



PHOTOS BY JACK KURTZ/THE ARIZONA REPUBLIC

Dusty Thomas, a technician at Camelback Toyota in Phoenix, installs a new gas pedal. The dealership on Camelback Road is ramping up to repair thousands of recalled Toyotas and is now logging 100 appointments daily.

Local Toyota dealers going extra mile to quell backlash

Extended hours, massages offered to ease pain

By Russ Wiles

THE ARIZONA REPUBLIC

At Camelback Toyota, customers huddled at tables and around cubicles with dealership representatives in an area typically used to close deals.

On Wednesday night, those 50 or so customers weren't hearing a sales pitch. They were listening attentively as service technicians explained accelerator-pedal and floor-mat problems and how the company intended to fix them.

Amidst a global recall of 8.5 million cars and trucks, Arizona dealers have started making repairs and ramping up their outreach efforts. They hope the explanations, the repairs — and perks such as free food and massages — will satisfy unnerved vehicle owners.

"We're getting busier every day," said Eric Murphy, service director at Camelback Toyota. The central Phoenix dealership has been fixing recall problems since late last week and now is logging about 100 appointments daily.



Camelback Toyota General Manager John O'Malley (left) and Josh Robb (center), district parts and service manager, talk with Duane Belcher on Wednesday evening about Belcher's Tundra.

Latest developments

Toyota boss asked to testify: A top GOP lawmaker on a House committee investigating the Toyota recall says the company's president should testify on Capitol Hill. **Business, D4**