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Quality Compliance  
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Approved By: Bob Waltz

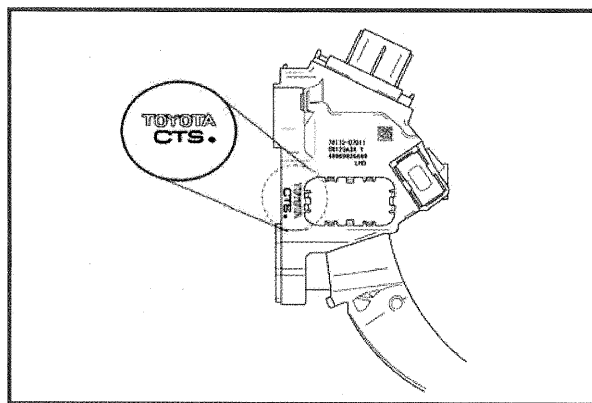
To: All Toyota Dealers  
From: Toyota Customer Services

**Safety Recall**  
**Certain 2005 through 2010 Model Year Toyota Vehicles – Accelerator Pedal**  
\*\*\*\*\*URGENT\*\*\*\*\*

On January 21, 2010, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain accelerator pedal assemblies. This action is separate from the on-going recall of approximately 4.2 million Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incorrect or out of place accessory floor mats.

**Condition**

- There is a possibility that certain accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position.
- Over time, some accelerator pedal mechanisms may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress, slow to return or, in the worst case, stick in a partially open position.
- The subject accelerator pedals are manufactured by CTS and can be identified as shown below:



**Affected Vehicles**

There are approximately 2.3 million vehicles involved in the U.S.

Model Year	Model
2009 - 2010	Corolla
2009 - 2010	Matrix
2007 - 2010	Camry
2005 - 2010	Avalon
2009 - 2010	RAV4
2010	Highlander
2007 - 2010	Tundra
2008 - 2010	Sequoia

**Status**

- Toyota is in the process of preparing the remedy for the involved vehicles. Additional details will be provided in the Special Service Campaign package at the time of announcement.
- The attached Dealer Daily Message will be sent to all dealerships informing them of the NCIR filing.
- A Q&A has been attached for your reference.

### **Media Contacts**

- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

### **Customer Contacts**

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- In the event that a driver experiences an accelerator pedal that sticks in a partial open throttle position or returns slowly to idle position, 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. The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance.
- If a customer contacts the dealership for assistance with an accelerator pedal that sticks, the customer should be counseled to not to drive the vehicle and the vehicle must be towed to the dealership for further inspection. Please immediately contact the Toyota Customer Experience Center at 1-800-331-4331 on behalf of the customer.

Thank you for your cooperation.



**SAFETY RECALL**

**Accelerator Pedal Concern Q&A (01-21-2010)**

**Q1: What is the condition?**

A1: There is a possibility that certain accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position.

**Q2: What is the cause?**

A2: Over time, some accelerator pedal mechanisms may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress, slow to return or, in the worst case, stick in a partially open position.

**Q3: Are there any warnings that this condition exists?**

A3: Gradually over a period of time, the driver may notice that the accelerator pedal is harder to depress or is slow to return. In some cases, the driver may notice a rough or chattered feeling when depressing/releasing the accelerator pedal.

**Q4: Which and how many vehicles are involved?**

A4: There are approximately 2.3 million vehicles involved.

<b>Model Year</b>	<b>Model</b>	<b>Approx UIO</b>
2009 - 2010	Corolla	TBD
2009 - 2010	Matrix	TBD
2007 - 2010	Camry	TBD
2005 - 2010	Avalon	TBD
2009 - 2010	RAV4	TBD
2010	Highlander	TBD
2007 - 2010	Tundra	TBD
2008 - 2010	Sequoia	TBD

**Q5: Are there any other Toyota or Lexus vehicles involved?**

A5: No, this specific condition only affects the above vehicles.

**Q6: How many incidents of this condition have been reported?**

A6: The number of incidents are still under investigation.

**Q7: Have there been any accidents reported?**

A7: The number of accidents are still under investigation.

**Q8: What is Toyota going to do?**

A8: Toyota is currently preparing the correction method.

**Q9: What should I do if my vehicle is involved in this campaign but so far, have not experienced this condition?**

A9: This condition is rare. However, if you have any concerns please contact your nearest Toyota Dealer for assistance.

**Q10: I have noticed that my accelerator pedal is hard to depress, slow to return or is unsmooth during operation. What should I do?**

A10: Please immediately contact your nearest Toyota Dealer for assistance.

**Q11: What if you experience a sticking accelerator pedal while driving?**

A11: Each circumstance may vary, and drivers must use their best judgment, but Toyota is providing the following instructions.

- 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.

In the event that a driver experiences an accelerator pedal that sticks in a partial open throttle position or returns slowly to idle position, 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. The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance.