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SPECIAL BULLETIN: Toyota Recall Information

Toyota Canada Inc announced that it is instructing Toyota dealers to temporarily suspend sales of the eight models involved in the recall for sticking accelerator pedal, announced on January 21, 2010.

Toyota will recall approximately 270,000 vehicles to correct sticking accelerator pedals on specific Toyota Division models. Toyota has investigated isolated reports of sticking accelerator pedal mechanisms in certain vehicles without the presence of floor mats. 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.

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

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

No Lexus vehicles are affected by these actions. Also not affected are Toyota Prius, Tacoma,

Sienna, Venza, Solara, Yaris, 4Runner, FJ Cruiser, and select Camry models, including all Camry hybrids.

The sticking accelerator pedal recall is separate from the on-going campaigns involving certain Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incorrect or out of place accessory floor mats.

Toyota owners seeking more information are invited to:

1) Contact their Toyota dealership who can determine if their vehicle falls within the affected model range for this specific condition and for additional assistance

2) Contact Toyota's Customer Interaction Centre at 1-888-TOYOTA-8 (1-888-869-6828)

Pontiac Vibe

The Pontiac Vibe, a sister vehicle to the Toyota Matrix, is also affected by the recall. The Vibe was engineered and designed by Toyota and built by New United Motor Manufacturing (NUMMI), a joint venture between Toyota and General Motors.

On Jan. 27, Toyota informed GM about its intent to expand its October 2009 floor mat recall to include 2009-10 Vibe models. The Vibe models also are included in a safety recall announced Jan. 21 to correct sticking accelerator pedals. GM has not identified any incidents or customer complaints of sticking accelerator pedals on 2009-2010 Pontiac Vibe vehicles.

Pontiac Vibe : *continued*

Given Toyota's decision to issue a stop sale order to its dealerships for the affected models, GM also has issued an order to stop sale of the 2009 and 2010 Pontiac Vibe units.

GM will communicate with affected Pontiac Vibe

customers when informed by Toyota of its plan to remedy the vehicles included in the recalls so that customers can bring their vehicles to a GM dealership for repair. In the mean time, they can contact their local GM dealer or call 1-800-GM-Drive with any inquiries.

Frequently Asked Questions for the Sticking Accelerator Pedal Recall: *From Toyota Canada*

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, lower 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.

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 for more information contact Toyota's Customer Interaction Centre at 1-888-TOYOTA-8 (1-888-869-6828)