

Attorney General Jon Bruning recently announced that an agreement has been reached with Toyota to provide free pickup and return of recalled cars, as well as free rental cars or taxi fare, for affected Nebraska car owners.

More than 8 million Toyota and Lexus cars have been recalled due to concerns about the risk of acceleration issues and other problems. The agreement was reached between the automaker and the National Association of Attorneys General.

“When problems of this magnitude arise, consumers should not be expected to pay the costs,” Bruning said. “If you have problems with your repair services, please contact our Consumer Protection Division.”

When it was announced that New York had reached an agreement with Toyota to assist owners in need of recall repairs, NAAG asked the company to extend the provisions to all states. Bruning, the current NAAG president, said he and his colleagues wanted consumers to receive equal treatment across the country.

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.

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.

For help with consumer issues, contact the Attorney General's Consumer Protection Division at 800-727-6432 or on the Web at ago.ne.gov.