

TOYOTA CUSTOMER SERVICES

Volume: XVI
Number: TC10-004
Date: 02/01/2010
 Action
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 Information

INTEROFFICE MEMORANDUM

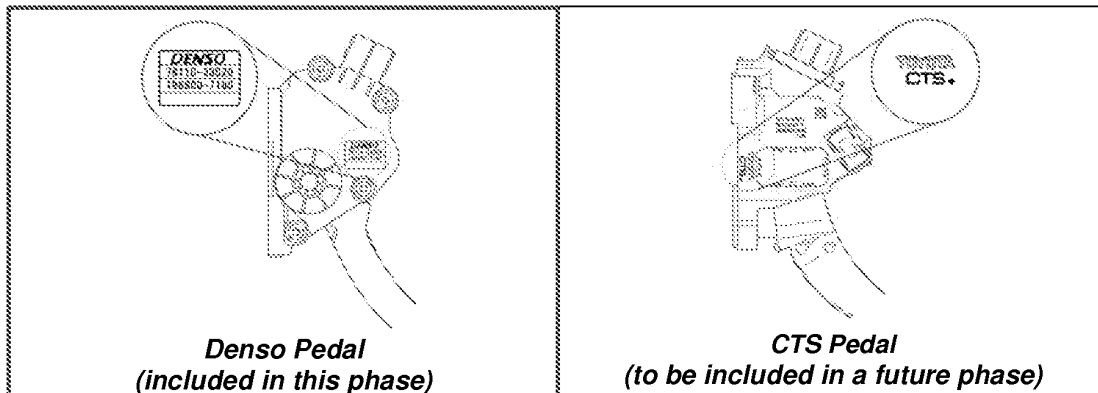
To: All Region/Private Distributor General Managers/Vice Presidents

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

Subject: Safety Recall – 90L
Certain 2007 – 2010 Model Year Camry and Camry Hybrid Vehicles
Potential Floor Mat Interference with Accelerator Pedal (January, 2010)
Phase 1 – Vehicles Equipped with Accelerator Pedals manufactured by Denso Corporation

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

This notice is to provide you with remedy instructions for affected Camry and Camry Hybrid vehicles equipped with accelerator pedals manufactured by Denso Corporation ("Denso pedals"). A separate notice will be provided for Phase 2 of this recall, which will cover vehicles equipped with accelerator pedals manufactured by CTS Corporation ("CTS pedals").



Note:

- The name of the pedal manufacturer is printed (Denso) or embossed (CTS) on the upper sensor housing on the brake pedal side.
- This condition is separate from the Defect Information Report (DIR) filed on 1/21/2010 in reference to the possibility that certain CTS accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position.

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.

Campaign Remedy for Vehicles Equipped with Denso Pedals

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

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

As an additional measure independent of the vehicle-based recall remedy, dealerships are requested to install a newly designed override system on **non-hybrid** Camry vehicles to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. **The Camry Hybrid already contains a fuel supply cut feature for Hybrid motor protection that achieves a similar result as the override system newly designed for the non-hybrid models.**

**Note:*

- *This notice does not apply to Camry vehicles equipped with a **factory installed metallic sports pedal** which are manufactured by Denso. Toyota is currently developing the remedy for those vehicles. We will notify involved vehicle owners as soon as the remedy is available.*
- *If the vehicle is equipped with an **accessory metallic sports pedal cover**, Toyota will need to remove the metallic sports pedal cover. Once the remedy is completed, due to the nature of the repair, the accessory sports pedal cover will not be reinstalled. The customer may contact the Customer Experience Center (1-800-331-4331) for additional details and reimbursement consideration.*

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 commence approximately one week after the dealer notification.

This campaign will be launched in several phases by model and/or pedal manufacturer.

- The first phase will include certain 2007 through 2010 model year Camry and Camry Hybrid vehicles equipped with Denso accelerator pedals. These owner letters will be mailed over a period of several weeks.
- Additional models, including Camrys equipped with a CTS accelerator pedal will be launched in later phases as the remedy is developed.
- Information on additional phases related to Camry (equipped with a CTS accelerator pedal), Avalon, Corolla, Highlander, Matrix, Prius, Tacoma, Tundra and Venza will be provided prior to the launch of these phases.

If a dealer is contacted by an owner of a Denso pedal equipped Camry who has not yet received a notification, please instruct them 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 787,000 Camry and Camry Hybrid vehicles (2007 through 2010 model year), equipped with accelerator pedals manufactured by Denso Corporation.

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

Floor Surface Modification

Part Number	Description	Dir QUP	Dir Max Order Qty	Max Qty released
04009-52106	*Tibia, Pad Kit	1	50	Up to 20% of Dir UIO
78118-41010	Stopper	10	50	Up to 20% of Dir UIO

*Upper and Lower Tibia Pad

To support customers that have Genuine Toyota Camry All Weather Floor Mats, Toyota will be replacing the customer's existing driver and passenger side front floor mats using the correct color 2-piece mat set below:

All Weather Floor Mat (AWFM) Replacement

Part Number	Description	Color	Dir MaxOrder Qty
*PT908-0310W-02	2PC AWFM BLK CAMRY	Black	4
*PT908-0310W-14	2PC AWFM BRN CAMRY	Brown	1

Dealer Maximum Order quantities for these new All Weather Floor Mat part numbers are consistent with our historical sales. Manual Allocation Codes are on these two part numbers and dealer orders will be reviewed and released based on availability and dealer order history.

If you have any questions or if a Dealer in your region has a specific request / concern regarding the parameters established above, please contact Sal Berardesco in Toyota Dealer Operations at (310) 468-9060. Sal will coordinate all field request with NAPO Procurement or CAD Accessory Supply.

*AWFM's replaced under this campaign will be placed on Warranty Parts Recovery.

- * To assure the AWFM's are rendered unusable, they should be cut prior to return.
- * Floor mats that are not returned will result in the claim being debited.
- * If a customer has disposed of their older design Toyota genuine AWFM, he/she may receive the replacement AWFM's for the driver and front passenger seating positions upon proof-of-purchase of the original set. Please return a copy of the proof-of-purchase stapled to the repair order in an envelope in lieu of the actual AWFM for warranty parts recovery.

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

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

5. **Region/District Summary Reports**

The following SSC 90L Summary Reports will be provided shortly:

- Phase 1 Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A Phase 1 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 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 NACP 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	M. Hosoe	C. Roberts	R. Waltz
J. Colon	C. Hostetter	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		