

## **Frequently Asked Questions for the Sticking Accelerator Pedal Recall**

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

A: Our customer safety and confidence in our vehicles is our first priority. The condition is rare, but 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.

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

A: Our customer safety and confidence in our vehicles is our first priority. The incidence of this condition is rare but can occur when the pedal mechanism becomes worn gradually over time 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.

### **Q: 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.**

A: The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance. Although the accelerator pedal action may return to normal, no further attempt to drive the vehicle should be made. Our customer safety and confidence in our vehicles is our first priority. Toyota owners may also

- contact their Toyota dealership who can determine if their vehicle falls within the affected model range for this specific condition and where appropriate provide additional assistance
- visit [www.toyota.ca](http://www.toyota.ca) for more information
- contact Toyota's Customer Interaction Centre at 1-888-TOYOTA-8 (1-888-869-6828)

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

A: Our customer safety and confidence in our vehicles is our first priority. The vehicle can be controlled with firm and steady application of the brakes. The brakes should not be pumped repeatedly because it could deplete vacuum assist, requiring stronger brake pedal pressure. This action should bring your vehicle to a stop. The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance.

You can also 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 or to ACC. 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 push 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.

Although the accelerator pedal action may return to normal, NO further attempt to drive the vehicle should be made.

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

A: Our customer safety and confidence in our vehicles is our first priority. At this time, if you have experienced this condition, you should immediately contact your nearest Toyota Dealer for assistance. No further attempt to drive the vehicle should be made. Toyota owners seeking more information about this condition may also

- contact their Toyota dealership who can determine if their vehicle falls within the affected model range for this specific condition and where appropriate provide additional assistance
- visit [www.toyota.ca](http://www.toyota.ca) for more information
- contact Toyota's Customer Interaction Centre at 1-888-TOYOTA-8 (1-888-869-6828)

**Q: What should I do if I still have questions or concerns?**

A: Our customer safety and confidence in our vehicles is our first priority. Toyota owners seeking more information about this condition are invited to

- contact their Toyota dealership who can determine if their vehicle falls within the affected model range for this specific condition and where appropriate provide additional assistance
- visit [www.toyota.ca](http://www.toyota.ca) for more information
- contact Toyota's Customer Interaction Centre at 1-888-TOYOTA-8 (1-888-869-6828)