

TOYOTA

PRODUCT SUPPORT DIVISION

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 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, 2, & 3**
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 third phase of a Limited Service Campaign to install Smart Stop Technology on **March 31, 2014**, for the following models:

Phase	Model Year	Model	Appx. Number of Covered Vehicles	Production Range	Software Availability Date	LSC Expiration Date
1	2009-2010	Corolla	843,300	Late July, 2007 through Late December, 2010	8/7/2013	8/7/2015
	2009-2010	Corolla Matrix	85,200	Early January, 2008 through Early December, 2010		
	2008-2010	Land Cruiser	8,600	Early September, 2007 through Early August, 2010		
2	2008-2010	Highlander	277,900	Early March, 2007 through Early September, 2010	12/11/2013	12/11/2015
	2006-2010	RAV4	761,000	Late July, 2005 through Early September, 2010		
3	2003-2009	4Runner	603,100	Mid-May, 2002 through Mid-August, 2009	3/31/2014	3/31/2016
	2007-2010	Tundra	477,500	Late October, 2006 through Mid-August, 2010		

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. Phase 3 Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers on March 31, 2014.

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
Field Product Engineers