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## Toyota Accelerator Pedal Recall update 3

Dear Customer

Following our previous communication we would like to take the opportunity to apologise again for the concern and inconvenience that this matter is causing and update you with the latest information.

The details of potentially affected vehicles have now been received and attached is an updated list for models in the UK which are involved. **Please note** we can now confirm that **NO** AYGO manual transmission, RAV4, Urban Cruiser, Prius, Land Cruiser, Land Cruiser V8, Hilux, Hiace, Dyna or any Lexus models are affected.

Whilst the probability of occurrence is extremely rare and we have no confirmed cases in the UK we will take the precautionary measure of recalling all vehicles that are potentially affected.

We are working to the terms of the VOSA (Vehicle and Operator Services Agency) code of practice which applies to vehicle recalls in the UK and are now in the process of obtaining the contact details for these vehicles from the DVLA.

Where vehicles are registered in the name of a company or funder, such as a contact hire company we will need to obtain the drivers contact details to communicate with them. In this case we will contact the company or funder directly and request these details. If you receive an information request we would appreciate your cooperation in providing these details as soon as possible.

As confirmed previously, we have a fix and new parts have gone into production and we are taking all reasonable action to contact the owners or registered keepers of the vehicles affected and arrange rectification as quickly as possible. **Drivers who have not experienced any issues do not need to take any action and can continue to drive their vehicles.**

A facility to confirm if specific vehicles are affected using either the registration or VIN number will be available on our website from today, Thursday at [www.toyota.co.uk/recall/index.html](http://www.toyota.co.uk/recall/index.html). In addition this site and our blog [www.blog.toyota.co.uk](http://www.blog.toyota.co.uk) is being updated with the latest information and advice. Drivers who have any concerns can also contact Toyota GB Customer Relations on **0800 1388 744** for assistance.

Please be reassured that we will also take pre-emptive action to ensure no new vehicles are delivered before any required rectification is carried out. This could lead to a temporary delay in some deliveries over the next few weeks, for which we apologise but we will work to minimise any inconvenience this may cause.

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For your information we have also attached the latest frequently asked questions and answers below.

Once again, thank you for your patience in this matter and we apologise for any inconvenience or concern that may cause.

Yours faithfully



Mark Roden  
General Manager Toyota and Lexus Fleet Services

### FREQUENTLY ASKED QUESTIONS

#### 1. What exactly is the problem?

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.

#### 2. What is the likelihood of a Toyota vehicle being affected by this condition?

The problem that has been identified is rare and does not occur suddenly.

#### 3. Have there been any accidents reported as a result of this problem in Europe?

No.

#### 4. What is the cause?

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.

#### 5. Which vehicles are affected in the UK?

The models involved and production periods of the vehicles that are potentially affected are as follows. Note that not all vehicles in the range are affected: -

Model Name	Production Period
AYGO MMT models only	Feb 2005 – Aug 2009
iQ	Nov 2008 – Nov 2009
Yaris	Nov 2005 – Sep 2009
Auris	Oct 2006 – 5 Jan 2010
Corolla	Oct 2006 – Dec 2009
Verso	Feb 2009 – 5 Jan 2010
Avensis	Nov 2008 – Dec 2009

#### 6. Are any other UK Toyota or Lexus vehicles involved?

No Lexus models and no other Toyota models -AYGO manual transmission, RAV4, Urban Cruiser Prius, Land Cruiser, Land Cruiser V8, Hilux, Hiace, Dyna - are involved.

#### 7. Does the issue affect both petrol and diesel vehicles?

Yes, both petrol and diesel vehicles are involved.

## 8. Are there any warnings that this condition exists?

In some cases, the driver may notice a rough or chattering feeling when depressing/releasing the accelerator pedal.

In some cases, the driver may notice that the accelerator pedal is slow to return.

## 9. What should UK drivers do if their vehicle is among those named in this campaign, but they have not experienced the condition?

Drivers will be contacted through the recall process to arrange rectification and need take no action. If customers have further concerns they can contact Toyota GB Customer Relations on **0800 1388 744** for assistance.

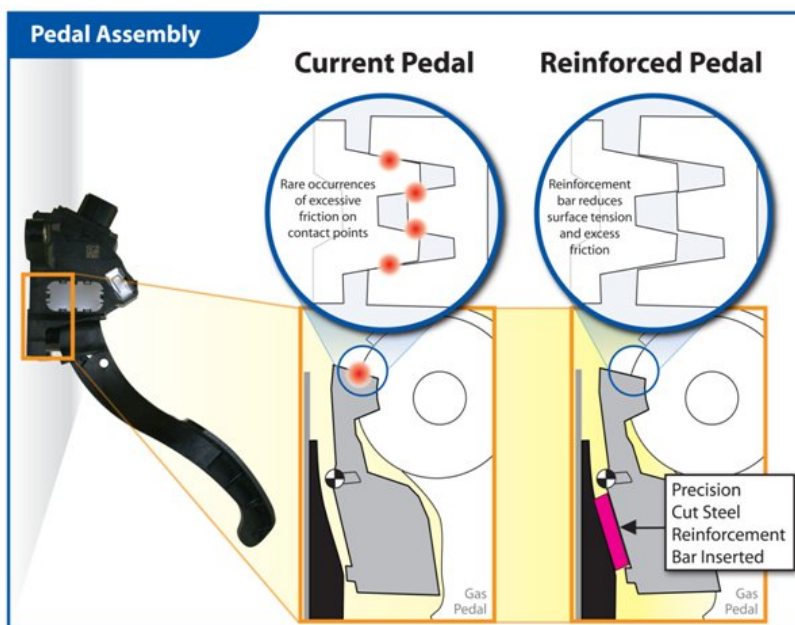
## 10. If UK Toyota drivers notice that the accelerator pedal is hard to depress, slow to return or is unsmooth during operation, what should they do?

In the rare event of such conditions being noticed, drivers should contact their nearest Toyota Centre (dealership). Further assistance can be obtained from Toyota GB Customer Relations (see 9).

## 11. What is Toyota doing to address the issue in the UK?

On 1 February 2010 Toyota confirmed a comprehensive fix for the accelerator pedals of the eight Toyota models planned for recall in Europe. Toyota's engineers have developed and rigorously tested a solution that involves reinforcing the pedal assembly to eliminate the potential risk of excess friction that could, in rare instances, cause the pedal to stick. The first shipments of parts required for this fix will begin arriving in Europe next week. In parallel, plans to contact the affected customers are being put into place.

Technical illustrations detailing the parts concerned can be found below.



### **12. When will repairs begin?**

Preparations are under way to set up the repair programme as quickly as possible, which requires the gathering of the contact details of owners and registered keepers from the DVLA (see 13 below) As soon as they are complete, implementation will start.

### **13. How and when will Toyota be contacting affected UK customers?**

In the UK it will then begin the process involved in obtaining the registration details of these vehicles from the DVLA. Toyota will take all reasonable action to contact the owners or registered keepers of the vehicles affected as quickly as possible. This conforms to the terms of the VOSA (Vehicle and Operator Services Agency) code of practice which applies to vehicle recalls in the UK.

Obtaining all the relevant contact details may take up to four weeks. Toyota will contact vehicle owners/keepers by letter to set out the details of the recall process. This process will be expedited as quickly as possible.

To support this activity, Toyota has set up additional website and telephone helpline services to provide information about the recall process and advice to those owners who are affected.

Toyota advises customers who have concerns to contact Toyota GB Customer Relations on 0800 1388 744 for assistance.

Toyota has also launched a dedicated recall information page on the Toyota website and this will be updated with the latest information <http://www.toyota.co.uk/recall/>

### **14. Who will be responsible for carrying out the repair work in the UK?**

This work will be done by qualified Toyota technicians at Toyota-approved service centres. The work will be carried out as quickly and efficiently as possible, to minimise inconvenience to the customer.

### **15. Why was a vehicle safety recall issued in the USA before the UK?**

Toyota became aware of the first, isolated reports of sticking accelerator pedals in North America in late October 2009. Following a thorough investigation, Toyota announced on 21 January 2010 that it would recall specific vehicles in North America to correct sticking accelerator pedals.

Research data from the North America investigation have assisted Toyota with its investigation into whether and how this issue might affect its models in Europe.

Subsequent to this investigation, Toyota announced on 28 January 2010 that it would implement a recall of eight Toyota models in Europe.

On 1 February 2010 Toyota USA (TMS) announced a comprehensive plan to fix accelerator pedals to prevent the risk of sticking on recalled vehicles, to ensure customer safety.

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On the same date, Toyota confirmed a comprehensive fix for the accelerator pedals of the eight Toyota models planned for recall in Europe.

Toyota has had no reports of any accidents in Europe caused by this issue.

**16. Has Toyota already made changes that prevent the problem occurring in the vehicles it is building now? If so, why has it waited so long to instigate a recall?**

A quality improvement change was introduced in production from August 2009. It was not introduced as a solution to a technical defect/problem which would require a Service Campaign or Recall.

The change was made after Toyota became aware of rare cases where the accelerator pedal did not return to its idle position as swiftly as it ideally should. While these few cases did not represent any risk or safety concern, Toyota still changed the accelerator pedal within the context of a running production change, with the intention of improving the quality of the product delivered to the customer.

However, since the implementation of this change, Toyota became aware of new, different, but related cases of the pedal sticking. This led to further investigations and as a consequence, a safety recall has been implemented.

**17. Does this recall in Europe have anything to do with the floor mat recall in the USA?**

No, the floor mat recall concerns the USA only.

However, Toyota does not advise customers to use third-party aftermarket floor mats in their vehicles. Unsecured mats can cause problems by interfering with pedals in the driver's footwell of any car from any manufacturer. Our advice is to only ever use genuine, manufacturer-supplied mats, correctly secured.