

SECTION 4

IN CASE OF AN EMERGENCY

In case of an emergency

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**If your vehicle will not start—
(a) Simple checks**

Before making these checks, make sure you have followed the correct starting procedure given in "How to start the engine" on page 318 in Section 3 and that you have sufficient fuel. If your vehicle is equipped with the engine immobilizer system, also check whether the other keys will start the engine. If they work, your key may be broken. Have the key checked at your Toyota dealer. If none of your keys work, there may be a malfunction in the immobilizer system. Call your Toyota dealer. (See "Keys (with engine immobilizer system)" on page 14 in Section 1-2.)

If the engine is not turning over or is turning over too slowly—

1. Check that the battery terminals are tight and clean.
2. If the battery terminals are O.K., switch on the interior light.
3. If the light is out, dim or goes out when the starter is cranked, the battery is discharged. You may try jump starting. See "(c) Jump starting" on page 333 for further instructions.

If the light is O.K., but the engine still will not start, it needs adjustment or repair. Call a Toyota dealer or qualified repair shop.

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NOTICE

Do not pull- or push-start the vehicle. It may damage the vehicle or cause a collision when the engine starts. Also the three-way catalytic converter may overheat and become a fire hazard.

If the engine turns over at its normal speed but will not start—

1. Turn the ignition key to "ACC" or "LOCK" and try starting the engine again.
2. If the engine will not start, the engine may be flooded because of repeated cranking. See "(b) Starting a flooded engine" on page 332 for further instructions.
3. If the engine still will not start, it needs adjustment or repair. Call a Toyota dealer or qualified repair shop.

(b) Starting a flooded engine

If the engine will not start, your engine may be flooded because of repeated cranking.

If this happens, turn the key to "START" with the accelerator pedal fully depressed. Keep the key and accelerator pedal in these positions for 15 seconds and release them. Then try starting the engine with your foot off the accelerator pedal.

If the engine does not start after 15 seconds of cranking, release the key, wait a few minutes and try again.

If the engine still will not start, it needs adjustment or repair. Call a Toyota dealer or qualified repair shop for assistance.

NOTICE

Do not crank for more than 30 seconds at a time. This may overheat the starter and wiring systems.

(c) Jump starting

To avoid serious personal injury and damage to your vehicle which might result from battery explosion, acid burns, electrical burns, or damaged electronic components, these instructions must be followed precisely.

If you are unsure about how to follow this procedure, we strongly recommend that you seek the help of a competent mechanic or towing service.



CAUTION

- Batteries contain sulfuric acid which is poisonous and corrosive. Wear protective safety glasses when jump starting, and avoid spilling acid on your skin, clothing, or vehicle.
- If you should accidentally get acid on yourself or in your eyes, remove any contaminated clothing and flush the affected area with water immediately. Then get immediate medical attention. If possible, continue to apply water with a sponge or cloth while en route to the medical office.

- The gas normally produced by a battery will explode if a flame or spark is brought near. Use only standardized jumper cables and do not smoke or light a match while jump starting.

NOTICE

The battery used for boosting must be 12 V. Do not jump start unless you are sure that the booster battery is correct.

JUMP STARTING PROCEDURE

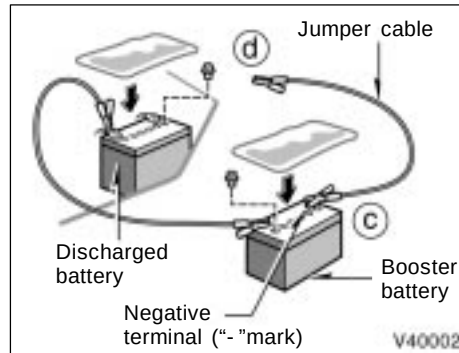
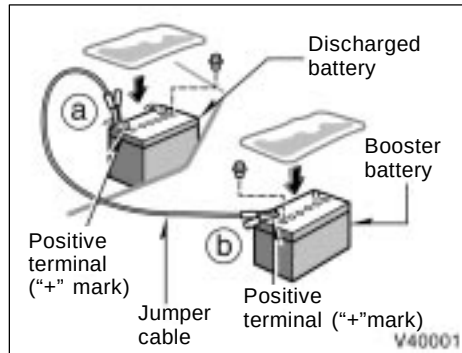
1. If the booster battery is installed in another vehicle, make sure the vehicles are not touching. Turn off all unnecessary lights and accessories.

When boosting, use the battery of matching or higher quality. Any other battery may be difficult to jump start with.

If jump starting is difficult, charge the battery for several minutes.

2. If required, remove all the vent plugs from the booster and discharged batteries. Lay a cloth over the open vents on the batteries. (This helps reduce the explosion hazard, personal injuries and burns.)
3. If the engine in the vehicle with the booster battery is not running, start it and let it run for a few minutes. During jump starting, run the engine at about 2000 rpm with the accelerator pedal lightly depressed.

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4. Make the cable connections in the order a, b, c, d.

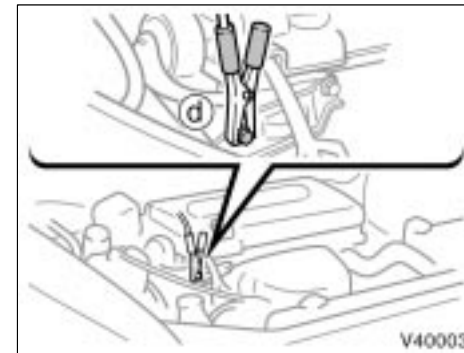
a. Connect the clamp of the positive (red) jumper cable to the positive (+) terminal on the discharged battery.

b. Connect the clamp at the other end of the positive (red) jumper cable to the positive (+) terminal on the booster battery.

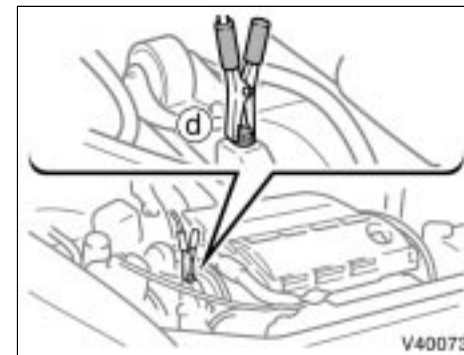
c. Connect the clamp of the negative (black) jumper cable to the negative (-) terminal on the booster battery.

d. Connect the clamp at the other end of the negative (black) jumper cable to a solid, stationary, unpainted, metallic point of the vehicle with the discharged battery.

The recommended connecting points are shown in the following illustrations:



Connecting point for 2AZ-FE engine



Connecting point for 3MZ-FE engine

Do not connect it to or near any part that moves when the engine is cranked.



CAUTION

When making the connections, to avoid serious injury, do not lean over the battery or accidentally let the jumper cables or clamps touch anything except the correct battery terminals or the ground.

5. Start your engine in the normal way. After starting, run it at about 2000 rpm for several minutes with the accelerator pedal lightly depressed.
6. Carefully disconnect the cables in the exact reverse order: the negative cable and then the positive cable.
7. Carefully dispose of the battery cover cloths—they may now contain sulfuric acid.
8. If removed, replace all the battery vent plugs.

If the cause of your battery discharging is not apparent (for example, lights left on), you should have it checked at your Toyota dealer.

If the first start attempt is not successful...

Check that the clamp on the jumper cables are tight. Recharge the discharged battery with the jumper cables connected for several minutes and restart your engine in the normal way.

If the another attempt is not successful, the battery may be depleted. Have it checked at your Toyota dealer.

If your engine stalls while driving

If your engine stalls while driving...

1. Reduce your speed gradually, keeping a straight line. Move cautiously off the road to a safe place.
2. Turn on your emergency flashers.
3. Turn the ignition key to "ACC" or "LOCK", and try starting the engine again.

If the engine will not start, see "If your vehicle will not start" on page 332 in this Section.



CAUTION

If the engine is not running, the power assist for the brakes and steering will not work so steering and braking will be much harder than usual.

If you cannot increase engine speed

If engine speed does not increase when the accelerator pedal is depressed, there may be a problem somewhere in the electronic throttle control system.

At this time, vibration may occur. However, if you depress the accelerator pedal more firmly and slowly, you can drive your vehicle at low speeds. Have your vehicle checked by your Toyota dealer as soon as possible.

Even if the abnormality of the electronic throttle control system is corrected during low speed driving, the system may not be recovered until the engine is stopped and the ignition key is turned to "ACC" or "LOCK" position.



Be especially careful to prevent erroneous pedal operation.

If your vehicle overheats

If your engine coolant temperature gauge indicates overheating, if you experience a loss of power, or if you hear a loud knocking or pinging noise, the engine has probably overheated. You should follow this procedure...

1. Pull safely off the road, stop the vehicle and turn on your emergency flashers. Put the transmission in "P" and apply the parking brake. Turn off the air conditioning if it is being used.
2. If coolant or steam is boiling out of the radiator or reservoir, stop the engine. Wait until the steam subsides before opening the hood. If there is no coolant boiling over or steam, leave the engine running and make sure the electric cooling fan is operating. If it is not, turn the ignition off.



To help avoid personal injury, keep the hood closed until there is no steam. Escaping steam or coolant is a sign of very high pressure.

3. Look for obvious coolant leaks from the radiator, hoses, and under the vehicle. However, note that water draining from the air conditioning is normal if it has been used.



When the engine is running, keep hands and clothing away from the moving fan and engine drive belts.

4. If the coolant is leaking, stop the engine immediately. Call a Toyota dealer for assistance.
5. If there are no obvious leaks, check the coolant reservoir. If it is dry, add coolant to the reservoir while the engine is running. Fill it about half full. For the coolant type, see "Coolant type selection" on page 383 in Section 7-2.



Do not attempt to remove the radiator cap when the engine and radiator are hot. Serious injury could result from scalding hot fluid and steam blown out under pressure.

6. After the engine coolant temperature has cooled to normal, again check the coolant level in the reservoir. If necessary, bring it up to half full again. Serious coolant loss indicates a leak in the system. You should have it checked as soon as possible at your Toyota dealer.

If you have a flat tire—

1. Reduce your speed gradually, keeping a straight line. Move cautiously off the road to a safe place well away from the traffic. Avoid stopping on the center divider of a highway. Park on a level spot with firm ground.
2. Stop the engine and turn on your emergency flashers.
3. Firmly set the parking brake and put the transmission in "P".
4. Have everyone get out of the vehicle on the side away from traffic.
5. Read the following instructions thoroughly.

 CAUTION

When jacking, be sure to observe the following to reduce the possibility of personal injury:

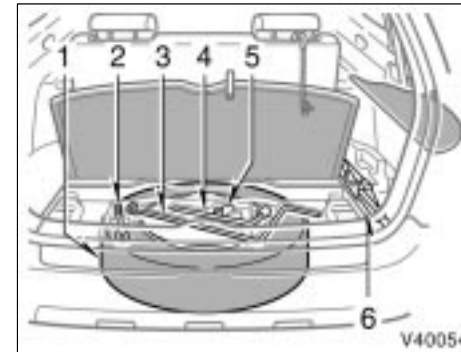
- **Follow jacking instructions.**
- **Do not put any part of your body under the vehicle supported by the jack. Otherwise, personal injury may occur.**
- **Do not start or run the engine while your vehicle is supported by the jack.**
- **Stop the vehicle on a level firm ground, firmly set the parking brake and put the transmission in "P". Block the wheel diagonally opposite to the one being changed if necessary.**

- Make sure to set the jack properly in the jack point. Raising the vehicle with jack improperly positioned will damage the vehicle or may allow the vehicle to fall off the jack and cause personal injury.
- Never get under the vehicle when the vehicle is supported by the jack alone.
- Use the jack only for lifting your vehicle during wheel changing.
- Do not raise the vehicle with someone in the vehicle.
- When raising the vehicle, do not place any objects on top of or underneath the jack.
- Raise the vehicle only high enough to remove and change the tire.

NOTICE

Do not continue driving with a deflated tire. Driving even a short distance can damage a tire and wheel beyond repair.

—Required tools and spare tire

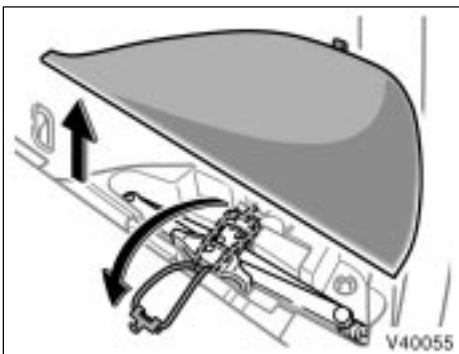


1. Get the required tools and spare tire.

1. Spare tire
2. Front towing eyelet
3. Jack handle
4. Wheel nut wrench
5. Adapter socket
6. Jack

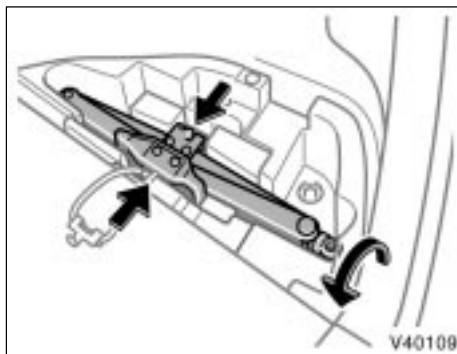
To prepare yourself for an emergency, you should familiarize yourself with the use of the jack, each of the tools and their storage locations.

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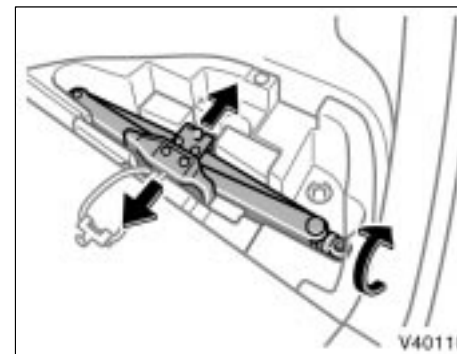


Before removing the jack, remove the right side deck board and unhook the tightening strap.

After storing the jack, make sure it is securely held by the tightening strap.



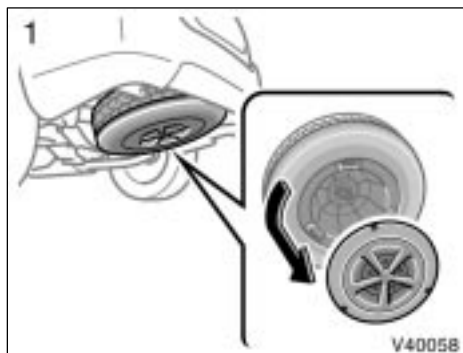
To remove the jack, rotate the jack joint by hand until the jack becomes free.



To store the jack, rotate the jack joint until the jack is firmly secured.

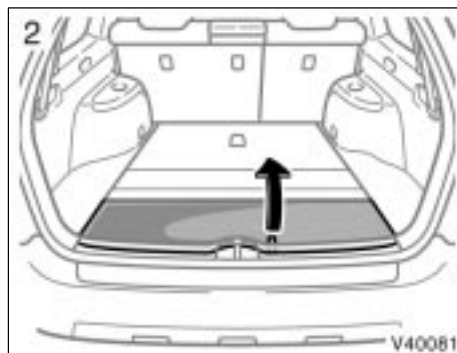
This prevents the jack from flying forward during a collision or sudden stop.

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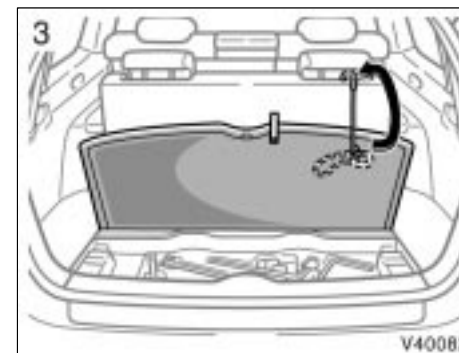


To detach the spare tire:

1. Vehicles with aluminium wheels—
Remove the inside spare tire cover by turning it counterclockwise.

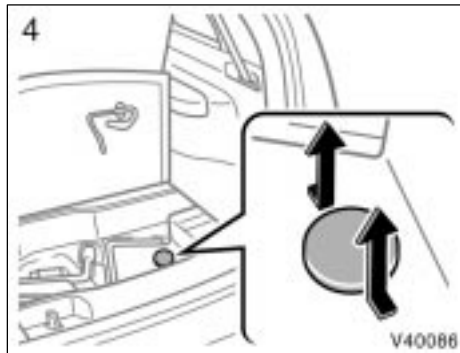


2. Pull the strap and open the center deck board.



3. Vehicles with third seat—
If the third seat is upright, hang the center deck board on the right-side head restraint.

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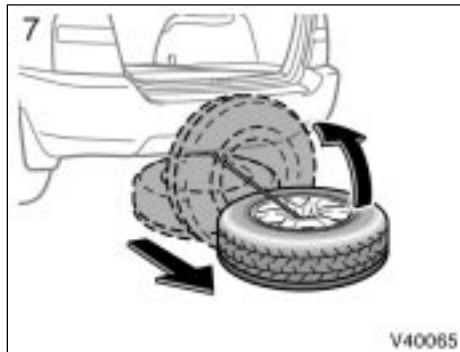
4. Remove the cover as shown in the illustration.



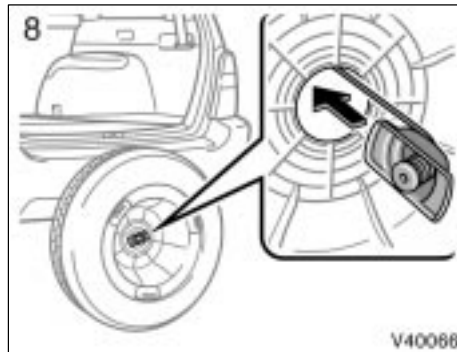
5. Put the adapter socket (for removing a spare tire) on the spare tire clamp bolt.



6. Threading the jack handle through the adapter socket, turn the jack handle counterclockwise. Continue until the spare tire is lowered completely to the ground.

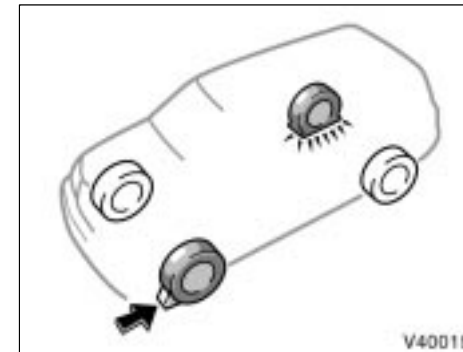


7. Pull out the spare tire and stand it up against the bumper.



8. Remove the holding bracket.
Vehicles with aluminium wheels—
Remove the spare tire cover.

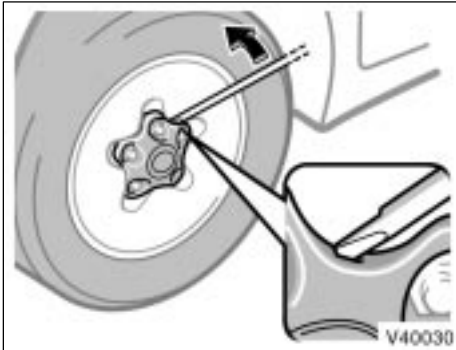
—Blocking the wheel



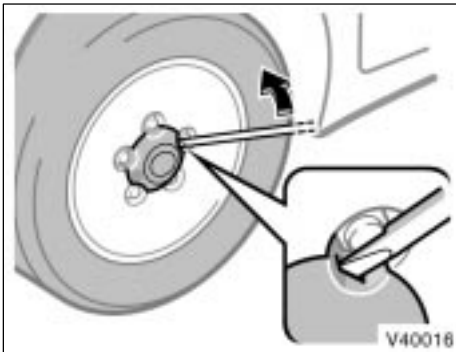
2. Block the wheel diagonally opposite the flat tire to keep the vehicle from rolling when it is jacked up.

When blocking the wheel, place a wheel block in front of one of the front wheels or behind one of the rear wheels.

—Removing wheel ornament



Type A



Type B

3. Remove the wheel ornament.

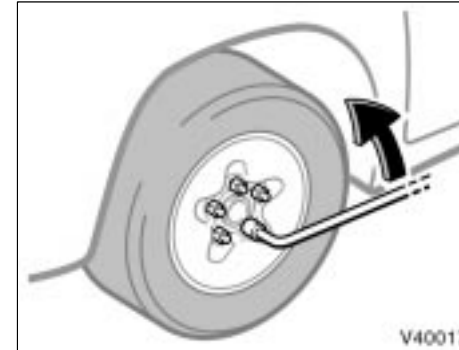
Pry off the wheel ornament, using the beveled end of the wheel nut wrench as shown.



CAUTION

Do not try to pull off the ornament by hand. Take due care in handling the ornament to avoid unexpected personal injury.

—Loosening wheel nuts



4. Loosen all the wheel nuts.

Always loosen the wheel nuts before raising the vehicle.

Turn the wheel nuts counterclockwise to loosen. To get maximum leverage, fit the wrench to the nut so that the handle is on the right side, as shown above. Grab the wrench near the end of the handle and pull up on the handle. Be careful that the wrench does not slip off the nut.

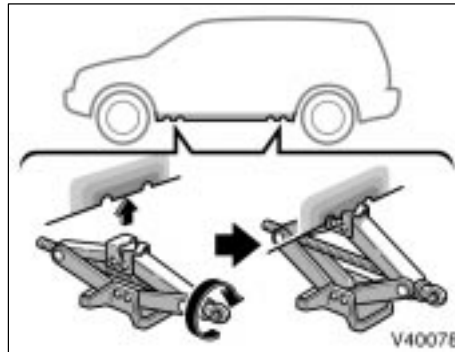
Do not remove the nuts yet—just unscrew them about one-half turn.



CAUTION

Never use oil or grease on the bolts or nuts. The nuts may loose and the wheels may fall off, which could cause a serious accident.

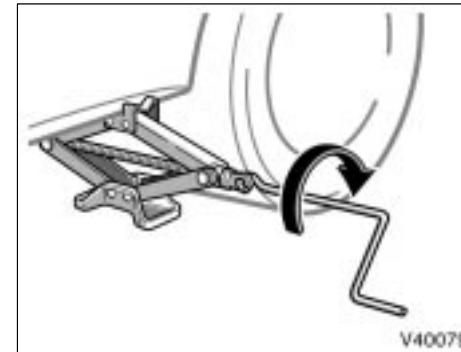
—Positioning the jack



5. Position the jack at the correct jack point as shown.

Make sure the jack is positioned on a level and solid place.

—Raising your vehicle



6. After making sure that no one is in the vehicle, raise it high enough so that the spare tire can be installed.

Remember you will need more ground clearance when putting on the spare tire than when removing the flat tire.

To raise the vehicle, insert the jack handle into the jack (it is a loose fit) and turn it clockwise. As the jack touches the vehicle and begins to lift, double-check that it is properly positioned.



CAUTION

Never get under the vehicle when the vehicle is supported by the jack alone.

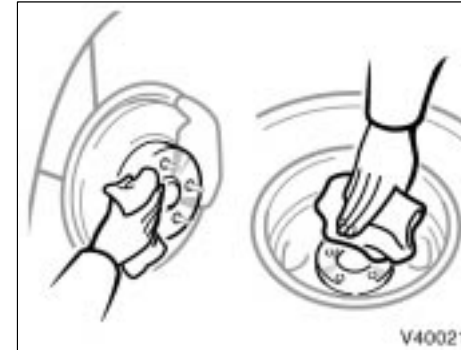
—Changing wheels



7. Remove the wheel nuts and change tires.

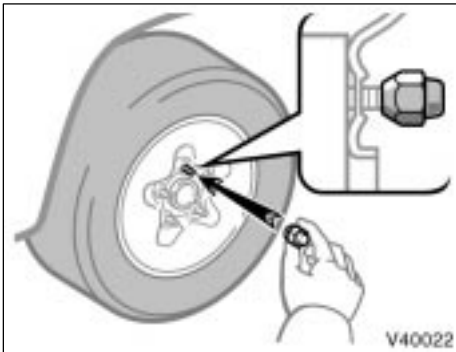
Lift the flat tire straight off and put it aside.

Roll the spare wheel into position and align the holes in the wheel with the bolts. Then lift up the wheel and get at least the top bolt started through its hole. Wiggle the tire and press it back over the other bolts.



Before putting on wheels, remove any corrosion on the mounting surfaces with a wire brush or such. Installation of wheels without good metal- to- metal contact at the mounting surface can cause wheel nuts to loosen and eventually cause a wheel to come off while driving.

—Reinstalling wheel nuts



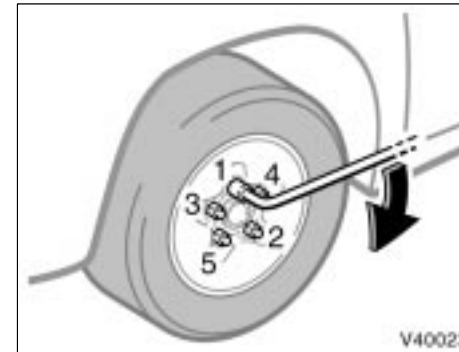
8. Reinstall all the wheel nuts finger tight.

Reinstall the wheel nuts (tapered end inward) and tighten them as much as you can by hand. Press back on the tire back and see if you can tighten them more.

CAUTION

Never use oil or grease on the bolts or nuts. Doing so may lead to overtightening the nuts and damaging the bolts. The nuts may loose and the wheels may fall off, which could cause a serious accident. If there is oil or grease on any bolt or nut, clean it.

—Lowering your vehicle



9. Lower the vehicle completely and tighten the wheel nuts.

Turn the jack handle counterclockwise to lower the vehicle.

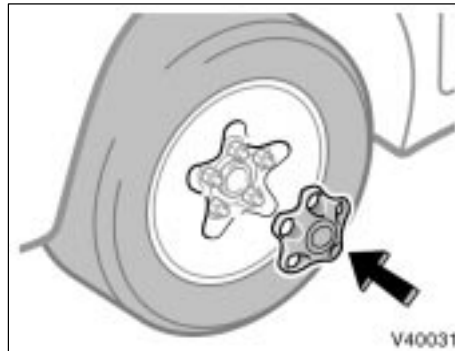
Use only the wheel nut wrench and turn it clockwise to tighten the nuts. Do not use other tools or any additional leverage other than your hands, such as a hammer, pipe or your foot. Make sure the wrench is securely engaged over the nut.

Tighten each nut a little at a time in the order shown. Repeat the process until all the nuts are tight.

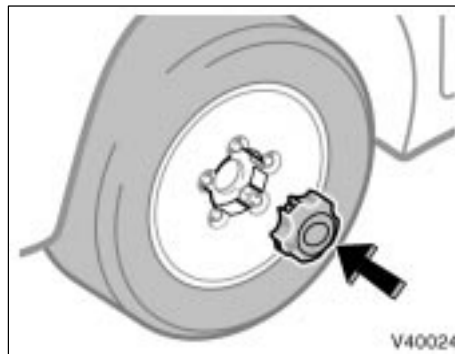
 CAUTION

- When lowering the vehicle, make sure all portions of your body and all other persons around will not be injured as the vehicle is lowered to the ground.
- Have the wheel nuts tightened with torque wrench to 103 N·m (10.5 kgf·m, 76 ft·lbf), as soon as possible after changing wheels. Otherwise, the nuts may loosen and the wheels may fall off, which could cause a serious accident.

—Reinstalling wheel ornament



Type A



Type B

10.Reinstall the wheel ornament.

1. Put the wheel ornament into position.
2. Then tap it firmly with the side or heel of your hand to snap it into place.

 CAUTION

Take due care in handling the ornament to avoid unexpected personal injury.

—After changing wheels

11. Check the air pressure of the replaced tire.

Adjust the air pressure to the specification designated on page 410 in Section 8. If the pressure is lower, drive slowly to the nearest service station and fill to the correct pressure.

Do not forget to reinstall the tire inflation valve cap as dirt and moisture could get into the valve core and possibly cause air leakage. If the cap is missing, have a new one put on as soon as possible.

12. Restow all the tools, jack and flat tire securely.

As soon after changing wheels as possible, tighten the wheel nuts to the torque specified on page 410 in Section 8 with a torque wrench. Have a technician repair the flat tire and replace the spare tire with it.

Initial adjustment of the tire pressure warning system is necessary after you have replaced your tires or wheels. See “Tire pressure warning system” on page 161 in Section 1-7.



CAUTION

Before driving, make sure all the tools, jack and flat tire are securely in place in their storage location to reduce the possibility of personal injury during a collision or sudden braking.

If your vehicle becomes stuck

If your vehicle becomes stuck in snow, mud, sand, etc., then you may attempt to rock the vehicle free by moving it forward and backward.

Two-wheel drive models—

Turn off the traction control system to become unstuck to allow the tires to spin enough to remove the vehicle from the obstruction. (For details, see “Traction control system (two-wheel drive models)” on page 156 in Section 1-7.)



CAUTION

Do not attempt to rock the vehicle free by moving it forward and backward if people or objects are anywhere near the vehicle. During the rocking operation the vehicle may suddenly move forward or backward as it becomes unstuck, causing injury or damage to nearby people or objects.

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NOTICE

If you rock your vehicle, observe the following precautions to prevent damage to the transmission and other parts.

- ◆ *Do not depress the accelerator pedal while shifting the selector lever or before the transmission is completely shifted to forward or reverse gear.*
- ◆ *Do not race the engine and avoid spinning the wheels.*
- ◆ *If your vehicle remains stuck after rocking the vehicle several times, consider other ways such as towing.*

If your vehicle needs to be towed—

- (a) Towing with wheel lift type truck—
—From front



- From rear



- (b) Using flat bed truck



V40005

Two-wheel drive models

- (a) Towing with wheel lift type truck—
—From front



- From rear



- (b) Using flat bed truck



V40006

Four-wheel drive models

If towing is necessary, we recommend you to have it done by your Toyota dealer or a commercial tow truck service. In consultation with them, have your vehicle towed using either (a) or (b).

Only when you cannot receive a towing service from a Toyota dealer or commercial tow truck service, tow your vehicle carefully in accordance with the instructions given in “—Emergency towing” on page 351 in this Section.

Proper equipment will help ensure that your vehicle is not damaged while being towed. Commercial operators are generally aware of the state/provincial and local laws pertaining to towing.

Your vehicle can be damaged if it is towed incorrectly. Although most operators know the correct procedure, it is possible to make a mistake. To avoid damage to your vehicle, make sure the following precautions are observed. If necessary, show this page to the tow truck driver.

TOWING PRECAUTIONS:

Use a safety chain system for all towing, and abide by the state/provincial and local laws. The wheels and axle on the ground must be in good condition. If they are damaged, use a towing dolly.

Two-wheel drive models—

(a) Towing with wheel lift type truck

From front—Release the parking brake.

NOTICE

When lifting wheels, take care to ensure adequate ground clearance for towing at the opposite end of the raised vehicle. Otherwise, the bumper and/or underbody of the towed vehicle will be damaged during towing.

From rear—

Use a towing dolly under the front wheels.

NOTICE

Never tow a vehicle from the rear with the front wheels on the ground, as this may cause serious damage to the transmission.

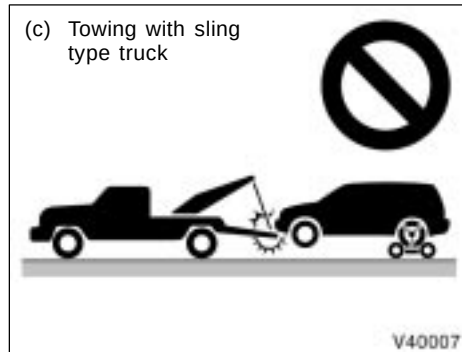
(b) Using flat bed truck

Four-wheel drive models—

(a) Towing with wheel lift type truck

Use a towing dolly under the wheels not lifted by the truck.

(b) Using flat bed truck



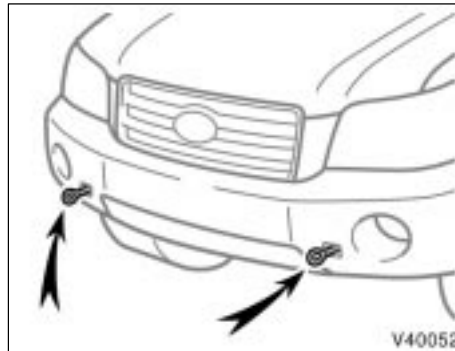
All models—

(c) Towing with sling type truck

NOTICE

Do not tow with sling type truck, either from the front or rear. This may cause body damage.

—Emergency towing



If towing is necessary, we recommend you to have it done by your Toyota dealer or a commercial tow truck service.

If towing service is not available in an emergency, your vehicle may be temporarily towed by a cable or chain secured to one of the emergency towing eyelets on the front of the vehicle. Use extreme caution when towing the vehicle.

To install the front towing eyelet, see “—Installing front towing eyelet” on page 352 in this Section.

NOTICE

- ◆ *Only use specified towing eyelet; otherwise your vehicle may be damaged.*
- ◆ *Never tow a vehicle from the rear with four wheels on the ground. This may cause serious damage to the transmission.*

A driver must be in the vehicle to steer it and operate the brakes.

Towing in this manner may be done only on hard-surfaced roads for a short distance and at low speeds. Also, the wheels, axles, drive train, steering and brakes must all be in good condition.

CAUTION

Use extreme caution when towing vehicles. Avoid sudden starts or erratic driving maneuvers which would place excessive stress on the emergency towing eyelet and towing cable or chain. The eyelet and towing cable or chain may break and cause serious injury or damage.

NOTICE

Use only a cable or chain specifically intended for use in towing vehicles. Securely fasten the cable or chain to the towing eyelet provided.

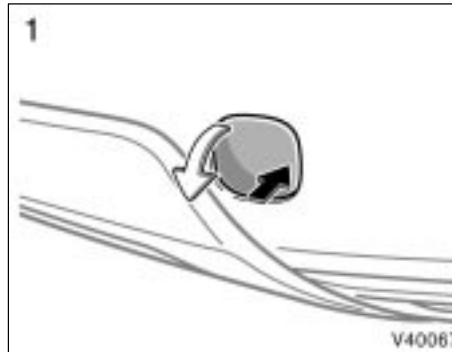
Before towing, release the parking brake and put the transmission in "N". The key must be in "ACC" (engine off) or "ON" (engine running).



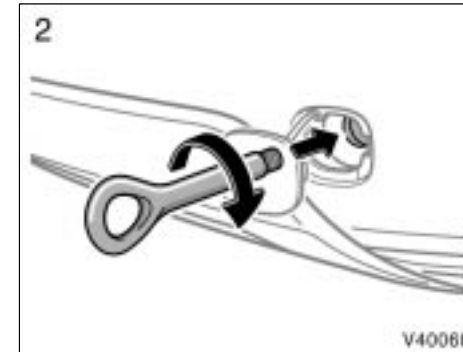
CAUTION

If the engine is not running, the power assist for the brakes and steering will not work so steering and braking will be much harder than usual.

—Installing front towing eyelet

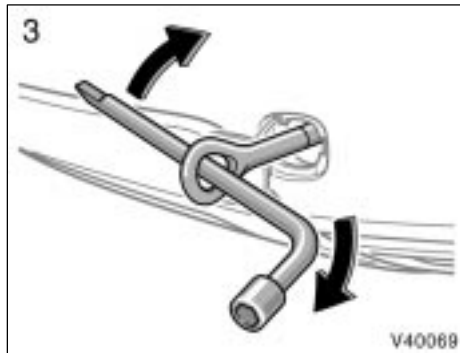


1. Remove the front towing eyelet cover on the front bumper by pushing the outside of the cover.



2. Use the front towing eyelet in the luggage compartment. Secure it to the hole on the bumper by turning clockwise. (For the towing eyelet location, see "—Required tools and spare tire" on page 338 in this Section.)

—Emergency towing eyelet precautions



3. Tighten the front towing eyelet securely by a wheel nut wrench.



CAUTION

When installing the eyelet on the vehicle, be sure to tighten the front eyelet securely. If the eyelet is loose, it may come off when being towed and result in death or serious injury.



CAUTION

If the emergency towing eyelet is used to get out when your vehicle becomes stuck in mud, sand or other condition from which the vehicle cannot be driven out under its own power, make sure to observe the precautions mentioned below. Otherwise, excessive stress will be put on the eyelet and the towing cable or chain may break, causing serious injury or damage.

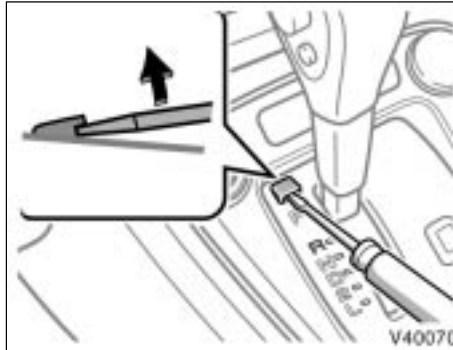
- If the towing vehicle can hardly move, do not forcibly continue the towing. Contact your Toyota dealer or a commercial tow truck service for assistance.
- Tow the vehicle as straight ahead as possible.
- Keep away from the vehicle during towing.

—Tips for towing a stuck vehicle

The following methods are effective to get out when your vehicle is struck in mud, sand or other condition from which the vehicle cannot be driven out under its own power. Use extreme caution when towing vehicles. In addition, keep away from the vehicles and towing cable or chain when towing.

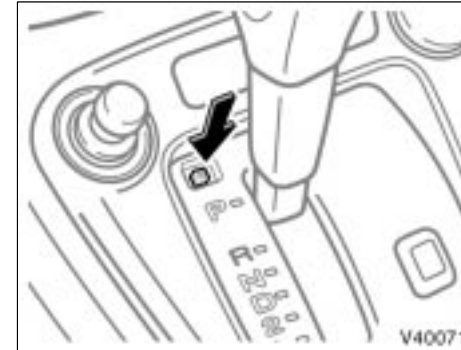
- Remove the soil and sand in the front and the back of the tires.
- Place a stone or wood under the tires.

If you cannot shift automatic transmission selector lever



If you cannot shift the selector lever out of the "P" position to other positions even though the brake pedal is depressed, use the shift lock override button as follows:

1. Turn the ignition key to the "LOCK" position. Make sure the parking brake is applied.
2. Pry up the cover with a flat-bladed screwdriver or equivalent.



3. Insert your finger into the hole to push down the shift lock override button. You can shift out of the "P" position only while pushing the button.
4. Shift into the "N" position.
5. Insert the cover.
6. Start the engine. For your safety, keep the brake pedal depressed.

Be sure to have the system checked by your Toyota dealer as soon as possible.

If you lose your keys

You can purchase a new key at your Toyota dealer if you can give them the key number. If your vehicle is equipped with the engine immobilizer system, the dealer will also need your master key.

Vehicles with engine immobilizer system— Even if you lose only one key, contact your Toyota dealer to make a new key. If you lose all your master keys, you cannot make new keys; the whole engine immobilizer system must be replaced.

See the suggestion given in “Keys” on page 14 in Section 1-2.

If your keys are locked in the vehicle and you cannot get a duplicate, many Toyota dealers can still open the door for you, using their special tools. If you must break a window to get in, we suggest breaking the smallest side window because it is the least expensive to replace. Be extremely cautious to avoid cuts from the glass.

If you lose your wireless remote control transmitter

You can purchase a new wireless remote control transmitter at your Toyota dealer.

Have the registered identification numbers of your transmitters deleted from your vehicle by your Toyota dealer as soon as possible to avoid the possibility of theft or an accident. Then, have the identification number of your new transmitter registered. At the same time, you must bring all of the remaining transmitters to have them registered again as well.

You can use the wireless remote control system with the new transmitter. Contact your Toyota dealer for detailed information.

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