



NEWS RELEASE

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Toyota To Assist Car Owners In Need Of Recall Repairs

Columbia, S.C. – South Carolina Attorney General Henry McMaster announced today that arranging recall repairs will now be easier for Toyota owners in South Carolina.

Toyota has agreed to provide free pickup and return of recalled cars, as well as free rental cars or taxi fare, for car owners across the nation.

More than 8 million Toyota and Lexus cars have been recalled due to concerns about the risk of acceleration issues and other problems.

Toyota is advising its dealers to address customer concerns on a case-by-case basis. Additional services are being provided to customers concerned about driving their vehicle before the repair is completed and may include:

- Expediting scheduling of the repair.
- Picking up the vehicle from the consumer's home and dropping it off when repairs are complete.
- Driving the customer to the dealership or workplace.
- Providing alternate transportation, such as a rental car, loaner vehicle or taxi reimbursement.

The company will reimburse dealers for the expenses.

The [National Highway Traffic Safety Administration](#) regulates [vehicle recalls](#). When New York's attorney general announced that he had reached an agreement with Toyota to assist owners in need of recall repairs, McMaster and attorneys general across the country asked the company to extend the provisions to all states.

Consumers in need of recall repairs should first reach out to their dealer. Those who have additional questions can contact the Toyota Customer Experience Center, 1-800-331-4331, or the Lexus Customer Assistance Center, 1-800-255-3987. The centers are open 5 a.m.-6 p.m. Pacific Time Monday through Friday and 7 a.m.-4 p.m. Saturday and Sunday. Information is also online at www.toyota.com/recall.

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