

February 9, 2010

## **TOYOTA RECALLS LIMITED 2010 MODELS OF PRIUS AND LEXUS HS250**

### ***RECALL AFFECTS ABOUT 460 CARS SOLD IN HAWAII; NO REPORTS OF ACCIDENTS INVOLVING RECALLED VEHICLES***

Servco Pacific Inc. (Servco) today reported the cars named in recalls by Toyota Motor Company affects about 460 vehicles sold in Hawaii. The models are the third generation 2010 Prius and Lexus HS250.

The 2010 Prius and Lexus HS250 are being recalled to adjust the brake system.

Mark Fukunaga, Chairman and CEO of Servco, said Toyota engineers have investigated complaints about the brake and developed a software update for the 2010 Prius. Engineers are working on a separate software update for the Lexus HS250.

“It is not a brake failure,” he said, “but drivers felt the brakes did not feel right, especially on rough or icy roads.”

Fukunaga said the recall affects only the 2010 Prius and Lexus HS250. In Hawaii, 410 Prius and 53 Lexus HS250 were sold. Servco said models currently on the lot will have the necessary software installed before sale.

There are no known reports of injury or accidents in Hawaii involving Prius or HS250 vehicles due to this brake issue. Servco will be contacting customers to schedule repairs at the nearest Toyota or Lexus service center or dealer.

Today’s recall is separate from the sticking gas pedal recall that affects certain Toyota models. That recall affects 8,000 vehicles in Hawaii. All Toyota dealers and service centers in the state have extended their hours of operation to repair the vehicles as quickly as possible.

Said Fukunaga, “We apologize for the inconvenience these recalls have caused our customers. The safety of our customers is our most important concern, and we will work quickly to ensure the Lexus and Toyota vehicles they drive meet our highest standards.” Fukunaga also encouraged Lexus and Toyota owners affected by this recall to contact their dealership with any questions or concerns, or to schedule an appointment for the repair.

Toyota/Lexus customers can also call 839-CARE (2273) to schedule an appointment when the software updates are available. Customers on the outer island should call 1-888-272-5515 (toll free). Information is also posted on the website [Toyota-Hawaii.com](http://Toyota-Hawaii.com).

Servco is also monitoring national reports about possible steering problems in 2009 and 2010 Toyota Corollas. Federal officials have received 80 complaints, none of them locally. Toyota today also announced a voluntary recall involving a limited number of 2010 four cylinder Camry sedans because of a possible brake fluid leak. Servco said it has sold three sedans and those owners are being notified to bring their vehicles in for inspection.

# Frequently Asked Questions about the 2010 Lexus HS 250h Voluntary Recall

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## **What is the problem with the 2010 Prius?**

The anti-lock brake system (ABS) in the 2010 model-year Prius, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. Some owners have reported experiencing inconsistent brake feel during slow and steady application of the brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction.

## **What is the problem with the Lexus HS 250h?**

The anti-lock brake system on the Lexus HS 250h shares similar component design to the 2010 Prius, so it has been included on this recall.

## **Why does this only impact 2010 HS250h models?**

Other hybrid and non-hybrid Lexus models use a different ABS system and are not involved in this campaign.

## **How is Toyota responding to this Lexus issue?**

The software adjustment planned for the Lexus HS 250h production and dealer modification is being finalized and will be announced very soon.

## **When can I get my vehicle fixed?**

Toyota will begin sending letters to Lexus HS 250h owners within the next few weeks to let them know when to bring their vehicles into a dealership. Owners will only receive a letter if their vehicle is involved in the recall.

## **What should Lexus HS 250h customers do if they experience this braking issue?**

If a Prius owner were to experience this condition, he/she should firmly and steadily apply additional force to the brake pedal to stop the vehicle. As a precaution, owners should allow for more stopping distance.

## **How long will it take for a dealer to repair my vehicle?**

The software update should take approximately one hour to install, depending on technician workflow.

## **Is the repair covered by warranty? Will drivers have to pay any money out of pocket for this work?**

Toyota will cover all repair costs associated with this work.

## **Is this recall related to the ongoing Toyota recalls associated with sudden unintended acceleration?**

No, this recall is unrelated to the ongoing recall of Toyota vehicles for sticking gas pedals and floor mat entrapment issues.

**Where can I find a Lexus Service Center?**

Customers can contact one of the following Lexus Service Centers in Hawaii:

<p><b>Servco Lexus Honolulu</b> <b>PH: (808) 545-3987</b> 650 Kapiolani Blvd Honolulu, HI 96813 Mon-Fri: 6am-8pm Saturday: 7:30am-4:30pm Sunday: Closed <a href="http://www.ServcoLexusHonolulu.com">www.ServcoLexusHonolulu.com</a></p>	<p><b>Servco Lexus Maui</b> <b>PH: 808-877-4744</b> 445 Kele Street Kahului, HI 96732 Mon-Fri: 7:30am-4:30pm Saturday: 6am-6pm Sunday: Closed <a href="http://www.ServcoLexusMaui.com">www.ServcoLexusMaui.com</a></p>
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**What should I do if I still have questions or concerns?**

If you still have questions or concerns that have not been addressed here please contact the nearest Lexus Hawaii Dealer or Servco Automotive Customer Services.

<p><b>Servco Auto Customer Services</b> (808) 564-2300</p>	<p><b>Servco Lexus Honolulu</b> (808) 545-3987</p>	<p><b>Servco Lexus Maui</b> (808) 877-4411</p>
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