

TOYOTA

UPDATE – 06/10/2010: Rubber Seat (Protector) Part Number added to the *Parts Ordering Instructions*.

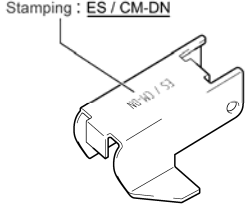
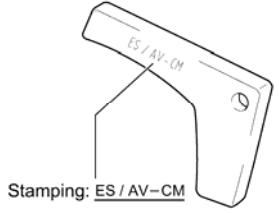
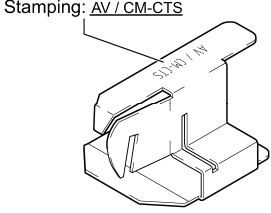
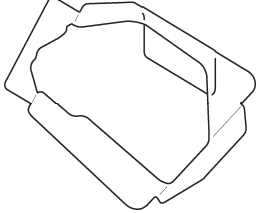
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

Previous versions of these documents should be discarded.

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

Subject: Safety Recall – 90L **Phase 7**
2009 Through Certain 2010 Model Year Corolla and Matrix Vehicles
Potential Floor Mat Interference with Accelerator Pedal (June 2010)

Toyota is now launching Phase 7 of Safety Recall 90L on 2009 through certain 2010 Corolla and Matrix vehicles for potential floor mat interference with the accelerator pedal.

Cutting Template (Color: Silver) * Application: DENSO Pedal	Shape Gauge (Color: Silver) * Application: Both CTS and Denso Pedals	Cutting Template (Color: White) * Application: CTS Pedal	Tibia Pad Cutting Template **
 <p>Stamping : ES / CM-DN</p>	 <p>Stamping: ES / AV-CM</p>	 <p>Stamping: AV / CM-CTS</p>	
<p>NOTE: Some templates and shape gauges of this design may not contain the stampings.</p>			

- * DENSO and CTS cutting template(s) and shape gauge(s) were provided to each dealership during phase 1 and 2 respectively (Camry) of this Safety Recall.
- ** A tibia pad cutting template and air saw will be provided to each dealership in early June 2010.

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	Early June 2010 [‡]	Early June 2010 [‡]
	TBD	2005 – 2010 Tacoma, 2007 – 2010 Camry (Sport Pedal) 2009 – 2010 Venza	June 2010 [‡]	June 2010 [‡]

[‡]Tentative

Safety Recall Remedy for Corolla and Matrix 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 both the rigid plastic accelerator pedal and the floor surface in the driver's foot-well.
- 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 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 owner notification phase of the Safety Recall and your degree of involvement.

1. Owner Notification Letter Mailing Date

The Corolla and Matrix owner notification will commence in mid-June 2010.

This Safety Recall will be launched in phases.

If your dealership is contacted by an owner of a Corolla or Matrix 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. Vehicles in Dealer Stock

- As required by Federal law, dealers are not to deliver any new vehicles in their inventory which are involved in a safety recall unless the defect has been remedied. However, because this defect does not exist in vehicles in which the driver's side floor mat is compatible with the vehicle and properly secured, you may sell new vehicles that have not received the full remedy if you assure the driver's position floor mat is semi-permanently secured or place the front driver's and passenger's floor mats in the trunk on any vehicles in stock prior to sale or lease. Vehicle Safety Recall completion can be verified through TIS.
- *In order to assure established customers receive priority for the Safety Recall, we request that this remedy be performed on in-stock Corolla and Matrix vehicles just prior to vehicle delivery when possible.*

3. Dealer Summary Reports

For your reference, the following summary reports will be included with the Service and Parts Manager package:

- The number of involved vehicles in your dealership's primary marketing area for this phase.

4. Number and Identification of Involved Vehicles

There are approximately 673,000 Corolla (2009 through certain 2010 model year) and approximately 72,000 Matrix (2009 through certain 2010 model year) vehicles involved in Phase 7 of this Safety Recall.

MODEL	WMI	MY	VIN Range	
			VDS	Range
Corolla	1NX	2009	BE40E	Z001001 - Z163790
			BU40E	Z001002 - Z165305
		2010	BE4EE	Z165306 - Z342642
			BU4EE	Z165312 - Z386543
	2T1	2009	BE40E	C001043 - C030479
			BU40E	C001054 - C191051
		2010	BE4EE	C030504 - C042590
			BU4EE	C185955 - C398439
	JTD	2009	BL40E	9013744 - 9095008
				J000111 - J055039
		2010	BU4EE	9093922 - 9108176
				J054618 - J061516
Matrix	2T1	2009	GE40E	C001023 - C005748
			KE40E	C001042 - C030591
			KU40E	C001057 - C191049
			LE40E	C001017 - C011935
		2010	KE4EE	C030606 - C042587
			KU4EE	C191054 - C398418
			LE4EE	C011822 - C017556
			ME4EE	C005690 - C006385

NOTE:

- Not all vehicles in the VIN range are affected by this Safety Recall.
- If your dealership is contacted by an owner of a Corolla or Matrix vehicle who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing the remedy.**
- Dealers should perform the remedy as outlined in the Technical Instructions found on TIS.

5. Parts Ordering

To support customers that have Genuine Toyota Corolla or Matrix All Weather Floor Mats, Toyota will be replacing the customer's existing driver and passenger side front floor mats using the mat set listed on page 4.

The necessary parts can be ordered through your dealership's facing PDC. Please refer to the following table and the Technical Instructions (located on TIS) for part number information.

To ensure that each Toyota Dealer has an adequate supply of service parts to complete customer vehicle repairs based on initial 90L mailing quantities and support repairs on new, pre-owned and TRAC vehicles in dealer inventory, NAPO and CAD have placed Manual Allocation Codes on these part numbers. Maximum quantity percentages will be increased as additional mailers are released. NAPO will release dealer orders as shown in the matrixes below until further notice:

Floor Surface Modification

Model	Part Number	Description	Dir Max Order Qty
Corolla & Matrix	87268-12040	Rubber Seat (Protector)	100

All Weather Floor Mat (AWFM) Replacement

Model	Part Number	Description	Color	Dir Max Order Qty
Corolla	PT908-0200W-02	2-Piece AWFM	Black	5
Matrix – AWD	PT908-1201W-02	2-Piece AWFM	Black	5
Matrix – 2WD	PT908-1200W-02	2-Piece AWFM	Black	5

(Parts Ordering Instructions Continued. . .)

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

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

- To assure the AWFMs are rendered unusable, they should be cut prior to return.
- Floor mats that are not returned will result in the claim being debited.
- If a customer has disposed of their older design Toyota genuine AWFMs, 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 AWFMs for warranty parts recovery.

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the monthly Return Program.

It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

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

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

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

6. Tools and Equipment and Materials

- Corolla and Corolla Matrix vehicles will utilize the same template and gauges that were used for the Camry Pedal modification (Denso & CTS).
- A Corolla/Matrix tibia pad cutting template and air saw* will be provided to each dealership in mid-June 2010.
- In a shipment scheduled to arrive June 9, 2010, your dealership was sent a Corolla/Matrix *tibia pad fixture. This fixture is designed to utilize the reciprocating saw when cutting the tibia pad. When received, the package will have a fluorescent (green, orange, yellow or pink) label like the sample seen below for easy identification.



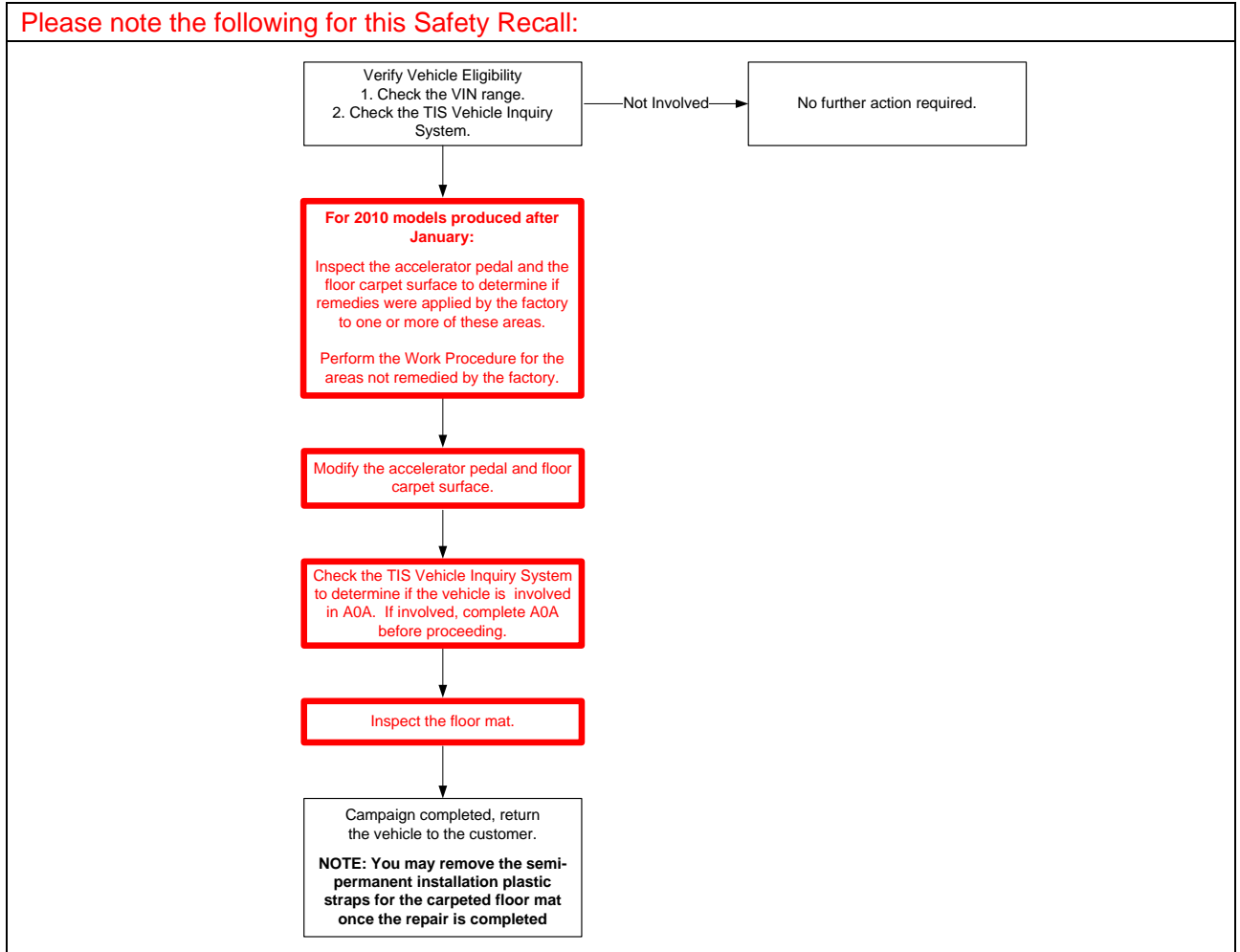
- Your dealership will also need to utilize the required orbital sander and reciprocating saw provided in early February 2010. Additional required tools and equipment are listed in the Technical Instructions found on TIS.

*Both the tibia pad cutting template and the tibia pad fixture are designed for tibia pad modification. Either may be used when modifying the tibia pad. Refer to TIS or your field representative for additional information.

7. Repair Procedures

Refer to TIS for the appropriate Technical Instructions. ***Please verify all applicable Safety Recalls and campaigns have been performed prior to returning the vehicle to the customer.***

8. Warranty Processor Instructions



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

Safety Recall #	Op. Code	Description	Flat Rate Hour
90L Corolla & Matrix	0923C1	1. Accelerator Pedal and Floor Surface Modification 2. Replacement of the All Weather Floor Mat 3. Inspect the front carpet and floor mat and clean them as appropriate.	1.1 hr/vehicle
	0923C2	1. Accelerator Pedal and Floor Surface Modification 2. Inspect the front carpet and floor mat and clean them as appropriate.	1.1 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.

9. Customer Handling

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota’s highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please ensure that all customer contact personnel are aware of this Safety Recall and know how to accurately answer customer’s questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated. In addition, please:

- Encourage owners of 2009 though certain 2010 Corolla and Matrix vehicles who have not yet received the Safety Recall remedy letter to take out any removable driver’s floor mat and NOT replace it with any other floor mat until the safety recall (campaign) remedy has been completed on the vehicle.
- If a customer chooses not to remove the floor mat currently installed in his/her vehicle, they must make sure the floor mats are compatible for their model and model year. Also, they need to be sure they are properly secured using the appropriate retention device (clips). Driver’s floor mats should never be stacked. Consumers should never place any floor mat (aftermarket or not) on top of another driver’s floor mat. Mats should also not be flipped over with the bottom-side up. Information on proper floor mat installation can be found in the January 2010 Sales Hot Sheet and on <http://www.toyota.com/floormats>.
- Assist any customer who asks to verify correct floor mat application and secure installation.
- Advise owners of affected Tacoma vehicles that Toyota is currently developing a Safety Recall remedy. Customers should retain the all weather and/or carpeted driver’s floor mat until the Safety Recall remedy is available.
- It is important that your dealership perform all applicable Safety Recalls, SSC and LSC remedies in a single service visit and correctly submit the associated warranty claims.
- Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).
- If an owner has previously paid for their vehicle’s accelerator pedal to be modified to address this specific condition, they are requested to mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

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

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

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

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

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

Customer’s Name (Printed): _____

Customer’s Signature: _____

Date: _____

(Customer Handling Continued. . .)

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

Although Toyota is making every effort to quickly remedy all vehicles covered by Safety Recall 90L, in rare cases customers may decline the remedy. In these cases, we request you work with the customer following these steps:

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

Service Department:

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

Make sure your delivery process includes:

- Assemble the paperwork and store it in a location that is easy to access
- The customer keys are organized and stored in a secure location
- Staffing allows you to have extra time to review the details of the remedy
- Review the work completed (Pedal and floor surface modification)
- Review any approved customer pay maintenance or repair work performed outside the scope of the recall
- Review the "Customer Health Check" that was performed on their vehicle
- Review any multipoint inspection that was performed with the customer's approval
- Present and explain the "Toyota Owner Card" to the customer
- Review proper floor mat installation utilizing the January 2010 Sales Hot Sheet
- Ask the customer if they have any questions or concerns. If necessary, direct them to the Toyota Customer Experience Center or <http://www.toyota.com/floormats>
- Offer to set the next appointment for scheduled maintenance for customer
- Request the customer's vehicle to be staged for delivery
- Provide the keys to the customer and thank them for their business



To ensure owners retain the newly designed language regarding steps to be taken in the event they experience accelerator interference, please encourage the customer to place their owner letter in the vehicle's owner's manual. If the customer no longer has their letter, please print the attached sample copy and provide it to them.

Note: For dealerships that retain a copy of the customer's owner letter with the repair order, please make a photocopy and return the original to the owner.



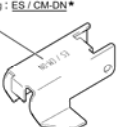

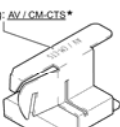



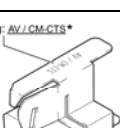


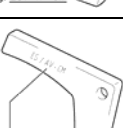
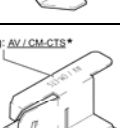

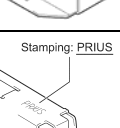
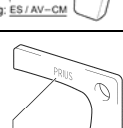
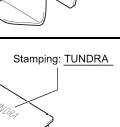
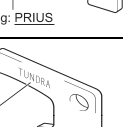
Sales Department:

- Please refer to the Toyota Hot Sheet when answering questions and communicating floor mat installation and maintenance. Customers with other questions should be directed to a knowledgeable person in the service department.

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.

PROCEDURE SUMMARY CHART

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

*Some supplemental templates may not have the stamping.

*Part number is specific to Corolla & Matrix

**2009 Through Certain 2010 Model Year Corolla and Matrix Vehicles
Potential Floor Mat Interference with Accelerator Pedal
Safety Recall Campaign**

Please make an appointment with your local Toyota Dealer to have this important remedy completed.

[VIN]

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect which relates to motor vehicle safety exists in 2009 through certain 2010 model year Corolla and Matrix 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 and the floor surface in the driver's foot-well.
- 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 AWFM's 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 one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until these important remedies are completed, we request that you take out ***any removable*** driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the campaign remedy has been implemented on your vehicle. ***If you have an optional genuine Toyota All Weather Floor Mat, please bring it to the dealership at the time of your remedy.***

In the event you choose not to take out your removable floor mat, Toyota strongly recommends that you ensure that the correct floor mat is being used, that it is properly installed and secured, that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. Please visit <http://www.toyota.com/floormats> for additional information.

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?

Please visit <http://www.toyota.com/floormats> for further information. Your local Toyota dealer will be more than happy to answer any of your questions as well. If you require further assistance, you may contact the **Toyota Customer Experience Center at 1-888-270-9371** Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time. Your satisfaction is extremely important to us. In the event you are not satisfied with the modification of your accelerator pedal after it is completed, a replacement accelerator pedal will be offered. Customers who have had the remedy completed will have the opportunity to receive a new pedal at no charge if desired.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

What if you have previously paid for your vehicle's accelerator pedal or floor surface to be modified to address the same condition described above?

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



**Safety Recall 90L – Phase 7
2009 Through Certain 2010 Corolla and Matrix Vehicles
Potential Floor Mat Interference with Accelerator Pedal Q&A
June 2010**

Toyota is now launching Phase 7 of Safety Recall 90L on 2009 through certain 2010 Corolla and Matrix vehicles for potential floor mat interference with the accelerator pedal.

Q1: What is the condition?

A1: The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. ***Toyota has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.***

Q2: What is Toyota going to do for vehicles affected by Safety Recall 90L?

A2: To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, dealerships are requested to do the following:

- Modify the rigid plastic accelerator pedal and the floor surface in the driver's foot-well.
- If the vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), it must be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFMs for the driver and the front seat passenger positions will be replaced with newly designed mats.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat and clean them as appropriate.

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

Q3: What should owners do until they have the Safety Recall remedy performed?

A3: Toyota has determined that the pedal entrapment can only occur in vehicles where the driver's side floor mat is not compatible with the vehicle and/or not properly secured.

To help reduce the risk of incorrect floor mat installation and/or application, we request that customers take out any **removable** driver's floor mat and NOT replace it with any other floor mat until the Safety 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 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/or application?

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 direct the customer to his/her local Toyota dealership's Parts or Service Department to verify whether the Toyota floor mat is designed specifically for the vehicle and to ensure that it is correctly installed. The floor mat should be removed before driving to the dealership. The dealership will ensure that the vehicle is equipped with the proper floor mat and that it is properly installed. After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

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

A4a: If a customer has disposed of an older design Toyota genuine All Weather Floor Mat (AWFM), he/she may receive the replacement AWFMs 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?

A6: Driver's floor mat interference is possible if the floor mat is incompatible or incorrectly installed. Therefore, consumers need to make sure the floor mats are compatible for his/her model and model year. Also, they need to be sure they are properly secured using the appropriate retention device (clips). Driver's floor mats should never be stacked. Consumers should never place any floor mat, aftermarket or not, on top of another driver's floor mat. Floor mats should also not be flipped over with the bottom-side up.

Q5a: When will Toyota genuine All Weather Floor Mats (AWFM) be available for purchase?

A5a: The newly designed Toyota genuine All Weather Floor Mats (AWFM) will become available for purchase again in a few months. Please check with your Toyota dealership regularly for specific availability dates.

Q6: What if a driver experiences accelerator pedal interference. What should they do?

A6: Should the vehicle continue to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat interference. If this occurs, Toyota recommends the driver take the following actions:

- First, if it is possible and safe to do so, pull-back the floor mat and dislodge it from the accelerator pedal; then pull over and stop the vehicle.
- If the floor mat cannot be dislodged, then firmly and steadily step on the brake pedal with both feet. Do not pump the brake pedal repeatedly as this will increase the effort required to slow the vehicle.
- Shift the transmission gear selector to the Neutral (N) position and use the brakes to make a controlled stop at the side of the road and turn off the engine.
- If unable to put the vehicle in Neutral, turn the engine OFF. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.
 - If the vehicle is equipped with an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.
 - If the vehicle is equipped with a conventional key-ignition, turn the ignition key to the ACC position to turn off the engine. Do NOT remove the key from the ignition as this will lock the steering wheel.

Q7: Are there any other Toyota or Lexus vehicles involved and what is Toyota's timing for announcing the remedy on the affected vehicles?

A7: The following chart illustrates the affected vehicles and the Remedy Launch Date (Additional details will be provided as they become available).

Safety Recall No.	Phase	Model	Launch Day	Owner Letter Start
90L	1	2007 – 2010 Camry/Camry HV (Denso)	02/02/2010	02/16/2010
	2	2007 – 2010 Camry (CTS)	02/04/2010	02/16/2010
	3	2005 – 2010 Avalon (CTS)	02/23/2010	03/01/2010
	4	2008 - 2010 Highlander HV	03/22/2010	03/30/2010
	5	2004 – 2009 Prius	04/12/2010	04/30/2010
	6	2008 - 2010 Highlander (Non-Hybrid), 2007 – 2010 Tundra,	04/16/2010	05/05/2010
	7	2009 - 2010 Corolla, 2009 - 2010 Matrix	Early June 2010	Early June 2010
9LG	TBD	2009 - 2010 Venza 2005 – 2010 Tacoma, 2007 – 2010 Camry (Sport Pedal)	June 2010*	June 2010*
	1	2007 – 2010 Lexus ES	12/21/2009	12/31/2009
	2	2006 – 2010 Lexus IS	4/5/2010	4/23/2010

***Tentative**

Q7a: Will the other Toyota and Lexus vehicles listed in the Consumer Advisory receive the same Safety Recall remedy?

A7a: We are currently in the process of developing the remedies for the remaining vehicles. We will notify owners as soon as the remedy for their vehicle is available.

Q7b: Why aren't all Toyota vehicles listed in the Consumer Advisory receiving the brake override system (BOS)?

A7b: Toyota Hybrid vehicles are equipped with a fuel supply cut feature for Hybrid motor protection that achieves a similar result as the newly designed brake override system. Therefore affected hybrid vehicles will not receive the newly designed BOS.

There are some additional Toyota models that will not receive the BOS. Toyota has determined that the accelerator pedal entrapment can not occur in vehicles where the driver's side floor mat is compatible for the vehicle and properly secured. Additionally, replacement of the older design AWFM with newly designed one and accelerator pedal modification will help reduce the risk of pedal entrapment. This will provide the customer with extra confidence for use of the vehicle. The brake override system does not address the root cause of accelerator pedal entrapment, which is interference between the accelerator pedal and an unsecured and/or incompatible floor mat. This is why the remedy specifically addresses the floor mat and the pedal configuration.

Q7b: What should a customer do if his/her vehicle is involved in this phase of the Safety Recall, but they haven't received his/her owner letter?

A7b: Toyota will begin mailing Safety Recall Notices by first class mail to owners of 2009 through certain 2010 Corolla and Matrix vehicles. The owner letters will be spread over several weeks consistent with parts supply and repair capacity. We ask customers for their patience as we mail the letters.

Until these important remedies are completed, to help reduce the risk of incorrect floor mat installation and/or application, we request that customers take out any **removable** driver's floor mat and NOT replace it with any other floor mat until the Safety Recall (campaign) remedy has been completed on the vehicle. After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

In the event a customer chooses not to take out the removable floor mat, Toyota strongly recommends that the customer ensure that the correct floor mat is being used, that it is properly installed and secured, that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. Please visit <http://www.toyota.com/floormats> for additional information.

Q7c: Do customers need the owner letter to set-up an appointment with his/her Toyota dealership?

A7c: 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.

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/floormats>.

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

A8a: Owners that have previously paid for their vehicle's accelerator pedal and/or floor surface 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 involved 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 evaluate the consumer's complaint.

Q8c: Why aren't other models included in this Safety Recall?

A8c: Other models are not involved in this Safety Recall. Toyota does not have reason to believe that the vehicle's accelerator pedal or floor is configured in a way that creates an unreasonable risk of pedal entrapment. Nevertheless, there is a risk of accelerator pedal entrapment in any vehicle if inappropriate or unsecured floor mats are in use. Please check the driver's side floor area and remove any improperly installed floor mat. Never use an all weather floor mat on top of a removable carpeted mat, never install an all weather floor mat upside down, and never use an all weather floor mat that is incompatible with your vehicle.

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 possible.

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.

Q9c: Will Toyota send another owner letter when the newly designed accelerator pedal becomes available?

A9c: There will not be another owner letter sent when the newly designed accelerator pedal is available. If customers are not satisfied with the appearance of the modified accelerator pedal, we ask that they check with his/her dealership in a few months and to see if the newly designed pedal is available.

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.