

Wayne Hutchinson / TMS Toyota Customer Services
 Product Quality and Service Support, Quality Compliance
 March 31, 2014
 Approved By: Bob Waltz

To: All Toyota Dealers
 From: Product Support Division

Limited Service Campaign BST Phase 3
 *****URGENT*****

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 third phase of a Limited Service Campaign to install Smart Stop Technology on **March 31, 2014**, 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		
3	2003-2009	4Runner	603,100	Mid-May, 2002 through Mid-August, 2009	3/31/2014	3/31/2016
	2007-2010	Tundra	477,500	Late October, 2006 through Mid-August, 2010		

The following LSC BST documents have been updated and are visible on TIS:

- Dealer Letter
- FAQ
- Technical Instructions

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.)

Dealership associates who have any questions are requested to contact their District Service/Parts Manager.

Please review this preliminary notification with your staff to ensure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



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

Customer Frequently Asked Questions
 Updated March 31, 2014 (Phase 3)
 Updated December 11, 2013 (Phase 2)
 Published August 1, 2013 (Phase 1)

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	2009-2010	Corolla	843,300	08/07/2013	08/07/2015
	2009-2010	Corolla Matrix	85,200		
	2008-2010	Land Cruiser	8,600		
2	2008-2010	Highlander	277,900	12/11/2013	12/11/2015
	2006-2010	RAV4	761,000		
3	2003-2009	4Runner	603,100	3/31/2014	3/31/2016
	2007-2010	Tundra	477,500		

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	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
	2008-2010	Land Cruiser	Early September, 2007 through Early August, 2010	8,600
2	2008-2010	Highlander	Early March, 2007 through Early September, 2010	277,900
	2006-2010	RAV4	Late July, 2005 through Early September, 2010	761,000
3	2003-2009	4Runner	Mid-May, 2002 through Mid-August, 2009	603,100
	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	2008 -2010	LX 570	Mid-July, 2007 through Early May, 2010	13,800
	2010	RX 350	Early December, 2008 through Early September, 2010	131,800

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.

