

# TOYOTA

Updated 12/11/2013 – Phase 2 Added

Previous versions of these documents should be discarded.

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

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

Subject: Limited Service Campaign – BST – **Phase 1 & 2 (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 second phase of a Limited Service Campaign to install Smart Stop Technology on **December 11, 2013** for the following models:

Phase	Model Year	Model	Appx. Number of Covered Vehicles	Production Range	Software Availability Date	LSC Expiration Date
1	2009-2010	Corolla	843,300	Late July, 2007 through Late December, 2010	8/7/2013	8/7/2015
	2009-2010	Corolla Matrix	85,200	Early January, 2008 through Early December, 2010		
	2008-2010	Land Cruiser	8,600	Early September, 2007 through Early August, 2010		
2	2008-2010	Highlander	277,900	Early March, 2007 through Early September, 2010	12/11/2013	12/11/2015
	2006-2010	RAV4	761,000	Late July, 2005 through Early September, 2010		
Interim B1T*	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](http://www.ToyotaELSettlement.com). Customers with questions about the settlement should be directed to the settlement website, [www.ToyotaELSettlement.com](http://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 & 2 vehicles (Phase 2 Highlighted in Red).

2008-2010 Land Cruiser Vehicles - <b>Approx. UIO: 8,600</b>											
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 - <b>Approx. UIO: 843,300</b>												
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
	2009	BE40E	C001043	C030479	2010		BU4EE		9093922	9123428		
		BU40E	C001054	C191051			BU4EE		J054618	J088021		

2009-2010 Corolla Matrix Vehicles – <b>Approx. UIO: 85,200</b>											
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

**2008-2010 Highlander (Non Hybrid) – Approx. UIO: 277,900**

MODEL	WMI	MY	VDS	START	FINISH
Highlander	5TD	2010	BK3EH	S001052	S040990
			DK3EH	S001067	S040994
			EK3EH	S001051	S008434
			JK3EH	S005002	S041004
			KK3EH	S003272	S023998
			XK3EH	S001026	S005688
			YK3EH	S001030	S023997
			ZA3EH	S001019	S007588
			ZK3EH	S001020	S024000

MODEL	WMI	MY	VDS	START	FINISH
Highlander	JTE	2008	DS41A	2000112	2068464
			DS42A	2000113	2068462
			DS43A	2000132	2068454
			DS44A	2000303	2064340
			ES41A	2000106	2109849
			ES42A	2000114	2109852
			ES43A	2000123	2109853
			DA41A	2000103	2008472
		2009	DS41A	2068119	2094128
			DS42A	2068474	2094126
			DS43A	2068125	2094127
			DS44A	2068477	2094053
			ES41A	2109861	2151438
			ES42A	2109857	2151439
			ES43A	2109855	2151432
		2010	BK3EH	2149446	2167687
			DK3EH	2151444	2167689
			EK3EH	2151449	2156455
			KK3EH	2094137	2101818
			XK3EH	2094130	2102773
			YK3EH	2094134	2106751
			ZA3EH	2008099	2012036
			ZK3EH	2094154	2106759

**2006-2010 RAV4 – Approx. UIO: 760,000**

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

MODEL	WMI	MY	VDS	START	FINISH
RAV4	2T3	2010	BF4DV	W022899	W082387
			BK4DV	W013775	W036881
			DF4DV	W024130	W082385
			DK4DV	W013776	W036900
			EF4DV	W024745	W069582
			EK4DV	W014634	W036700
			JF4DV	W024129	W082307
			JK4DV	W013811	W036888
			KF4DV	W016950	W052601
			KK4DV	W003824	W008864
			RF4DV	W022777	W082383
			RK4DV	W013813	W036821
			WF4DV	W016936	W052514
			WK4DV	W003659	W008863
			XF4DV	W018112	W052094
			XK4DV	W003701	W006779
			YF4DV	W016920	W052604
			YK4DV	W003435	W008860
			ZF4DV	W016923	W052607
			ZK4DV	W003652	W008861

2006-2010 RAV4 – *Continued . . .*

MODEL	WMI	MY	VDS	START	FINISH
RAV4	JTM	2006	BD31V	5000052	5051226
				6000010	6022606
			BD32V	5000029	5051222
				6000002	6022607
			BD33V	5000007	5051264
				6000046	6022596
			BD34V	5000058	5051164
			BD35V	5000031	5051248
			BK31V	5000008	5012690
				6000001	6010002
			BK32V	5000003	5012686
				6000003	6010006
			BK33V	5000022	5012692
				6000008	6009992
			BK34V	5000002	5012673
			BK35V	5000010	5012694
			ZD31V	5000027	5032586
				6000026	6020783
			ZD32V	5000006	5032534
				6000002	6020798
			ZD33V	5000019	5032587
				6000005	6020842
			ZD34V	5000025	5032507
				6000001	6000001
			ZD35V	5000005	5032573
			ZK31V	5000007	5005689
				6000007	6003129
			ZK32V	5000001	5005688
				6000002	6003131
			ZK33V	5000011	5005690
				6000008	6003132
			ZK34V	5000004	5005681
				6000003	6000004
			ZK35V	5000060	5005684

MODEL	WMI	MY	VDS	START	FINISH
RAV4	JTM	2007	BD31V	5051303	5124254
				6022623	6054728
			BD32V	5051315	5124285
				6022613	6054737
			BD33V	5051301	5124308
				6022615	6054736
			BD34V	5052182	5124303
			BD35V	5051278	5124278
			BK31V	5012706	5040741
				6010008	6028074
			BK32V	5012016	5040743
				6010025	6028066
			BK33V	5012697	5040747
				6010022	6028069
			BK34V	5012752	5040742
			BK35V	5012701	5040698
			ZD31V	5031315	5077936
				6020846	6052970
			ZD32V	5031131	5077984
				6019942	6052984
			ZD33V	5032593	5078025
				6020843	6052993
			ZD34V	5032641	5077858
			ZD35V	5032630	5077997
			ZK31V	5005691	5016136
				6002895	6010016
			ZK32V	5005392	5016123
				6003133	6010013
ZK33V	5005699	5016137			
	6003135	6010017			
ZK34V	5005692	5016122			
ZK35V	5005728	5016021			

2006-2010 RAV4 – *Continued . . .*

MODEL	WMI	MY	VDS	START	FINISH	MODEL	WMI	MY	VDS	START	FINISH
RAV4	JTM	2008	BD31V	5122515	5215912	RAV4	JTM	2009	BF31V	5000104	5017181
				6054747	6089730					6000003	6000003
			BD32V	5124567	5215895				D000148	D021298	
				6054743	6089718				BF32V	5000105	5017187
			BD33V	5124318	5215928					6000000	6000000
				6054075	6089729				D000170	D021282	
			BD34V	5124315	5215683				BF33V	5000109	5017205
			BD35V	5124310	5215906					6000004	6000004
			BK31V	5040755	5071475				D000124	D021303	
				6028076	6050078				BF34V	5000106	5011765
			BK32V	5039902	5071462				BF35V	5000103	5017199
				6028075	6050082				BK31V	5070458	5084189
			BK33V	5040768	5071478					6041373	6041905
				6028079	6050066				D000125	D010236	
			BK34V	5040763	5071435				BK32V	5057953	5084187
			BK35V	5040804	5071479					6049697	6049713
			ZD31V	5078027	5117091				D000150	D010128	
				6052994	6081056				BK33V	5057681	5084128
			ZD32V	5078035	5117086					D000101	D010235
				6052998	6081048				BK34V	5071496	5084167
			ZD33V	5076662	5117146				BK35V	5071507	5084172
				6052995	6081084				ZF31V	5000103	5014236
			ZD34V	5078041	5117037					6000000	6000002
			ZD35V	5078033	5117144				D000102	D015503	
			ZK31V	5015779	5024047				ZF32V	5000110	5014237
				6010018	6016058					6000001	6000004
			ZK32V	5016141	5024048				D000101	D015507	
				6010023	6016055				ZF33V	5000105	5014242
			ZK33V	5016138	5024037					6000003	6000007
				6010021	6016053				D000109	D015511	
ZK34V	5016157	5024038	ZF34V	5000120	5014170						
ZK35V	5016148	5024022	ZF35V	5000104	5014232						
			ZK31V	5023836	5026109						
				D000103	D003176						
			ZK32V	5023823	5026102						
				6015916	6015951						
			D000112	D003174							
			ZK33V	5024054	5026039						
				6015898	6015967						
			D000101	D003135							
			ZK34V	5024061	5026106						
			ZK35V	5024071	5025801						

2006-2010 RAV4 – *Continued . . .*

MODEL	WMI	MY	VDS	START	FINISH
RAV4	JTM	2010	BF4DV	5017206	5037249
				D021304	D039942
			BK4DV	5084190	5098459
				D010244	D017766
			DF4DV	5017212	5037209
				D021305	D039591
			DK4DV	5084192	5098458
				D010237	D017767
			EF4DV	5021182	5033749
			EK4DV	5084606	5096973
			JF4DV	5017209	5037237
			JK4DV	5084196	5098439
			KF4DV	5014245	5032167
			KK4DV	5026161	5027285
			RF4DV	5017208	5037242
				D021309	D039590
			RK4DV	5084203	5098457
				D010242	D017704
			WF4DV	5014246	5032119
				D015514	D028128
			WK4DV	5026116	5027361
				D003177	D004794
			XF4DV	5016939	5031934
			XK4DV	5026233	5027247
			YF4DV	5013774	5032161
				D015517	D029440
			YK4DV	5026113	5027372
				D003141	D004796
ZF4DV	5014243	5032169			
	D015512	D029469			
ZK4DV	5026110	5027371			
	D003182	D004788			

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**

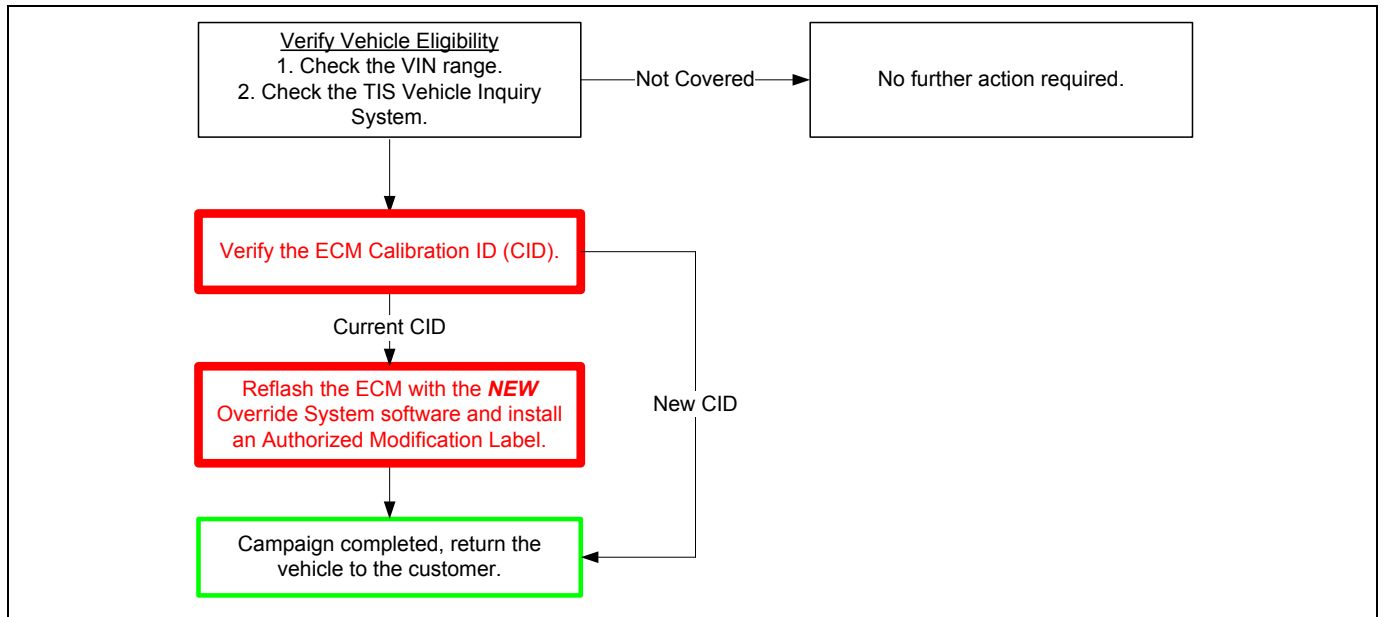
This LSC involves an ECM Software Calibration update, no parts are required.

**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 REFERENCE 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.