

Frequently Asked Questions for the Sticking Accelerator Pedal Recall

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 vehicles are impacted by the pending sticking accelerator pedal recall?

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

No Lexus Division or Scion vehicles are affected by these actions. Also not affected are Toyota Prius, Tacoma, Sienna, Venza, Solara, Yaris, 4Runner, FJ Cruiser, Land Cruiser, certain RAV4 models, certain Highlander models, including all Highlander hybrids, and certain Camry models, including all Camry hybrids, which will remain for sale.

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.

If I am an owner of one of the affected vehicles, what action do I need to take?

Toyota is working quickly to prepare a correction remedy and will issue owner notifications in the future. No action is required at this time unless you feel you are experiencing this condition. If you are experiencing this condition, immediately contact your nearest Toyota Dealer for assistance.

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.

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