TOYOTA

Toyota Motor Sales, U.S.A., Inc.
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February 26, 2010

Re: *Toyota Motor Sales, U.S.A., Inc. Customer Accommodations*

Dear General,

Toyota Motor Sales, U.S.A., Inc. is grateful for the concern expressed regarding the experience of consumers within your state who are subject to Toyota's recent recalls for floormat pedal entrapment, sticking accelerator pedal, ABS software update, and Tacoma drive shaft inspection. Toyota is committed to making the recall campaigns proceed in a way that helps to ensure the customers' safety and satisfaction.

To that end, as requested, Toyota will accommodate customers subject to these recalls, who have a concern about driving their car to the dealership or using the vehicle until the repair has been completed. Toyota will advise its dealers to address each customer's concerns on a case-by-case basis. If a customer remains concerned, the dealer will have tools available, including those described in the attached letter, to address the customer's individual circumstances. These accommodations will be provided at no cost to the customer, and Toyota will reimburse the dealerships for these accommodations.

If a consumer contacts your Office with questions, please feel free to direct them to the Toyota Customer Experience Center, 1-800-331-4331, or to the Lexus Customer Assistance Center, 1-800-255-3987. The Centers' hours of operation are Monday to Friday, 5:00 a.m. to 6:00 p.m. PST and Saturday and Sunday, 7:00 a.m. to 4:00 p.m. PST. In addition, Toyota will shortly send you a list of the Toyota and Lexus dealerships in your state, together with their addresses and telephone numbers, so that you can respond to consumer inquiries.

Toyota very much appreciates your Office's attention to the circumstances of Toyota owners subject to the recent recalls and the opportunity to work with you to address them.

Sincerely,

Christopher Reynolds
Group Vice President & General Counsel

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