

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

Subject: Safety Recall C0E– **Remedy Notice**  
Certain 2009 Model Year Camry & 2009 to Certain 2011 Model Year Venza  
Stop Lamp Switch Replacement

As previously announced on March 7, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2009 Model Year Camry and 2009 to certain 2011 Model Year Venza Vehicles.

***This communication is to inform you that the Safety Recall remedy phase is being launched and Toyota will begin notifying owners of vehicles covered by this Safety Recall.***

### **Background**

During assembly of the contact-type stop lamp switch into the vehicle, silicon grease may have come into contact with the surface of the switch. If the grease reaches the contact surface inside the switch, silica may be generated, and the contact resistance could increase. If this occurs, warning lamps could be illuminated, a no start condition could result, or the shift lever may not shift from the “Park” position. In some cases, the vehicle stop lamps could become inoperative. This could increase the risk of a crash.

### **Remedy**

Any authorized Toyota dealer will replace the Stop Lamp Switch and Retainer at **NO CHARGE** to the vehicle owner.

The following vital information is provided to inform you and your dealers of this campaign and your degree of involvement.

#### **1. Owner Notification Mailing Date**

The owner notification will commence in Mid-April, 2012.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

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

#### **2. New Vehicles in Dealer Stock**

As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

**3. Pre-Owned Vehicles in Dealer Stock**

Toyota requests dealers to conduct the remedy on any pre-owned vehicles in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

**4. Toyota Rent-A-Car (TRAC) Vehicles**

Toyota requests that dealers verify whether their TRAC vehicles are covered by Safety Recall C0E. If a vehicle is covered, please perform the Safety Recall prior to renting the vehicle to a customer.

**5. Dealer Summary Reports**

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

**6. Number and Identification of Covered Vehicles**

There are approximately 70,500 (Certain 2009 Model Year) Camry and 116,000 (2009 to Certain 2011 Model Year) Venza vehicles covered by this Safety Recall.

Model	Model Year	Production Period	Number of Vehicles (Approx.)
Camry	Certain 2009	July 2008 to February, 2009	70,500
Venza	2009 to Certain 2011	October, 2008 (SOP) to January, 2011	116,000

Model	WMI	MY	VDS	Start	Finish
Venza	4T3	2009	BE11A	U001018	U009389
			BK11A	U001045	U026374
			ZE11A	U001029	U020244
			ZK11A	U001029	U020296
		2010	BA3BB	U009065	U019121
			BK3BB	U025478	U045730
			ZA3BB	U019545	U038691
			ZK3BB	U019725	U034612
		2011	BA3BB	U018874	U020922
			BK3BB	U041957	U048975
			ZA3BB	U038119	U041771
			ZK3BB	U034172	U036879

Model	WMI	MY	VDS	Start	Finish
Camry	4T1	2009	BE46K	U851890	U920754
			BK46K	U590660	U596728

If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO
AK	330
AL	3,632
AR	1,922
AZ	3,852
CA	21,424
CO	2,141
CT	2,103
DC	252
DE	686
FL	16,502
GA	6,809

STATE	UIO
HI	583
IA	1,482
ID	581
IL	5,812
IN	2,148
KS	1,271
KY	2,178
LA	3,771
MA	5,408
MD	5,313
ME	649

STATE	UIO
MI	2,043
MN	2,181
MO	2,147
MS	1,806
MT	482
NC	7,078
ND	383
NE	668
NH	1,096
NJ	8,080
NM	955

STATE	UIO
NV	1,886
NY	12,707
OH	4,834
OK	1,667
OR	1,726
PA	7,634
RI	762
SC	3,523
SD	315
TN	2,374
TX	16,048

STATE	UIO
UT	1,114
VA	5,958
VT	405
WA	2,800
WI	2,090
WV	914
WY	253

**7. Remedy Procedures**

For repair information please refer to the Technical Instructions found on TIS.

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

**8. Parts Ordering Process (Dealer Ordering Solutions)**

Orders can be placed through the dealership’s facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Model Application	Part No.	Part Name	Qty/Unit
All	04002-09104	Stop Lamp Switch Kit	1

**IMPORTANT PARTS ORDERING UPDATE**

*Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

# TOYOTA

## Parts Allocation Report

99999  
SAMPLE TOYOTA of NOWHERE

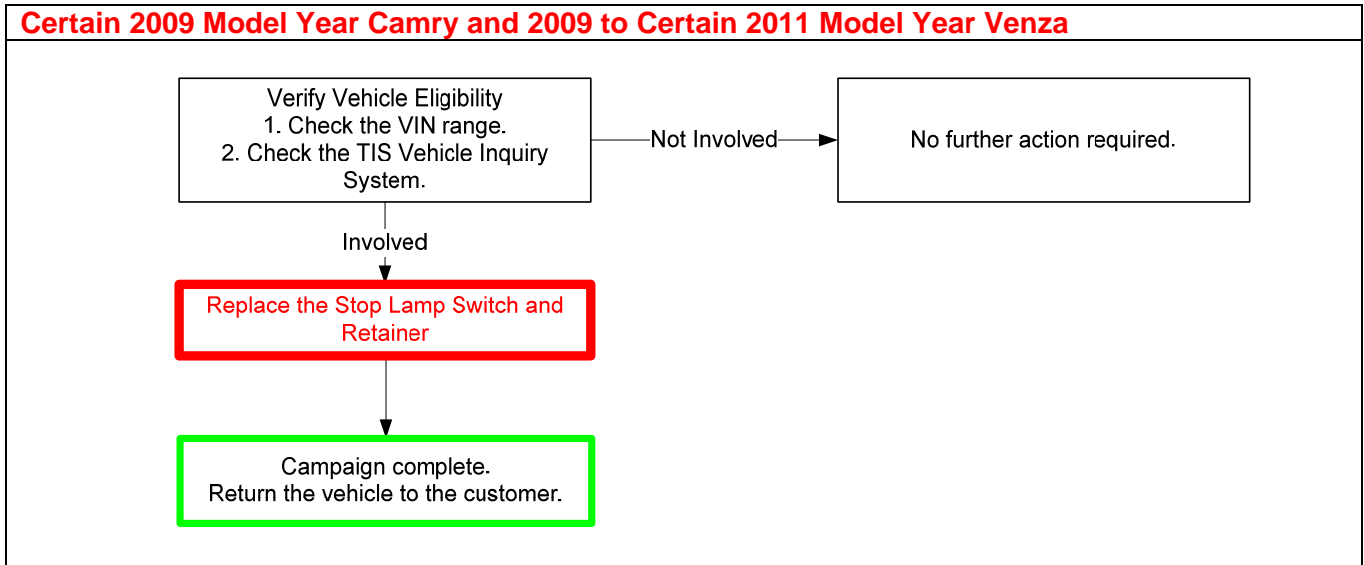
The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

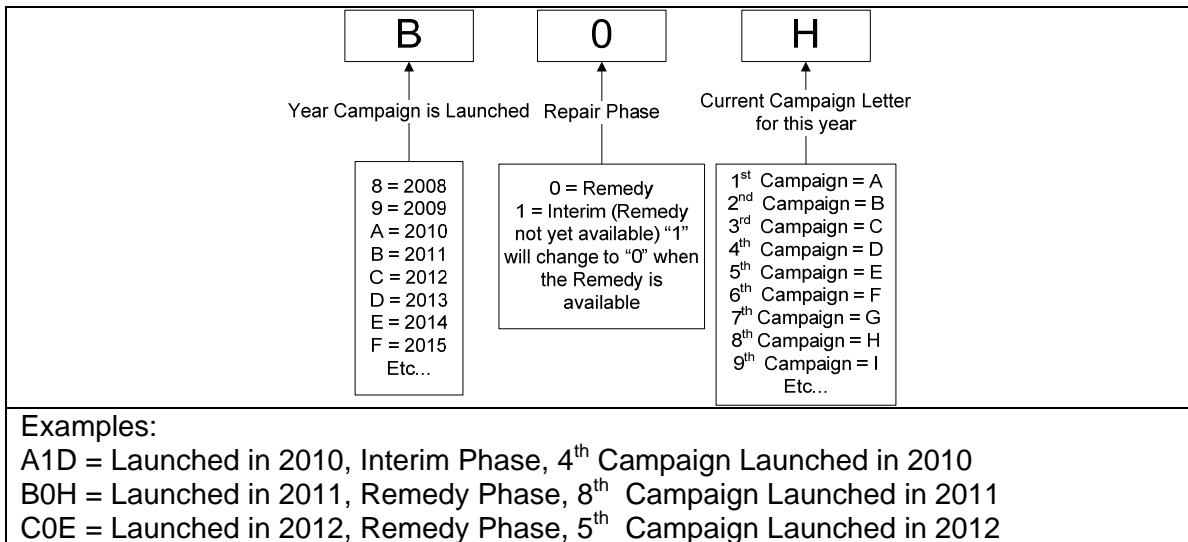
**9. Warranty Processor Instructions**



Safety Recall	Model	Op. Code	Description	Flat Rate Hour
C0E	Camry	2530B1	Replace Stop Lamp Switch and Retainer	0.5 hr/vehicle
	Venza	2530B2	Replace Stop Lamp Switch and Retainer	0.3 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**Campaign Designation Decoder**



**10. 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.

## **11. Customer Contacts**

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 welcome them to your dealership and answer any questions 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).

## **12. Media Contacts**

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.

***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media representatives.)

***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.



**Safety Recall C0E – Remedy Phase**  
**Certain 2009 Model Year Toyota Camry &**  
**2009 to Certain 2011 Model Year Venza**  
**Stop Lamp Switch Replacement – Q&A**

**Background**

On March 7, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2009 Model Year Camry and 2009 to certain 2011 Model Year Venza Vehicles.

**Toyota has completed parts preparations and will now begin mailing remedy owner letters.**

**Q1: What is the condition?**

A1: During assembly of the contact-type stop lamp switch into the vehicle, silicon grease may have come into contact with the surface of the switch. If the grease reaches the contact surface inside the switch, silica may be generated, and the contact resistance could increase. If this occurs, warning lamps could be illuminated, a no start condition could result, or the shift lever may not shift from the “Park” position. In some cases, the vehicle stop lamps could become inoperative. This could increase the risk of a crash.

**Q1a: What is the function of the Stop Lamp Switch?**

A1a: The Stop Lamp Switch provides a signal to the vehicle’s Electronic Control Unit that indicates the brake pedal has been depressed and illuminates the vehicle stop lamps.

**Q2: Are there any warnings that this condition has occurred?**

A2: If this condition has occurred, the warning lamps may illuminate.

**Q3: What is Toyota going to do?**

A3: Any authorized Toyota dealer will replace the stop lamp switch and retainer at **NO CHARGE** to the vehicle owner.

**Q4: Which and how many vehicles are covered by this Safety Recall?**

A4: There are approximately 70,500 Camry and 116,000 Venza vehicles covered by this Safety Recall in the U.S.

<b>Model Name</b>	<b>Model Year</b>	<b>Production Period</b>	<b>Number of Vehicles (Approx.)</b>
Camry	Certain 2009	July 2008 to February, 2009	70,500
Venza	2009 to Certain 2011	October, 2008 (SOP) to January, 2011	116,000

**Q4a: Are there any other Toyota or Lexus vehicles covered?**

A4a: No, this condition only affects certain 2009 Model Year Camry and 2009 to certain 2011 Model Year Venza vehicles.

**Q4b: Are all Camry vehicles covered by this Safety Recall?**

A4b: No. The potential exposure of the Stop Lamp Switch to silicon grease only occurred on one production line at the vehicle assembly plant.

**Q4c: Why are other Toyota vehicles not covered by this Safety Recall.**

A4c: The potential exposure of the Stop Lamp Switch to silicon grease only occurred on one production line at the vehicle assembly plant and only affects contact-type switches.

**Q5: Have there been any accidents or injuries reported?**

A5: Toyota is not aware of any accidents or injuries related to inoperative vehicle stop lamps.

**Q6: How long will the repair take?**

A6: The repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What if a customer has previously paid for repairs to his/her vehicle for this condition?**

A7: Owners are requested to refer to the remedy owner letter for instructions to request reimbursement for previous repair costs.

**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 Time.

**Certain 2009 Model Year Camry Vehicles**  
**Stop Lamp Switch Replacement**  
**SAFETY RECALL NOTICE**

[VIN]

Dear Toyota Customer:

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 certain 2009 Model Year Camry vehicles.

**What is the condition?**

Due to a production process change, on one of three assembly lines, a part in your vehicle called the stop lamp switch may not work properly. This could cause warning lamps on the dash to come ON. Your vehicle may not start or the shift lever may not shift from "Park". In some cases the rear stop lamps may not come on; this could increase the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace the stop lamp switch at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

Please contact any authorized Toyota dealer and make an appointment to have the stop lamp switch replaced as soon as possible.

The replacement of the stop lamp switch will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.**

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

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions.*** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

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 Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, 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, WC 10  
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 lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



**2009 to Certain 2011 Model Year Venza Vehicles**  
**Stop Lamp Switch Replacement**  
**SAFETY RECALL NOTICE**

[VIN]

Dear Toyota Customer:

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 to Certain 2011 Model Year Venza vehicles.

**What is the condition?**

Due to a production process change a part in your vehicle called the stop lamp switch may not work properly. This could cause warning lamps on the dash to come ON. Your vehicle may not start or the shift lever may not shift from "Park". In some cases the rear stop lamps may not come on; this could increase the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace the stop lamp switch at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

Please contact any authorized Toyota dealer and make an appointment to have the stop lamp switch replaced as soon as possible.

The replacement of the stop lamp switch will take approximately 15 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.**

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