

TOYOTA

Update 8/5/13 - Highlander Model Year Update

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

Subject: Limited Service Campaign – BST – **Phase 1 (Interim B1T- TBD Phases)**
Multiple Models and Model Years
Smart Stop Technology

On July 24, 2013 the settlement of claims for Economic Loss arising from allegations of unintended acceleration was approved. As part of the settlement Toyota will be launching the first phase of a Limited Service Campaign to install Smart Stop Technology on **August 7, 2013** for the following models:

Phase	Model Year	Model	Appx. Number of Covered Vehicles	Production Range	Software Availability Date	LSC Expiration Date
1	2008-2010	Land Cruiser	8,600	Early September, 2007 through Early August, 2010	8/7/2013	8/7/2015
	2009-2010	Corolla	843,300	Late July, 2007 through Late December, 2010		
	2009-2010	Corolla Matrix	85,200	Early January, 2008 through Early December, 2010		
Interim B1T*	2006-2010	RAV4	761,000	Late July, 2005 through Early September, 2010	TBD	TBD
	2008-2010	Highlander	277,900	Early March, 2007 through Early September, 2010	TBD	TBD
	2003-2009	4Runner	603,100	Mid-May, 2002 through Mid-August, 2009	TBD	TBD
	2007-2010	Tundra	477,500	Late October, 2006 through Mid-August, 2010	TBD	TBD

Please note this LSC will be launched in phases, the launch dates listed above will be updated as the Smart Stop Technology software becomes available

**VINs will be loaded on TIS under BST once the software has been released. If the software is not yet available the VINs will be searchable on TIS and display as applicable under Interim LSC B1T.*

Background

As part of the settlement described above, Toyota will install Smart Stop Technology on the above listed model and model year vehicles. This feature will cut engine power in case of simultaneous application of both the accelerator and brake pedal at certain speeds and in certain driving conditions.

Refer to appendix A for a summary of models which previously received Smart Stop Technology under Safety Recall 90L.

Limited Service Campaign (LSC) Remedy

Any authorized Toyota dealer will update the ECM with Smart Stop Technology at **NO CHARGE** to the vehicle owner. This LSC will be available for **2 years from the availability of the Smart Stop Technology**, please refer to the table above for model specific expiration dates.

1. Reference Information for Owners

All affected Customers were sent notification of the settlement terms by the court-appointed administrator, Gilardi & Company. No direct mailing from Toyota announcing this LSC will be issued at this time. Updates on availability of Smart Stop Technology and other settlement details will be posted on the settlement website, www.ToyotaELSettlement.com. Customers with questions about the settlement should be directed to the settlement website, www.ToyotaELSettlement.com, or asked to call 877-283-0507.

2. **Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers conduct the LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

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

There are approximately 3.0 Million Toyota vehicles covered by this LSC. The entire LSC covers approximately 3.2 Million Toyota and Lexus vehicles. *VINs will be loaded on TIS under BST once the software has been released. If the software is not yet available the VINs will be searchable on TIS and display as applicable under Interim LSC B1T.*

The following tables describe Phase 1 vehicles.

2008-2010 Land Cruiser Vehicles - Approx. UIO: 8,600											
MODEL	WMI	MY	VDS	START	FINISH	MODEL	WMI	MY	VDS	START	FINISH
LAND CRUISER	JTM	2008	HY05J	4000109	4002231	LAND CRUISER	JTM	2009	HY05J	5003275	5004872
				5000126	5003274			2010	HY7AJ	4002769	4002898
		2009		4002232	4002768					5004875	5006774

2009-2010 Corolla Vehicles - Approx. UIO: 843,300											
MODEL	WMI	MY	VDS	START	FINISH	MODEL	WMI	MY	VDS	START	FINISH
COROLLA	1NX	2009	BE40E	Z001001	Z163790	COROLLA	2T1	2010	BE4EE	C030504	C046545
			BU40E	Z001002	Z165305				BU4EE	C185955	C535879
		2010	BE4EE	Z165306	Z342642		JTD	2009	BL40E	9013744	9095008
			BU4EE	Z165312	Z386543				BL40E	J000111	J055039
	2T1	2009	BE40E	C001043	C030479			2010	BU4EE	9093922	9123428
			BU40E	C001054	C191051				BU4EE	J054618	J088021

2009-2010 Corolla Matrix Vehicles – Approx. UIO: 85,200											
MODEL	WMI	MY	VDS	START	FINISH	MODEL	WMI	MY	VDS	START	FINISH
MATRIX	2T1	2009	GE40E	C001023	C005748	MATRIX	2T1	2010	KE4EE	C030606	C046553
			KE40E	C001042	C030591				KU4EE	C191054	C535870
			KU40E	C001057	C191049				LE4EE	C011822	C019001
			LE40E	C001017	C011935				ME4EE	C005690	C006442

Prior to performing the Smart Stop Technology Software update please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

4. **Parts Ordering**

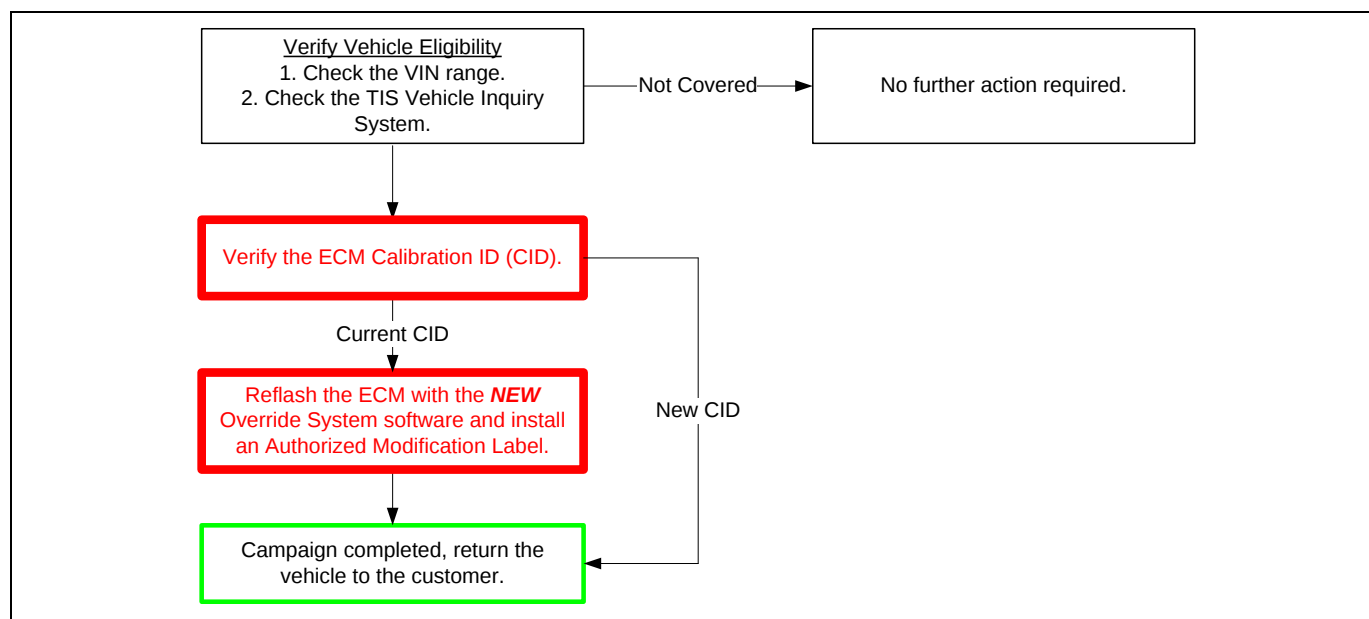
This LSC involves an ECM Software Calibration update, no parts are required.

5. **Remedy Procedures**

Please refer to TIS for Technical Instructions. The Technical Instructions contain information on verifying the vehicle's ECM calibration and, if necessary, updating the calibration software.

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

6. Warranty Reimbursement Procedure



LSC	Model	Op. Code	Description	Flat Rate
BST	ALL	ELSBOS	Update ECM Software and Install Update Label	0.8 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

7. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

8. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

9. Customer Contacts

Customers may contact your dealership with questions regarding the LSC 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).

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 Limited Service Campaign.

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

APPENDIX

90L PROCEDURE SUMMARY REFERENNCE CHART

Model	Pedal	Pedal Modification	AWFM	Tibia Pad	Rubber Stopper	Carpet Reshape	BOS	Clean Carpet as Needed
Avalon	CTS	✓	✓	✓	✓	✓	✓	✓
Camry	Denso	✓	✓	✓	✓	✓	✓†	✓
	CTS	✓	✓	✓	✓	✓	✓†	✓
	Sports Pedal**	Replace the factory installed metallic accelerator sports <i>pedal foot</i> pad with a newly designed one	✓	✓	✓	✓	✓	✓
Corolla & Matrix	Denso	✓	✓	✓	✓‡	✓		✓
	CTS	✓	✓	✓	✓‡	✓		✓
Highlander	Denso	✓	✓					✓
	CTS	✓	✓					✓
Prius	Denso	✓	✓					✓
Tacoma	Denso	✓	✓				✓	✓
Tundra	CTS	✓	✓					✓
Venza	Denso	✓	✓		✓	✓	✓	✓
4Runner	Denso	✓	✓					✓
RAV4	CTS	✓	✓					✓
	Denso	✓	✓					✓
Land Cruiser	Denso	✓	✓					✓

* Some supplemental templates may not have the stamping.

** Factory Installed Metallic Sports Pedal – Safety Recall 90L Phase

‡ Part number is specific to Corolla & Matrix.

† Non-Hybrid Camry Vehicles ONLY.



Limited Service Campaign – BST
Multiple Models and Model Years
Smart Stop Technology

Customer Frequently Asked Questions

Published August 1, 2013

We are providing the following information to keep you informed of the Limited Service Campaign details.

Q1: What is Toyota offering and why?

A1: On July 24, 2013 a settlement of claims for Economic Loss arising from allegations of unintended acceleration was approved. As part of the settlement, Toyota will initiate a Limited Service Campaign (LSC) to install Smart Stop Technology on the models listed in the following table. This feature will cut engine power in case of simultaneous application of both the accelerator and brake pedals at certain speeds and under certain driving conditions. This LSC will be available for 2 years from the availability of the Smart Stop Technology for each applicable model. Please refer to the following table for model specific expiration dates.

Phase	Model Year	Model	Appx. UIO	Software Availability Date	LSC Expiration Date
1	2008-2010	Land Cruiser	8,600	08/07/2013	08/07/2015
	2009-2010	Corolla	843,300		
	2009-2010	Corolla Matrix	85,200		
TBD	2006-2010	RAV4	761,000	TBD	TBD
	2008-2010	Highlander	277,900	TBD	TBD
	2003-2009	4Runner	603,100	TBD	TBD
	2007-2010	Tundra	477,500	TBD	TBD

Q2: How does the Smart Stop Technology operate?

A2: Smart Stop Technology cuts engine power in case of simultaneous application of both the accelerator and brake pedals at certain speeds and in certain driving conditions.

When Smart Stop Technology is engaged, engine output is cut to the idle position, reducing the load on the brakes. System logic helps ensure Smart Stop does not engage when it is not needed or might be inconvenient in certain driving conditions.

For example, the system will not activate in 4WD vehicles while driving in the low range. This system also allows the driver, for instance, to depress the brake pedal in conjunction with the accelerator pedal when starting on a steep hill. No matter the situation, activation is canceled when the brake pedal is released.

Q3: Which and how many vehicles are covered by this Limited Service Campaign?

A3: There are approximately 3.0 Million Toyota vehicles covered by this LSC. The entire LSC covers approximately 3.2 Million Toyota and Lexus vehicles. Please refer to the following table for model specific details.

Phase	Model Year	Model	Production Date Range	Appx. UIO
1	2008-2010	Land Cruiser	Early September, 2007 through Early August, 2010	8,600
	2009-2010	Corolla	Late July, 2007 through Late December, 2010	843,300
	2009-2010	Corolla Matrix	Early January, 2008 through Early December, 2010	85,200
TBD	2006-2010	RAV4	Late July, 2005 through Early September, 2010	761,000
	2008-2010	Highlander	Early March, 2007 through Early September, 2010	277,900
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	2007-2010	Tundra	Late October, 2006 through Mid-August, 2010	477,500

Q3a: Are there any Lexus or Scion vehicles covered by this Limited Service Campaign?

A3a: Yes, please reference the following table for Lexus models covered by this Limited Service Campaign.

Phase	Model Year	Model	Production Range	Appx. UIO
1	2010	RX 350	Early December, 2008 through Early September, 2010	131,800
	2008 -2010	LX 570	Mid-July, 2007 through Early May, 2010	13,800

Q4: How will Toyota notify owners about this Limited Service Campaign?

A4: Starting in early February 2013, owner notifications were mailed to owners by the court appointed administrator, Gilardi and Company. Approximately 22 million notices were mailed to Toyota and Lexus customers informing them of the settlement. In early March 2013, notice of the settlement was also run in select U.S. publications along with banner ads which were posted on the internet.

Q5: How long will it take to install the Smart Stop Technology software?

A5: The software installation will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Q6: When does this Limited Service Campaign expire?

A6: This LSC will be available for *2 years from the availability of the Smart Stop Technology*. Please refer to the table in A1 for model specific expiration dates. Any authorized Toyota dealer will install the Smart Stop Technology at **no charge** to the vehicle owner prior to the model specific expiration date.

Q7: What if an owner has additional questions or concerns about the LSC?

A7: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Q8: What if an owner has additional questions or concerns about the settlement?

A8: Inquiries regarding the settlement should be directed to the court-appointed administrator, Gilardi & Company. Customers with questions about the settlement should be directed to the settlement website, www.ToyotaELSettlement.com, or asked to call 877-283-0507.