

Toyota Talks to Customers About the Sticking Pedal Issue

February 01, 2010

Video Transcript: Toyota Talks to Customers About the Sticking Pedal Issue

Jim Lentz

President and COO

Toyota Motor Sales, U.S.A., Inc.

Hi, I'm Jim Lentz, president of Toyota Motor Sales USA. I want to let you know that we have developed a comprehensive plan to fix the sticking pedal situation in recalled Toyota vehicles.

But first, I want to sincerely apologize to Toyota owners.

I know that our recalls have caused many of you concern... and for that ... I am truly sorry.

Toyota has always prided itself on building high quality, durable cars that customers can depend on...and I know that we have let you down. I want you to know that all 172,000-plus Toyota and dealership employees across North America will work hard to fix your vehicle properly and regain your trust.

In fact, many of our dealers will have extended hours and some will remain open 24 hours a day to get this job done.

And we're redoubling our efforts to ensure this does not happen again.

The fix can be completed within a short period of time, depending on the work flow at your dealership.

We hope to start making those repairs in just a few days. Owners will be notified by mail when to set up a dealer appointment.

In addition, our dealers have already started fixing the earlier-announced floor mat recall vehicles. We are doing this as quickly as possible, and we ask that you wait to contact your dealer when you receive our letter in the mail.

Some Toyota vehicles are involved in both recalls... and we hope to coordinate your notification so you can take care of both repairs in one dealer visit.

For more details, including a list of the vehicles involved in these recalls, please visit Toyota.com or call the Toyota Customer Experience Center

Once again I apologize for this situation...and I hope you will give us a chance to earn back your trust.

Thank you for your patience and understanding.

###