

SECTION 5

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 hybrid system” on page 350 and that you have sufficient fuel. Also check whether the other keys will start the hybrid system. 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 hybrid vehicle immobilizer system. Call your Toyota dealer. (See “Keys” on page 20.)

If the instrument cluster dims or the instrument cluster display turns off with the hybrid system on—

1. Check that the 12 volt battery terminals are tight and clean.
2. If the 12 volt battery terminals are O.K., the 12 volt battery is discharged. You may try jump starting. See “(b) Jump starting” for further instructions.

NOTICE
<i>Hybrid vehicles cannot be push-started.</i>

If the instrument cluster is shown in appropriate brightness when the hybrid system is in the “IG-ON” mode—

The hybrid vehicle system is suspected to be faulty. Contact your Toyota dealer.

(b) Jump starting

If the 12 volt battery is discharged, the hybrid system can be started by jump starting. Depending on the vehicle condition, the engine may not start.

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 the 12 volt battery is discharged, you cannot access to the 12 volt battery in the luggage compartment because the back door cannot be opened. Use the exclusive jump starting terminal in the engine compartment. For details, see “JUMP STARTING PROCEDURE” on page 361.

NOTICE
<i>If the 12 volt battery is discharged with the transaxle in “P”, your vehicle cannot be moved unless the front wheels are raised. This is because the front wheels are locked by means of the parking lock mechanism.</i>

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

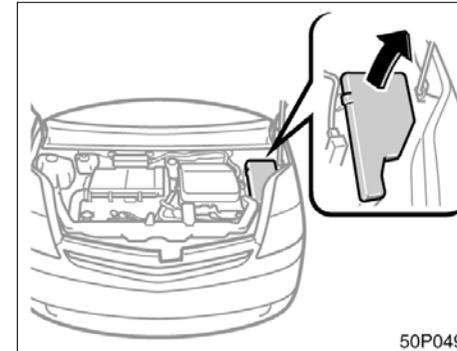


CAUTION

- Booster battery contains 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.

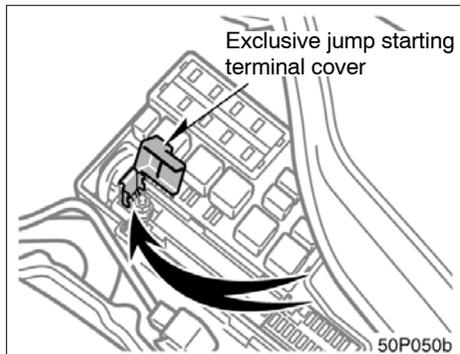
NOTICE

- ◆ *The battery used for boosting must be 12 V. Do not jump start unless you are sure that the booster battery is correct.*
- ◆ *After jump starting procedure, the hybrid system may not start by pushing the "POWER" switch. In that case, push it once again. If the "READY" light does not come on, contact your Toyota dealer.*



JUMP STARTING PROCEDURE

1. Apply the parking brake and turn off the headlight switch and interior light.
2. Turn off the hybrid system and remove the key if inserted.
3. Open the hood and fuse block cover shown in the above illustration.

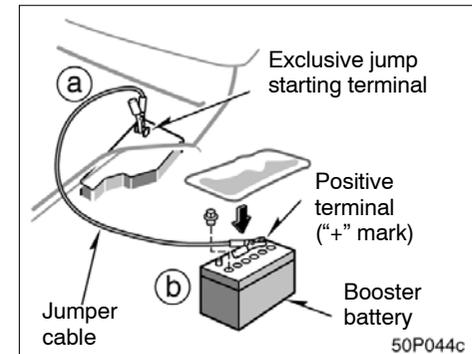


4. Open the exclusive jump starting terminal cover.
5. If the booster battery is installed in another vehicle, make sure the vehicles are not touching. Turn off all unnecessary lights and accessories.

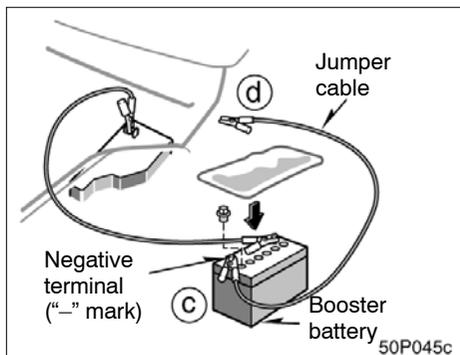
When boosting, use the battery of matching or higher quality. Any other battery may be difficult to jump start with. If jump starting is difficult, charge the battery for several minutes.

6. If required, remove all the vent plugs from the booster batteries. Lay a cloth over the open vents on the batteries. (This helps reduce the explosion hazard, personal injuries and burns.)

7. 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.

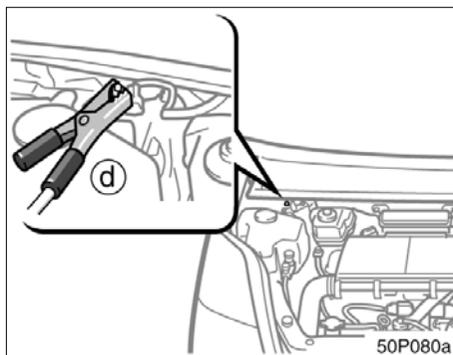


8. Connect the jumper cables in the order a, b, c, d.
 - a. Connect the clamp of the positive (red) jumper cable to the exclusive jump starting terminal.
 - b. Connect the clamp at the other end of the positive (red) jumper cable to the positive (+) terminal on the booster battery.



- 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 point is shown in the following illustration:



Connecting point

⚠ 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.

9. Charge the discharged battery with the jumper cables connected for approximately 5 minutes. At this time, run the engine in the vehicle with the booster battery at about 2000 rpm with the accelerator pedal lightly depressed.

10. Start the hybrid system. Make sure the "READY" light is on. If the hybrid battery warning light comes on in the multi-information display, the hybrid battery is also discharged. Contact your Toyota dealer.
11. Carefully disconnect the cables in the exact reverse order: the negative cable and then the positive cable.
12. Carefully dispose of the battery cover cloths—they may now contain sulfuric acid.
13. If removed, replace all the battery vent plugs.

If the cause of your 12 volt 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 hybrid system 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 hybrid system stalls while driving

If your hybrid system 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. Try starting the hybrid system again.

If the hybrid system will not start, see “If your vehicle will not start” on page 360.

CAUTION

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

If your vehicle overheats

If your high coolant temperature warning light comes on, if you experience a loss of power, or if you hear a loud knocking or pinging noise, the hybrid system has probably overheated. You should follow this procedure...

1. Pull safely off the road, stop the vehicle and turn on your emergency flashers. Push the “P” position switch 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 hybrid system. Wait until the steam subsides before opening the hood. If there is no coolant boiling over or steam, leave the hybrid system running and make sure the electric cooling fan is operating. If it is not, turn the hybrid system off.

CAUTION

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.

CAUTION

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

4. If the coolant is leaking, stop the hybrid system 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 hybrid system is running. Fill it about half full.

CAUTION

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

6. After the 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 hybrid system and turn on your emergency flashers.
3. Firmly set the parking brake.
4. Have everyone get out of the vehicle on the side away from traffic.
5. Read the following instructions thoroughly.



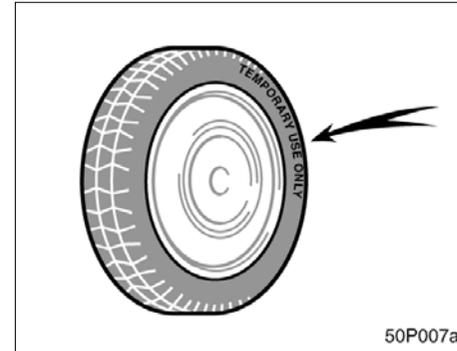
When jacking, be sure to observe the following to reduce the possibility of death or serious injury:

- **Follow jacking instructions.**
- **Do not put any part of your body under a vehicle supported by a jack. Personal injury may occur.**
- **Do not start or run the hybrid system while your vehicle is supported by the jack.**
- **Stop the vehicle at a level firm ground, firmly set the parking brake. 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.



Compact spare tire

The compact spare tire is designed for temporary emergency use only.

The compact spare tire is identified by the distinctive wording "TEMPORARY USE ONLY" molded into the side wall of the tire.

The compact spare tire saves space in your luggage compartment, and its lighter weight helps to improve fuel economy and permits easier installation in case of a flat tire.

The compact spare tire can be used many times, if necessary. It has tread life of up to 4800 km (3000 miles) depending on road conditions and your driving habits. When tread wear indicators appear on the tire, replace the tire.

See also the tire information on page 411 for details on the tread wear indicators and other service information.



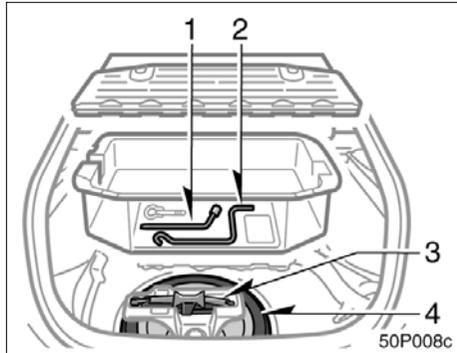
CAUTION

- **The compact spare tire was designed especially for your Toyota. Do not use it on any other vehicle.**
- **Do not use more than one compact spare tire at the same time.**
- **Do not exceed 80 km/h (50 mph) when driving with the compact spare tire.**
- **Replace the compact spare tire with the standard tire as soon as possible.**
- **Avoid sudden acceleration, sudden deceleration and sharp turns with the compact spare tire.**

NOTICE

Your ground clearance is reduced when the compact spare tire is installed so avoid driving over obstacles and drive slowly on rough, unpaved roads and speed bumps. Also, do not attempt to go through an automatic car wash as the vehicle may get caught, resulting in damage.

—Required tools and spare tire

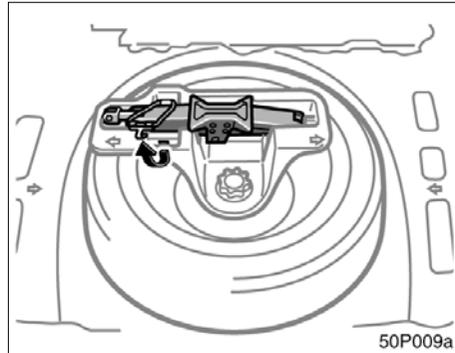


1. Get the required tools and spare tire.

- 1 Wheel nut wrench
- 2 Jack handle
- 3 Jack
- 4 Spare tire

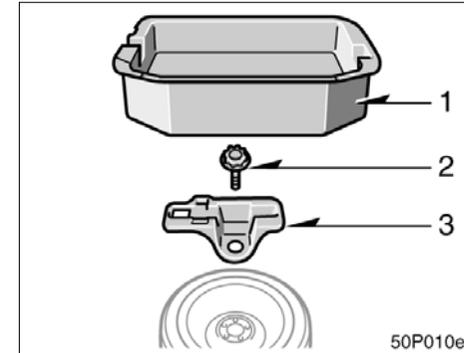
To open the luggage storage box, see “Luggage storage box” on page 315.

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



To remove the jack, unlock the tightening strap.

To store the jack, make sure it is securely held by the tightening strap.



To remove the spare tire:

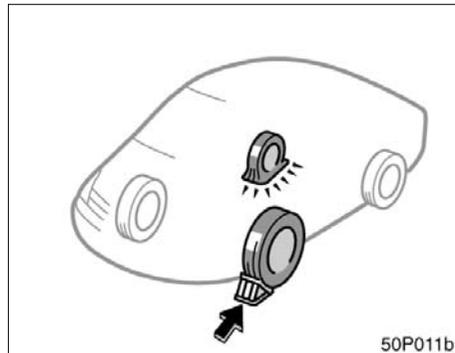
- 1. Remove the luggage storage box.
- 2. Loosen the bolt and remove it.
- 3. Remove the jack box.

Then take the spare tire out of the vehicle.

When storing the spare tire, put it in place with the inner side of the wheel facing up. Then secure the tire by repeating the above removal steps in reverse order to prevent it from flying forward during a collision or sudden braking.

When installing the jack box, align the arrows on the jack box with the ones on the body.

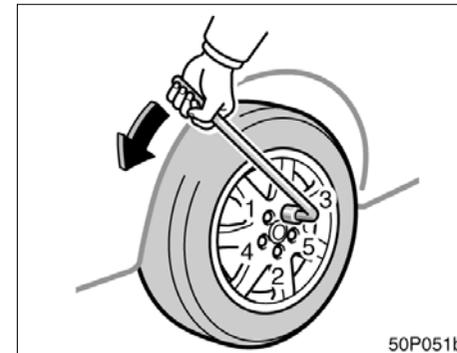
—Blocking the wheel



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

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

—Loosening wheel nuts



3. Loosen all the wheel nuts.

Always loosen the wheel nuts before raising the vehicle.

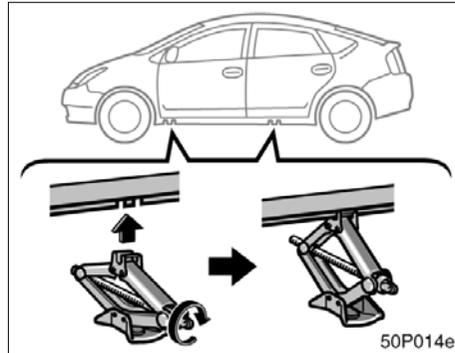
Turn the wheel nuts counterclockwise to loosen them. To get maximum leverage, fit the wrench to the nut so that the handle is on the right side, as shown above. Grab the wrench near the end of the handle and pull up on the handle. Be careful that the wrench does not slip off the nut.

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

 **CAUTION**

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

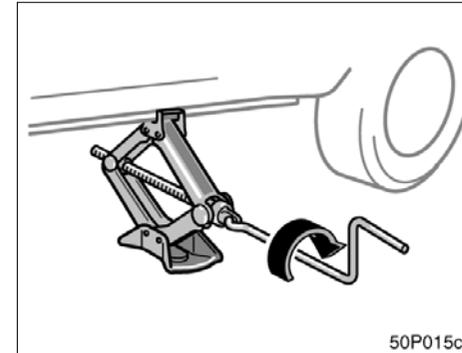
—Positioning the jack



4. Position the jack at the jack points as shown.

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

—Raising your vehicle



5. After making sure 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.

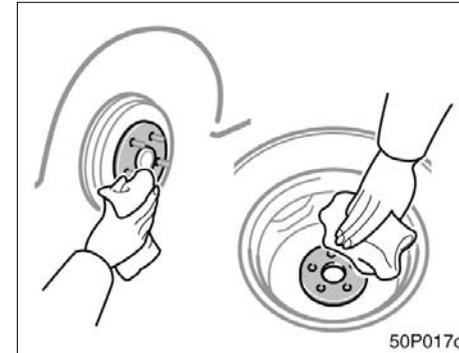
—Changing wheels



6. Remove the wheel nuts and change tires.

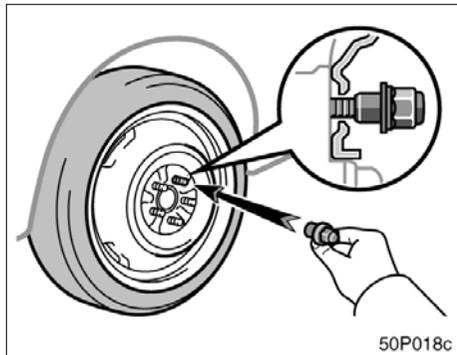
Lift the flat tire straight off and put it aside.

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.



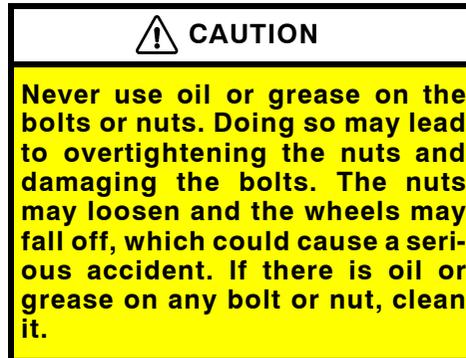
Before putting on wheels, remove any corrosion on the mounting surfaces with a wire brush or such. Installation of wheels without good metal-to-metal contact at the mounting surface can cause wheel nuts to loosen and eventually cause a wheel to come off while driving.

—Reinstalling wheel nuts

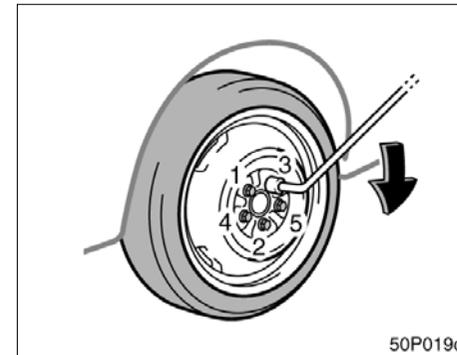


7. Reinstall all the wheel nuts finger tight.

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



—Lowering your vehicle



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

Turn the jack handle counterclockwise to lower the vehicle.

Use only the wheel nut wrench 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

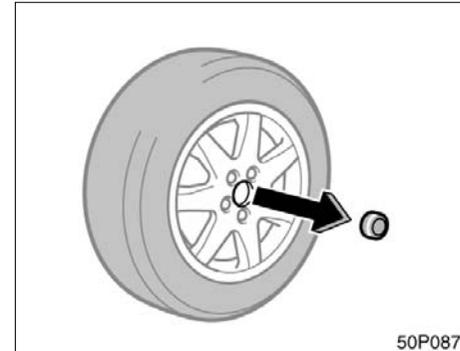
- When lowering the vehicle, make sure all portions of your body and all other persons around will not be injured as the vehicle is lowered to the ground.
- Have the wheel nuts tightened with torque wrench to 103 N·m (10.5 kgf·m, 76 ft·lbf), as soon as possible after changing wheels. Otherwise, the nuts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

—Stowing flat tire

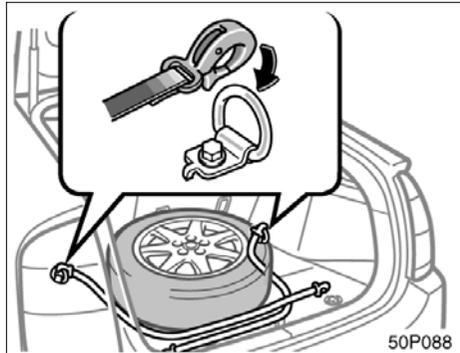
9. Restow all the tools and jack securely. Then secure the flat tire in the luggage compartment with the tire tie-down belts and tie-down hooks as follows

⚠ CAUTION

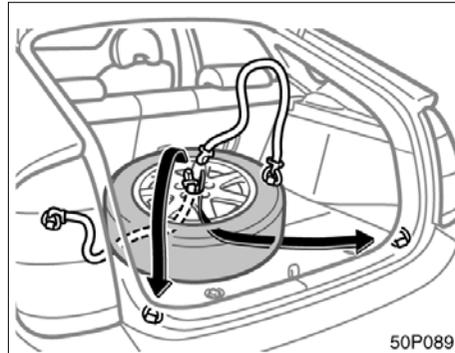
Before driving, make sure all the tools and jack are securely in place in their storage location to reduce the possibility of personal injury during a collision or sudden braking.



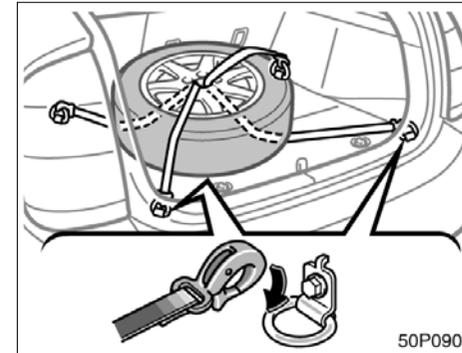
1. Before stowing the flat tire, remove the center wheel ornament by pushing from the reverse side. Be careful not to lose the wheel ornament.



2. Put the flat tire on the center of the luggage storage box lid with the outer side of the wheel facing up. Hook one ends of the belts to the front tie-down hooks.



3. Pass the belts through the center hole of the wheel as shown above.



4. Attach the other ends of the belts to the rear tie-down hooks. After stowing the flat tire, check that the tire and belts are secured.

**CAUTION**

- **Make sure the rear seats are in their original position.**
- **When carrying the flat tire, secure it using a tire tie-down belts. Otherwise, the flat tire may fly out in case of the sudden braking or an accident, resulting in death or serious injury.**

—After changing wheels**10. Check the air pressure of the replaced tire.**

Adjust the air pressure to the specification designated on page 434. If the pressure is lower than specified, drive slowly to the nearest Toyota dealer 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.

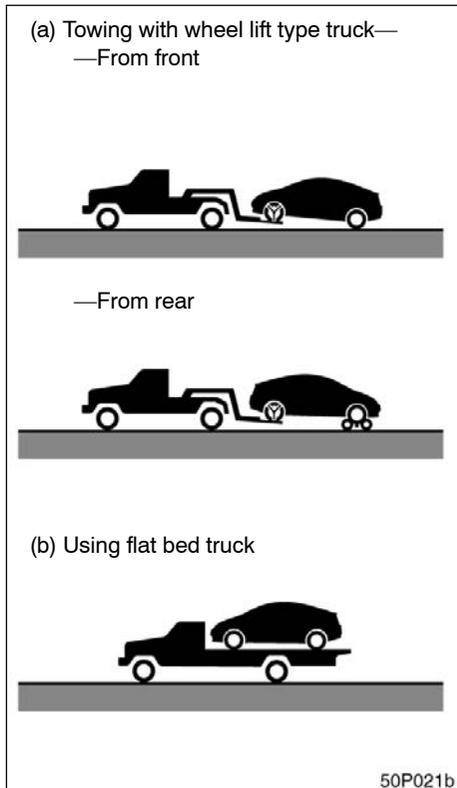
As soon as possible after changing wheels, tighten the wheel nuts to the torque specified on page 434 with a torque wrench. Have a technician repair the flat tire.

After repairing the flat tire, change it with compact spare tire and reinstall the wheel ornament.

**CAUTION**

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

If your vehicle needs to be towed—



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 377.

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.

(a) Towing with wheel lift type truck

From front—Release the parking brake.

NOTICE

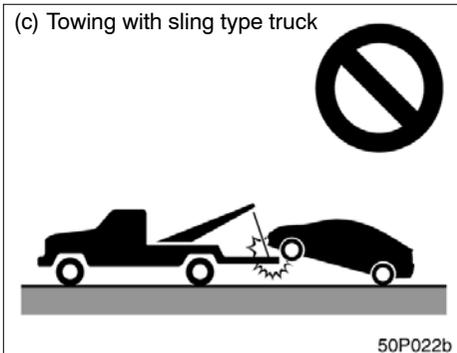
When lifting wheels, take care to ensure adequate ground clearance for towing at the opposite end of the raised vehicle. Otherwise, the underbody of the towed vehicle will be damaged during towing.

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

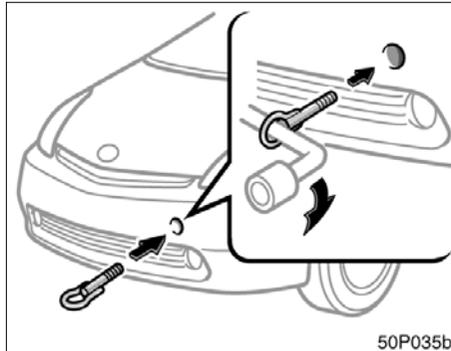


(c) Towing with sling type truck

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 emergency towing eyelet inside of front bumper. Use extreme caution when towing vehicles.

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 transaxle.*

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 hybrid transaxle in “N”. The hybrid system must be in the “IG-ON” mode.

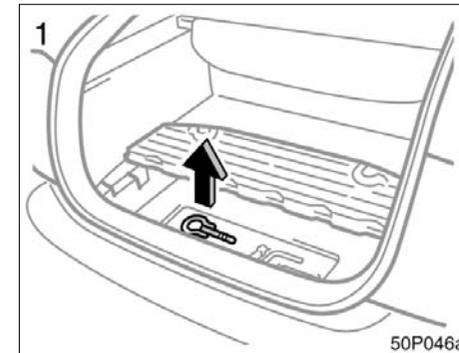
In the following cases, as the front wheels might be locked by means of the parking lock mechanism, your vehicle cannot be towed by another vehicle using a rope. Have your vehicle carried with the front wheels or all the wheels raised.

- If the parking mechanism fails.
- If the 12 volt battery is discharged.

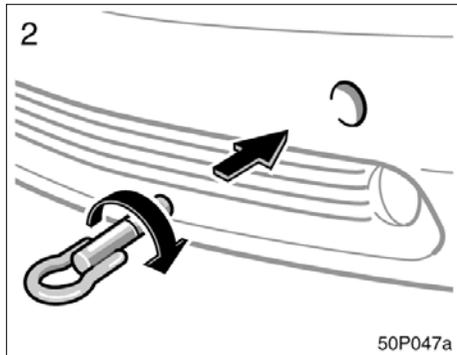
CAUTION

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

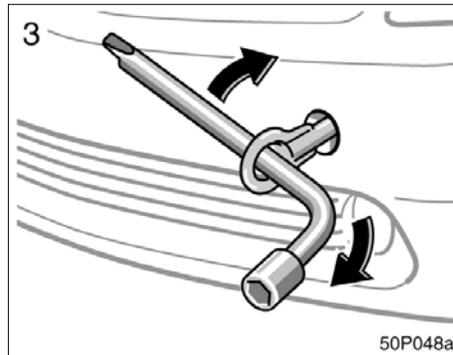
—Installing towing eyelet



1. Remove the towing eyelet as shown in the illustration.



2. Secure the towing eyelet to the hole on the bumper by turning it clockwise.



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

⚠ CAUTION

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

If you lose your keys

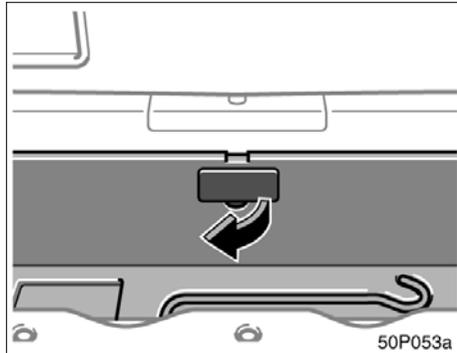
You can purchase a new key at your Toyota dealer if you can give them the key number and master key.

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 hybrid vehicle immobilizer system must be replaced.

See the suggestion given in "Keys" on page 20.

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.

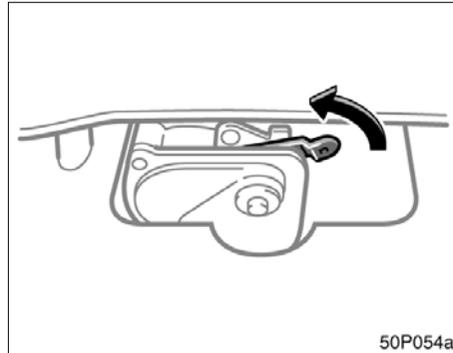
If you cannot operate back door opener



If the back door opener does not operate, you can open the back door from the inside.

To open the back door from inside, perform the following procedure.

1. Open the luggage storage box (See "Luggage storage box" on page 315.) and remove the cover.



2. Pull the lever with the back door motor, open the back door.

Be sure to have the back door opener checked/repared by your Toyota dealer.