



## Toyota Recall and Repair Information

## *Special Announcement*

In the interest of getting the correct information about the Toyota recall and the plan for fixing accelerator pedals out to as many folks as possible and to reinforce Toyota's commitment to our customers' safety, this information is provided to our fellow Chamber members. I know that many of you are loyal Toyota customers and I want you to know how much we appreciate your loyalty at this time.

What follows is information about the fix that is being implemented this week, the models in the recall, and instructions about how to stop your vehicle should you experience an acceleration issue.

Toyota will begin fixing accelerator pedals in recalled Toyota vehicles this week. Toyota's engineers have developed and rigorously tested a solution that involves reinforcing the pedal assembly in a manner that eliminates the excess friction that has caused the pedals to stick in rare instances. In addition, Toyota has developed an effective solution for vehicles in production.

Parts to reinforce the pedals are being shipped for use by dealers and dealer training is under way. The company has also taken the unprecedented action of stopping production of affected vehicles for the week of February 1.

On January 21, Toyota announced its intention to recall approximately 2.3 million select Toyota Division vehicles equipped with a specific pedal assembly and suspended sales of the eight models involved in the recall on January 26.

Toyota vehicles affected by the recall include:

- 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

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, Highlander hybrids and certain Camry models, including Camry hybrids, all of which remain for sale.

Further, Camry, RAV4, Corolla and Highlander vehicles with Vehicle Identification Numbers (VIN) that begin with "J" are not affected by the accelerator pedal recall.

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.

Detailed information and answers to questions about issues related to this recall are available to customers at [www.toyota.com/recall](http://www.toyota.com/recall) and at the Toyota Customer Experience Center at 1-800-331-4331.

### **How Toyota Will Fix Recalled Vehicles**

Toyota has pinpointed the issue that could, on rare occasions, cause accelerator pedals in recalled vehicles to stick in a partially open position. The issue involves a friction device in the pedal designed to provide the proper "feel" by adding resistance and making the pedal steady and stable. The device includes a shoe that rubs against an adjoining surface during normal pedal operation. Due to the materials used, wear and environmental conditions, these surfaces may, over time, begin to stick and release instead of operating smoothly. In some cases, friction could increase to a point that the pedal is slow to return to the idle position or, in rare cases, the pedal sticks, leaving the throttle partially open.

Toyota's solution for current owners is both effective and simple. A precision-cut steel reinforcement bar will be installed into the assembly that will reduce the surface tension between the friction shoe and the adjoining surface. With this reinforcement in place, the excess friction that can cause the pedal to stick is eliminated. The company has confirmed the effectiveness of the newly reinforced pedals through rigorous testing on pedal assemblies that had previously shown a tendency to stick.

Separately from the recall for sticking accelerator pedals, Toyota is in the process of recalling vehicles to address rare instances in which floor mats have trapped the accelerator pedal in certain Toyota and Lexus models (announced November 25, 2009), and is already notifying customers about how it will fix this issue. In the case of vehicles covered by both recalls, it is Toyota's intention to remedy both at the same time.

MEDIA CONTACTS: Toyota Motor Sales, Corporate Communications  
(310) 468-5297 (310) 468-7359  
Media Web site: <http://www.toyotaneewsroom.com>  
Public Web site: <http://www.toyota.com>

Sincerely,  
Helen M. Carroll  
Manager, Community Relations  
Toyota Motor Engineering and Manufacturing North America

### Where to go for Repairs

Kerry Toyota, a member of the Northern Kentucky Chamber of Commerce, will be offering a complimentary car wash & oil change while fixing the accelerator pedals.

Beginning **Feb. 5** Kerry Toyota will be open from 8 a.m. - 9 p.m. M-F and 8 a.m. - 4 p.m. on Saturday. Starting **Feb. 2** you can schedule your repairs online at [www.kerrytoyota.com](http://www.kerrytoyota.com) or by calling 859.371.3939.