

Pedal Recall: Your frequently asked questions

Here are official answers to some of the questions Toyota have been asked in the last few days about the accelerator pedal recall in the UK., provided by Toyota (GB).

1. Which models are affected by the recall in the UK?

Toyota's accelerator pedal recall is confined to the following Toyota vehicles:

- AYGO (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)
- RAV4 (Nov 2005 – Nov 2009)

Please note: Not all the cars in this date range will be recalled.

Urban Cruiser, Prius, Land Cruiser, Hilux, Hiace and Dyna are not affected, and no Lexus vehicles are affected.

Toyota will continue to produce all models.

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

For subject vehicles, 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.

The issue is caused because the accelerator pedal mechanisms concerned may become worn. This progressive wear, combined with certain operating and environmental conditions, can cause friction in the mechanism to increase and intermittently result in the accelerator pedal being harder to depress, slow to return or, in the worst case, stick in a partially open position.

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

This condition is extremely rare and does not occur suddenly. This is because the issue is associated with progressive wear and increased friction over time.

If you have not experienced the problem, it is highly unlikely that you will. The recall Toyota is undertaking is precautionary as only a tiny percentage of the vehicles could potentially develop the problem.

4. Does the problem have anything to do with the vehicle's computer/electronic controls?

No, it is solely to do with the accelerator pedal mechanism.

5. I am an owner of one of the vehicles listed above. When will I know if my vehicle is affected?

Not all vehicles produced within the published date ranges are affected by the recall. Once Toyota has identified which vehicles are affected, we will apply to the DVLA, via the Vehicle and Operator Services Agency (VOSA), to obtain the name and address data of the vehicle owners. Toyota will then write to each owner, highlighting the next steps.

6. How long will it take to obtain this data?

Due to the fact that we need to obtain the names and addresses of owners, the process of obtaining this information from DVLA takes some time due to the Data Protection Act. As vehicle ownership changes regularly, it is important that we use up-to-date information, which is why VOSA insists on DVLA data being used. This process can take between 3 to 4 weeks. However, the agencies concerned have indicated they will seek to shorten this time frame. The process is simple and Toyota will keep inconvenience to a minimum.

7. I bought a used private vehicle - do you have my address? How will you contact me?

Even if you didn't buy your vehicle from a Toyota Centre, the DVLA will provide us with the details of where your vehicle is registered. All correspondence will be sent to this address.

8. What action do I need to take?

No action is required at this time unless you feel you have experienced this condition. If you *have* experienced this condition, please [contact your nearest Toyota Centre](#) for assistance.

9. I have noticed that my accelerator pedal is hard to depress, slow to return or is unsmooth during operation. What should I do?

If you should experience any of the above in the near future, you should drive to the nearest safe location, shut off the engine and [contact a Toyota Centre](#) for assistance. Each circumstance may vary, and drivers should use their best judgement.

For more detailed advice, please see our post entitled '[Advice to Customers Concerned about Accelerator Pedal Issues](#)'.

10. Does Toyota have a fix for sticking accelerator pedals?

Yes, we now have a fix for this issue. A precision-cut steel reinforcement bar will be installed into the accelerator pedal assembly. For more detail, please see our post entitled [‘Recall Fix: Toyota Confirms Plan’](#).

11. How does a precision-cut steel reinforcement bar solve this problem?

The steel reinforcement bar will reduce the surface tension between the friction shoe and the adjoining surface. With this reinforcement in place, the excess friction that can cause the pedal to stick is eliminated.

12. Is this repair covered by my warranty or will I have to pay for this?

Toyota will cover all repair costs associated with this work.

13. Is my car safe to drive if it has not yet had the repair?

If you have not experienced any faults with your vehicle so far, it is very unlikely that you will, as reported faults are very rare and, in most cases, would have been apparent for some time. The recall is precautionary as only a tiny percentage of the vehicles manufactured have potential to develop the fault. There have been no accidents reported in Europe that can be attributed to this specific problem.

14. Does this recall have anything to do with the floor mat recall in the USA?

No. The floor mat recall is in the USA only. However, please note that 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 the genuine manufacturer supplied mats correctly secured in your car.

15. What is a VIN and how do I find it on my vehicle?

A Vehicle Identification Number (VIN) is a 17-character sequence of numbers and letters that is used by the vehicle industry to uniquely identify motor vehicles. It can be viewed through the windshield on the driver’s side at the front of the dashboard.

In addition, the VIN is also located on a sticker located the driver’s side pillar, with the tyre inflation information and on the vehicle’s registration document.

16. 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 Toyota (GB) Customer Relations on **0800 1388744**, Monday to Friday (8am - 8pm), Saturday (8am – 4pm), Sunday (10am – 4pm).

17. Once the vehicle has been booked in for the recall repair how long will it take?

Depends on the local dealer the customer is having the recall carried out.

18. Will there be the availability of Courtesy Cars?

Toyota have advised that yes this is their company policy but does depend on availability when the vehicle is booked in.

19. If a customer is not willing to drive their vehicle as they feel it to be unsafe until the recall has been fixed what will Toyota offer to assist?

Courtesy car and any other help or advice that the customer may seek.

20. Do we know when the recall will be sent out to LeasePlan?

Around 3/4 weeks, or sooner depending on the information provided by the DVLA.

21. When will the parts be in the UK to fix this problem?

Parts are on order and vary from model to model , however all parts should be available within 1 week

22. If I have maintenance within my LeasePlan contract can I use the Service Booking Line?

Yes you can contact the relevant driver lines to get assistance in booking in your vehicle.