

Theres Been a Lot of Talk About the Recall Ad

February 17, 2011

customers.

Over the past few days, there has been a lot of speculation about our sticking accelerator pedal recall. Our message to Toyota owners is this — if you are not experiencing any issues with your accelerator pedal, we are confident that your vehicle is safe to drive. If your accelerator pedal becomes harder to depress than normal or slower to return, please contact your dealer without delay.

At Toyota, we take this issue very seriously, but I want to make sure our customers understand that this situation is rare and generally doesn't occur suddenly. In the instances where it does occur, the vehicle can be controlled with firm and steady application of the brakes.

Here's the latest update on the recall:

1. We're starting to send letters this weekend to owners involved in the recall to schedule an appointment at their dealer.
2. Dealerships have extended their hours — some of them working 24/7 — to fix your vehicle as quickly as possible.
3. Trained technicians have begun making repairs.