, even if currently registered in the US.

Please refer to “***Toyota Warranty Policy & Procedures***” (TWPP) for additional assistance.

CSP ELT also provides coverage for select ancillary parts related to the covered components, such as necessary hoses, clips, connectors, etc., that are damaged as a result of the CSP Repair. Ancillary parts are only covered if they are needed to complete the CSP and were not damaged prior to repair.

Covered Components

Coverage provided by CSP ELT will cover defects in materials or workmanship in the following components:

- Engine Control Module
- Cruise Control Switch
- Accelerator Pedal Assembly
 - Accelerator Pedal Position Sensor (If Individually Serviceable)
- Stop Lamp Switch
- Throttle Body Assembly
 - Throttle Position Sensor (If Individually Serviceable)
 - Throttle Body Motor (If Individually Serviceable)

Important Note:
The Throttle Body Assembly may have parts that can be individually serviced. Before replacing any defective Throttle Body Assembly, please ensure the defective part cannot be replaced separately.

Please note that direct marketing of this Customer Support Program is strictly prohibited (Warranty Policy No. 5.21). Non-compliance with this policy may result in a claim debit. All parts replaced for this repair will be subject to parts recovery and warranty parts inspection.

(Covered Components CONTINUED . . .)

What is defined as a “defect in materials or workmanship” under CSP ELT?

A defect in materials or workmanship means defects objectively manifested by broken, cracked, or missing parts or components (not caused by abuse/misuse) and which result in improper function of the component.

The following examples are provided for reference:

| Examples: | Covered | Not Covered |
|---|----------------|--------------------|
| Rubber hoses connected to the throttle body are damaged during repairs to the throttle body. | ✓ | |
| Rubber hoses connected to the throttle body are cracked/worn prior to repair but the throttle body is OK. | | ✓ |
| Throttle plate has excessive carbon build-up. | | ✓ |
| An animal has damaged the component (e.g. chewed through the wiring). | | ✓ |
| Accelerator pedal position sensor (APPS) is inoperative due to electronic failure. | ✓ | |
| Accelerator pedal has a foreign substance on it (e.g. tar, chewing gum, etc.) | | ✓ |
| Cruise control switch is inoperative due to an internal defect. | ✓ | |
| Cruise control switch has broken off or the exterior is heavily worn. | | ✓ |
| Stop lamp switch is no longer operating correctly due to electronic failure. | ✓ | |
| Stop lamp switch is out of adjustment. | | ✓ |
| ECM appears to be damaged by a foreign substance (e.g. water). | | ✓ |
| ECM is no longer communicating with the ETCS. | ✓ | |
| An aftermarket product has been spliced into the covered component’s circuit. | | ✓ |

Covered Vehicles and Model Year

| | | |
|--|---------------------------------|--------------|
| 2001-2010 4Runner | 2004-2010 RAV4 | SCION |
| 2005-2010 Avalon | 2001-2010 Sequoia | 2008-2010 xB |
| 2002-2010 Camry | 2004-2010 Sienna | 2008-2010 xD |
| 2002-2008 Camry Solara (2AZ) | 2001-2005 Spyder (MR2) SMT | 2005-2010 tC |
| 2004-2008 Camry Solara (except 2AZ) | 1998 Supra (2JZ-GE) | |
| 2007-2010 Camry HV | 2005-2010 Tacoma | |
| 2003-2005 Celica (2ZZ) | 2003-2004 Tacoma (5VZ w/ETCS-i) | |
| 2005-2010 Corolla (except 2ZZ) | 2003-2004 Tundra (5VZ) | |
| 2005-2010 Corolla Matrix (except 1ZZ 4WD, 2ZZ) | 2000-2010 Tundra (except 5VZ) | |
| 2007-2010 FJ Cruiser | 2009-2010 Venza | |
| 2004-2010 Highlander | 2007-2010 Yaris | |
| 2006-2010 Highlander HV | 2006 Yaris Hatchback | |
| 1998-2010 Land Cruiser | [Puerto Rico Only] | |
| 2001-2010 Prius | | |

Important Note:
 Only model year 1998-2010 vehicles equipped with an Electronic Throttle Control System (ETCS) are covered under this CSP.

 Please refer to TIS and the Warranty Policy Bulletin (No. POL13-02) to identify vehicles covered under this CSP.

Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early August 2013.

Owner Notification

- Starting in early February 2013, Owner Notifications were mailed to owners by the court appointed administrator, Gilardi and Company. Approximately 22 million notices were mailed to customers informing them of the settlement. In early March 2013, notice of the settlement was also run in select U.S. publications along with banner ads that were posted on the internet.
- As this is a Customer Support Program, any dealership marketing of this CSP is a violation of Warranty Policy No 5.21. If it is determined that a dealer has violated this policy, reimbursement for work performed is subject to charge back.

Areas for Regional Support

In order to ensure dealership understanding and support for CSP ELT, we request each Region/PD office have an introduction meeting with all dealer-contact associates (i.e. DSPM, FTS, etc.).

In this meeting, please reinforce the following:

- Each associate must be familiar with and understand the details and materials relating to this CSP.
- Proactively contact each dealership to ensure understanding, implementation, and adherence to the parameters of this CSP.
- Assist the dealership in designating two management level associates with complementary schedules to become familiar with the details of this CSP and ensure all customer contact points have been briefed and are familiar with the documentation relating to this CSP (e.g. the ASM reference Guide, the Dealer Letter, the Q&A, the Warranty Bulletin, the PANT, etc.).
- Provide dealerships with continued technical and administrative support as necessary, including frequent follow-up meetings.
- Ensure timely dealership response to Warranty Parts Recovery Request.
- Monitor and counsel dealerships as necessary to assure they are strictly adhering to Warranty Policy.
Inappropriate activities may be subject to claim debit and warranty parts inspection.

We request that all appropriate field associates become completely familiar with the details and materials related to this Customer Support Program. It is imperative to the success of this program that a consistent message is communicated between the Region/PD, the district and dealer levels. Periodic meetings to level-set will be vital in this regard.

Region/District Summary Reports

Due to the scope of this CSP, reports will not be provided.

The attached Dealer Notification Letter contains additional details.

Please review this entire CSP with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.
Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

| | | | | |
|--------------|--------------|-------------|----------------|------------|
| M. Bevan | R. Dufresne | Y. Inaba | R. Perez | P. Uribe |
| G. Borst | E. Farrell | C. Knight | D. Pettitt | A. Vaish |
| J. Bracken | B. Fay | V. Katayama | R. Pflughaupt | B. Waltz |
| R. Broughman | N. Fein | M. King | M. Reding | M. Warrick |
| G. Bryan | G. Fogg | J. Lang | C. Reynolds | D. Zellers |
| W. Burns | K. Fukushima | S. Lending | B. Sciumbato | |
| B. Carter | J. Grosso | J. Lentz | G. Smith | |
| G. Christoff | J. Hanson | R. Lofaso | R. Specht | |
| A. Coetzee | B. Hare | E. Matsuda | J. Stempkowski | |
| J. Colon | S. Heyer | F. Matsuoka | N. Swartz | |
| D. Colvin | Z. Hicks | M. Michels | M. Templin | |
| B. Daly | K. Higgins | A. Mito | J. Tetherow | |
| F. Davidson | E. Hirata | T. Morrison | M. Tojo | |
| D. Depew | H. Hirata | J. Moses | P. Turner | |
| T. Doi | C. Hostetter | C. Neff | K. Ura | |

TOYOTA MOTOR SALES, USA, INC.
Economic Loss Class Action Settlement
Customer Support Program

To: All Toyota Dealer Principals, Service Managers, and Parts Managers
 Subject: Customer Support Program (CSP) ELT

Please note that direct marketing of this Customer Support Program is strictly prohibited (Warranty Policy No. 5.21). Non-compliance with this policy may result in a claim debit. All parts replaced for this repair will be subject to parts recovery and warranty parts inspection.

On July 24, 2013, a settlement of claims for Economic Loss arising from allegations of unintended acceleration was approved. The settlement includes Toyota's agreement to provide a Customer Support Program ("CSP") for 1998-2010 model year (MY) vehicles equipped with an Electronic Throttle Control System (ETCS) to enhance the coverage of certain components. **This is NOT a recall or a campaign, but is provided to reassure owners that Toyota stands behind the reliability of our vehicles.** Please ensure that involved staff members thoroughly read and understand the documents relating to this CSP (e.g. the ASM reference Guide, the Dealer Letter, the Q&A, the Warranty Bulletin, the PANT, etc.).

CSP Coverage for Defects in Materials or Workmanship



This Customer Support Program provides **Primary Coverage** and **Secondary Coverage** for the applicable components. Please see additional information below.

Primary Coverage:

All eligible vehicles will receive 3 additional years of coverage against defects in materials or workmanship in covered components from the start of CSP ELT, regardless of mileage.

3 Year with NO Mileage Restrictions. Coverage Effective: 08/07/13 – 08/07/16

Secondary Coverage:

After the 3 year Primary Coverage, **Secondary Coverage against defects in material and workmanship** is applied to the Original Manufacturer's Warranty for each covered component up to a limit of 150,000 miles or an additional 10 years, whichever comes first.

Note: After the initial 3 year period, coverage under CSP ELT ends once the vehicle reaches 150,000 miles.

| | DOFU | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
|----------------------------|------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|
| Cruise Control Switch | | | | | | | | | | | | | | | | | | | | | |
| Accelerator Pedal Assembly | | | | | | | | | | | | | | | | | | | | | |
| Stop Lamp Switch | | | | | | | | | | | | | | | | | | | | | |
| *Throttle Body Assembly | | | | | | | | | | | | | | | | | | | | | |
| *Engine Control Module | | | | | | | | | | | | | | | | | | | | | |

Manufacturer's Warranty
CSP Extended Coverage

*Emissions Warranty may vary depending on the vehicle's original emission certification and state emission warranty requirements. Reference Warranty Policy Bulletin **POL13-02** for original Manufacturer Warranty details.

See Section Titled – **Limitations** (on following page) for additional information on exclusions and limitations. Please refer to the ASM Reference Guide for additional information.

Important Note:

- Applicable on or after 8/7/13.
- Not retroactive.
- Does not cover:
 - Abuse
 - Misuse
 - Tampering
 - Vandalism
 - Flood / Fire
 - Rebuilt
 - Impact
 - Salvaged Title
- The vehicle must be operable at the time of the commencement of the CSP.
- Applicable only to vehicles that were originally distributed in the US or the US Territories.
- Follow TWPP guidelines.



Customer Support Program (CSP)

Limitations

CSP ELT becomes effective on August 7, 2013. Only MY 1998-2010 vehicles equipped with an Electronic Throttle Control System (ETCS) are covered under this CSP.

CSP Start Date:

August 07, 2013

Minimum (Primary) Coverage End Date:

August 07, 2013

- This CSP **is not** retroactive; no refunds or payments will be made for repairs performed prior to the Court Order approving this settlement.
- Only covered components that fail due to a defect in materials or workmanship and otherwise fall within the parameters of this CSP will be covered.
- This CSP **does not** cover cosmetic damage or breakage due to outside forces, damage incurred from abuse, vandalism, flood, misuse, tampering, a crash, and/or other impact, animal damage, fire, or carbon build-up (refer to Tech Tip T-TT-0086-11 for carbon build-up).
- The defect in materials or workmanship in one of the covered components must have occurred on or **after** the date of commencement of the CSP.
- The CSP **does not** apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles).
- This CSP is applicable only to vehicles that were originally distributed in the US or the US Territories.
- Imported vehicles (ex. Mexico and Canada) are **not** covered, even if currently registered in the US.

Please refer to "**Toyota Warranty Policy & Procedures**" (TWPP) for additional assistance.

CSP ELT also provides coverage for select ancillary parts related to the covered components, such as necessary hoses, clips, connectors, etc., that are damaged as a result of the CSP repair. Ancillary parts are only covered if they are needed to complete the CSP and were not damaged prior to repair.

Covered Components

Coverage provided by CSP ELT will cover defects in materials or workmanship in the following five components:

- Engine Control Module
- Cruise Control Switch
- Accelerator Pedal Assembly
 - Accelerator Pedal Position Sensor (If Individually Serviceable)
- Stop Lamp Switch
- Throttle Body Assembly
 - Throttle Position Sensor (If Individually Serviceable)
 - Throttle Body Motor (If Individually Serviceable)

Important Note:
The Throttle Body Assembly may have parts that can be individually serviced. Before replacing any defective Throttle Body Assembly, please ensure the defective part cannot be replaced separately.

Customer Support Program (CSP)

(Covered Components CONTINUED . . .)

What is defined as a “defect in materials or workmanship” under CSP ELT?

A defect in materials or workmanship means defects objectively manifested by broken, cracked, or missing parts or components (not caused by abuse/misuse) and which result in improper function of the component.

The following examples are provided for reference:

| Examples: | Covered | Not Covered |
|---|----------------|--------------------|
| Rubber hoses connected to the throttle body are damaged during repairs to the throttle body. | ✓ | |
| Rubber hoses connected to the throttle body are cracked/worn prior to repair but the throttle body is OK. | | ✓ |
| Throttle plate has excessive carbon build-up. | | ✓ |
| An animal has damaged the component (e.g. chewed through the wiring). | | ✓ |
| Accelerator pedal position sensor (APPS) is inoperative due to electronic failure. | ✓ | |
| Accelerator pedal has a foreign substance on it (e.g. tar, chewing gum, etc.) | | ✓ |
| Cruise control switch is inoperative due to an internal defect. | ✓ | |
| Cruise control switch has broken off or the exterior is heavily worn. | | ✓ |
| Stop lamp switch is no longer operating correctly due to electronic failure. | ✓ | |
| Stop lamp switch is out of adjustment. | | ✓ |
| ECM appears to be damaged by a foreign substance (e.g. water). | | ✓ |
| ECM is no longer communicating with the ETCS. | ✓ | |
| An aftermarket product has been spliced into the covered component's circuit. | | ✓ |

Covered Vehicles and Model Year

| | | |
|--|--|--------------|
| 2001-2010 4Runner | 2004-2010 RAV4 | SCION |
| 2005-2010 Avalon | 2001-2010 Sequoia | 2008-2010 xB |
| 2002-2010 Camry | 2004-2010 Sienna | 2008-2010 xD |
| 2002-2008 Camry Solara (2AZ) | 2001-2005 Spyder (MR2) SMT | 2005-2010 tC |
| 2004-2008 Camry Solara (except 2AZ) | 1998 Supra (2JZ-GE) | |
| 2007-2010 Camry HV | 2005-2010 Tacoma | |
| 2003-2005 Celica (2ZZ) | 2003-2004 Tacoma (5VZ w/ETCS-i) | |
| 2005-2010 Corolla (except 2ZZ) | 2003-2004 Tundra (5VZ) | |
| 2005-2010 Corolla Matrix (except 1ZZ 4WD, 2ZZ) | 2000-2010 Tundra (except 5VZ) | |
| 2007-2010 FJ Cruiser | 2009-2010 Venza | |
| 2004-2010 Highlander | 2007-2010 Yaris | |
| 2006-2010 Highlander HV | 2006 Yaris Hatchback [Puerto Rico Only] | |
| 1998-2010 Land Cruiser | | |
| 2001-2010 Prius | | |

Important Note:
Only model year 1998-2010 vehicles equipped with an Electronic Throttle Control System (ETCS) are covered under this CSP.

Please refer to TIS and the Warranty Policy Bulletin (No. POL13-02) to identify vehicles covered under this CSP.

Customer Support Program (CSP)

Owner Notification

- Starting in early February 2013, Owner Notifications were mailed to owners by the court appointed administrator, Gilardi and Company. Approximately 22 million notices were mailed to Toyota, Scion, and Lexus customers informing them of the settlement. In early March 2013, notice of the settlement was also run in select U.S. publications along with banner ads that were posted on the internet.
- As this is a Customer Support Program, any dealership marketing of this CSP is a violation of Warranty Policy No 5.21. If it is determined that a dealer has violated this policy, reimbursement for work performed is subject to charge back.

Preparation of Dealership Customer Contact Points

Customers who contact your dealership regarding CSP ELT may not fully understand the parameters of this CSP and how it applies to them. Toyota has provided the following information along with an ASM Guide (Laminated 11 x 17 inch document) to assist your dealership in this regard.

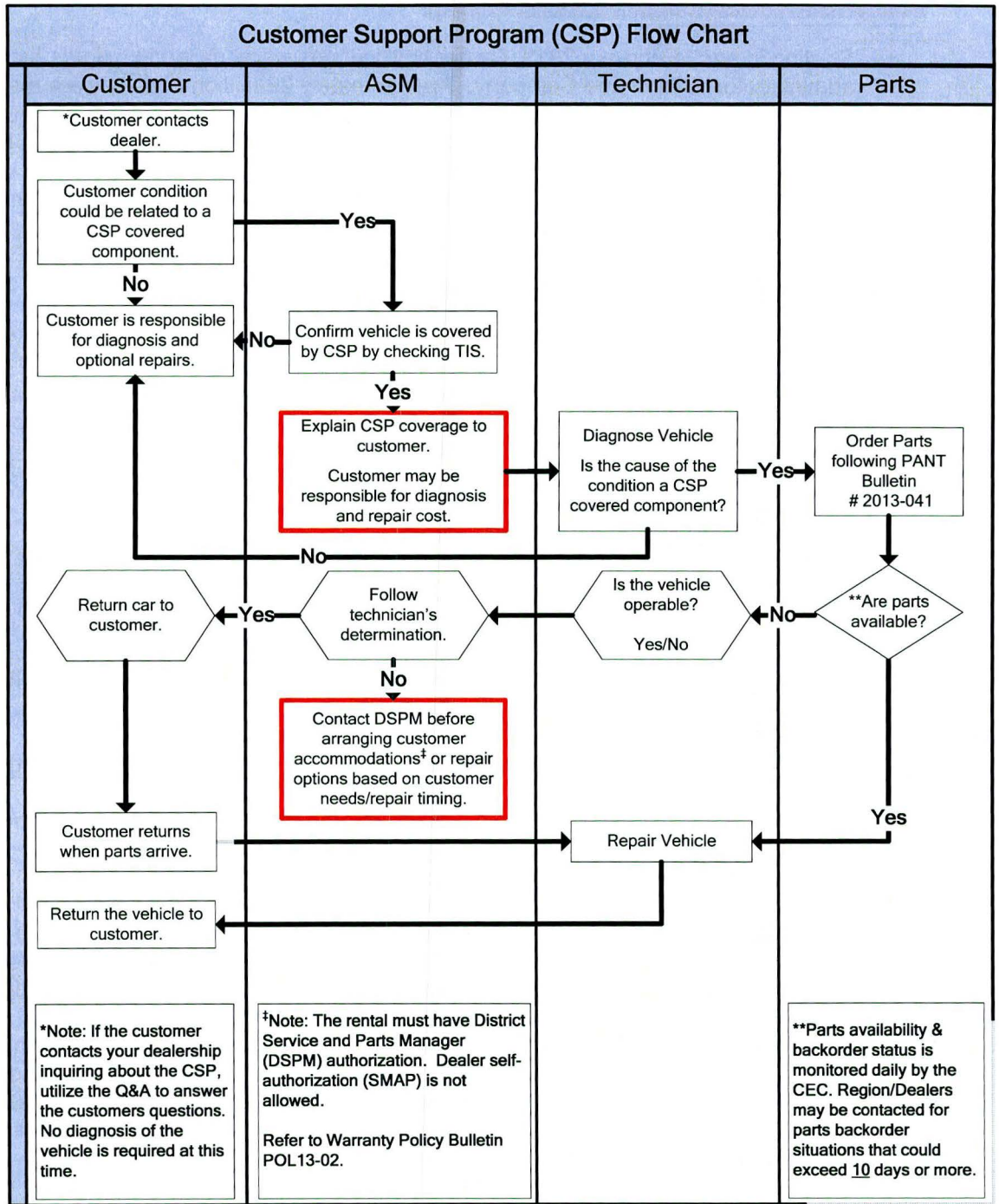
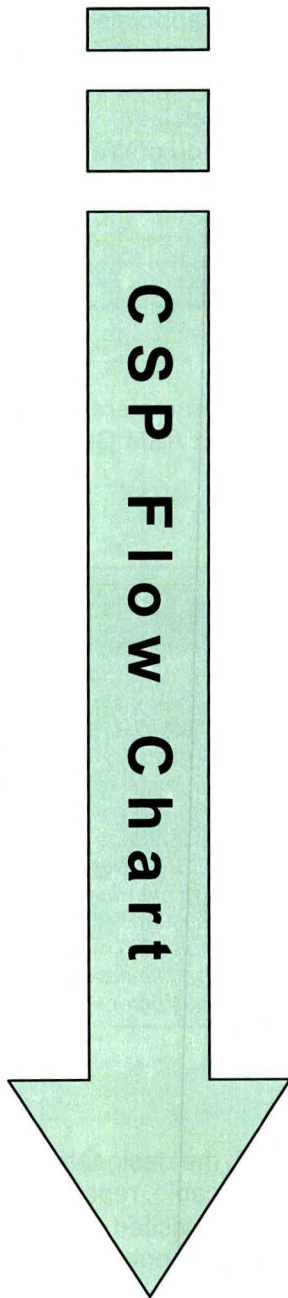
- We suggest each Dealership designate two management level associates with complementary schedules to become familiar with the details of this CSP.

Responsibility of these Two Associates:

- Work together to coordinate activities both within the dealership as well as communicate with the Region/PD Offices.
 - Ensure associates (e.g. ASM, Warranty Administrators, etc.) become familiar with the details and materials related to this CSP.
 - Ensure strict adherence to CSP Policies. Inappropriate activities may be subject to claim debit and warranty parts inspection.
 - Reassure customers that Toyota stands behind its products.
 - Be the first touch points for customers contacting your dealership regarding this program.
 - Reassure the customer of the coverage offered under this CSP (see section titled – *CSP Coverage for Defects in Materials or Workmanship*).
 - Make sure the customer understands that there is a possibility that the condition at issue may not be covered under this CSP. If the condition does not relate to a defect in materials and/or workmanship in one of the five (5) covered components, the customer may be responsible for the diagnosis fee and any other repairs he/she may decide to have performed (see section titled – *CSP Coverage for Defects in Material or Workmanship*).
- If a customer believes his/her vehicle is experiencing a condition covered by this CSP, the designated associate(s) should arrange with the appropriate service staff for diagnosis and, if applicable, repair.
 - Some of these customers may be the second, third, or later owners and may have never visited a Toyota dealership. Please be patient and supportive as they may not be familiar with your operations. Each step in the process should be carefully explained to them.

Important Note:
Assign 2 management level associates to:
- *Coordinate CSP Activities.*
- *Train all associates.*
- *Ensure strict adherence to the CSP Policies.*
- *Be the main customer contact.*
- *Explain coverage and limitations to customer.*

Customer Support Program (CSP)



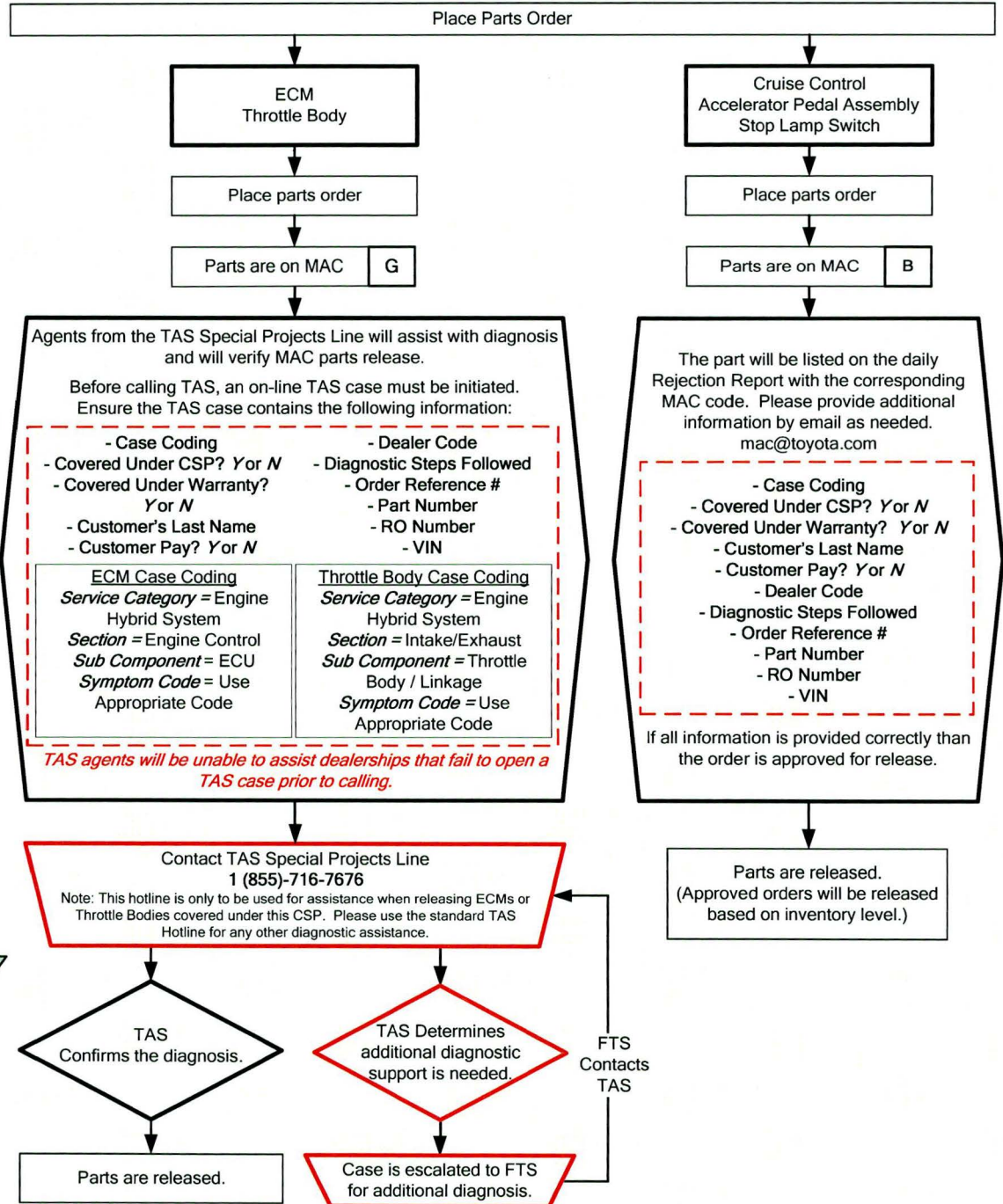
STOP Make sure the customer understands there is a possibility that the condition at issue may not be covered under this CSP. If the condition does not relate to a defect in materials and/or workmanship in one of the five (5) covered components, the customer may be responsible for the diagnosis fee and any other repairs he/she may decide to have performed.

Customer Support Program (CSP)

Parts Ordering

The parts for this CSP will be placed on Manual Allocation Control (MAC). Please refer to the flowchart for MAC Release Procedure.

Parts Ordering Flow Chart



Note: For GST and SET dealers, please follow MAC procedures as defined by your distributor.

Customer Support Program (CSP)

Repair Procedure

Please refer to the Technical Information System (TIS) and the appropriate Repair Manual for diagnostic and repair procedures.

Claim Processing

Please refer to the Warranty Policy Bulletin (Bulletin No. POL13-02) for claim processing instructions for this CSP. *All parts replaced for these repairs will be subject to parts recovery and warranty parts inspection.*

Please note that direct marketing of this Customer Support Program is strictly prohibited (Policy No. 5.21). Non-compliance with this policy may result in a claim debit and warranty parts inspection.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Important Note:

- All parts replaced under this CSP are subject to parts recovery.
- Marketing of CSPs is strictly prohibited.
- Confirm repair quality.

Media Contacts

Media contacts (local and national) should receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.)

Customer Questions

Please use the materials provided to answer any questions in regards to this CSP. If a customer has further questions, please direct the inquiry to:

- Toyota Customer Experience Center at 1-800-331-4331.
- Scion Customer Experience Center at 1-866-70-SCION (1-866-707-2466).

If the question is in reference to the other aspects of this settlement, please direct them to the settlement website www.ToyotaELsettlement.com or call **877-283-0507**. A copy of the proposed settlement agreement is also available on the website; it includes a list of affected vehicles, a description of the settlement, and estimated dates and deadlines.

Important Note:

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 CSP.

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



**Customer Support Program (CSP) ELT
1998 - 2010 Model Year Toyota and Scion Vehicles
Equipped with an Electronic Throttle Control System (ETCS)
Economic Loss Class Action Settlement**

Background

On July 24, 2013, a settlement of claims for Economic Loss arising from allegations of unintended acceleration was approved. The settlement includes Toyota's agreement to provide a Customer Support Program ("CSP") for 1998-2010 model year (MY) vehicles equipped with an Electronic Throttle Control System (ETCS) to enhance the coverage of certain components. **This is NOT a recall or a campaign, but is provided to reassure owners that Toyota stands behind the reliability of our vehicles.**

Q1: What are the parameters of this CSP and what is cover on my vehicle?

A1:

 This Customer Support Program provides **Primary Coverage** and **Secondary Coverage** for the applicable components. Please see additional information below.

Primary Coverage:

All eligible vehicles will receive 3 additional years of coverage against defects in materials or workmanship in covered components from the start of this CSP, regardless of mileage.

3 Year with NO Mileage Restrictions Coverage Effective: 08/07/13 – 08/07/16

Secondary Coverage:

After the 3 year Primary Coverage, **Secondary Coverage against defects in materials and workmanship** is applied to the Original Manufacturer's Warranty for each covered component up to a limit of 150,000 miles or an additional 10 years, whichever comes first.

Note: After the initial 3 year period, coverage under this CSP ends once the vehicle reaches 150,000 miles.

| | Years of Coverage | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|-------------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|--|
| | DOFU | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | |
| Cruise Control Switch | | | | | | | | | | | | | | | | | | | | | | |
| Accelerator Pedal Assembly | | | | | | | | | | | | | | | | | | | | | | |
| Stop Lamp Switch | | | | | | | | | | | | | | | | | | | | | | |
| *Throttle Body Assembly | | | | | | | | | | | | | | | | | | | | | | |
| *Engine Control Module | | | | | | | | | | | | | | | | | | | | | | |

Manufacturer's Warranty
CSP Extended Coverage

*Emissions warranties may vary depending on the vehicle's original emission certification and state emission warranty requirements.

See Q3, Q3a, Q3b, and Q3c for additional information on exclusions and limitations.

The additional coverage provided by this CSP will cover defects in materials or workmanship in the following five components:

- Engine Control Module
- Stop Lamp Switch
- Cruise Control Switch
- Throttle Body Assembly
- Accelerator Pedal Assembly
- Throttle Position Sensor**
- Accelerator Pedal Position Sensor**
- Throttle Body Motor**

** If Individually Serviceable

All work must be performed by an authorized Toyota dealer.

Q1a: Why is Toyota only providing additional coverage for these specific components?

A1a: The CSP is part of a larger settlement between Toyota and a group of owners of ETCS equipped models. These five (5) components were agreed upon by Toyota and plaintiffs' counsel and were approved by the Court overseeing the settlement.

Q1b: What if other parts are needed to complete the repair?

A1b: This program also provides coverage for select ancillary parts related to the covered components (such as hoses, clips, connectors, etc.) that are damaged as a result of CSP repairs. Ancillary parts are only covered if they are necessary to complete the CSP and were not damaged prior to repair.

Q2: What is Toyota going to do?

A2: Starting in early February 2013, Owner Notifications **were mailed** to owners by the court appointed administrator, Gilardi and Company. Approximately 22 million notices were mailed to Toyota, Scion, and Lexus customers informing them of the settlement. In early March 2013, notice of the settlement was also run in select U.S. publications along with banner ads that were posted on the internet.

Q3: When does this CSP take effect?

A3: This CSP becomes effective on August 7, 2013. Only MY 1998-2010 vehicles equipped with an Electronic Throttle Control System (ETCS) are covered under this CSP.

CSP Start Date: August 7, 2013
Minimum (Primary) Coverage End Date: August 7, 2016

This CSP is provided to ensure the covered components are free from *Defects in Materials or Workmanship* for the period described in Q1.

Q3a: Under the CSP, what is the definition of a "Defect in Materials or Workmanship?"

A3a: A defect in materials or workmanship means defects objectively manifested by broken, cracked, or missing parts or components (not caused by abuse/misuse) and which result in improper function of the component.

Q3b: What if I have previously paid for repairs to address the condition(s) covered under this CSP?

A3b: This CSP **is not** retroactive; no refunds or payments will be made for repairs performed prior to the Court Order approving this settlement.

Q3c: Are there any other exclusions and limitations?

A3c: This CSP **does not** cover cosmetic damage or breakage due to outside forces, damage incurred from abuse, vandalism, flood, misuse, tampering, a crash, and/or other impact, animal damage, fire, or carbon build-up.

The CSP **does not** apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles).

This CSP is applicable only to vehicles that were originally distributed in the U.S. or the U.S. Territories.

Imported vehicles (ex. Mexico and Canada) are **not** covered, even if currently registered in the US.

The defect in materials or workmanship in one of the covered components must have occurred on or **after** the date of the commencement of the CSP.

Q4: Is there a possibility that the condition I am experiencing is not covered under this CSP?

A4: Yes; there is a possibility that the condition you are experiencing is not covered under this CSP. **Please be aware that if the condition does not relate to a defect in materials or workmanship in one of the five covered components, you may be responsible for the diagnostic fees and any other repairs you may decide to have performed.**

Q4a: What if my Authorized Toyota Dealership determines that the condition I am experiencing is not covered by this CSP, but I strongly disagree with the diagnosis?

A4a: Please call the Toyota Customer Experience Center (see Q8).

Q4b: What if I choose to have one of the covered components repaired at a non-Toyota Facility? Will Toyota reimburse me for these repairs?

A4b: No; this CSP is only applicable for repairs performed at an Authorized Toyota Dealership. There are no reimbursements for repairs performed at other facilities, or for repairs made prior to the commencement of the CSP.

Q5: Which vehicles are included in this CSP?

A5: This CSP includes 1998 through 2010 Model Year Toyota and Scion vehicles equipped with ETCS.

| TOYOTA | TOYOTA | SCION |
|--|---------------------------------|--------------|
| 2001-2010 4Runner | 2004-2010 RAV4 | 2008-2010 xB |
| 2005-2010 Avalon | 2001-2010 Sequoia | 2008-2010 xD |
| 2002-2010 Camry | 2004-2010 Sienna | 2005-2010 tC |
| 2002-2008 Camry Solara (2AZ) | 2001-2005 Spyder (MR2) SMT | |
| 2004-2008 Camry Solara (except 2AZ) | 1998 Supra (2JZ-GE) | |
| 2007-2010 Camry HV | 2005-2010 Tacoma | |
| 2003-2005 Celica (2ZZ) | 2003-2004 Tacoma (5VZ w/ETCS-i) | |
| 2005-2010 Corolla (except 2ZZ) | 2003-2004 Tundra (5VZ) | |
| 2005-2010 Corolla Matrix (except 1ZZ 4WD, 2ZZ) | 2000-2010 Tundra (except 5VZ) | |
| 2007-2010 FJ Cruiser | 2009-2010 Venza | |
| 2004-2010 Highlander | 2007-2010 Yaris | |
| 2006-2010 Highlander HV | 2006 Yaris Hatchback | |
| 1998-2010 Land Cruiser | [Puerto Rico] | |
| 2001-2010 Prius | | |

Q5a: How do I determine if my vehicle is part of the CSP?

A5a: You may determine if your vehicle is covered under this CSP using one of the following resources:

- Contact the Toyota Customer Experience Center (see Q8).
- Visit the settlement website www.ToyotaELsettlement.com.
- Contact an Authorized Toyota Dealership.

Q6: Are there any other Toyota, Lexus or Scion vehicles included in this Settlement?

A6: Yes, 1998 – 2010 Model Year Lexus vehicles equipped with ETCS are also included in this settlement.

| LEXUS | | | | |
|-----------------|--------------|-----------------|-----------------|--------------|
| 2002-2010 ES | 2003-2010 GX | 1998-2010 LS | 2004-2010 RX | 1998-2000 SC |
| 1998-2010 GS | 2010 HS | 2008-2010 LS HV | 2006-2008 RX HV | 2002-2010 SC |
| 2007-2010 GS HV | 2001-2010 IS | 1998-2010 LX | 2010 RX HV | |

Q7: What should I do if I believe one of the covered components on my vehicle has a defect in materials or workmanship?

A7: Please contact your local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this CSP, the repair will be performed at **no charge** (see Q3 & Q4).

Q7a: What if the components covered under this CSP are functioning normally but I would like to have them replaced?

A7a: This CSP only applies to vehicles that have experienced a defect in materials or workmanship in the covered components.

Q8: *What if I have additional questions or concerns?*

A8: If you have questions or concerns please contact:

- Toyota Customer Experience Center at 1-800-331-4331
- Scion Customer Experience Center at 1-866-70-SCION (1-866-707-2466)

Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

For additional information regarding the *Economic Loss Class Action Settlement*, please visit the settlement website www.ToyotaELsettlement.com.

TOYOTA

PRODUCT SUPPORT DIVISION

Volume: XIX
Number: TC13-020
Date: 08/01/2013
 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz,
Vice President, Product Quality and Service Support
Subject: Limited Service Campaign - BST – Phase 1 (Interim B1T- Future Phases)
Multiple Models and Model Years
Smart Stop Technology

On July 24, 2013 the settlement of claims for Economic Loss arising from allegations of unintended acceleration was approved. As part of the settlement Toyota will be launching the first phase of a Limited Service Campaign to install Smart Stop Technology on **August 7, 2013** for the following models:

| Phase | Model Year | Model | Appx. Number of Covered Vehicles | Production Range | Software Availability Date | LSC Expiration Date |
|--------------|------------|----------------|----------------------------------|--|----------------------------|---------------------|
| 1 | 2008-2010 | Land Cruiser | 8,600 | Early September, 2007 through Early August, 2010 | 8/7/2013 | 8/7/2015 |
| | 2009-2010 | Corolla | 843,300 | Late July, 2007 through Late December, 2010 | | |
| | 2009-2010 | Corolla Matrix | 85,200 | Early January, 2008 through Early December, 2010 | | |
| Interim B1T* | 2006-2010 | RAV4 | 761,000 | Late July, 2005 through Early September, 2010 | TBD | TBD |
| | 2008-2010 | Highlander | 277,900 | Early March, 2007 through Early September, 2010 | TBD | TBD |
| | 2003-2009 | 4Runner | 603,100 | Mid-May, 2002 through Mid-August, 2009 | TBD | TBD |
| | 2007-2010 | Tundra | 477,500 | Late October, 2006 through Mid-August, 2010 | TBD | TBD |

Please note this LSC will be launched in phases, the launch dates listed above will be updated as the Smart Stop Technology software becomes available.

**VINs will be loaded on TIS under BST once the software has been released. If the software is not yet available the VINs will be searchable on TIS and display as applicable under Interim LSC B1T.*

Background

As part of the settlement described above, Toyota will install Smart Stop Technology on the above listed model and model year vehicles. This feature will cut engine power in case of simultaneous application of both the accelerator and brake pedal at certain speeds and in certain driving conditions.

Refer to appendix A for a summary of models which previously received Smart Stop Technology under Safety Recall 90L.

Limited Service Campaign (LSC) Remedy

Any authorized Toyota dealer will update the ECM with Smart Stop Technology at **NO CHARGE** to the vehicle owner. This LSC will be available for **2 years from the availability of the Smart Stop Technology**, please refer to the table above for model specific expiration dates.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in advance of the CSP launch date of August 7, 2013.

2. Reference Information for Owners

All affected Customers were sent notification of the settlement terms by the court-appointed administrator, Gilardi & Company. No direct mailing from Toyota announcing this LSC will be issued at this time. Updates on availability of Smart Stop Technology and other settlement details will be posted on the settlement website, www.ToyotaELSettlement.com. Customers with questions about the settlement should be directed to the settlement website, www.ToyotaELSettlement.com, or asked to call 877-283-0507.

3. Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers conduct this LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

4. Number and Identification of Covered Vehicles

There are approximately 3.0 Million Toyota vehicles covered by this LSC. The entire LSC covers approximately 3.2 Million Toyota and Lexus vehicles.

The attached Dealer Notification Letter contains additional details.

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

Thank you for your cooperation.

Enclosures

- cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

- | | | | | |
|--------------|--------------|-------------|----------------|------------|
| M. Bevan | R. Dufresne | Y. Inaba | R. Perez | P. Uribe |
| G. Borst | E. Farrell | C. Knight | D. Pettitt | A. Vaish |
| J. Bracken | B. Fay | V. Katayama | R. Pflughaupt | B. Waltz |
| R. Broughman | N. Fein | M. King | M. Reding | M. Warrick |
| G. Bryan | G. Fogg | J. Lang | C. Reynolds | D. Zellers |
| W. Burns | K. Fukushima | S. Lending | B. Sciumbato | |
| B. Carter | J. Grosso | J. Lentz | G. Smith | |
| G. Christoff | J. Hanson | R. Lofaso | R. Specht | |
| A. Coetzee | B. Hare | E. Matsuda | J. Stempkowski | |
| J. Colon | S. Heyer | F. Matsuoka | N. Swartz | |
| D. Colvin | Z. Hicks | M. Michels | M. Templin | |
| B. Daly | K. Higgins | A. Mito | J. Tetherow | |
| F. Davidson | E. Hirata | T. Morrison | M. Tojo | |
| D. Depew | H. Hirata | J. Moses | P. Turner | |
| T. Doi | C. Hostetter | C. Neff | K. Ura | |

TOYOTA

Update 8/5/13 - Highlander Model Year Update

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

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

Subject: Limited Service Campaign – BST – Phase 1 (Interim B1T- TBD Phases)
Multiple Models and Model Years
Smart Stop Technology

On July 24, 2013 the settlement of claims for Economic Loss arising from allegations of unintended acceleration was approved. As part of the settlement Toyota will be launching the first phase of a Limited Service Campaign to install Smart Stop Technology on **August 7, 2013** for the following models:

| Phase | Model Year | Model | Appx. Number of Covered Vehicles | Production Range | Software Availability Date | LSC Expiration Date |
|--------------|------------|----------------|----------------------------------|--|----------------------------|---------------------|
| 1 | 2008-2010 | Land Cruiser | 8,600 | Early September, 2007 through Early August, 2010 | 8/7/2013 | 8/7/2015 |
| | 2009-2010 | Corolla | 843,300 | Late July, 2007 through Late December, 2010 | | |
| | 2009-2010 | Corolla Matrix | 85,200 | Early January, 2008 through Early December, 2010 | | |
| Interim B1T* | 2006-2010 | RAV4 | 761,000 | Late July, 2005 through Early September, 2010 | TBD | TBD |
| | 2008-2010 | Highlander | 277,900 | Early March, 2007 through Early September, 2010 | TBD | TBD |
| | 2003-2009 | 4Runner | 603,100 | Mid-May, 2002 through Mid-August, 2009 | TBD | TBD |
| | 2007-2010 | Tundra | 477,500 | Late October, 2006 through Mid-August, 2010 | TBD | TBD |

Please note this LSC will be launched in phases, the launch dates listed above will be updated as the Smart Stop Technology software becomes available

**VINs will be loaded on TIS under BST once the software has been released. If the software is not yet available the VINs will be searchable on TIS and display as applicable under Interim LSC B1T.*

Background

As part of the settlement described above, Toyota will install Smart Stop Technology on the above listed model and model year vehicles. This feature will cut engine power in case of simultaneous application of both the accelerator and brake pedal at certain speeds and in certain driving conditions.

Refer to appendix A for a summary of models which previously received Smart Stop Technology under Safety Recall 90L.

Limited Service Campaign (LSC) Remedy

Any authorized Toyota dealer will update the ECM with Smart Stop Technology at **NO CHARGE** to the vehicle owner. This LSC will be available for **2 years from the availability of the Smart Stop Technology**, please refer to the table above for model specific expiration dates.

1. Reference Information for Owners

All affected Customers were sent notification of the settlement terms by the court-appointed administrator, Gilardi & Company. No direct mailing from Toyota announcing this LSC will be issued at this time. Updates on availability of Smart Stop Technology and other settlement details will be posted on the settlement website, www.ToyotaELSettlement.com. Customers with questions about the settlement should be directed to the settlement website, www.ToyotaELSettlement.com, or asked to call 877-283-0507.

2. Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers conduct the LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

3. Number and Identification of Covered Vehicles

There are approximately 3.0 Million Toyota vehicles covered by this LSC. The entire LSC covers approximately 3.2 Million Toyota and Lexus vehicles. *VINs will be loaded on TIS under BST once the software has been released. If the software is not yet available the VINs will be searchable on TIS and display as applicable under Interim LSC B1T.*

The following tables describe Phase 1 vehicles.

| 2008-2010 Land Cruiser Vehicles - Approx. UIO: 8,600 | | | | | | | | | | | |
|--|-----|---------|-------|---------|---------|--------------|-----|------|---------|---------|---------|
| MODEL | WMI | MY | VDS | START | FINISH | MODEL | WMI | MY | VDS | START | FINISH |
| LAND CRUISER | JTM | 2008 | HY05J | 4000109 | 4002231 | LAND CRUISER | JTM | 2009 | HY05J | 5003275 | 5004872 |
| | | | | 5000126 | 5003274 | | | 2010 | HY7AJ | 4002769 | 4002898 |
| | | 4002232 | | 4002768 | 5004875 | | | | 5006774 | | |

| 2009-2010 Corolla Vehicles - Approx. UIO: 843,300 | | | | | | | | | | | |
|---|-----|------|-------|---------|---------|---------|------|-------|---------|---------|---------|
| MODEL | WMI | MY | VDS | START | FINISH | MODEL | WMI | MY | VDS | START | FINISH |
| COROLLA | 1NX | 2009 | BE40E | Z001001 | Z163790 | COROLLA | 2T1 | 2010 | BE4EE | C030504 | C046545 |
| | | | BU40E | Z001002 | Z165305 | | | | BU4EE | C185955 | C535879 |
| | | 2010 | BE4EE | Z165306 | Z342642 | | JTD | 2009 | BL40E | 9013744 | 9095008 |
| | | | BU4EE | Z165312 | Z386543 | | | | BL40E | J000111 | J055039 |
| | 2T1 | 2009 | BE40E | C001043 | C030479 | | 2010 | BU4EE | 9093922 | 9123428 | |
| | | | BU40E | C001054 | C191051 | | | BU4EE | J054618 | J088021 | |

| 2009-2010 Corolla Matrix Vehicles – Approx. UIO: 85,200 | | | | | | | | | | | |
|---|-----|------|-------|---------|---------|--------|-----|------|-------|---------|---------|
| MODEL | WMI | MY | VDS | START | FINISH | MODEL | WMI | MY | VDS | START | FINISH |
| MATRIX | 2T1 | 2009 | GE40E | C001023 | C005748 | MATRIX | 2T1 | 2010 | KE4EE | C030606 | C046553 |
| | | | KE40E | C001042 | C030591 | | | | KU4EE | C191054 | C535870 |
| | | | KU40E | C001057 | C191049 | | | | LE4EE | C011822 | C019001 |
| | | | LE40E | C001017 | C011935 | | | | ME4EE | C005690 | C006442 |

Prior to performing the Smart Stop Technology Software update please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

4. Parts Ordering

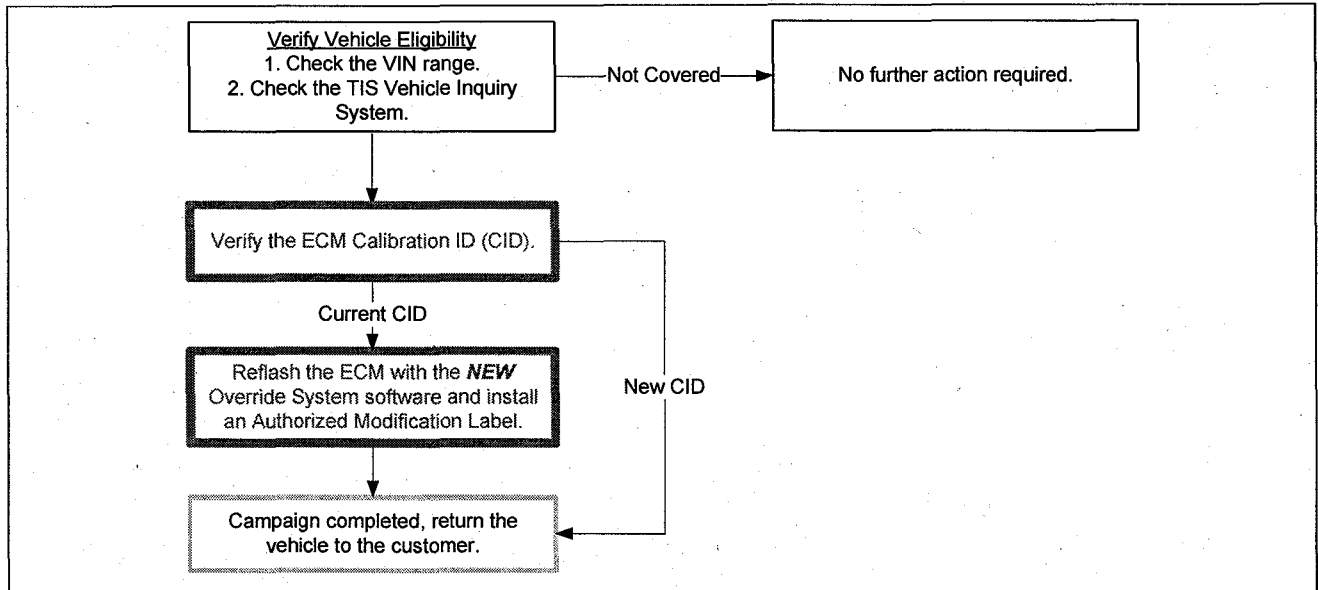
This LSC involves an ECM Software Calibration update, no parts are required.

5. Remedy Procedures

Please refer to TIS for Technical Instructions. The Technical Instructions contain information on verifying the vehicle's ECM calibration and, if necessary, updating the calibration software.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

6. Warranty Reimbursement Procedure



| LSC | Model | Op. Code | Description | Flat Rate |
|-----|-------|----------|--|----------------|
| BST | ALL | ELSBOS | Update ECM Software and Install Update Label | 0.8 hr/vehicle |

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

7. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

8. 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

9. Customer Contacts

Customers may contact your dealership with questions regarding the LSC remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

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 Limited Service Campaign.

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

APPENDIX

90L PROCEDURE SUMMARY REFERENNCE CHART

| Model | Pedal | Pedal Modification | AWFM | Tibia Pad | Rubber Stopper | Carpet Reshape | BOS | Clean Carpet as Needed |
|------------------|----------------|---|------|-----------|----------------|----------------|-----|------------------------|
| Avalon | CTS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Camry | Denso | ✓ | ✓ | ✓ | ✓ | ✓ | ✓† | ✓ |
| | CTS | ✓ | ✓ | ✓ | ✓ | ✓ | ✓† | ✓ |
| | Sports Pedal** | Replace the factory installed metallic accelerator sports <i>pedal foot</i> pad with a newly designed one | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Corolla & Matrix | Denso | ✓ | ✓ | ✓ | ✓‡ | ✓ | | ✓ |
| | CTS | ✓ | ✓ | ✓ | ✓‡ | ✓ | | ✓ |
| Highlander | Denso | ✓ | ✓ | | | | | ✓ |
| | CTS | ✓ | ✓ | | | | | ✓ |
| Prius | Denso | ✓ | ✓ | | | | | ✓ |
| Tacoma | Denso | ✓ | ✓ | | | | ✓ | ✓ |
| Tundra | CTS | ✓ | ✓ | | | | | ✓ |
| Venza | Denso | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ |
| 4Runner | Denso | ✓ | ✓ | | | | | ✓ |
| RAV4 | CTS | ✓ | ✓ | | | | | ✓ |
| | Denso | ✓ | ✓ | | | | | ✓ |
| Land Cruiser | Denso | ✓ | ✓ | | | | | ✓ |

* 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.



**Limited Service Campaign – BST
Multiple Models and Model Years
Smart Stop Technology**

Customer Frequently Asked Questions
Published August 1, 2013

We are providing the following information to keep you informed of the Limited Service Campaign details.

Q1: What is Toyota offering and why?

A1: On July 24, 2013 a settlement of claims for Economic Loss arising from allegations of unintended acceleration was approved. As part of the settlement, Toyota will initiate a Limited Service Campaign (LSC) to install Smart Stop Technology on the models listed in the following table. This feature will cut engine power in case of simultaneous application of both the accelerator and brake pedals at certain speeds and under certain driving conditions. This LSC will be available for 2 years from the availability of the Smart Stop Technology for each applicable model. Please refer to the following table for model specific expiration dates.

| Phase | Model Year | Model | Appx. UIO | Software Availability Date | LSC Expiration Date |
|-------|------------|----------------|-----------|----------------------------|---------------------|
| 1 | 2008-2010 | Land Cruiser | 8,600 | 08/07/2013 | 08/07/2015 |
| | 2009-2010 | Corolla | 843,300 | | |
| | 2009-2010 | Corolla Matrix | 85,200 | | |
| TBD | 2006-2010 | RAV4 | 761,000 | TBD | TBD |
| | 2008-2010 | Highlander | 277,900 | TBD | TBD |
| | 2003-2009 | 4Runner | 603,100 | TBD | TBD |
| | 2007-2010 | Tundra | 477,500 | TBD | TBD |

Q2: How does the Smart Stop Technology operate?

A2: Smart Stop Technology cuts engine power in case of simultaneous application of both the accelerator and brake pedals at certain speeds and in certain driving conditions.

When Smart Stop Technology is engaged, engine output is cut to the idle position, reducing the load on the brakes. System logic helps ensure Smart Stop does not engage when it is not needed or might be inconvenient in certain driving conditions.

For example, the system will not activate in 4WD vehicles while driving in the low range. This system also allows the driver, for instance, to depress the brake pedal in conjunction with the accelerator pedal when starting on a steep hill. No matter the situation, activation is canceled when the brake pedal is released.

Q3: Which and how many vehicles are covered by this Limited Service Campaign?

A3: There are approximately 3.0 Million Toyota vehicles covered by this LSC. The entire LSC covers approximately 3.2 Million Toyota and Lexus vehicles. Please refer to the following table for model specific details.

| Phase | Model Year | Model | Production Date Range | Appx. UIO |
|-------|------------|----------------|--|-----------|
| 1 | 2008-2010 | Land Cruiser | Early September, 2007 through Early August, 2010 | 8,600 |
| | 2009-2010 | Corolla | Late July, 2007 through Late December, 2010 | 843,300 |
| | 2009-2010 | Corolla Matrix | Early January, 2008 through Early December, 2010 | 85,200 |
| TBD | 2006-2010 | RAV4 | Late July, 2005 through Early September, 2010 | 761,000 |
| | 2008-2010 | Highlander | Early March, 2007 through Early September, 2010 | 277,900 |
| | 2003-2009 | 4Runner | Mid-May, 2002 through Mid-August, 2009 | 603,100 |
| | 2007-2010 | Tundra | Late October, 2006 through Mid-August, 2010 | 477,500 |

Q3a: Are there any Lexus or Scion vehicles covered by this Limited Service Campaign?

A3a: Yes, please reference the following table for Lexus models covered by this Limited Service Campaign.

| Phase | Model Year | Model | Production Range | Appx. UIO |
|-------|------------|--------|--|-----------|
| 1 | 2010 | RX 350 | Early December, 2008 through Early September, 2010 | 131,800 |
| | 2008 -2010 | LX 570 | Mid-July, 2007 through Early May, 2010 | 13,800 |

Q4: How will Toyota notify owners about this Limited Service Campaign?

A4: Starting in early February 2013, owner notifications were mailed to owners by the court appointed administrator, Gilardi and Company. Approximately 22 million notices were mailed to Toyota and Lexus customers informing them of the settlement. In early March 2013, notice of the settlement was also run in select U.S. publications along with banner ads which were posted on the internet.

Q5: How long will it take to install the Smart Stop Technology software?

A5: The software installation will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Q6: When does this Limited Service Campaign expire?

A6: This LSC will be available for 2 years from the availability of the Smart Stop Technology. Please refer to the table in A1 for model specific expiration dates. Any authorized Toyota dealer will install the Smart Stop Technology at **no charge** to the vehicle owner prior to the model specific expiration date.

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

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.

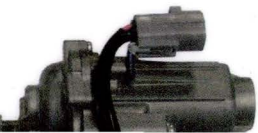
Q8: What if an owner has additional questions or concerns about the settlement?

A8: Inquiries regarding the settlement should be directed to the court-appointed administrator, Gilardi & Company. Customers with questions about the settlement should be directed to the settlement website, www.ToyotaELSettlement.com, or asked to call 877-283-0507.

RED UNDER CSP

Assemblies

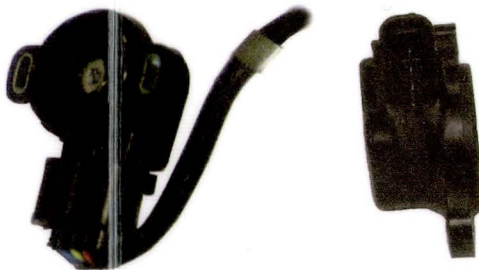
complete with both sensor.



Throttle Body Components

IMPORTANT NOTE: The Throttle Body Assembly may have parts that can be individually serviced. Before replacing any defective Throttle Body Assembly, please ensure the defective part cannot be replaced separately.

Throttle Position Sensor (TPS)



Functional Description:

This sensor detects the throttle valve opening angle.

Throttle Control Motor



Functional Description:

Adjusts the throttle valve opening angle in accordance with signals from the ECM.

Accelerator Pedal Position Sensor

**when part of throttle body*



DAMAGE COVERAGE TABLE

What is defined as a "defect in materials or workmanship" under this CSP?

A defect in materials or workmanship means defects objectively manifested by broken, cracked, or missing parts or components (not caused by abuse/misuse) and which results in improper function of the component.

The following examples are provided for reference:

| Examples: | Covered | Not Covered |
|---|----------------|--------------------|
| Rubber hoses connected to the throttle body are damaged during repair to the throttle body. | ✓ | |
| Rubber hoses connected to the throttle body are damaged prior to repair to the throttle body. | | ✓ |
| Throttle plate has excessive carbon build-up. | | ✓ |
| An animal has damaged the component. | | ✓ |
| Accelerator pedal position sensor (APPS) is inoperative due to electronic failure. | ✓ | |
| Accelerator pedal has a foreign substance on it. | | ✓ |
| Cruise control switch is inoperative due to an internal defect. | ✓ | |
| Cruise control switch has broken off or the exterior is heavily worn. | | ✓ |
| Stop lamp switch is no longer operating correctly due to electronic failure. | ✓ | |
| Stop lamp switch is out of adjustment. | | ✓ |
| ECM appears to be damaged by a foreign substance. | | ✓ |
| ECM is no longer communicating with the ETCS. | ✓ | |
| An aftermarket product has been spliced into the covered component's circuit. | | ✓ |

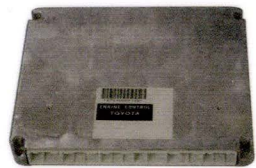
EXAMPLES OF PARTS/DAMAGE NOT COVERED UNDER CSP

- Mechanical Pedal Assembly



COMPONENTS COVERED UNDER CSP

Engine Control Module (ECM)



Functional Description:

The ECM controls the engine in accordance with signals provided by sensors.

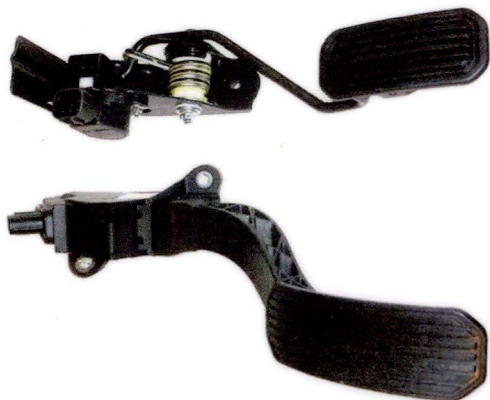
Cruise Control Switch



Functional Description:

Operates the cruise control.

Accelerator Pedal Assembly

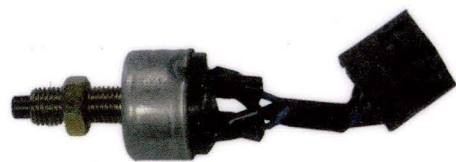


Functional Description:

Detects the accelerator pedal depression degree and outputs it to the ECM.

NOTE: The mechanical accelerator pedal used for cable operated ETCS is not covered.

Stop Lamp Switch

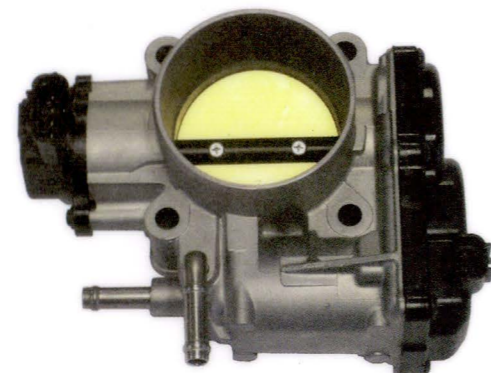
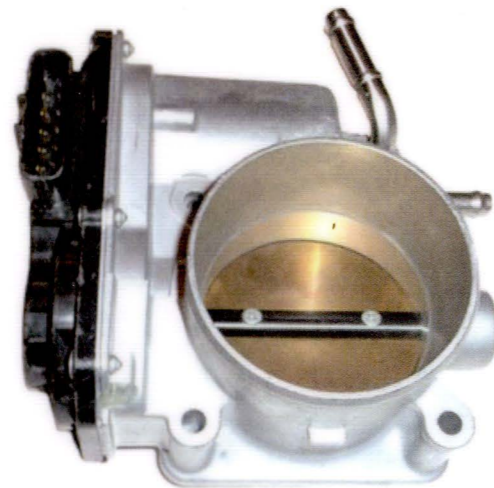


Functional Description:

Detects the brake pedal being depressed and transmits its signal to the ECM and illuminates the brake lights.

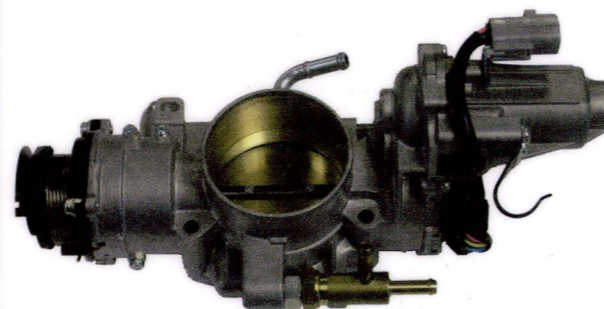
Throttle Body Assemblies

NOTE: Assemblies will come complete with both Throttle Motor and Position Sensor.



Functional Description:

Adjusts the throttle valve opening angle in accordance with signals from the ECM.



Throttle Body Components

IMPORTANT NOTE: The Throttle Body Assembly may have parts that can be individually serviced. Before replacing any defective Throttle Body Assembly, please ensure the defective part cannot be replaced separately.

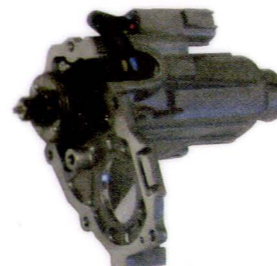
Throttle Position Sensor (TPS)



Functional Description:

This sensor detects the throttle valve opening angle.

Throttle Control Motor



Functional Description:

Adjusts the throttle valve opening angle in accordance with signals from the ECM.

Accelerator Pedal Position Sensor

**when part of throttle body*



Functional Description:

Detects the accelerator pedal depression angle and outputs it to the ECM.

DAMAGE COVERAGE TABLE

What is defined as a "defect in materials or workmanship" under this CSP?

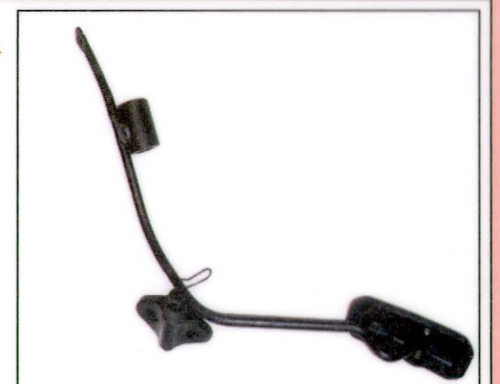
A defect in materials or workmanship means defects objectively manifested by broken, cracked, or missing parts or components (not caused by abuse/misuse) and which results in improper function of the component.

The following examples are provided for reference:

| Examples: | Covered | Not Covered |
|---|----------------|--------------------|
| Rubber hoses connected to the throttle body are damaged during repair to the throttle body. | ✓ | |
| Rubber hoses connected to the throttle body are damaged prior to repair to the throttle body. | | ✓ |
| Throttle plate has excessive carbon build-up. | | ✓ |
| An animal has damaged the component. | | ✓ |
| Accelerator pedal position sensor (APPS) is inoperative due to electronic failure. | ✓ | |
| Accelerator pedal has a foreign substance on it. | | ✓ |
| Cruise control switch is inoperative due to an internal defect. | ✓ | |
| Cruise control switch has broken off or the exterior is heavily worn. | | ✓ |
| Stop lamp switch is no longer operating correctly due to electronic failure. | ✓ | |
| Stop lamp switch is out of adjustment. | | ✓ |
| ECM appears to be damaged by a foreign substance. | | ✓ |
| ECM is no longer communicating with the ETCS. | ✓ | |
| An aftermarket product has been spliced into the covered component's circuit. | | ✓ |

EXAMPLES OF PARTS/DAMAGE NOT COVERED UNDER CSP

- Mechanical Pedal Assembly
- Wire Harnesses
- Rodent Damage
- Carbon Buildup
- Flood Damage
- Salvage Title
- Fire Damage
- Cosmetic Damage
- Vandalism
- Abuse





Service Consultant Reference Guide — Customer Support Program (CSP) ELL



PURPOSE

- Identify covered vehicles and components.
- Define coverage periods and limitations.
- Provide answers to common customer questions.
- Provide component definitions and images for customer explanation.

VEHICLE COVERAGE

| | |
|-------|----------------------|
| ES | 2002-2010 |
| GS | 1998-2010 |
| GS HV | 2007-2010 |
| GX | 2003-2010 |
| HS | 2010 |
| IS | 2001-2010 |
| LS | 1998-2010 |
| LS HV | 2008-2010 |
| LX | 1998-2010 |
| RX | 2004-2010 |
| RX HV | 2006-2008, 2010 |
| SC | 1998-2000, 2002-2010 |

* Check TIS for VIN eligibility

TIME COVERAGE

This Program provides **Primary Coverage** and **Secondary Coverage** for applicable components.

Primary Coverage:

All eligible vehicles will receive 3 additional years of coverage against defects in materials or workmanship in covered components from the start of CSP ELL, regardless of mileage.

3 Year with NO Mileage Restrictions. Coverage Effective: 08/07/2013 – 08/07/2016

Secondary Coverage:

After the 3 year Primary Coverage, **Secondary Coverage** is applied to the Original Manufacturer's Warranty for each component up to a limit of 150,000 miles or an additional 10 years, whichever comes first.

Note: After the initial 3 year period, coverage under CSP ELL ends once the vehicle reaches 150,000 miles.

| | Years of Coverage | | | | | | | | | | | | | | | | | | | | |
|----------------------------|-------------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|
| | DOFU | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| Cruise Control Switch | | | | | | | | | | | | | | | | | | | | | |
| Accelerator Pedal Assembly | | | | | | | | | | | | | | | | | | | | | |
| Stop Lamp Switch | | | | | | | | | | | | | | | | | | | | | |
| *Throttle Body Assembly | | | | | | | | | | | | | | | | | | | | | |
| *Engine Control Module | | | | | | | | | | | | | | | | | | | | | |

Manufacturer's Warranty
CSP Extended Coverage

*Coverage may vary depending on the vehicle's original emission certification and state emission warranty requirements. Reference Warranty Policy Bulletin **POL13-01** for original Manufacturer Warranty details.

PARTS COVERAGE

Coverage provided by CSP ELL covers defects in materials or workmanship in the following components:

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Engine Control Module 2. Cruise Control Switch 3. Accelerator Pedal Assembly 4. Stop Lamp Switch 5. Throttle Body Assembly | <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p style="text-align: center; margin: 0;"><u>If Individually Serviceable</u></p> <ul style="list-style-type: none"> • Throttle Body Motor • Throttle Position Sensor • Accelerator Pedal Position Sensor </div> |
|---|---|

CSP ELL also covers ancillary parts related to the covered components, such as hoses, clips, connectors, etc., that are damaged as a result of the repair. Ancillary parts are only covered if they are necessary to complete the CSP and were not damaged prior to repair.

LIMITATIONS

- Only Model Year 1998-2010 vehicles equipped with Electronic Throttle Control System (ETCS) are covered under this CSP.
- This CSP **is not** retroactive. No refunds or payments will be made for repairs performed prior to the Court Order approving this settlement.
- Only covered components that fail due to a defect in materials or workmanship and otherwise fall within the parameters of this CSP will be covered.
- This CSP **does not** cover cosmetic damage or breakage due to outside forces, damage incurred from abuse, misuse, tampering, impact, animal, vandalism, flood, fire, or carbon buildup.
- Any defects covered by this CSP must have occurred **on or after** the commencement date of the program.
- This CSP does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles).
- This CSP is applicable only to vehicles that were originally distributed in the US or US Territories.
- Imported vehicles (ex. Mexico and Canada) are **not** covered, even if currently registered in the US.

CUSTOMER Q&A

ELIGIBILITY QUESTIONS:

- Q1: Did you experience this condition after the start of the CSP?
CSP Started on **08/07/2013**.
- A1: *If the date is after **08/07/2013** vehicle is eligible for CSP.*
- Q2: Was your vehicle operable on **08/07/2013**?
- A2: *YES: Continue with CSP.
NO: Vehicle is not eligible for CSP.*
- Q3: Does your vehicle carry a Salvage Title (see limitations)?
- A3: *NO: Vehicle is eligible for CSP.
YES: Vehicle is not eligible for CSP.*

CUSTOMER QUESTIONS:

- Q1: Who can answer questions regarding this CSP?
- A1: *We are happy to answer any questions related to the diagnosis and repair of your vehicle. For any other questions about the settlement itself, please refer to the Economic Loss website (www.ToyotaELSettlement.com) or call the Lexus Customer Assistance Center at 1-800-255-3987.*
- Q2: How do I know if my vehicle is part of the CSP?
- A2: *I would be happy to assist you in determining if your vehicle is part of this CSP. I can verify eligibility if you have your VIN available now. (Check TIS-Vehicle Inquiry)*
- Q3: What does this CSP cover on my vehicle?
- A3: *The CSP provides coverage for defects in materials and workmanship in five (5) components on your vehicle. Let me take a few minutes and review these components with you. Refer to the opposite side for component descriptions and photos.*
- Q4: Why is Lexus only providing additional coverage for these five (5) components?
- A4: *The CSP is part of a larger settlement between Toyota and a group of owners of ETCS equipped models. These five (5) components were agreed upon by Toyota and plaintiffs' counsel and were approved by the Court overseeing the settlement.*
- Q5: Is there a possibility that the condition I am experiencing is not covered by this CSP?
- A5: *Yes. Please be aware that if the condition is not related to a defect in materials or workmanship in any of the five (5) covered components, you may be responsible for diagnostic fees and any other repairs you decide to have performed.*
- Q6: What if my Authorized Lexus Dealership determines that the condition I am experiencing is not covered by this CSP, but I disagree with their diagnosis?
- A6: *Please call the Lexus Customer Assistance Center at 1-800-255-3987.*
- Q7: What if I choose to have one of these five (5) components repaired at a non-Lexus Facility? Will Lexus reimburse me for these repairs?
- A7: *This CSP only covers repairs performed at an Authorized Lexus Dealership. There are no reimbursements for repairs performed at other facilities, or for repairs made prior to the commencement of the CSP.*

CONTACT INFORMATION

For customer service and questions related to this CSP:

Settlement Website: www.ToyotaELSettlement.com
 Lexus Customer Assistance Center: 1-800-255-3987