

TOYOTA RECALL UPDATE FROM CHECKERED FLAG

SAFETY IS PARAMOUNT

Toyota has a long-earned reputation of quality and dependability. Checkered Flag is proud to have represented the brand for over 43 years and our experience has shown us that Toyota will stand behind their products and provide a repair process to ensure the safety of all of its customers. Checkered Flag Toyota stands ready and equipped to provide the recommended service protocol for the owners of affected products in the community of Hampton Roads.

You can call the Checkered Flag Toyota hotline at (757) 481-8888 if you have any questions whatsoever. Our call center is open 7AM – 7PM Monday through Friday and 7:30AM – 6PM on Saturday.

MANY NEW TOYOTA VEHICLES ARE UNAFFECTED

We stand behind Toyota's quality and dependability as we always have.

The problems affecting certain Toyotas are due to a certain brand of gas pedal which has only been installed on some cars at some assembly plants. Vehicles with other brands of gas pedals remain unaffected by this recall. Checkered Flag has many of these unaffected vehicles in stock.

About half of the new Toyotas in our inventory are available for delivery today.

We have plenty of the following models on the ground that are unaffected and ready for immediate delivery: Camry, Camry hybrids, RAV4, Tacoma, Sienna, Venza, Solara, Yaris, 4Runner, FJ Cruiser, Land Cruiser, Highlander hybrids, Toyota Prius. All Scion models are available as well.

We encourage you to review some of the questions we are being asked, which are shown here. Above all we encourage Toyota drivers to determine if their vehicle may be affected and follow recommendations for repair when they are announced by Toyota.

SOME FREQUENTLY ASKED QUESTIONS ABOUT THE RECALL AND ITS IMPACT:

Which cars are involved?

This specific recall affects Toyota's 2009-2010 RAV4, Corolla and Matrix models; the 2005-2010 Avalon; 2010 Highlander; 2007-2010 Tundra and the 2008-2010 Sequoia; and some 2007-2010 Camrys. No Lexus or Scion models are involved.

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 condition is rare and does not occur suddenly. 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.

Is Toyota continuing to investigate other models?

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

Why has Toyota stopped selling the affected vehicles?

Until Toyota has finalized an appropriate remedy to address the potential for sticking accelerator pedals, a sales suspension is necessary.

When does Toyota expect to have a remedy?

The manufacturer is making every effort to remedy this situation for Toyota owners as quickly as possible.

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. What should I do?

The vehicle should be driven to the nearest safe location, the engine shut off and a Toyota dealer contacted for assistance. Go to www.Toyota.com for more detailed instruction if you feel your vehicle may be affected.

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 remedy and will issue owner notifications in the future. No action is required at this time unless you feel you are experiencing this condition.

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

More details are available at www.toyota.com



CheckeredFlag.com

Checkered Flag Toyota
5301 East Virginia Beach Blvd.
757-687-3452

Service: Mon–Fri: 7:30 AM – 7PM
Sat: 7:30 AM – 6 PM
Parts: Mon–Sat: 8 AM – 6 PM