



February 27, 2010

*******CONSUMER ALERT*****CONSUMER ALERT*********ATTORNEY GENERAL MADIGAN PROVIDES TOYOTA RECALL DETAILS**

Chicago — Attorney General Lisa Madigan received written assurance from Toyota Motor Sales, U.S.A. that the company will make special accommodations for customers who feel unsafe operating a vehicle that the company has identified in recent recalls.

In the letter, Group Vice President & General Counsel Christopher Reynolds said that Toyota is advising its dealers to assist Toyota and some Lexus model car owners who are concerned about driving their car to the dealership or operating their vehicle until the repair has been made.

“It is important that Toyota customers be aware that the company has established service protocols to assist those affected by the recall,” said Madigan. “The company has informed my office that dealers are prepared to provide assistance if requested and at no cost to customers.”

The Attorney General said possible actions to assist customers include:

- Expedited scheduling of appointments for repairs covered by the recalls;
- Pickup and return of the vehicle by a dealership representative or by a flatbed truck;
- Driving customers to the dealership and/or their workplace; and
- Providing alternative transportation such as a rental car, a loaner vehicle or taxi fare reimbursement for a reasonable period of time if customers are unable or unwilling to drive the recalled vehicle.

Madigan said that customers with concerns should contact the company at the following telephone numbers:

Toyota Customer Experience Center: 1-800-331-4331

or

Lexus Customer Assistance Center: 1-800-255-3987

The Centers' hours of operation are Monday through Friday, 7:00 a.m. to 8:00 p.m. Central Standard Time, and Saturday and Sunday, 9:00 a.m. to 6:00 p.m. CST.

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