

February 24, 2011

Statement Regarding Toyota Announcement of Recalled Vehicles

Today's announcement is the result of an extensive U.S. government investigation conducted by the National Highway Traffic Safety Administration ("NHTSA") and the National Aeronautics and Space Administration ("NASA") that determined that electronic throttle controls in Toyota vehicles were not to blame for reports of sudden acceleration that led to hundreds of complaints.

Those complaints resulted in recalls last year affecting about 57,000 Toyota and Lexus vehicles in Hawaii. There were no reports of accidents or injuries in Hawaii involving the recalled vehicles.

Over the past year, Servco and all Toyota/Lexus dealers launched an extensive campaign to fix sticky accelerator pedals and floor mats in the recalled vehicles. To date, about 62% of recalled vehicles have been repaired.

Today's recall involves additional models that were not covered in the previous 2010 recalls. In Hawaii, it affects approximately 15,000 vehicles. Toyota agreed to recall these additional vehicles and NHTSA has said their investigation is closed.

Owners of the involved vehicles will receive a notification by first class mail beginning in March, but we encourage you to call your dealer if you have any questions or want to book a service appointment to have the work done. You can also go to our websites, Toyota-Hawaii.com or ServcoLexus.com, for more information.

We want to thank our customers in Hawaii for their patience, and we apologize for the inconvenience caused by these recalls. Our priority is to ensure the safety of all of our vehicles, so we will continue to take all necessary steps to protect our customers.

Servco Automotive