

FAQ for the Sticky Accelerator Pedal Recall

What is the condition that has prompted Toyota to take this action?

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

What is the likelihood that my vehicle will experience this condition?

The incidence of this condition is rare and occurs gradually over a period time. It can occur when the pedal mechanism becomes worn 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.

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.

The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance.

What if you experience a sticking accelerator pedal while driving?

- Each circumstance may vary, and drivers must use their best judgment, but Toyota recommends taking one of following actions:
- 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.

If I am an owner of one of the affected vehicles, what action do I need to take?

Toyota is working quickly to prepare a correction remedy and will issue owner notifications in the future. No action is required at this time unless you feel you are experiencing this condition. If you are experiencing this condition, immediately contact your nearest Toyota Dealer for assistance.

What should I do if I still have questions or concerns?

If you still have questions or concerns that have not been addressed here, please contact the Toyota Customer Experience Center at 1-800-331-4331.

The Toyota Customer Experience Center hours are:

Mon - Fri, 5:00 am - 6:00 pm PST

Sat, 7:00 am - 4:00 pm