

Hawaii Toyota Dealers Extending Hours to Fix Gas Pedals in Recalled Cars

Servco Pacific Inc. (Servco) says all Toyota dealers in Hawaii will be extending service hours of operation, including 24 hours a day to accommodate customer demand at the largest and busiest Toyota dealership located in Mapunapuna, to remedy possible sticking accelerator pedals in vehicles that have been recalled.

There have been no confirmed reports of accidents in Hawaii involving sticking gas pedals in the recalled vehicles, but Servco says extending hours of operation will allow repairs to be completed as quickly and conveniently as possible. Servco estimates approximately 8,000 vehicles state-wide are impacted by the recall.

“We want to assure our customers that the Toyota cars they drive are safe and reliable, so we will act quickly,” said Mark Fukunaga, Chairman and CEO of Servco.

Toyota Motor Corp. today announced that engineers had designed and tested a solution that eliminates the excess friction that may cause accelerator pedals to stick in rare instances. The necessary precision-cut steel reinforcement bar is now being shipped to all dealers.

Said Fukunaga, “We expect to receive the initial shipment of these parts before the end of this week and our customers will be notified either by letter or phone call to schedule installations to repair their cars as soon as possible.” Mailed letters will be sent to all affected customers directly from Toyota. When the letter is received customers should schedule an appointment at the Toyota Service Center of their choice.

He added, “We apologize for the inconvenience this recall has caused to our valued customers, and we pledge to work hard to restore their trust in Toyota vehicles.”

Servco Auto Honolulu will begin its 24 hour service as soon as the parts are received and appointments scheduled. Other Toyota locations on Oahu and the Neighbor Islands will be extending their hours to accommodate all customers. Toyota owners can find additional details at www.toyotahawaii.com.