

FREQUENTLY ASKED QUESTIONS FOR USE WITH CUSTOMERS

As of January 28, 2010

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

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

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

The condition is rare and generally does not occur suddenly. It seems to 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.

3. *Are you continuing to investigate other models?*

Toyota is confident that all models that contain the potentially sticking pedals have been identified.

4. *Why has Toyota stopped selling the affected vehicles?*

Until Toyota has remedied the potential for sticking accelerator pedals, a sales suspension of vehicles with the CTS pedals is required by Federal law .

5. *How long will this stop sale be in effect?*

This stop sales/delivery action will only be in place until Toyota is able to provide service repair parts and instructions to dealers so that they can remedy their involved vehicles. Involved vehicles may be made available for retail sale as soon as they are repaired, as long as the vehicle also meets the requirements of recall 90L if applicable.

6. *When do you expect to have a remedy?*

We believe that a remedy may be announced as early as next week and that the necessary parts and instructions will become available later in the month of February.

7. *What options are you exploring for a remedy?*

We are reviewing a number of different options, but are aiming for a simple repair which does not require disassembly of the accelerator pedal unit.

8. *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 not smooth during operation. What should I do?*

You should bring the vehicle to a stop at the nearest safe location and shut off the engine. Then contact any Toyota dealer for assistance.

9. 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 the 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.

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

Toyota is working quickly to develop a remedy for this potential condition 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.

11. Toyota stated that this did not affect new/low mileage vehicles, has the situation changed?

Generally that seems to be the case; however, the law requires that the entire universe of new vehicles identified in our recall notice must be included in the stop sale.

12. Why are you stopping production at your factories?

Beginning on February 1, 2010 production is being temporarily suspended at five North American production facilities to assess and coordinate activities related to the recall announced on January 21. This also allows us to expedite customer repairs by diverting parts, originally slated for production vehicles, to dealerships for their use in remedying this condition in customer vehicles.

13. 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 PST