

# Toyota Recall

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Dear NETS Members,

February 8, 2010

I have been asked how NETS members are addressing the Toyota recall issue.

Responses are provided below. I have included NHTSA's advisory.

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Please note I have omitted attribution. (I will exclude identification of respondents and their companies when the question addresses a specific supplier or suppliers).

Please contact me if you have any questions or suggestions.

Jack Hanley

NETS  
Executive Director  
jhanley@trafficsafety.org

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## Question

Sandy Lee (Johnson & Johnson) would like to know the decision(s) you have made regarding the use of Toyotas in your fleets affected by the recall.

Please send me a note as soon as possible and I will distribute the responses to NETS members.

Thank you,

Jack Hanley

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## Responses

1. Leasing vendor is contacting each driver with a Toyota (Camry) for assistance with repair.
2. We only have hybrids (Prius and Camry's) in our fleet which are not affected by the pedal assembly recall. However they are still affected by the floor mat issue. We have instructed the drivers of those vehicles to visit a Toyota dealer ASAP in their area.
3. For all Camry's with over 50k miles, we are automatically switching those drivers to other vehicles. There has been no real determination on taking any action on the vehicles with low miles unless someone calls with a concern. To date, there have been no concerns by a driver.

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4. We are asking our drivers who have Toyotas affected by the recall to not drive them until the issues can be resolved by their local Toyota dealer. In the meantime, we are recommending they rent vehicles.
5. We only have a small number of Toyotas in our fleet. We have notified the affected drivers about the recall. They have been given the option to continue to drive the vehicle or get into an alternate vehicle until Toyota starts fixing vehicles.
6. Toyota initiated a voluntary recall for a “sticking accelerator”. It was determined that part wear over time impacted the accelerator movement. The Fleet group has collected all applicable information which is summarized in the attached file. This file will be emailed to all US and Puerto Rico drivers. (A separate notification will be sent to Canada drivers)

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There are \_\_\_ Toyota vehicles in the Legacy US and PR fleet. We will remove and replace all affected Toyota vehicles. Each driver who is currently assigned a Toyota vehicle will receive a separate e-mail from Fleet. This e-mail will describe specific procedures to remove and replace their assigned Toyota with another vehicle from our inventory. In some cases, we may replace Toyota vehicles with a long term rental.

Fleet will repair all Toyota vehicles at an authorized repair facility. Repaired vehicles will either be reassigned to drivers or disposed of through the normal procedures. Due to the magnitude of the total Toyota recall, the repair procedure could take 2-3 months.

We will expend all efforts to mitigate any impact on each driver, loss of vehicles and cost. Colleague safety remains our number one priority.

7. We have only a handful of Toyotas in our fleet. Of those, \_\_\_ were affected. Drivers were notified that, if they are more comfortable, they can use rental cars until repairs have been made.

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## NHTSA Advisory Issued re Toyotas

For Immediate Release  
Monday, February 1, 2010

Contact: Karen Alana  
Telephone: (202) 366-9550

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### **CONSUMER ADVISORY: Toyota Owners Advised of Actions to Take Regarding Two Separate Recalls**

The National Highway Traffic Safety Administration today informed owners of certain Toyota, Lexus and Pontiac Vibe vehicles about the actions they should take if their accelerator gets stuck or is slow to return under certain conditions.

Today's advisory is precipitated by continued reports of consumer concern and confusion about two separate safety recalls Toyota announced over the past week involving accelerator pedals. Each recall has a different root cause – pedal entrapment and sticky pedal.

**Pedal Entrapment Recall.** In October, Toyota announced the recall of 3.8 million vehicles for accelerator pedal entrapment by the floor mat. That recall was recently expanded to include another million vehicles. When an accelerator pedal is depressed to or almost to the floor, as is done during attempts to merge onto a freeway or pass another vehicle at highway speeds, it can become trapped in the fully open position by an out of position or unsecured floor mat.

Toyota has begun to notify owners of the availability of a remedy for this entrapment recall. The accelerator pedal will be reconfigured by dealers. At the same time, Toyota will develop replacement pedals for these vehicles, which will become available for some models in April 2010. Owners who first choose to have the pedal reconfigured can also receive the brand new pedal when it becomes available. New all-weather floor mats will also be provided. In addition, Toyota will install a brake override system on certain models. The brake override system would ensure the vehicle would stop if both the brake and the accelerator pedals are simultaneously applied.

Until consumers receive the remedy, it is imperative that they take out all removable floor mats on the driver's side or ensure that any mats are properly secured. The agency has confirmed that 5 individuals, in 2 incidents, have died as a result of pedal entrapment in the recalled vehicles. Failure to follow this advice with regard to removing or securing the floor mats could lead to additional deaths and injuries. At such time as Toyota has the recall remedy for these vehicles owners will receive a letter instructing them to go to their dealer for the repair.

Toyota, Lexus and Pontiac vehicles affected by the entrapment recall are:

- 2007-2010 Camry
- 2005-2010 Avalon
- 2004-2009 Prius
- 2005-2010 Tacoma
- 2007-2010 Tundra

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- 2007-2010 ES 350
- 2006-2010 IS 250 and IS350
- 2008-2010 Highlander
- 2009-2010 Corolla
- 2009-2010 Venza
- 2009-2010 Matrix
- 2009-2010 Pontiac Vibe

**Sticky Pedal Recall.** In January 2010, Toyota announced the recall of 2.3 million vehicles for a problem internal to the accelerator pedal that causes it to be harder to depress, slower to return to the closed position or get stuck in some partially depressed position. Some of the vehicles included in this recall are also included in the pedal entrapment recall. Toyota has announced a remedy repair that will be available right away. The company is also having new pedals manufactured. Owners who first choose to have the pedal repaired may later receive a new pedal when it is available.

While we are aware of no deaths or injuries due to this condition, consumers should take the following steps prior to receiving the recall remedy. Owners of these vehicles should pay attention to the operation of their accelerator pedals. If their accelerator pedal is harder to depress than normal or slower to return, it may be a precursor to a stuck pedal. These vehicles should be parked and a dealer immediately notified. Should a pedal become stuck in a partially depressed condition while driving, owners should put their car in neutral, bring it to a stop and call their dealer.

Toyota, Lexus and Pontiac vehicles affected by the sticky pedal recall are:

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

**Actions Consumers Can Take If They Cannot Stop Their Vehicle.** Regardless of the cause, if a consumer is experiencing unintended acceleration in their vehicle, they should take the following steps:

- Brake firmly and steadily – do not pump the brake pedal
- Shift the transmission into Neutral (for vehicles with automatic transmissions and the sport option, familiarize yourself with where Neutral is – the diagram may be misleading)
- Steer to a safe location
- Shut the engine off (for vehicles with keyless ignition, familiarize yourself with how to turn the vehicle off when it is moving – this may be a different action than turning the vehicle off when it is stationary).
- Call your dealer or repair shop to pick up the vehicle. Do not drive it.

For more information, consumers can contact the National Highway Traffic Safety Administration's Hotline at 888-327-4236 or the Toyota Experience Center at 1-800-331-4331 or the Lexus Customer

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Assistance Center at 1-800-255-3987. Information from Toyota is also posted at <http://www.toyota.com> and <http://www.lexus.com>.