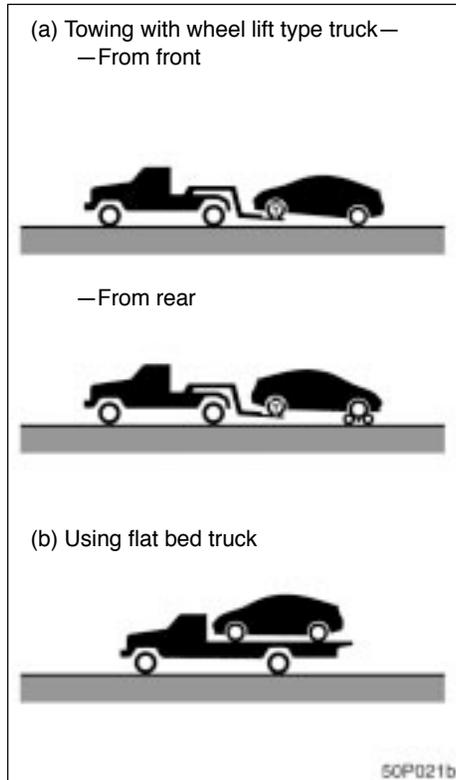


If your vehicle needs to be towed—



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 373.

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

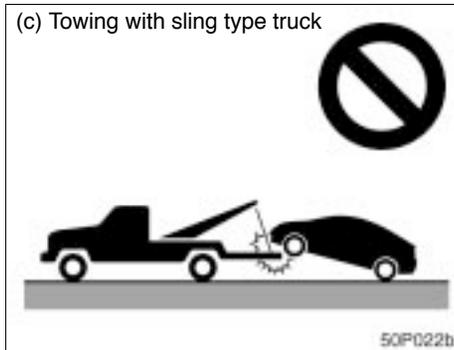
When lifting wheels, take care to ensure adequate ground clearance for towing at the opposite end of the raised vehicle. Otherwise, the underbody of the towed vehicle will be damaged during towing.

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.

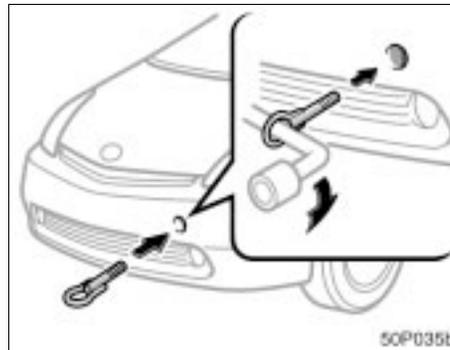
(b) Using flat bed truck



(c) Towing with sling type truck

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

–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
<ul style="list-style-type: none"> • <i>Only use specified towing eyelet; otherwise your vehicle may be damaged.</i> • <i>Never tow a vehicle from the rear with four wheels on the ground. This may cause serious damage to the transaxle.</i>

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.

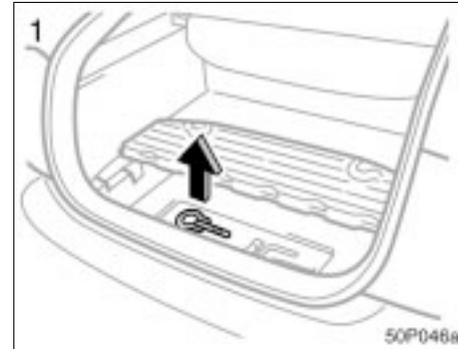
In the following cases, as the front wheels might be locked by means of the parking lock mechanism, your vehicle cannot be towed by another vehicle using a rope. Have your vehicle carried with the front wheels or all the wheels raised.

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

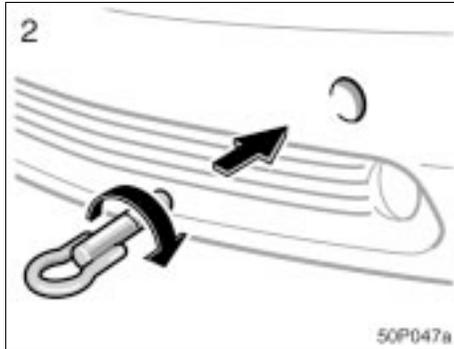
CAUTION

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.

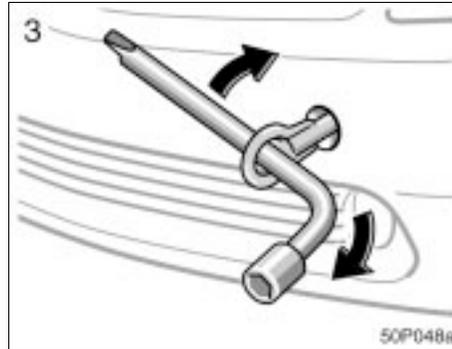
–Installing towing eyelet



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.