

DEALER OPERATIONAL INFORMATION FOR 'STICKY ACCELERATOR PEDAL' RECALL

As of January 28, 2010

On January 21, 2010, 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 accelerator pedal assemblies. On Tuesday, January 26, 2010, Toyota announced a stop delivery action for the affected models as well as a suspension of production at several involved North American assembly plants. This action is separate from the on-going recall of approximately 5.3 million Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incompatible or out of place accessory floor mats.

The involved vehicles can be identified by the accelerator pedal; only vehicles equipped with CTS accelerator pedals ("CTS pedals") are involved.

- Certain 2009-2010 RAV4*
- Certain 2009-2010 Corolla*
- 2009-2010 Matrix
- 2005-2010 Avalon
- Certain 2007-2010 Camry* except hybrid models
- Certain 2010 Highlander* except hybrid models
- 2007-2010 Tundra
- 2008-2010 Sequoia

* Refer to the application chart and illustrations on TIS

NOTE:

- RAV4 equipped with Denso pedals are not part of this stop delivery action and may be retailed.
- Corolla, Highlander and Camrys equipped with Denso pedals are not part of **this** stop delivery action. However, these vehicles are subject to Recall 90L, Potential Floor Mat Interference with Accelerator Pedal. They may be retailed provided that if sold with floor mats, the mats must be semi-permanently secured or remain in the vehicle trunk until the applicable phase of 90L is launched and the remedy is completed on the vehicle. If the floor mat is placed in the trunk, the customer must be advised of the Consumer Safety Advisory.

WARNING: To effectively manage this safety recall and the corresponding pedal assembly by VIN, do not swap CTS pedals with Denso pedals for in-stock units. We would like to also remind dealerships that Federal law prohibits the usage of recalled parts in vehicles. **DO NOT INTERCHANGE DENSO AND CTS PEDALS IN VEHICLES.**

Recently-built North American units in transit to your dealership may have either a pre-modification or remedied pedal assembly. Those with the remedied pedal assembly can be identified by the presence of a white dot at the upper end of the accelerator arm and may be retailed.

These vehicles **ARE NOT** affected by the CTS Accelerator Pedal stop delivery action and may be retailed:

- 2010 Prius
- 2004 – 2009 Prius*
- Tacoma*
- Venza*
- Sienna
- Solara
- Yaris
- 4Runner
- FJ Cruiser
- Land Cruiser

* These vehicles are subject to Recall 90L and if sold with floor mats, the mats must be semi-permanently secured or placed in the vehicle trunk until the applicable phase of 90L is launched and the remedy is completed on the vehicle. If the floor mat is placed in the trunk, the customer must be advised of the Consumer Safety Advisory.

No Lexus or Scion vehicles are involved

1. ***Are used vehicles in dealer's inventory, including TCUV a part of this stop delivery?***

As required by Federal law, dealers are not to deliver any new vehicle in their inventory which is involved in this safety recall until the necessary remedy has been performed.

Toyota also recommends that any included model lines in the dealer's used and TCUV inventory be part of this stop delivery and be withheld from retail until an appropriate remedy is available.

2. ***How should TRAC vehicles be treated?***

Toyota recommends that any included model lines in the dealer's TRAC fleet immediately be withdrawn from service until an appropriate remedy is available. Please refer to the recent communication from the TMS TRAC Department regarding placement of new/additional units into TRAC service.

3. ***What should the dealership do if a customer states they have experienced the sticky pedal condition on an affected model?***

If the customer has presented the vehicle at the dealership, open a repair order that accurately documents the customer's concerns and contact your DSPM to discuss, on a case by case basis, placing the customer in an appropriate non-involved Toyota or other rental vehicle until a remedy is available.

If the customer is calling and states that he/she has experienced the condition, make arrangements for towing of the vehicle to the appropriate dealership and contact your DSPM to discuss, on a case by case basis, placing the customer in an appropriate non-involved Toyota or other rental vehicle until a remedy is available. If approved, please open a repair order that accurately documents the customer's concerns and begins to track the duration of the rental vehicle.

4. ***What should the dealership do if a customer calls or presents an involved or non-involved vehicle and states that he/she is not comfortable driving the vehicle.***

First confirm that the vehicle is involved in the recall. Refer to the affected vehicle chart and pedal identification instructions found on TIS. Reassure the customer that the condition is rare and generally does not occur suddenly. It generally seems to occur when the pedal mechanism becomes worn and, in certain conditions, the accelerator pedal may become harder to depress, slower to return or, in the worst case, stuck in a partially depressed position.

If after discussion with the customer, he/she still has questions or concerns that have not been addressed, please contact the Toyota Customer Experience Center on the customer's behalf for additional information and instructions at 1-800-331-4331.

NOTE: The warranty department will provide separate instructions for claims submission regarding customer reassurance, towing and rental.

5. ***Toyota has two recalls related to accelerator pedals or floor mat entrapment. How can I tell which vehicles are involved in which recall.***

<u>Year/Model</u>	<u>Included in 90L</u>	<u>Included in CTS Accelerator Pedal Recall</u>
2005-2010 Avalon	All units	NAP CTS pedal equipped
2007-2010 Camry	All units	NAP CTS pedal equipped
2009-2010 Corolla	All units	NAP CTS pedal equipped
2008-2009 Highlander	All units	None
2010 Highlander	All Units	NAP CTS pedal equipped
2009-2010 Matrix	All units	NAP CTS pedal equipped
2004-2009 Prius	All units	None
2010 Prius	None	None
2009-2010 RAV4	None	NAP CTS pedal equipped
2008-2010 Sequoia	None	NAP CTS pedal equipped
2005-2010 Tacoma	All Units	None
2007-2010 Tundra	All units	NAP CTS pedal equipped
2009-2010 Venza	All Units	None

NOTE: Always refer to the application chart and illustrations on TIS to identify NAP (North American Production) CTS pedals.

FREQUENTLY ASKED QUESTIONS FOR USE WITH CUSTOMERS

As of January 28, 2010

1. *What is the condition that has prompted Toyota to take this action?*

In rare instances, there is a possibility that CTS accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position.

2. *What is the likelihood that my vehicle will experience this condition?*

The condition is rare and generally does not occur suddenly. It seems to occur when the pedal mechanism becomes worn and, in certain conditions, the accelerator pedal may become harder to depress, slower to return or, in the worst case, stuck in a partially depressed position.

3. *Are you continuing to investigate other models?*

Toyota is confident that all models that contain the potentially sticking pedals have been identified.

4. *Why has Toyota stopped selling the affected vehicles?*

Until Toyota has remedied the potential for sticking accelerator pedals, a sales suspension of vehicles with the CTS pedals is required by Federal law .

5. *How long will this stop sale be in effect?*

This stop sales/delivery action will only be in place until Toyota is able to provide service repair parts and instructions to dealers so that they can remedy their involved vehicles. Involved vehicles may be made available for retail sale as soon as they are repaired, as long as the vehicle also meets the requirements of recall 90L if applicable.

6. *When do you expect to have a remedy?*

We believe that a remedy may be announced as early as next week and that the necessary parts and instructions will become available later in the month of February.

7. *What options are you exploring for a remedy?*

We are reviewing a number of different options, but are aiming for a simple repair which does not require disassembly of the accelerator pedal unit.

8. *What should I do if I believe my vehicle is affected by this condition, i.e. I have noticed that my accelerator pedal is hard to depress, slow to return or is not smooth during operation. What should I do?*

You should bring the vehicle to a stop at the nearest safe location and shut off the engine. Then contact any Toyota dealer for assistance.

9. What if you experience a sticking accelerator pedal while driving?

Each circumstance may vary, and drivers must use their best judgment, but Toyota recommends taking one of the following actions:

- If you need to stop immediately, the vehicle can be controlled by stepping on the brake pedal with both feet using firm and steady pressure. Do not pump the brake pedal as it will deplete the vacuum utilized for the power brake assist.
- 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.

10. If I am an owner of one of the affected vehicles, what action do I need to take?

Toyota is working quickly to develop a remedy for this potential condition and will issue owner notifications in the future. No action is required at this time unless you feel you are experiencing this condition. If you are experiencing this condition, immediately contact your nearest Toyota Dealer for assistance.

11. Toyota stated that this did not affect new/low mileage vehicles, has the situation changed?

Generally that seems to be the case; however, the law requires that the entire universe of new vehicles identified in our recall notice must be included in the stop sale.

12. Why are you stopping production at your factories?

Beginning on February 1, 2010 production is being temporarily suspended at five North American production facilities to assess and coordinate activities related to the recall announced on January 21. This also allows us to expedite customer repairs by diverting parts, originally slated for production vehicles, to dealerships for their use in remedying this condition in customer vehicles.

13. What should I do if I still have questions or concerns?

If you still have questions or concerns that have not been addressed here, please contact the Toyota Customer Experience Center at 1-800-331-4331.

The Toyota Customer Experience Center hours are:

Mon - Fri, 5:00 am - 6:00 pm PST

Sat, 7:00 am - 4:00 pm PST

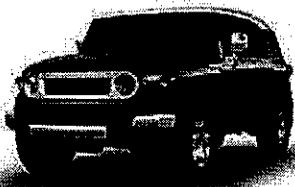
4RUNNER



LAND CRUISER



FJ CRUISER



PRIUS*



tC



xB



xD



TOYOTA TACOMA*



SIENNA



YARIS



CAMRY*



Please note, Camry Hybrid vehicles may be released from dealer stock.

RAV4



COROLLA*



HIGHLANDER*



VENZA*



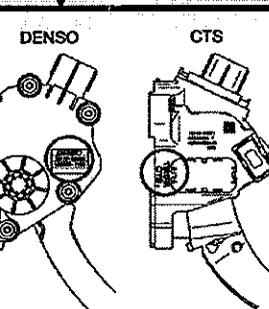
Does the VIN begin with a "JT"?

YES

Vehicle can be released from dealer stock.

NO

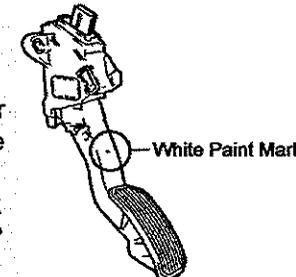
Verify if the accelerator pedal is a DENSO or CTS as shown.



DENSO

YES

Does the CTS accelerator pedal have a white paint mark as shown?



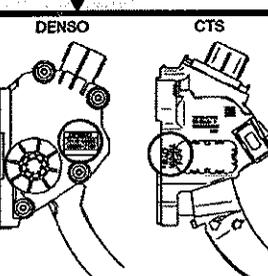
NO

HOLD

Does the VIN begin with a "JT"?

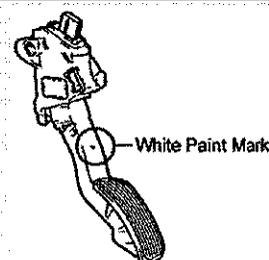
NO

Verify if the accelerator pedal is a DENSO or CTS as shown.



YES

Does the CTS accelerator pedal have a white paint mark as shown?



NO

HOLD

Verify the driver's floor mat is installed using the Plastic Fasteners (Swiftach®) installed at the VDC.



Plastic Fasteners Already installed

Vehicle can be released from dealer stock.

Plastic Fasteners not installed

Install Self Locking Nylon Tie-Wraps

Verify the driver's floor mat is installed using the Plastic Fasteners (Swiftach®) installed at the VDC.



Plastic Fasteners Already installed

Vehicle can be released from dealer stock.

Plastic Fasteners not installed

Install Self Locking Nylon Tie-Wraps

Wayne Hutchinson / TMS Toyota Customer Services
Quality Compliance
February 2, 2010
Approved By: Bob Waltz

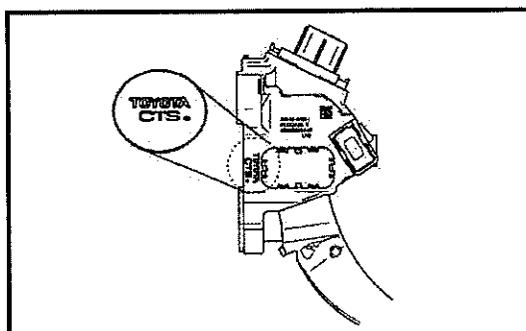
To: All Toyota Dealers
From: Toyota Customer Services

**Safety Recall A0A - Vehicles Equipped with Accelerator Pedals Manufactured by CTS Corporation
Accelerator Pedal Reinforcement Bar Installation
*****URGENT*******

On January 21, 2010, 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 vehicles equipped with certain accelerator pedal assemblies manufactured by the CTS Corporation (CTS accelerator pedals). This action is separate from the on-going recall (SSC 90L) of approximately 4.2 million Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incorrect or out of place accessory floor mats.

Background

There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.



Remedy

Toyota dealers are requested to install a precision-cut steel reinforcement bar ("reinforcement bar") that will increase the clearance in between the internal mechanisms in the pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The safety recall remedy will be performed at **no charge** to the vehicle owner.

Affected Vehicles

- There are approximately 2.23 million vehicles involved in the U.S.

Affected Vehicles	UIO
2005 - 2010 Model Year Avalon	330,000
2007 - 2010 Model Year Camry*	786,000
2009 - 2010 Model Year Corolla	487,000
2010 Model Year Highlander*	20,000

Affected Vehicles	UIO
2009 - 2010 Model Year Matrix	75,000
2009 - 2010 Model Year RAV4	53,000
2007 - 2010 Model Year Tundra	426,000
2008 - 2010 Model Year Sequoia	50,000

**Camry Hybrid and Highlander Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, it does not require the installation of an accelerator pedal reinforcement bar.*

- The following Safety Recall A0A Summary Reports will be provided shortly. We apologize for the delay in sending these reports to your dealership:
 - The number of involved vehicles in your dealership's primary marketing area for this phase.
 - The suggested initial parts order quantities for this phase.
 - A VIN List containing vehicles in dealer stock.

Status

- To support the repair of customer vehicles, the North American Parts Operation (NAPO) will initially allocate reinforcement bars to all Toyota dealerships starting February 3, 2010. Initial allocation is based on the dealer's estimated UIO and the most commonly required reinforcement bar size. Please refer to the Dealer Letter available on TIS.
- Owners letters will begin mailing by first class mail starting Friday, February 5, 2010.

Wayne Hutchinson / TMS Toyota Customer Services
Quality Compliance
February 2, 2010
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

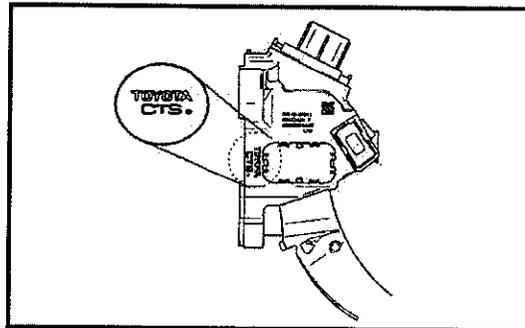
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Background

There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.



Remedy

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Affected Vehicles	UIO
2009 - 2010 Model Year Matrix	75,000
2009 - 2010 Model Year RAV4	53,000
2007 - 2010 Model Year Tundra	426,000
2008 - 2010 Model Year Sequoia	50,000

*Camry Hybrid and Highlander Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, it does not require the installation of an accelerator pedal reinforcement bar.

- The following Safety Recall A0A Summary Reports will be provided shortly. We apologize for the delay in sending these reports to your dealership:
 - The number of involved vehicles in your dealership's primary marketing area for this phase.
 - The suggested initial parts order quantities for this phase.
 - A VIN List containing vehicles in dealer stock.

Status

- To support the repair of customer vehicles, the North American Parts Operation (NAPO) will initially allocate reinforcement bars to all Toyota dealerships starting February 3, 2010. Initial allocation is based on the dealer's estimated UIO and the most commonly required reinforcement bar size. Please refer to the Dealer Letter available on TIS.
- Owners letters will begin mailing by first class mail starting Friday, February 5, 2010.

Media Contacts

- ***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 or John Hanson (310) 468-4718, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

Thank you for your cooperation.



Safety Recall A0A - Accelerator Pedal Reinforcement Bar Installation Q&A

Q1: What is the condition?

A1: There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position.

Q2: What is the cause of this condition?

A2: Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

Q2a: Why does this condition only affect certain Toyota models?

A2a: Toyota equips its vehicles with accelerator pedals manufactured by multiple suppliers. Only vehicles equipped with accelerator pedals produced by a specific supplier are affected.

Q3: Are there any warnings that this condition exists?

A3: Gradually over a period of time, the driver may notice that the accelerator pedal is harder to depress or is slow to return. In some cases, the driver may notice a rough or chattered feeling when depressing/releasing the accelerator pedal.

Q4: Which and how many vehicles are involved?

A4: There are approximately 2.3 million vehicles involved in the U.S.

Model Year	Model	Approx UIO
2005 - 2010	Avalon	330,000
2007 - 2010	Camry*	813,000
2009 - 2010	Corolla	487,000
2010	Highlander*	20,000
2009 - 2010	Matrix	75,000
2009 - 2010	RAV4	53,000
2008 - 2010	Sequoia	50,000
2007 - 2010	Tundra	426,000

*Camry Hybrid and Highlander Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, it does not require the installation of the reinforcement bar.

Q4a: What is the cost of this Safety Recall?

A4a: Toyota does not release cost information regarding its programs.

Q4b: Why are some vehicles that fall within the model and model year listed above not affected?

A4b: Toyota has isolated this condition to a specific supplier. Multiple suppliers may be utilized to furnish the accelerator pedal on a given model.

Q5: Are there any other Toyota or Lexus vehicles involved?

A5: No, this specific condition only affects the above vehicles.

Q6: How many incidents of this condition have been reported?

A6: The number of incidents is still under investigation.

Q7: Have there been any accidents reported?

A7: The number of accidents is still under investigation.

Q8: What is Toyota going to do?

A8: Any Toyota dealer will install a reinforcement bar that will increase the clearance in-between the internal mechanisms in the accelerator pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The campaign remedy will be performed at **no charge** to the vehicle owner.

Q8a: How will the accelerator pedal feel once the accelerator reinforcement plate is installed?

A8a: Customers will not notice a difference in the feel of the accelerator pedal. Any local Toyota dealer will be more than happy to go over the entire repair with the customer.

Q8b: When will the remedy for floor mat interference with the accelerator pedal be available?

Q8b: Toyota has developed the remedy for floor mat interference with the accelerator on the following vehicles (Refer to SSC 90L Phase 1 and Phase 2 for additional details):

- 2007 – 2010 Camry & Camry Hybrid

Toyota is currently in the process of developing a remedy for floor mat interference with the accelerator pedal on the following models and will notify owners as soon as it is available.

- 2005 – 2010 Avalon
- 2009 – 2010 Corolla
- 2008 – 2010 Highlander & Highlander Hybrid
- 2009 – 2010 Matrix
- 2004 – 2009 Prius
- 2005 – 2010 Tacoma
- 2007 – 2010 Tundra
- 2009 – 2010 Venza

Lexus has developed and launched the remedy for 2007 – 2010 ES. Lexus is currently developing a remedy for the 2006 – 2010 IS.

It is important to note that the floor mat interference with the accelerator pedal campaign is separate and independent from the accelerator pedal reinforcement campaign.

Q9: How long will the repair take?

A9: The remedy 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.

Q10: What should customers do if his/her vehicle is involved in this campaign but so far, have not experienced this condition?

A10: This condition is rare. However, if you have any concerns please contact your nearest Toyota Dealer for assistance.

Q11: What if the customer has noticed that his/her accelerator pedal is hard to depress, slow to return or is unsmooth during operation. What should he/she do?

A11: The customer is requested to immediately contact his/her nearest Toyota Dealer for assistance. The Toyota dealer will evaluate the customer's complaint.

Q12: What if the customer experiences a sticking accelerator pedal while driving?

A12: Each circumstance may vary, and drivers must use their best judgment, but Toyota is providing the following instructions.

- If you need to stop immediately, the vehicle can be controlled by stepping on the brake pedal with both feet using firm and steady pressure. Do not pump the brake pedal as it will deplete the vacuum utilized for the power brake assist.
- 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.

In the event that a driver experiences an accelerator pedal that sticks in a partial open throttle position or returns slowly to idle position, the vehicle can be controlled with firm and steady application of the brakes. The brakes should not be pumped repeatedly because it could deplete vacuum assist, requiring stronger brake pedal pressure. The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance.

Q13: What if a customer has previously paid for repairs to address the same condition described above?

A13: Owners that have previously paid for accelerator pedal repairs to address the same condition described above, the customer should mail a copy of his/her 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

Q14: What should an owner do if they have immediate concerns about their vehicle?

A14: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair. Owners may also contact the Toyota Customer Experience Center (1-800-331-4331).

TOYOTA CUSTOMER SERVICES

Volume: XVI
Number: TC10-005
Date: 02/11/2010
 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

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

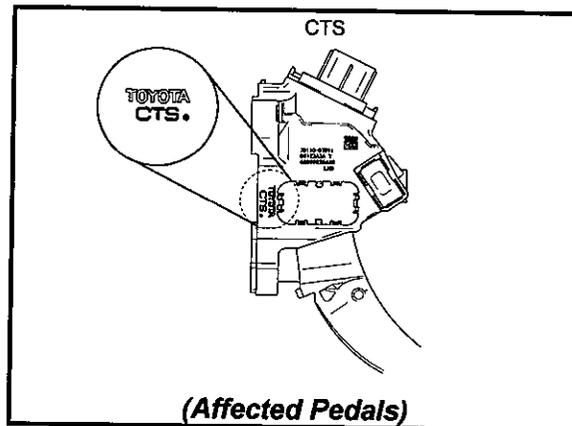
Subject: Safety Recall (Special Service Campaign) – A0A
Accelerator Pedal Reinforcement Bar Campaign
Vehicles Equipped with Accelerator Pedals Manufactured by CTS Corporation

On January 21, 2010, 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 vehicles equipped with certain accelerator pedal assemblies manufactured by the CTS Corporation (CTS accelerator pedals). This action is separate from the on-going recall (SSC 90L) of approximately 4.2 million Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incorrect or out of place accessory floor mats.

Background

There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

Toyota dealers are requested to install a precision-cut steel reinforcement bar ("reinforcement bar") that will increase the clearance in between the internal mechanisms in the pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The safety recall remedy will be performed at **no charge** to the vehicle owner.



Note:

- **The manufacturer name is embossed (CTS) on the upper sensor housing on the brake pedal side.**
- **This safety campaign addresses the potential for a CTS accelerator pedal to mechanically stick in a partially depressed position or return slowly to the idle position.**
- **This condition is separate from the (DIR) filed in early October, 2009, in reference to the potential for an incorrect or improperly installed floor mat to interfere with the accelerator pedal.**

The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in early February, 2010.

2. **Owner Notification Mailing Date**

The owner notification will begin in early February, 2010.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct the dealer to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

3. **Number of Vehicles Involved**

There are approximately 2.23 million Toyota vehicles equipped with a CTS pedal in the U.S.

4. **Parts Ordering**

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

To support the repair of customer vehicles the North American Parts Operation (NAPO) will initially allocate reinforcement bars to all Toyota dealerships from their facing parts distribution centers (PDC) starting February 3, 2010. All part numbers will be on manual allocation until further notice.

The initial quantities were determined based on the following:

- Size estimation required for the repair – Low/Medium/ High.
- Dealership's estimated UIO by affected model.

Each dealership will be sent a minimum of one 10 piece bag for each of the reinforcement bar part numbers.

Any questions, request or concerns regarding the initial allocation of parts should be directed to Sal Berardesco in Toyota Dealer Operation at (310) 468-9060. Mr. Berardesco will coordinate all field requests with NAPO procurement.

Accelerator Pedal Reinforcement Bar

Model	Part Number	Part Name and Size	Repair Volume Estimate By Size
All Applicable Models	78112-07010*	Accelerator Pedal Reinforcement Bar Size: 1.4 mm	Low
	78112-07020*	Accelerator Pedal Reinforcement Bar Size: 1.6 mm	Low
	78112-07030*	Accelerator Pedal Reinforcement Bar Size: 1.8 mm	High
	78112-07040*	Accelerator Pedal Reinforcement Bar Size: 2.0 mm	High
	78112-07050*	Accelerator Pedal Reinforcement Bar Size: 2.3 mm	High
	78112-07060*	Accelerator Pedal Reinforcement Bar Size: 2.6 mm	Medium
	78112-07070*	Accelerator Pedal Reinforcement Bar Size: 2.9 mm	Medium

* One unit order = 10 piece bag.

NOTE: To determine the correct size of accelerator pedal reinforcement bar needed, refer to the Technical Instructions located on TIS.

(Parts Ordering Continued. . .)

In the event the accelerator link arm support cover (thin metal cover on the back of the accelerator pedal) is damaged during the repair, please utilize the part number listed below.

Model	Part Number	Part Name	Qty/Unit
All Applicable Models	78211-07010	Accelerator Link Arm Support Cover	1

5. Region/District Summary Reports

For your reference, the following summary reports are included for the CSOM and Director of Service:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- District Summary Report that indicates the number of involved vehicles registered in each dealership's primary marketing area for this Safety Recall.
- **Dealer Reports will no longer contain a PMA VIN list.** However, they will contain the number of involved vehicles registered in each dealership's primary marketing area and initial suggested parts order quantities, where applicable.

Enclosed:

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

J. Beseda	W. Fay	K. Kusakawa	J. Stempkowski
G. Borst	N. Fein	M. Michels	S. Sugawara
R. Broughman	F. Fontanella	T. Morrison	M. Templin
G. Bryan	H. Fukui	T. Nakagami	J. Tetherow
W. Burns	S. Haag	D. Pettitt	P. Uribe
D. Camden	J. Hanson	R. Pflughaupt	K. Ura
B. Carter	K. Higgins	C. Reynolds	A. Vaish
G. Christoff	C. Hostetter	C. Roberts	R. Waltz
J. Colon	M. Hosoe	R. Sakai	S. Yamaguchi
B. Cooper	Y. Inaba	D. Sakakibara	M. Yamanami
R. Daly	M. King	M. Setta	N. Yamamoto
F. Davidson	J. Lang	A. Smith	H. Yoshihashi
T. Doi	J. Lentz	R. Specht	D. Zellers
D. Esmond	E. Matsuda		

February, 2010

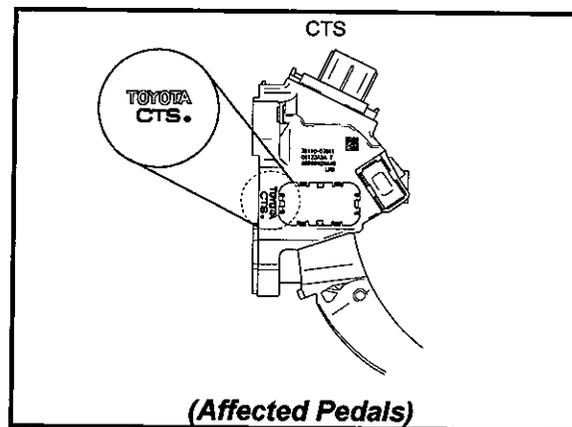
To: All Toyota Dealer Principals, Service Managers, Parts Managers
Subject: Safety Recall (Special Service Campaign) – A0A
Accelerator Pedal Modification Campaign
Vehicles Equipped with Accelerator Pedals Manufactured by CTS Corporation

On January 21, 2010, 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 vehicles equipped with certain accelerator pedal assemblies manufactured by the CTS Corporation (CTS accelerator pedals). This action is separate from the on-going recall (SSC 90L) of approximately 4.2 million Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incorrect or out of place accessory floor mats.

Background

There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

Toyota dealers are requested to install precision-cut steel reinforcement bar ("reinforcement bar") that will increase the clearance in between the internal mechanisms in the pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The safety recall remedy will be performed at **no charge** to the vehicle owner.



Note:

- **The manufacturer name is embossed (CTS) on the upper sensor housing on the brake pedal side.**
- **This safety campaign addresses the potential for a CTS accelerator pedal to mechanically stick in a partially depressed position or return slowly to the idle position.**
- **This condition is separate from the (DIR) filed in early October, 2009, in reference to the potential for an incorrect or improperly installed floor mat to interfere with the accelerator pedal.**

The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

1. Owner Notification Mailing Date

The owner notification will begin in early February, 2010.

Please note that only owners of the affected vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found 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 this safety recall. Dealers must perform the safety recall on all new 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 campaign remedy be performed on in-stock vehicles just prior to vehicle delivery where possible.

A VIN list containing vehicles in dealer stock, has been provided for your reference.

3. Dealer Summary Reports

For your reference, the following summary reports are included for each dealership's Service and Parts Manager:

- **A VIN list containing vehicles in dealer stock**
- **Dealer Reports will no longer contain a PMA VIN list.** However, they will contain the number of involved vehicles registered in each dealership's primary marketing area and initial suggested parts order quantities, where applicable.

4. Number of Vehicles Involved

There are approximately 2.23 million Toyota vehicles equipped with a CTS pedal in the U.S.

MODEL	WMI	MY	VDS	START - FINISH
AVALON	4T1	2005	BK36B	U001002 - U062426
		2006	BK36B	U042154 - U167717
		2007	BK36B	U149048 - U253880
		2008	BK36B	U209130 - U324241
		2009	BK36B	U305357 - U351925
		2010	BK3DB	U351302 - U367444

AVALON UIO: 330,000

MODEL	WMI	MY	VDS	START - FINISH
COROLLA	1NX	2009	BE40E	Z001001 - Z163790
			BU40E	Z001002 - Z165305
		2010	BE4EE	Z165306 - Z337431
			BU4EE	Z165312 - Z337444
	2T1	2009	BE40E	C001043 - C030479
			BU40E	C001054 - C191051
		2010	BE4EE	C030504 - C039875
			BU4EE	C185955 - C348040

COROLLA UIO: 490,000

MODEL	WMI	MY	VDS	START - FINISH	
CAMRY*	4T1	2007	BE46K	U001001 - U195222	
			BK46K	U504376 - U729526	
		2008	BE46K	U171709 - U263248	
			BK46K	U001003 - U054581	
			BE46K	U260017 - U416640	
			BK46K	U073252 - U098189	
		2010	BF3EK	U001001 - U112408	
			BK3EK	U091136 - U116164	
		4T4	2007	BE46K	R001003 - R011624
			2008	BE46K	R001816 - R047779
			2009	BE46K	R027105 - R139848
			2010	BF3EK	R001023 - R085180

CAMRY UIO: 786,000

*Camry Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, it does not require the installation of an accelerator pedal reinforcement bar.

(Number of Vehicles Involved Continued. . .)

MODEL	WMI	MY	VDS	START - FINISH
HIGHLANDER*	5TD	2010	BK3EH	S001052 - S013868
			DK3EH	S001067 - S013863
			EK3EH	S001051 - S008434
			JK3EH	S005002 - S013869
			KK3EH	S003272 - S008683
			XK3EH	S001026 - S005688
			YK3EH	S001030 - S008686
			ZA3EH	S001019 - S003107
			ZK3EH	S001020 - S008685

HIGHLANDER UIO: 20,000

*Highlander Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, it does not require the installation of an accelerator pedal reinforcement bar.

MODEL	WMI	MY	VDS	START - FINISH
SEQUOIA	5TD	2008	BT64A	S000014 - S000239
			BY64A	S000047 - S023603
			BY67A	S000042 - S023596
			BY68A	S000034 - S023597
			ZT64A	S000014 - S000384
			ZY64A	S000010 - S015402
			ZY67A	S000012 - S015400
			ZY68A	S000013 - S015401
			2009	BT64A
		BW68A		S023606 - S023606
		BY64A		S023711 - S023868
		BY67A		S023609 - S023857
		BY68A		S023616 - S023856
		ZT64A		S000438 - S000953
		ZY64A		S019566 - S020863
		ZY67A		S015919 - S015919
		ZY68A		S015426 - S021051
		2010	BM5G1	S001002 - S001225
			BW5G1	S023880 - S032694
			BY5G1	S023869 - S032719
			DW5G1	S023878 - S032718
			DY5G1	S023870 - S032709
			JW5G1	S023876 - S032713
			JY5G1	S023871 - S032708
			KM5G1	S001417 - S001458
			KY5G1	S022514 - S027553
			YY5G1	S022511 - S027563
			ZM5G1	S001034 - S002051
			ZY5G1	S022519 - S027561
			ZY67A	S020526 - S020527

SEQUOIA UIO: 50,000

MODEL	WMI	MY	VDS	START - FINISH
MATRIX	2T1	2009	GE40E	C001023 - C005748
			KE40E	C001042 - C030591
			KU40E	C001057 - C191049
			LE40E	C001017 - C011935
		2010	KE4EE	C030606 - C039888
			KU4EE	C191054 - C348047
			LE4EE	C011822 - C016115
			ME4EE	C005690 - C006299

MATRIX UIO: 75,000

MODEL	WMI	MY	VDS	START - FINISH
RAV4	2T3	2009	BF31V	W001119 - W024119
			BF32V	W001207 - W024120
			BF33V	W001117 - W024117
			BF34V	W003775 - W021681
			BF35V	W001421 - W024111
			BK31V	W001143 - W013774
			BK32V	W001142 - W013693
			BK33V	W001162 - W013773
			BK34V	W001688 - W010762
			BK35V	W002139 - W013749
			ZF31V	W001050 - W016880
			ZF32V	W001048 - W016874
			ZF33V	W001049 - W016918
			ZF34V	W003810 - W012950
			ZF35V	W001625 - W016916
			ZK31V	W001081 - W003645
			ZK32V	W001149 - W003642
			ZK33V	W001076 - W003644
			ZK34V	W001670 - W002621
			ZK35V	W001965 - W003631
		2010	BF4DV	W022899 - W038726
			BK4DV	W013775 - W020737
			DF4DV	W024130 - W038723
			DK4DV	W013776 - W020732
			EF4DV	W024745 - W035186
			EK4DV	W014634 - W020625
			JF4DV	W024129 - W038700
			JK4DV	W013811 - W020629
			KF4DV	W016950 - W027204
			KK4DV	W003824 - W005660
			RF4DV	W022777 - W038716
			RK4DV	W013813 - W020685
			WF4DV	W016936 - W027202
			WK4DV	W003659 - W005669
			XF4DV	W018112 - W025585
			XK4DV	W003701 - W005572
			YF4DV	W016920 - W027201
			YK4DV	W003435 - W005673
			ZF4DV	W016923 - W027211
			ZK4DV	W003652 - W005662

RAV4 UIO: 53,000

(Number of Vehicles Involved Continued. . .)

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TB	2007	BT541	S449772 - S458203
			BT581	S449768 - S458119
			BV541	S449818 - S490980
			BV581	S449815 - S490940
			DT541	S452172 - S458112
			DT581	S451402 - S457120
			DV541	S454929 - S490979
			DV581	S454922 - S490970
			ET541	S451522 - S457443
			ET581	S452313 - S457105
			EV541	S453235 - S473183
			EV581	S452114 - S473116
			RT541	S449776 - S457554
			RT581	S449772 - S457346
			RU541	S449764 - S451516
			RV541	S449790 - S473197
RV581	S449792 - S473167			

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TB	2008	BT541	S458128 - S465088
			BT581	S460039 - S463353
			BV541	S489753 - S524241
			BV581	S490994 - S524168
			DT541	S458232 - S465032
			DT581	S458211 - S465038
			DV541	S490988 - S524251
			DV581	S490274 - S524192
			ET541	S457566 - S461702
			ET581	S460063 - S460135
			EV541	S473215 - S483286
			EV581	S472420 - S483281
			RT541	S457555 - S461703
			RT581	S457567 - S459791
RV541	S473199 - S483282			
RV581	S473206 - S483264			

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2007	BT541	X001509 - X010233
			BT581	X001504 - X009214
			BV541	X002493 - X032595
			BV581	X002480 - X032589
			CT541	X001009 - X002214
			CV541	X001185 - X005181
			DT541	X009296 - X009985
			DT581	X009401 - X009401
			DV541	X023882 - X032593
			DV581	X022843 - X032590
			ET541	X015154 - X016078
			ET581	X015222 - X015222
			EV541	X025255 - X032800
			EV581	X025031 - X032788
			JT521	X001258 - X002235
			JU521	X001130 - X003335
			JV521	X001122 - X002393
			KT521	X001022 - X002147
			KV521	X001133 - X002462
			LT521	X001572 - X016115
			LU521	X001203 - X006726
			LV521	X003495 - X032768
			MT521	X001506 - X010227
			MV521	X002485 - X032585
			RT541	X001571 - X016317
			RT581	X001570 - X016043
			RU541	X001200 - X006742
			RV541	X003586 - X032799
RV581	X003587 - X032785			
ST541	X001106 - X002069			
SV541	X001063 - X004748			

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2008	BT541	X010234 - X014584
			BT581	X010659 - X013869
			BV541	X032597 - X083158
			BV581	X032603 - X083120
			CT541	X002218 - X002439
			CV541	X005183 - X008862
			DT541	X010580 - X013787
			DT581	X012554 - X012753
			DV541	X032596 - X083159
			DV581	X032602 - X083167
			ET541	X016320 - X027282
			ET581	X022981 - X026381
			EV541	X032809 - X069738
			EV581	X032801 - X069597
			JT521	X002236 - X002401
			JU521	X003336 - X004115
			JV521	X002395 - X003232
			KT521	X002148 - X002358
			KV521	X002463 - X003358
			LT521	X016321 - X027335
			LU521	X006748 - X017477
			LV521	X032804 - X069666
			MT521	X010235 - X014590
			MV521	X032626 - X083124
			RT541	X016318 - X027320
			RT581	X017618 - X020071
			RU541	X006743 - X017473
			RV541	X032802 - X069735
RV581	X032846 - X069669			
ST541	X002070 - X002160			
SV541	X004749 - X006281			

(Number of Vehicles Involved Continued. . .)

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2009	BT541	X014611 - X015672
			BV541	X083229 - X094475
			BV581	X083255 - X092224
			BW541	X083226 - X094474
			BW581	X083224 - X094470
			CT541	X002440 - X002442
			CV541	X008872 - X009340
			CW541	X008870 - X009343
			DT541	X014616 - X015546
			DV541	X083242 - X094456
			DV581	X083244 - X094356
			DW541	X083227 - X094471
			DW581	X083217 - X094450
			ET541	X028344 - X028907
			EV541	X069830 - X073898
			EV581	X069778 - X073903
			JU521	X004131 - X004208
			JV521	X003234 - X003256
			KT521	X002362 - X002376
			KV521	X003364 - X003503
			KW521	X003384 - X003510
			LT521	X027997 - X029309
			LU521	X017497 - X020451
			LV521	X070510 - X073112
			MT521	X014876 - X015419
			MV521	X085497 - X094424
			MW521	X084767 - X094316
			RT541	X027383 - X029316
			RU541	X017498 - X020454
			RV541	X069772 - X073904
RV581	X070033 - X073900			
ST541	X002171 - X002179			
SV541	X006283 - X006375			

MODEL	WMI	MY	VDS	START - FINISH
TUNDRA	5TF	2010	BM5F1	X002356 - X008641
			BW5F1	X093050 - X129078
			BY5F1	X093061 - X129101
			CM5F1	X001001 - X001185
			CW5F1	X009335 - X010458
			CY5F1	X009336 - X010456
			DM5F1	X001019 - X009218
			DW5F1	X093128 - X129132
			DY5F1	X094480 - X129135
			EM5F1	X001006 - X012942
			EY5F1	X073303 - X088236
			FM5F1	X001806 - X012029
			FY5F1	X073300 - X088204
			HM5F1	X002336 - X008496
			HW5F1	X093038 - X129151
			HY5F1	X093142 - X129092
			JM5F1	X001002 - X001115
			JU5F1	X004209 - X004491
			JY5F1	X003257 - X003304
			KM5F1	X001001 - X001247
			KW5F1	X003513 - X004076
			KY5F1	X003514 - X004079
			LM5F1	X001026 - X012850
			LU5F1	X020324 - X022890
			LY5F1	X074019 - X087829
			MM5F1	X001020 - X009023
			MW5F1	X094824 - X128358
			MY5F1	X093123 - X127999
			RM5F1	X001008 - X012961
			RU5F1	X020455 - X022894
RY5F1	X073343 - X088224			
SM5F1	X004749 - X012442			
SY5F1	X073306 - X088151			
TM5F1	X001001 - X001152			
TY5F1	X006373 - X006786			
UM5F1	X001021 - X009228			
UW5F1	X093055 - X129131			
UY5F1	X094485 - X129140			

TUNDRA UIO: 426,000

5. Parts Ordering

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

To support the repair of customer vehicles the North American Parts Operation (NAPO) will initially allocate reinforcement bars to all Toyota dealerships from their facing parts distribution centers (PDC) starting February 3, 2010. All part numbers will be on manual allocation until further notice.

The initial quantities were determined based on the following:

- Size estimation required for the repair – Low/Medium/ High.
- Dealership's estimated UIO by affected model.

Each dealership will be sent a minimum of one 10 piece bag for each of the reinforcement bar part numbers.

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

Accelerator Pedal Reinforcement Bar

Model	Part Number	Part Name and Size	Repair Volume Estimate By Size
All Applicable Models	78112-07010*	Accelerator Pedal Reinforcement Bar Size: 1.4 mm	Low
	78112-07020*	Accelerator Pedal Reinforcement Bar Size: 1.6 mm	Low
	78112-07030*	Accelerator Pedal Reinforcement Bar Size: 1.8 mm	High
	78112-07040*	Accelerator Pedal Reinforcement Bar Size: 2.0 mm	High
	78112-07050*	Accelerator Pedal Reinforcement Bar Size: 2.3 mm	High
	78112-07060*	Accelerator Pedal Reinforcement Bar Size: 2.6 mm	Medium
	78112-07070*	Accelerator Pedal Reinforcement Bar Size: 2.9 mm	Medium

* One unit order = 10 piece bag.

NOTE: To determine the correct size of accelerator pedal reinforcement bar needed, refer to the Technical Instructions located on TIS.

To help ensure correct parts distribution, all part numbers listed above will be on manual allocation control (MAC) until further notice.

NAPO will place and release orders for the initial quantities to be allocated to each dealer over the first two weeks of the campaign (subject to change), and will cancel dealer initiated orders during this period.

If there are special circumstances, dealership associates should go through their normal channels for resolution (e.g. PDC, Dealer Parts Call Center for TMS Region Dealers, DSPMs).

The associate should have the following information ready to expedite research of the order status:

1. Dealer Information (Dealer Code, Contact Name, Telephone Number)
2. Order Reference Number
3. Customer Name and Vehicle 17-digit VIN (if applicable)

(Parts Ordering Continued. . .)

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.

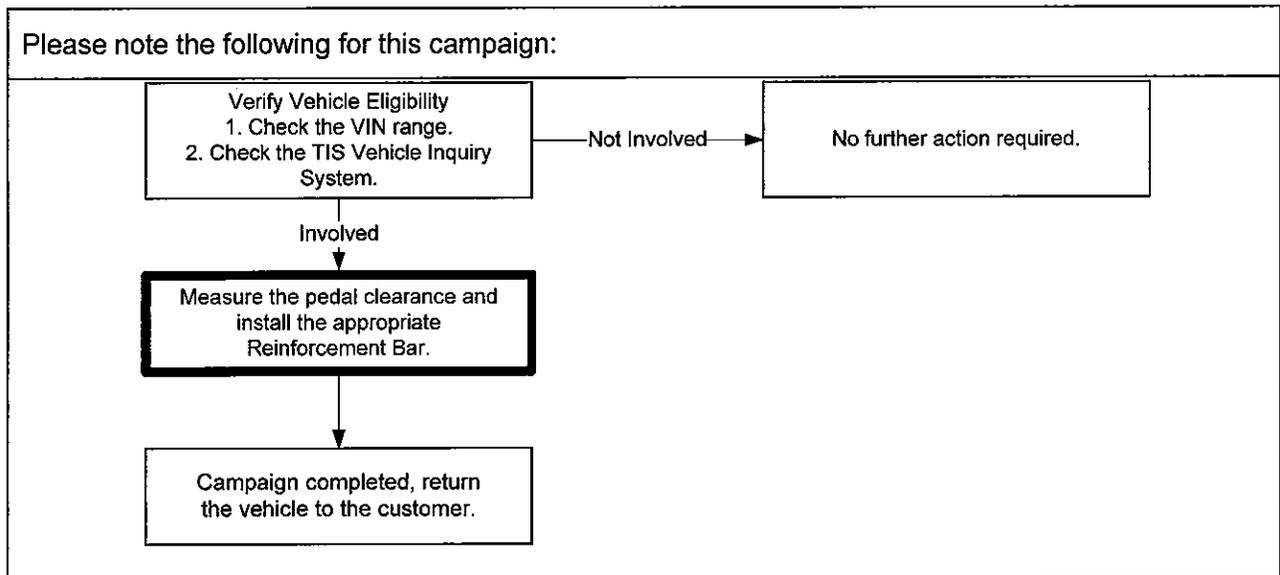
In the event the accelerator link arm support cover (thin metal cover on the back of the accelerator pedal) is damaged during the repair, please utilize the part number listed below.

Model	Part Number	Part Name	Qty/Unit
All Applicable Models	78211-07010	Accelerator Link Arm Support Cover	1

7. Repair Procedures

Refer to TIS for the appropriate Technical Instructions. Conduct all applicable, open Special Service Campaigns on the vehicle during the time of appointment.

8. Warranty Processor Instructions



The operation codes to be used for this campaign are:

SSC	Op. Code	Description	Flat Rate Hour
A0A	0501B1	Install the Accelerator Pedal Reinforcement Bar	0.7 hr / vehicles
A0A	0501B2	Install the Accelerator Pedal Reinforcement Bar in conjunction with SSC 90L	0.4 hr / vehicles

- The above flat rate time includes 0.1 hour for administrative cost per unit.
- Rental Car: Use "RT" sublet type for Op. Code 0501B1 and 0501B2. Customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of one day at a maximum rate of \$35 per day. Special accommodations, not outlined above require DSPM authorization.
- Claims made for Op Code 0501B1 or 0501B2 must be filled in with accurate part numbers (according to reinforcement bar thickness).

9. **Customer Handling**

Please consider this campaign 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 campaign 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).
- If an owner has previously paid for accelerator pedal repairs 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

7. **Media Contacts**

For News media inquiries only:

Due to the nature of this Safety Campaign, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552, John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

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 Special Service Campaign.

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

**Safety Recall A0A - (MODEL) Vehicles
Accelerator Pedal Reinforcement Bar Installation
SAFETY RECALL NOTICE**

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 (MY) model year (Model) vehicles.

What is the condition?

There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

What will Toyota do?

Any authorized Toyota dealer will install a precision-cut steel reinforcement bar into the accelerator pedal assembly, which will increase the clearance in between the internal mechanisms in the accelerator pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The safety recall remedy will be performed at no charge to the vehicle owner.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to install the precision-cut steel reinforcement bar into the accelerator pedal assembly as soon as possible. The installation will take approximately 30 minutes. However, depending upon the dealer's work schedule and the inspection results, it may be necessary for you to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to 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 and set up an appointment to perform this important Safety Recall. 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. Your satisfaction is extremely important to us. If you are not satisfied with the accelerator pedal operation or the feel of the pedal after the reinforcement bar has been installed, a replacement accelerator pedal will be offered at no charge when they become available.

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, DC 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 your vehicle's accelerator pedal to be replaced to address the specific condition described above?

If you have previously paid for your vehicle's accelerator pedal to be replaced to address the specific 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 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.

SAMPLE



Safety Recall A0A - Accelerator Pedal Reinforcement Bar Installation Q&A

Q1: What is the condition?

A1: There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position.

Q2: What is the cause of this condition?

A2: Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

Q2a: Why does this condition only affect certain Toyota models?

A2a: Toyota equips its vehicles with accelerator pedals manufactured by multiple suppliers. Only vehicles equipped with accelerator pedals produced by a specific supplier are affected.

Q3: Are there any warnings that this condition exists?

A3: Gradually over a period of time, the driver may notice that the accelerator pedal is harder to depress or is slow to return. In some cases, the driver may notice a rough or chattered feeling when depressing/releasing the accelerator pedal.

Q4: Which and how many vehicles are involved?

A4: There are approximately 2.23 million vehicles involved in the U.S.

Model Year	Model	Approx UIO
2005 - 2010	Avalon	330,000
2007 - 2010	Camry*	786,000
2009 - 2010	Corolla	490,000
2010	Highlander*	20,000
2009 - 2010	Matrix	75,000
2009 - 2010	RAV4	53,000
2008 - 2010	Sequoia	50,000
2007 - 2010	Tundra	426,000

*Camry Hybrid and Highlander Hybrid vehicles are equipped with an accelerator pedal that is of a different design and produced by a different supplier. Therefore, it does not require the installation of the reinforcement bar.

Q4a: What is the cost of this Safety Recall?

A4a: Toyota does not release cost information regarding its programs.

Q4b: Why are some vehicles that fall within the model and model year listed above not affected?

A4b: Toyota has isolated this condition to a specific supplier. Multiple suppliers may be utilized to furnish the accelerator pedal on a given model.

Q5: Are there any other Toyota or Lexus vehicles involved?

A5: No, this specific condition only affects the above vehicles.

Q6: How many incidents of this condition have been reported?

A6: The number of incidents is still under investigation.

Q7: Have there been any accidents reported?

A7: The number of accidents is still under investigation.

Q8: What is Toyota going to do?

A8: Any Toyota dealer will install a reinforcement bar that will increase the clearance in-between the internal mechanisms in the accelerator pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The campaign remedy will be performed at **no charge** to the vehicle owner.

Q8a: How will the accelerator pedal feel once the accelerator reinforcement plate is installed?

A8a: Customers will not notice a difference in the feel of the accelerator pedal. Any local Toyota dealer will be more than happy to go over the entire repair with the customer.

Q8b: What if a customer is not satisfied with the accelerator pedal operation or the feel of the pedal after the reinforcement plate is installed?

Q8b: If the customer is not satisfied with the accelerator pedal operation or the feel of the pedal after the reinforcement bar has been installed, a replacement accelerator pedal will be offered at no charge when they become available.

Q8c: When will the remedy for floor mat interference with the accelerator pedal be available?

Q8c: Toyota has developed the remedy for floor mat interference with the accelerator on the following vehicles (Refer to SSC 90L Phase 1 and Phase 2 for additional details):

- 2007 – 2010 Camry & Camry Hybrid

Toyota is currently in the process of developing a remedy for floor mat interference with the accelerator pedal on the following models and will notify owners as soon as it is available.

- 2005 – 2010 Avalon
- 2009 – 2010 Corolla
- 2008 – 2010 Highlander & Highlander Hybrid
- 2009 – 2010 Matrix
- 2004 – 2009 Prius
- 2005 – 2010 Tacoma
- 2007 – 2010 Tundra
- 2009 – 2010 Venza

Lexus has developed and launched the remedy for 2007 – 2010 ES. Lexus is currently developing a remedy for the 2006 – 2010 IS.

It is important to note that the floor mat interference with the accelerator pedal campaign is separate and independent from the accelerator pedal reinforcement campaign.

Q9: How long will the repair take?

A9: The remedy 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.

Q10: What should customers do if his/her vehicle is involved in this campaign but so far, have not experienced this condition?

A10: This condition is rare. However, if you have any concerns please contact your nearest Toyota Dealer for assistance.

Q11: What if the customer has noticed that his/her accelerator pedal is hard to depress, slow to return or is unsmooth during operation. What should he/she do?

A11: The customer is requested to immediately contact his/her nearest Toyota Dealer for assistance. The Toyota dealer will evaluate the customer's complaint.

Q12: What if the customer experiences a sticking accelerator pedal while driving?

A12: Each circumstance may vary, and drivers must use their best judgment, but Toyota is providing the following instructions.

- If you need to stop immediately, the vehicle can be controlled by stepping on the brake pedal with both feet using firm and steady pressure. Do not pump the brake pedal as it will deplete the vacuum utilized for the power brake assist.
- 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.

In the event that a driver experiences an accelerator pedal that sticks in a partial open throttle position or returns slowly to idle position, the vehicle can be controlled with firm and steady application of the brakes. The brakes should not be pumped repeatedly because it could deplete vacuum assist, requiring stronger brake pedal pressure. The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance.

Q13: What if a customer has previously paid for repairs to address the same condition described above?

A13: Owners that have previously paid for accelerator pedal repairs to address the same condition described above, the customer should mail a copy of his/her 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

Q14: What should an owner do if they have immediate concerns about their vehicle?

A14: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair. Owners may also contact the Toyota Customer Experience Center (1-800-331-4331).

Customer Health Check/Diagnostic Report Quick Reference

Overview

A Customer Health Check or Diagnostic Report is generated by TIS using vehicle Health Check data from the Techstream diagnostic application. TIS summarizes the vehicle Health Check data and displays it in a customer friendly format.

The Diagnostic Report provides your customers with a complete view of their vehicle's state of health. The sample report below highlights the key items included on each printed report.

• Vehicle Information

Vehicle: 2004 Sienna VIN: 5TDZA22C54000000 Mileage: 1234
Repair Order: 1234

• Systems Checked

• Systems Status

• Diagnostic Trouble Codes (DTCs) present

• Applicable Service Campaign Status

• Time and Date Health Check was performed

• Dealership Information



Diagnostic Report

Vehicle Information

Vehicle: 2004 Sienna VIN: 5TDZA22C54000000 Mileage: 1234
Repair Order: 1234

Health Check Summary

Checkpoints	Status	Comments
Powertrain Systems	ACTION REQUIRED	Diagnostic Codes(s) Detected: P0113, P0010, P0020, P0102, P0118, P0123, P0504, P0748, P0778, P0983, P0986, P2135, P2138, P2716, P2770
Chassis Systems	All systems OK	
Electrical Systems	ACTION REQUIRED	Diagnostic Codes(s) Detected: B2799
Network Systems	All systems OK	
Service Campaigns	ACTION REQUIRED	90B Not Performed

Performed: 12/23/09, 8:58 AM

Technician Signature: _____

Manager Signature: _____

MAIN STREET TOYOTA
4321 SOUTH MAIN STREET
ANYTOWN, CA 90000
PHONE NUMBER: (555) 867-5309

NOTE: You must be connected to the dealership network for the Health Check data to be stored and Diagnostic Report to properly complete.

FAQ

Q: What is a Customer Health Check Report?

A: A Diagnostic Report is manually generated from the Health Check Results screen on Techstream. TIS summarizes the vehicle Health Check data and displays it in a customer friendly format.

Q: How long does it take to create the Diagnostic Report?

A: In order to create a Diagnostic Report, a Health Check must be performed. A Health Check takes less than three minutes to complete on most vehicles. Generating and printing a Diagnostic Report for the customer takes less than two additional minutes.

Q: How long do I have to wait for TIS to generate the Diagnostic Report?

A: After selecting the Diagnostic Report icon from Techstream, a report form launches nearly instantly following your TIS log-in.

Q: How will the Diagnostic Report display Service Campaigns (SSC/LSC) completed today?

A: Any SSC/LSC completed during the current service event should be selected as "Performed" when generating the Diagnostic Report. The final report will indicate that the SSC/LSC was "Performed" and show "All Systems OK" for Service Campaign Status.

Q: How often can you run a Diagnostic Report?

A: As often as necessary.

Q: How do I save a Diagnostic Report?

A: Once the Diagnostic Report is generated in TIS, the system saves it automatically. You can access the saved report from the Vehicle Inquiry screen.

Q: Who can access Diagnostic Reports?

A: All TIS users with access to the Vehicle Inquiry page.

Q: How long are the Diagnostic Reports available?

A: Diagnostic Reports are available from the Vehicle Inquiry page on TIS for three years.

Q: Can I print the Diagnostic Report?

A: Yes. You can print directly from Techstream when generating the report, or from the Vehicle Inquiry page on TIS anytime after the report has been generated.

Q: Can I email a Diagnostic Report?

A: Yes. If your PC has the ability to generate a PDF file, you can print or save the file in this format and also attach the file to an email.

Q: Why can't I find a Diagnostic Report for a specific VIN?

A: Reports are NOT automatically generated with each Health Check. You have to select the button from the Techstream Health Check Results screen.

Customer Health Check/Diagnostic Report Quick Reference

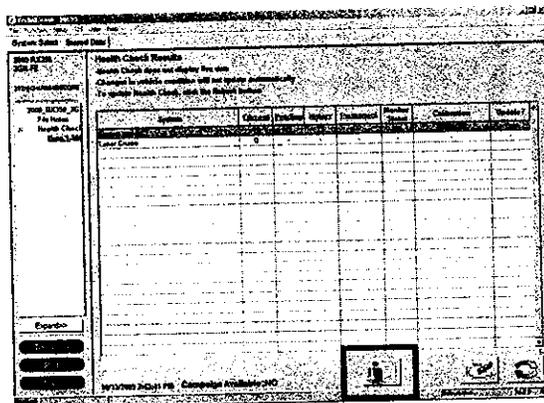
Generating a Diagnostic Report

The Diagnostic Report is generated from the Techstream Health Check Results screen.

- After completing a Health Check, click the "Customer Health Check/Diagnostic Report" button at the bottom of the screen.



Customer Health Check/Diagnostic Report Button



- Log-in to TIS.

- Once the "Diagnostic Report" screen opens, enter the following information:

- Vehicle Mileage
- Repair Order Number
- Select the appropriate button for each of the listed campaigns to indicate if the SSC/LSC was completed during the current service visit.

NOTE: Only service campaigns that are not completed or are completed but have pending warranty claims will be shown.

Diagnostic Report

Vehicle Information

Mileage: ← (a)

Repair Order: ← (b)

Our systems show the following campaigns are outstanding. Have any of these campaigns been completed? (Check for SSC door label if unsure.)

90B: Performed Not Performed ← (c)

- Click the "Report" button.

- A print ready Diagnostic Report will display showing Vehicle Information, Health Check Summary and Dealership Information.

Diagnostic Report

Vehicle Information

Vehicle: 2008 LS460 VIN: JTH-BL46F385000000 Mileage: 34567
 Repair Order: 12345

Health Check Summary

Checkpoints	Status	Comments
Powertrain Systems	All systems OK	
Chassis Systems	All systems OK	
Electrical Systems	All systems OK	
Network Systems	All systems OK	
Service Campaigns	All systems OK	90B Not Performed

Performed: 12/23/08, 8:55 AM

Technician Signature: _____
 Manager Signature: _____

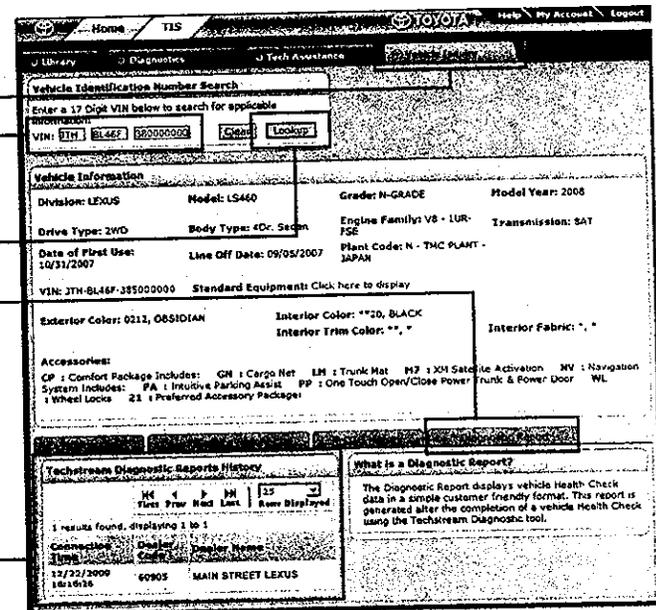
MAIN STREET LEXUS
 4321 SOUTH MAIN STREET
 ANYTOWN, CA 90000
 PHONE NUMBER: (555) 967-5309

Accessing Stored Diagnostic Reports from TIS

When Diagnostic Reports are generated they are stored in TIS and can be viewed from the Vehicle Inquiry page.

- Log-in to TIS.
- From the TIS tab, select Vehicle Inquiry tab.
- Input VIN.
- Click the "Lookup" button.
- Once the vehicle information screen loads, select the Diagnostic Report tab.
- Diagnostic Reports are listed by Techstream connection time. Select the report you wish to see by clicking on the hyperlink.

NOTE: A red asterisk means there is information for this VIN found on the tab.



Printing

The Diagnostic Report can be printed directly from TIS or Techstream using a networked printer. The report can also be saved as an Adobe® PDF file, if your PC is equipped with Adobe® Acrobat®.

Printing from Techstream:

- Select File/Print from the web browser
- Select the appropriate printer* and then press the print button

Printing a previously generated report from the TIS Vehicle Inquiry page:

- Open Diagnostic Report
- Right click inside report and select Print
- Select the appropriate printer* and then press the print button

* To print to PDF, select Adobe® PDF or other PDF writer under Printer Selection. Then select a location on your PC to save the PDF file when prompted.

TOYOTA

February 16, 2010

To: All Toyota Parts Managers

SUBJECT: **A0A Safety Recall – Invoicing and Dealer Return Opportunity**

Invoicing and Dealer Return Opportunity

As you know, it was our goal at TMS to ship as many reinforcement bars (spacers) to dealers as possible in the shortest amount of time. In doing so, TMS made the decision to ship these parts direct to dealers for a period of time from our North American Parts Center located in Kentucky and GRSS, the vendor that manufactured these parts.

Invoicing

As a follow up to these dealer direct shipments, TMS will invoice Toyota dealerships **Tuesday, 2/16**, for reinforcement bar shipments during the period of February 4-12, 2010.

R1 Shortage Claims

Invoicing will allow dealer inventory reconciliation, as well as correction of any shipment discrepancies. If you feel you have been shorted of any shipment quantities, please use the R1 Shortage Claim process via Dealer Daily.

Due to delayed invoicing for these shipments, TMS is extending the time frame to file shortage claims through **Friday, February 26th**.

R8 Exception Return for Excess Inventory

Reinforcement bars are categorized as Special Service Campaign (SSC) parts which are not eligible for the monthly return program. However, if a dealership received reinforcement bars that will not be used for repair, TMS will offer all dealers a one-time opportunity to return any overstock received of the 7 accelerator spacer part numbers; 78112-07010, 78112-07020, 78112-07030, 78112-07040, 78112-07050, 78112-07060, 78112-07070. Please use the following process to expedite an exception return with your facing PDC:

- Fill out the attached claim form indicating the quantities of each accelerator spacer you are planning to return
- Be sure to include your dealer code, dealer name, a contact person and phone number in the event the PDC needs to contact your dealership regarding the claim reimbursement
- Ship Reference numbers are not necessary

R8 Exception Returns will be accepted for reimbursement now through Wednesday, March 31st.

We appreciate all of your efforts to take care of our customers. Please feel free to contact your PDC Customer Support Leader, (insert name and phone number) should you have any questions.

Sincerely,

(Insert name) Facility Manager
(Insert Facility) XX PDC

CC: (insert names) Facing Region

TOYOTA CUSTOMER SERVICES

Volume: XVI
Number: TC010-012
Date: 02/18/10
 Action
 Retain
 Information

To: All Region/Private Distributor General Managers/Vice Presidents
From: Bob Waltz, Vice President, Product Quality and Service Support
Subject: Supplemental Information for Safety Recall A0A
Replacement Accelerator Pedal for Reinforcement Bar Installation

Although we believe that the majority of customers will be satisfied with the operation and/or the feel of the accelerator pedal after the reinforcement bar has been installed, a few customers may request pedal replacement. Customer satisfaction is important to Toyota. Therefore, if a customer is not satisfied with the operation and/or the feel of the accelerator pedal after the reinforcement bar has been installed, please assist us by assuring a replacement pedal is provided at **no charge** to these customers.

Pedal Ordering Process:

Please order pedals utilizing the process communicated to you from NAPO under separate cover.

Key points from the NAPO communication are:

- A replacement pedal should only be offered to a customer after the reinforcement bar has been installed and the customer has expressed dissatisfaction with the operation and/or the feel of the pedal.
- Accelerator pedal replacement is based upon specific customer request only. Dealers are not to solicit pedal replacement. Orders for dealer inventory will not be accepted until further notice.
- Customer accelerator pedal orders must be requested through the Dealer Parts Call Center (DPCC) using the e-mail address: prasupport@toyota.com
- Orders will only be accepted for requests placed by e-mail from DSPMs, FTSS and other Region associates.
- E-mails requesting accelerator pedals should include the following:
 1. Dealer Code
 2. Accelerator Pedal part number
 3. VIN
- Orders will be monitored to assure dealer compliance.

The service parts accelerator pedal part numbers are provided below:

Model Year	Model	Part Number	Replacement Part Name
2005 – 2010	Avalon	04009-51208	Accelerator Pedal
2007 – 2010	Camry		
2009 – 2010	Corolla	04000-04107	
2010	Highlander		
2009 – 2010	Matrix		
2009 – 2010	RAV4	04000-0420R	
2008 - 2010	Sequoia	04000-0430C	
2007 - 2010	Tundra		

Warranty Processor Instruction

The operation code to be used for CTS pedal replacement is:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
A0A	0501B3	Replace the accelerator pedal based upon customer request following the installation reinforcement bar.	0.4 hrs/vehicle

NOTE:

- The above flat rate includes 0.1 hour for campaign administrative cost per unit for the dealership.
- To expedite claim approval, dealers must follow these steps when filing claims for op. code 0501B3:
 1. **All claims using op. code 0501B3 requires DSPM authorization.**
 2. Claims using 0501B3 must be filed as a secondary claim following a reinforcement bar installation claim.
 3. All accelerator pedal replacement claims will **not** be automatically processed, but will initially be returned to the dealership. When this occurs, please contact the Dealer "800" Warranty Assistance Line (1-800-421-3407) so we may manually process your claim.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

Enclosures

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

- | | | | |
|--------------|---------------|----------------|---------------|
| J. Beseda | W. Fay | K. Kusakawa | S. Sugawara |
| G. Borst | N. Fein | M. Michels | M. Templin |
| R. Broughman | F. Fontanella | T. Morrison | J. Tetherow |
| G. Bryan | H. Fukui | T. Nakagami | P. Uribe |
| W. Burns | S. Haag | D. Pettitt | K. Ura |
| D. Camden | J. Hanson | R. Pflughaupt | A. Vaish |
| B. Carter | K. Higgins | C. Reynolds | R. Waltz |
| G. Christoff | C. Hosterrerr | C. Roberts | S. Yamaguchi |
| J. Colon | M. Hosoe | R. Sakai | M. Yamanami |
| B. Cooper | Y. Inaba | D. Sakakibara | N. Yamamoto |
| R. Daly | M. King | M. Setta | H. Yoshihashi |
| F. Davidson | J. Lang | A. Smith | D. Zellers |
| T. Doi | J. Lentz | R. Specht | |
| D. Esmond | E. Matsuda | J. Stempkowski | |

February, 2010

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

Subject: Supplemental Information for Safety Recall A0A
Replacement Accelerator Pedal for Reinforcement Bar Installation

Although we believe that the majority of customers will be satisfied with the operation and/or the feel of the accelerator pedal after the reinforcement bar has been installed, a few customers may request pedal replacement. Customer satisfaction is important to Toyota. Therefore, if a customer is not satisfied with the operation and/or the feel of the accelerator pedal after the reinforcement bar has been installed, please assist us by assuring a replacement pedal is provided at **no charge** to these customers.

Pedal Ordering Process:

Please order pedals utilizing the following process:

- A replacement pedal should only be offered to a customer after the reinforcement bar has been installed and the customer has expressed dissatisfaction with the operation and/or the feel of the pedal.
- Accelerator pedal replacement is based upon specific customer request only. Dealers are not to solicit pedal replacement. Orders for dealer inventory will not be accepted until further notice.
- Please contact your DSPM, FTS or other designated Region associate.
- When requesting an accelerator pedal, please provide your regional representative with the following:
 1. Dealer Code
 2. Accelerator Pedal part number
 3. VIN
- Orders will be monitored to assure dealer compliance.

The service parts accelerator pedal part numbers are provided below:

Model Year	Model	Part Number	Replacement Part Name
2005 – 2010	Avalon	04009-51208	Accelerator Pedal
2007 – 2010	Camry		
2009 – 2010	Corolla	04000-04107	
2010	Highlander		
2009 – 2010	Matrix		
2009 – 2010	RAV4	04000-0420R	
2008 - 2010	Sequoia	04000-0430C	
2007 - 2010	Tundra		

Warranty Processor Instruction

The operation code to be used for CTS pedal replacement is:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
A0A	0501B3	Replace the accelerator pedal based upon customer request following the installation reinforcement bar.	0.4 hrs/vehicle

NOTE:

- The above flat rate includes 0.1 hour for campaign administrative cost per unit for the dealership.
- To expedite claim approval, please follow these steps when filing claims for op. code 0501B3:
 1. **All claims using op. code 0501B3 requires DSPM authorization.**
 2. Claims using 0501B3 must be filed as a secondary claim following a reinforcement bar installation claim.
 3. All accelerator pedal replacement claims will **not** be automatically processed, but will initially be returned to your dealership. When this occurs, please contact the Dealer "800" Warranty Assistance Line (1-800-421-3407) so we may manually process your claim.

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 Special Service Campaign.

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

Toyota Customer Services
Product Quality and Service Support

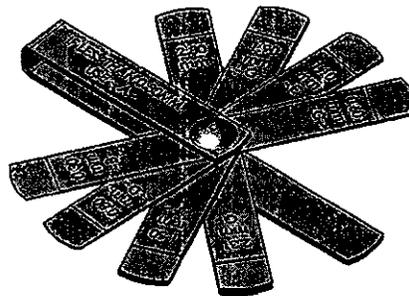
To: Customer Services Operations Manager (Region/CATD)
Director of Service Operations (SET)
Customer and Technical Services Director (GST)
Technical Services and Training Manager (Region/PDs)
Customer Services Field Manager (Region/CATD)
Director of Parts and Service (T/MEX)

From: Rick DuFresne, National Technical Support Manager

Subject: **A0A - Special Tool Distribution**

In support of the Safety Recall (Special Service Campaign) A0A, TMS has developed a new Feeler Gauge set that will assist your dealers in quickly and accurately identifying the correct precision-cut steel reinforcement bar ("reinforcement bar") to use during the repair.

Beginning Feb 19, 2010, dealers will start to receive five feeler gauges at no charge. Once every dealer receives their tools, TMS will then consider making additional tools that dealers can purchase through our SST vendor SPX. At this time pricing and availability of additional tools has not been established.

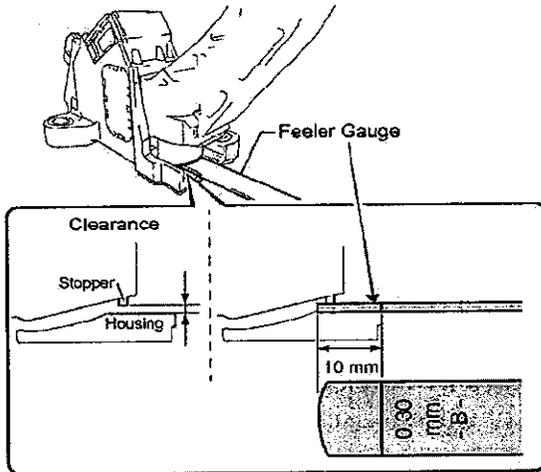
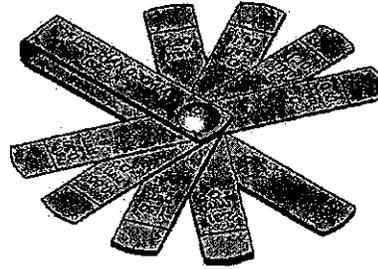


Detailed description follows:

ID: 00002-4BLFG-1 Feeler Gauge: This tool is used to assist technicians in the proper selection of the precision-cut steel reinforcement bar ("reinforcement bar") that will increase the clearance in between the internal mechanisms in the pedal assembly.

In addition, to help dealers understand how to properly use this new tool, the following supplemental instructions will be added as an appendix to the original Technical Instructions and will also be posted on the Tools and Equipment page of TIS.

Job Aid:
Using the AOA Feeler Gauge
 SST: 00002-4BLFG-1



- 1) Measure the clearance between the stopper and the housing.
- 2) The thickest feeler blade that fits between the stopper and the housing will designate the correct Reinforcement Bar size.

NOTE: To confirm the correct Reinforcement Bar size has been selected, ensure that the next larger size will not fit between the stopper and the housing.

Clearance	Reinforcement Bar	
	Thickness	Stamping
0.0 mm – 0.29 mm	1.4 mm	1.4 A
0.3 mm – 0.59 mm	1.6 mm	1.6 B
0.6 mm – 0.79 mm	1.8 mm	1.8 C
0.8 mm – 1.09 mm	2.0 mm	2.0 D
1.1 mm – 1.49 mm	2.3 mm	2.3 E
1.5 mm – 1.89 mm	2.6 mm	2.6 F
1.9 mm – 2.30 mm*	2.9 mm	2.9 G



*NOTE: Dealer in-stock and lower mileage vehicles may have a clearance greater than 2.3 mm and less than 2.7 mm. The 2.9 mm thickness reinforcement bar is specified for these cases.

A sample dealer letter is attached to communicate this information to your dealers. Please see that this letter, or a similar locally crafted letter, arrives at dealerships ASAP. If you have questions regarding the distribution of this new tool, please contact Jeff Northrup at (310) 468-2506 or Zac White at (310) 468-0180 of the Tools, Equipment & Serviceability Department.

Thank you for your continued efforts to provide customers with a superior ownership experience.

cc: K. Ura G. Morino G. Smith H. Yoshihashi
J. Beseda J. Northrup N. Tanaka (SERVCO)
D. Camden S. Ozzello, SET B. Waltz
R. de Schepper J. Saia Z. White
D. Kenningham, GST J. Sapunarich S. Yamaguchi

All Region/PD General Managers and Assistant General Managers
All Product Quality and Service Support National Managers and Managers
All FTS's, FPEs, and DSPMs

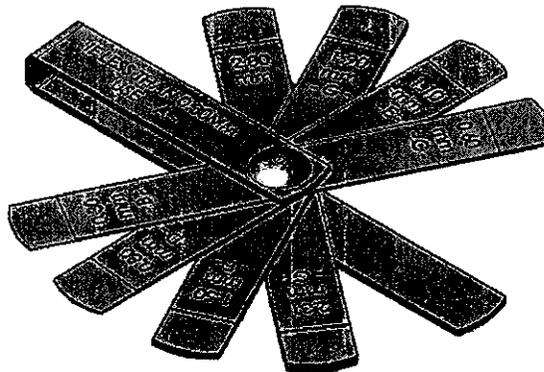
TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
P.O. Box 2722
Torrance, CA 90509-2722
(310) 468-4000
(310) 468-7800 FAX

Dear Toyota Service Manager: (or Dealer, at local option)

In support of the Safety Recall (Special Service Campaign) A0A, TMS has developed a new Feeler Gauge set that will assist your dealer in quickly and accurately identifying the correct precision-cut steel reinforcement bar ("reinforcement bar") to use during the repair.

The new feeler gauges are being shipped to your dealer at no charge. Once every dealer receives their tools, TMS will then consider making additional tools available that can be purchased through our SST vendor SPX. At this time pricing and availability of additional tools has not been established.

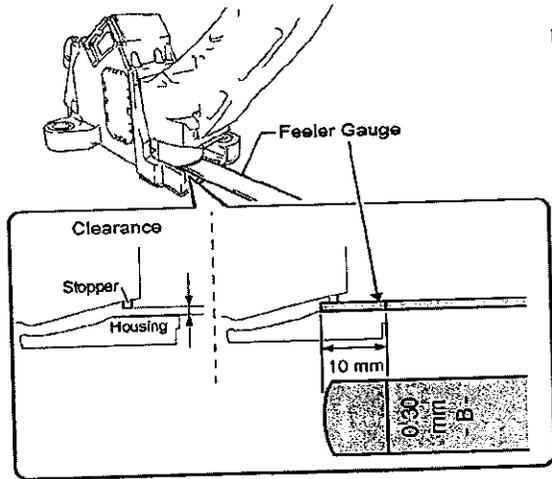
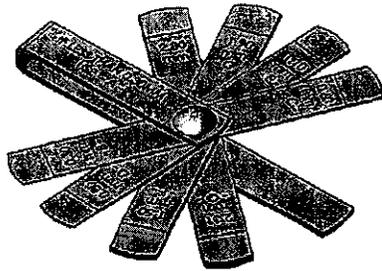


Detailed description follows:

ID: 00002-4BLFG Feeler Gauge: This tool is used to assist technicians in the proper selection of the precision-cut steel reinforcement bar ("reinforcement bar") that will increase the clearance in between the internal mechanisms in the pedal assembly.

In addition, to help you understand how to properly use this new tool, the following supplemental instructions will be added as an appendix to the original Technical Instructions and also posted on TIS under the Tools and Equipment page.

Job Aid:
Using the A0A Feeler Gauge
 SST: 00002-4BLFG-1



- 1) Measure the clearance between the stopper and the housing.
- 2) The thickest feeler blade that fits between the stopper and the housing will designate the correct Reinforcement Bar size.

NOTE: To confirm the correct Reinforcement Bar size has been selected, ensure that the next larger size will not fit between the stopper and the housing.

Clearance	Reinforcement Bar	
	Thickness	Stamping
0.0 mm – 0.29 mm	1.4 mm	1.4 A
0.3 mm – 0.59 mm	1.6 mm	1.6 B
0.6 mm – 0.79 mm	1.8 mm	1.8 C
0.8 mm – 1.09 mm	2.0 mm	2.0 D
1.1 mm – 1.49 mm	2.3 mm	2.3 E
1.5 mm – 1.89 mm	2.6 mm	2.6 F
1.9 mm – 2.30 mm*	2.9 mm	2.9 G



*NOTE: Dealer in-stock and lower mileage vehicles may have a clearance greater than 2.3 mm and less than 2.7 mm. The 2.9 mm thickness reinforcement bar is specified for these cases.

Thank you for your continued efforts to provide customers with a superior ownership experience.

Toyota Motor Sales, U.S.A., Inc.