

# Frequently Asked Questions for the Sticking Accelerator Pedal Recall

Updated 2/4/10

## **Why has Toyota taken this action?**

Safety is of paramount concern to Toyota. Therefore, Toyota has voluntarily decided to initiate a recall to ensure the safety of consumers.

## **What is the condition that has prompted Toyota to take this action?**

In rare instances, there is a possibility that certain accelerator pedal mechanisms may, mechanically stick in a partially depressed position or return slowly to the idle position.

## **What is the solution Toyota announced to fix sticking accelerator pedals?**

Toyota Motor Corp. today announced that engineers have designed and tested a solution that eliminates the excess friction that may cause accelerator pedals to stick in rare instances. The necessary precision-cut steel reinforcement bar is now being shipped to all dealers.

## **When can I get my vehicle fixed?**

We expect to receive the initial shipment of these parts before the end of this week and our customers will be notified either by letter or phone call to schedule installations to repair their cars as soon as possible. Mailed letters will be sent to all affected customers directly from Toyota. Customers who are notified by mail should schedule an appointment at the Toyota Service Center of their choice. Toyota dealers on Oahu and the Neighbor Islands will be extending their hours to accommodate all customers.

## **Is the repair covered by warranty? Will drivers have to pay any money out of pocket for this work?**

Toyota will cover all repair costs associated with this work.

## **What is the likelihood that my vehicle will experience this condition?**

The incidence of this condition is rare and occurs gradually over a period time. It can occur when the pedal mechanism becomes worn and, in certain conditions, the accelerator pedal may become harder to depress, slower to return or, in the worst case, stuck in a partially depressed position.

## **What should I do if I believe my vehicle is affected by this condition? (i.e. I have noticed that my accelerator pedal is hard to depress, slow to return or is unsmooth during operation.)**

The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance.

### **What if you experience a sticking accelerator pedal while driving?**

Each circumstance may vary, and drivers must use their best judgment, but Toyota recommends taking one of following actions:

- If you need to stop immediately, the vehicle can be controlled by stepping on the brake pedal with both feet using firm and steady pressure. Do not pump the brake pedal as it will deplete the vacuum utilized for the power brake assist.
- Shift the transmission gear selector to the Neutral (N) position and use the brakes to make a controlled stop at the side of the road and turn off the engine.
- If unable to put the vehicle in Neutral, turn the engine OFF. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.
  - If the vehicle is equipped with an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.
  - If the vehicle is equipped with a conventional key-ignition, turn the ignition key to the ACC position to turn off the engine. Do NOT remove the key from the ignition as this will lock the steering wheel.

### **Which models are affected by the sticky accelerator pedal recall/stop sale?**

Toyota's accelerator pedal recall and suspension of sales is confined to the following Toyota Division vehicles:

- Certain 2009-2010 RAV4,
- Certain 2009-2010 Corolla,
- 2009-2010 Matrix,
- 2005-2010 Avalon,
- Certain 2007-2010 Camry,
- Certain 2010 Highlander,
- 2007-2010 Tundra,
- 2008-2010 Sequoia

Highlander hybrids and Camry hybrids are not affected by this action and will remain for sale.

Further, Camry, RAV4, Corolla and Highlander vehicles with VINs that begin with "J" are not affected.

### **What is a "VIN" and how do I find it on my automobile?**

A Vehicle Identification Number (VIN) is a 17-character sequence of numbers and letters that is used by the automobile industry to uniquely identify motor vehicles. It can be viewed through the windshield on the driver's side at the front of the dashboard.

In addition, the VIN number is also located on a sticker located the driver's side pillar, with the tire inflation information and on the vehicle's registration.

### **Why are mechanically similar Lexus and Scion vehicles not affected by this recall?**

The recall affected pedal is confined to one of Toyota's suppliers. That supplier's pedals are not used on Lexus and Scion vehicles.

## Where can I find a Toyota Service Center?

Here are the locations and current hours for the Toyota Service Centers in Hawaii:

**NOTE: Highlighted Dealer Hours reflect extended hours**

**Service is by appointment only:**

**Please call a Toyota Service Center to schedule your appointment**

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| <p><b>Big Island Toyota HILO</b><br/> <b>PH: 808-969-3112</b><br/>                     811 Kanoiehua Ave<br/>                     Hilo, HI 96720<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: 6am-6pm</b><br/> <b>Saturday: 6am-6pm</b><br/>                     Sunday: Closed<br/> <a href="http://www.BigIslandToyota.com">www.BigIslandToyota.com</a></p>                                | <p><b>Big Island Toyota KONA</b><br/> <b>PH: 808-329-4520</b><br/>                     74-5504 Kaiwi St.<br/>                     Kailua, HI 96740<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: 6am-6pm</b><br/> <b>Saturday: 6am-6pm</b><br/>                     Sunday: Closed<br/> <a href="http://www.BigIslandToyota.com">www.BigIslandToyota.com</a></p> | <p><b>Maui Toyota</b><br/> <b>PH: 808-871-4977</b><br/>                     320 Hana Hwy.<br/>                     Kahului, HI 96732<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: 7am-8pm</b><br/> <b>Saturday: 8am-6pm</b><br/>                     Sunday: Closed<br/> <a href="http://www.MauiToyota.com">www.MauiToyota.com</a></p>                                 |
| <p><b>Servco Auto Honolulu</b><br/> <b>PH: 564-1150</b><br/>                     2850 Pukoloa St Ste 107<br/>                     Honolulu, HI 96819<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: All day (24 hours)</b><br/> <b>Saturday: All day (24 hours)</b><br/> <b>Sunday: All day (24 hours)</b><br/> <a href="http://www.ServcoAutoHonolulu.com">www.ServcoAutoHonolulu.com</a></p> | <p><b>Servco Auto Leeward</b><br/> <b>PH: 564-1050</b><br/>                     94-729 Farrington Hwy<br/>                     Waipahu, HI 96797<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: 7:30am-8pm</b><br/> <b>Saturday: 7:30am-5pm</b><br/> <b>Sunday: 7:30am-5pm</b><br/> <a href="http://www.ServcoAutoLeeward.com">www.ServcoAutoLeeward.com</a></p>  | <p><b>Servco Auto Windward</b><br/> <b>PH: 564-1450</b><br/>                     45-655 Kamehameha Hwy<br/>                     Kaneohe, HI 96744<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: 7:30am-8pm</b><br/> <b>Saturday: 7:30am-5pm</b><br/> <b>Sunday: 7:30am-5pm</b><br/> <a href="http://www.ServcoAutoWindward.com">www.ServcoAutoWindward.com</a></p>       |
| <p><b>Kauai Toyota</b><br/> <b>PH: 808-245-6601</b><br/>                     2990 Aukele Street<br/>                     Lihue, HI 96766<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: 7:30am-8pm</b><br/> <b>Saturday: 7:30am-4:30pm</b><br/>                     Sunday: Closed<br/> <a href="http://www.KauaiToyota.com">www.KauaiToyota.com</a></p>                                       | <p><b>Motor Imports</b><br/> <b>PH: 564-1550</b><br/>                     609 South Street<br/>                     Honolulu, HI 96813<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: 7:30am-8pm</b><br/> <b>Saturday: 7:30am-5pm</b><br/> <b>Sunday: 7:30am-5pm</b><br/> <a href="http://www.MotorImportsToyota.com">www.MotorImportsToyota.com</a></p>          | <p><b>Servco Auto Service Center Kaimuki</b><br/> <b>PH: 687-7250</b><br/>                     3282 Waiialae Ave<br/>                     Honolulu, HI 96816<br/> <b>Hours effective 2/8/10:</b><br/> <b>Mon-Fri: 7am-6pm</b><br/> <b>Saturday: 7am-6pm</b><br/> <b>Sunday: 7am-6pm</b><br/> <a href="http://www.ServcoAutoSvcKaimuki.com">www.ServcoAutoSvcKaimuki.com</a></p> |

## What should I do if I still have questions or concerns?

If you still have questions or concerns that have not been addressed here please contact the nearest Toyota-Hawaii Dealer or Servco Automotive Customer Services.

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| <p><b>Big Island Toyota</b><br/>                     (808) 974-2299</p>             | <p><b>Maui Toyota</b><br/>                     (808) 877-2781</p>  | <p><b>Servco Auto Honolulu</b><br/>                     (808) 564-1100</p> | <p><b>Servco Auto Leeward</b><br/>                     (808) 564-1000</p>                |
| <p><b>Servco Auto Windward</b><br/>                     (808) 564-1400</p>          | <p><b>Kauai Toyota</b><br/>                     (808) 245-6978</p> | <p><b>Motor Imports</b><br/>                     (808) 564-1550</p>        | <p><b>Servco Auto Service Center Kaimuki</b><br/>                     (808) 687-7250</p> |
| <p><b>Servco Auto Customer Services</b><br/>                     (808) 564-2300</p> |  |  |  |