



## Safety Recall AOA

### Accelerator Pedals Reinforcement Bar Installation

#### What is the Condition?

In specific design accelerator pedals, over time, the internal mechanisms in the accelerator pedal 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 and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

Toyota dealers will install a precision-cut steel reinforcement bar ("reinforcement bar") that will increase the clearance in between the internal mechanisms in the pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The safety recall remedy will be performed at **NO CHARGE** to the vehicle owner.

***\*Please note that only owners of the affected vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please verify eligibility by confirming through Dealer Daily/TIS prior to implementing the remedy.***

- *This Safety Recall addresses the potential for a specific design accelerator pedal to mechanically stick in a partially depressed position or return slowly to the idle position.*
- *This Safety Recall is separate from Safety Recall 90L, involving the potential for an incorrect or improperly installed floor mat to interfere with the accelerator pedal.*

*During Service Reception, make an extra effort to restore customer confidence by:*

- *Taking extra time to explain Safety Recall AOA details to every customer*

- *Making sure customers understand their vehicle may be affected by more than one Safety Recall. Toyota is developing model specific remedies for Safety Recall 90L. Please check TIS on a regular basis to determine if the remedy for a specific model has been launched. If the remedy for the customer's specific model is not available yet, please reassure the customer they will be notified by mail as soon as it is ready.*
- *Directing customers to [www.Toyota.com/recall/](http://www.Toyota.com/recall/) or [www.toyotaowneronline.com/sscinfo](http://www.toyotaowneronline.com/sscinfo) for additional Safety Recall information*

*While talking with your customers about this Safety Recall, be sure to emphasize the following:*

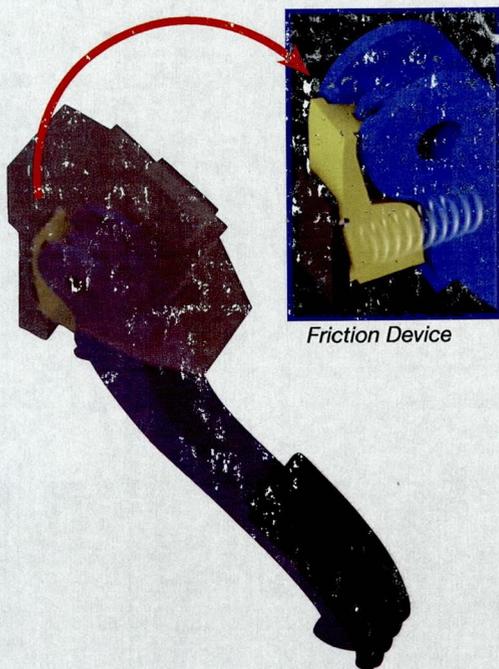
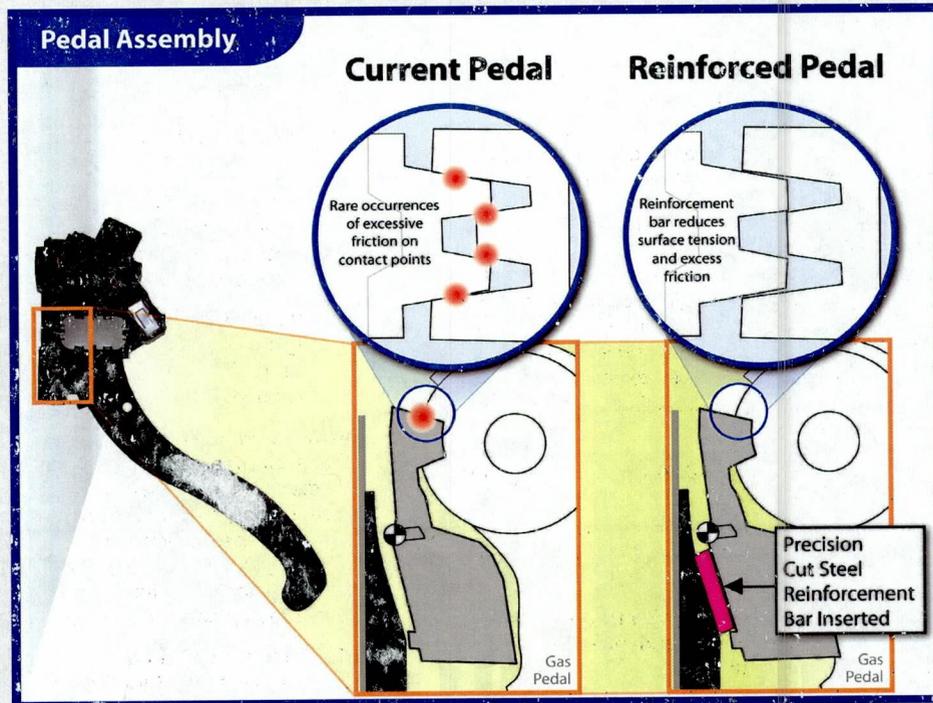
- *Toyota trained Technicians will perform the Safety Recall procedures*
- *Once the Safety Recall remedy has been implemented, the accelerator pedal function will be verified.*

**Vehicles requiring Safety Recall AOA can be identified by:**

- **Checking the VIN number for AOA Safety Recall applicability on TIS**
- **Referring to the "ASM Quick Reference: Safety Recall / Model Application" chart. (Available on TIS)**
- **Referring to the Safety Recall AOA Dealer Notification from Toyota Motor Sales, USA, Inc. (Available on TIS)**

**PLEASE NOTE: Some accelerator pedals covered by the Safety Recall may have already been remedied. YOU MUST ALWAYS check TIS for Safety Recall AOA applicability**

If a customer / owner asks what is being done to remedy the defect, please use the detailed pictures below to help your customers understand the repairs being done to the accelerator pedal in Safety Recall A0A.

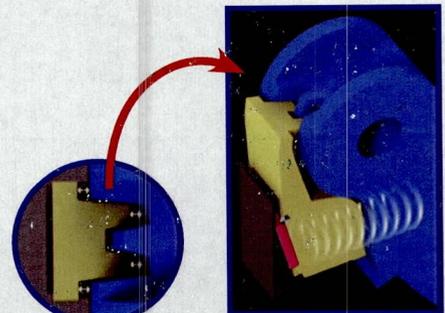


Friction Device



Reinforced Bar is Inserted Between the Friction Device and Pedal Housing

**Reinforced Pedal Assembly:**  
Reinforcement Bar Reduces Tension on Friction Device



TOP VIEW

# Frequently Asked Questions

**Q: What is the cause of this condition?**

A: Over time, the internal mechanisms in the accelerator pedal 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 and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash.

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

A: 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.

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

A: Any Toyota dealer will install a reinforcement bar that will increase the clearance in-between the internal mechanisms in the accelerator pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions and allow the pedal to operate smoothly for the life of the vehicle. The Recall remedy will be performed at no charge to the vehicle owner.

**Q: How will the accelerator pedal feel once the accelerator reinforcement plate is installed?**

A: Customers will not notice a difference in the feel of the accelerator pedal. Any local Toyota dealer will be more than happy to go over the entire repair with the customer.

**Q: What if a customer is not satisfied with the accelerator pedal operation or the feel of the pedal after the reinforcement plate is installed?**

A: If the customer is not satisfied with the accelerator pedal operation or the feel of the pedal after the reinforcement bar has been installed, a replacement accelerator pedal will be offered at no charge when they become available.

**Q: How long will the repair take?**

A: The remedy will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q: What should customers do if his/her vehicle is involved in this campaign but so far, have not experienced this condition?**

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

**Q: What if the customer has noticed that his/her accelerator pedal is hard to depress, slow to return or is unsmooth during operation? What should he/she do?**

A: The customer is requested to immediately contact his/her nearest Toyota Dealer for assistance. The Toyota dealer will evaluate the customer's complaint.

**Q: What if the customer experiences a sticking accelerator pedal while driving?**

A: 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.

**Q: Do customers need the owner letter to set up an appointment with their Toyota dealership?**

A: If the safety recall remedy has been launched for the specific model and accelerator pedal, customers will not need the owner letter to set up an appointment with his/her Toyota dealership.

**Q: What if a customer has previously paid for repairs to address the same condition described above?**

A: Owners that have previously paid for accelerator pedal repairs to address the same condition described above should mail a copy of his/her repair order, proof of payment, and proof of ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

**Q: What should an owner do if they have immediate concerns about their vehicle?**

A: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair. Owners may also contact the Toyota Customer Experience Center (1-800-331-4331).



# Safety Recall A0A

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### Actions You Can Take to Restore Customer Confidence...

We need to ensure all your customers have an experience that will provide them with the confidence that you and Toyota are THE place to do business. A key element of this is to ensure you do the most important step in this whole process... a quality service delivery.

Make sure your delivery process includes:

- Assemble the paperwork and store it in a location that is easy to access
- The customer keys are organized and stored in a secure location
- Staffing allows you to have extra time to review the details of repairs
- Review the work completed. Be sure to re-emphasize the following customer confidence points:
  - The accelerator pedal remedy was implemented by a Toyota trained Technician
  - A precision-cut steel reinforcement bar was installed that increases the clearance in-between the internal mechanisms in the accelerator pedal assembly
  - Once the Safety Recall remedy has been implemented, the accelerator pedal function was verified.
  - Verify if the remedy for Safety Recall 90L is available for the customer's specific model. If so, it must be performed. Please provide the customer details of this remedy utilizing the ASM Job guide for 90L.
- Review any approved customer pay maintenance or repair work performed outside the scope of the recall
- Review any multipoint inspection that was performed with the customer's approval

- Present and explain the "Toyota Owner Card" to the customer
- If necessary, review proper floor mat installation utilizing the February 2010 Sales Hot Sheet available on eShowroom and TIS
- Ask the customer if they have any questions or concerns. If necessary, direct them to the Toyota Customer Experience Center or [www.toyota.com/recall/](http://www.toyota.com/recall/) or [www.toyotaownersonline.com/sscinfo](http://www.toyotaownersonline.com/sscinfo)
- Offer to set the next appointment for scheduled maintenance for the customer
- Request the customer's vehicle to be staged for delivery
- Provide the keys to the customer and thank them for their business

We have a great opportunity to turn this situation into something positive by proactively connecting with customers and assuring them that you and Toyota will stand by them and our products.

All of us at Toyota are doing everything we can to implement the Safety Recall remedy/remedies as soon as possible.

With your help...we are confident we'll earn and keep the trust and confidence that consumers have placed in us.

If customers request additional information, an animated Safety Recall A0A repair procedure can be viewed by accessing this link: <http://www.toyota.com/recall/videos/pedallassembly.html>

*(It would be best if this link was kept on your computer desktop so it can be accessed quickly and easily)*

Offer customers a Toyota Owners card and explain the benefits of registering with Toyota owners online. These cards have been sent to your dealership in February.

