

Toyota Motor North America Announces Executive Changes

January 22, 2025

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PLANO, Texas (Jan. 22, 2025) – After more than 33 years of service, Jack Hollis, executive vice president and chief operating officer, Toyota Motor North America (TMNA), is retiring effective today. Mark Templin, currently the director and group chief operating officer of Toyota Financial Services Corporation, CEO of the Americas Oceania Region, CEO of Toyota Insurance Management Solutions, and Chairman of the Board for Toyota Motor Credit Corporation and Toyota Financial Savings Bank, will succeed Hollis, reporting to Ted Ogawa, President and CEO, TMNA, effective January 27, 2025. In addition to taking on the role of executive vice president and chief operating officer, TMNA, Templin will continue to be responsible for global roles with Toyota Financial Services (TFS) and other affiliated companies.

Since joining Toyota in 1992, Hollis has served in multiple national and regional management positions for Toyota, Lexus and Scion. Prior to his current role, he served as executive vice president, Sales. Hollis also served as senior vice president of automotive operations where he was responsible for sales, market representation, marketing and customer relations activities for the Toyota and Lexus brands, as well as operations in Puerto Rico and Mexico. Prior to that, Hollis served as group vice president and general manager of the Toyota Division. He also served as vice president of the Scion brand.

“Some time ago, Jack let us know he wanted to retire. During his time here, Jack has been instrumental in building a world-class sales and marketing team, exceptional dealer relationships and served as a true brand advocate for the Olympics and Paralympics,” said Ogawa. “We’re thankful for his dedication to Toyota and wish him well.”

“I’m so thankful for the great opportunities that Toyota has offered me during my career here, and I have been honored to work with so many amazing team members across the company, as well as the greatest dealers on the globe,” said Hollis. “While there is never a perfect time to retire, the timing is right given the new start of the year. I am very confident in the future of Toyota as I move on to take on new challenges.”

In Templin’s dual-capped role, he will be responsible for overseeing Sales, Marketing, Toyota Racing Development, Product Planning, Customer Service, Demand and Supply, Manufacturing and Product Support for the Toyota and Lexus brands in North America. He will also continue to be responsible for global roles with TFS and other affiliated companies.

Templin joined Toyota in 1990 and held a number of operational and field positions. In 2005, he took over the Scion brand and was responsible for all Scion activities. He then served as group vice president and general manager of the Lexus Division, overseeing all aspects of the brands’ U.S. automotive operations. He later added a dual-capped role with global responsibilities as general manager, Lexus Planning Division at Toyota Motor Corporation. In his next role, Templin was elevated to managing officer and executive vice president of Lexus International.

For 35 years, Templin has helped shape all three brands. He also helped Toyota Financial Services (TFS) be a leader in the industry as the number one captive finance company. During his tenure as President and CEO of TFS, he oversaw its digital transformation, expanded the business by adding private label services for Mazda Financial Services and Bass Pro Financial Services, and helped successfully prepare the company for the future.

“Mark has a deep understanding of the business, our operations and dealer network,” said Ogawa. “With his knowledge and experience, relentless focus on the customer, and his drive for innovation, he will play a leading role as we continue our transformation into a mobility company.”