



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-13171
July 18, 2013

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 13V-292 Dealer Notification - Remedy

To whom it may concern,

Please find attached the Dealer Notification- Remedy Letter for Toyota Safety Recall 13V-292 on the following Toyota vehicles:

- 2012 Model Year Yaris

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 13V-292 (D0K) Dealer Notification (Remedy)



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Safety Recall D0K – **Remedy Available**
Certain 2012 Model Year Yaris Lift Back Vehicles
Power Steering Control Module

As previously announced on July 3, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2012 model year Yaris vehicles.

Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.

Condition

The involved vehicles are equipped with an electronic power steering system. A relay in the Power Steering Control Module of the system could experience a short circuit and cause a loss of power steering assist, resulting in increased steering effort. If this occurs, an instrument panel warning lamp will illuminate and a buzzer will sound. Loss of power steering assist could increase the risk of a crash at low speeds.

Remedy

Toyota dealers will replace the Power Steering Control Module at **NO CHARGE** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

The following information is provided to inform you of the owner notification timing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in late July, 2013. A sample of the owner notification letter has been included for your reference.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. Dealer/Owner Lists

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

3. Pre-Owned Vehicles in Dealer Stock

Toyota requests that dealers verify whether their Pre-Owned vehicles in dealer inventory are covered by this Safety Recall. If a vehicle is covered, the dealer should perform the Safety Recall remedy prior to customer delivery.

4. Number and Identification of Covered Vehicles

There are 74 Yaris Lift Back vehicles (certain 2012 model year) covered by this Safety Recall in the US.

Model	WMI	MY	VDS	START	FINISH
Yaris Lift Back	JTD	2012	JTUD3	D500160	D500264
			KTUD3	D500161	D500365

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Please refer to the following tables for vehicles covered by this Safety Recall and the necessary replacement part number.

Vehicles Requiring Part Number 04003-20552

Vehicles Requiring Part Number 04003-20652

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	0	HI	0	MI	1	NV	1	UT	1
AL	2	IA	0	MN	1	NY	3	VA	0
AR	0	ID	0	MO	1	OH	1	VT	0
AZ	6	IL	4	MS	0	OK	0	WA	4
CA	19	IN	0	MT	0	OR	1	WI	0
CO	1	KS	0	NC	1	PA	1	WV	0
CT	2	KY	2	ND	1	RI	0	WY	0
DC	0	LA	1	NE	0	SC	0		
DE	0	MA	2	NH	0	SD	0		
FL	4	MD	3	NJ	1	TN	1		
GA	3	ME	1	NM	0	TX	4		

5. Parts Ordering Process

Only 74 vehicles will require one of the parts listed below. Please refer to the VIN tables found in the Number and Identification of Covered Vehicles section for the appropriate part number.

Campaign	Part Number	Part Description	Qty.
D0K	04003-20552	COMPUTER ASSY, POWER STEERING	1
	04003-20652	COMPUTER ASSY, POWER STEERING	1

To ensure parts availability, the parts have been placed on Manual Allocation Control (MAC). If you require a part that has been placed on MAC, please send an email to Quality_Compliance@Toyota.com with the following information:

- **Subject Line: D0K MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number and Qty. Ordered**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

Important Notes:

- ***Once you have placed your order DO NOT change or upgrade your order status.***
- ***Failure to provide the above information within 48 hours will result in an order cancellation.***

IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to have the following minimum certification:

- **Toyota Certified in Electrical**

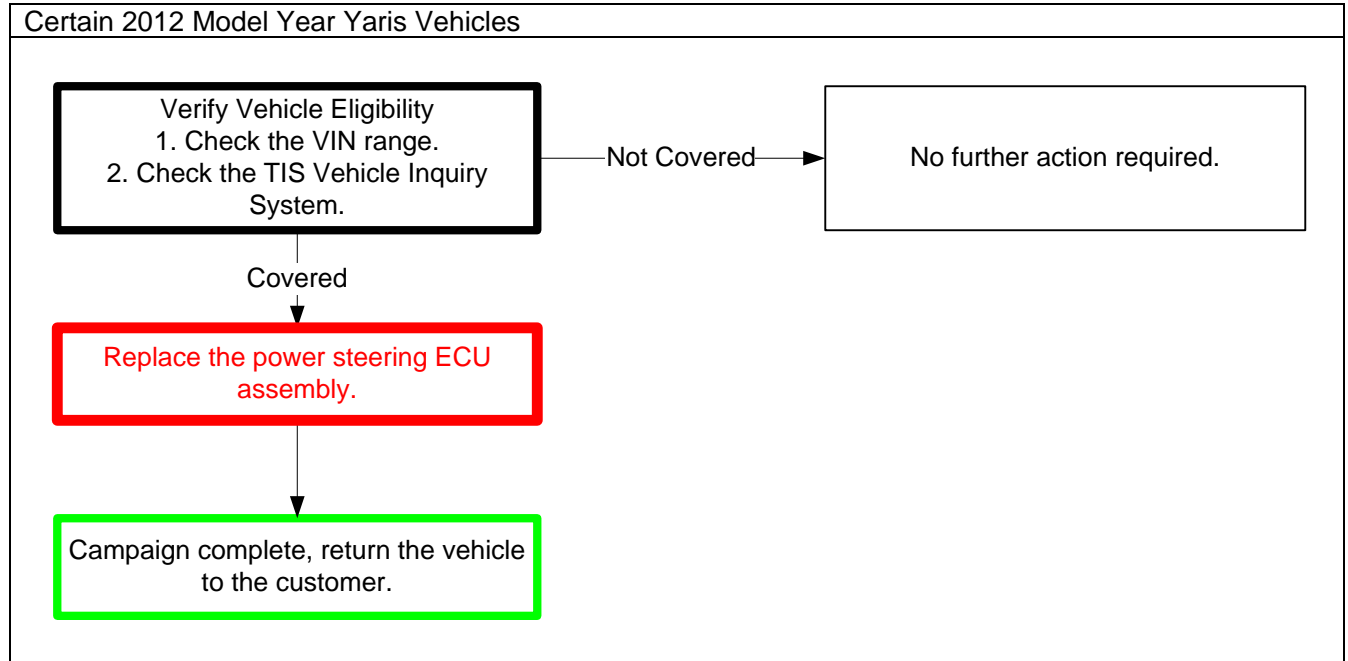
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

7. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

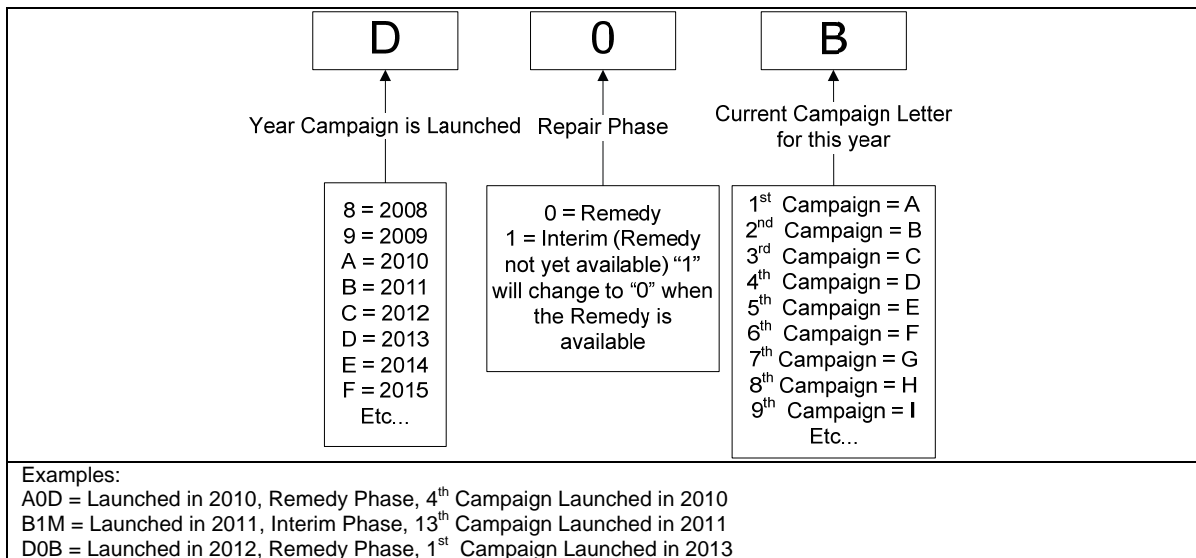
8. Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
Yaris	3501GB	Replace the Power Steering Control Module	1.3 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Campaign Designation Decoder



9. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

10. Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers)

11. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall D0K (D1K) – Remedy Notice
Certain 2012 Model Year Yaris Lift Back Vehicles
Power Steering Control Module

Customer Frequently Asked Questions

Published Mid-July, 2013

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

Q1: What is the condition?

A1: The involved vehicles are equipped with an electronic power steering system. A relay in the Power Steering Control Module of the system could experience a short circuit and cause a loss of power steering assist, resulting in increased steering effort. If this occurs, an instrument panel warning lamp will illuminate and a buzzer will sound. Loss of power steering assist could increase the risk of a crash at low speeds.

Q1a: What is the Power Steering Control Module and how does it work?

A1a: The Power Steering Control Module actuates the Power Steering Motor which is mounted on the Steering Column Assembly to provide steering assist torque. The amount of calculated assist is based on steering torque signals from the torque sensor and vehicle speed signals from the Skid Control ECU.

Q1b: What is the cause of the condition?

A1b: Improper humidity control during the relay coil wire manufacturing process can cause water to be absorbed by the coil wire during manufacturing. Absorbed water that later condenses can cause a short circuit due to the spacing between the relay terminals.

Q2: What is Toyota going to do?

A2: In late July, 2013 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall,

Any authorized Toyota dealer will replace the Power Steering Control Module at **No Charge** to you.

Q2b: How does Toyota obtain my mailing information?

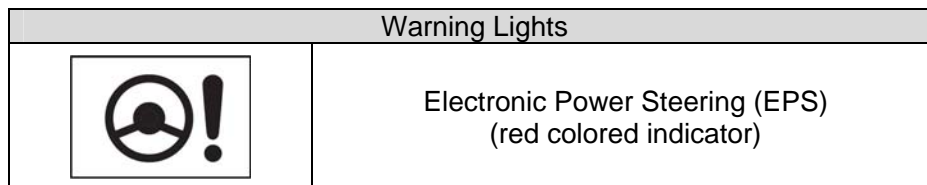
A2b: Toyota uses an industry provider who works with each state’s Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q2c: Do I need my owner letter to have the remedy performed?

A2c: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q3: Are there any warnings or indicators before this condition exists?

A3: There are no advanced warnings that this condition may occur. However, if the condition does occur, in addition to the increased steering effort, the Electronic Power Steering (EPS) warning light on the instrument panel will illuminate and a buzzer will sound to alert the driver that the system is not operating as designed.



Please note that the warning light shown above can also illuminate for conditions not related to this Safety Recall.

Q3a: What if I experience the condition or warning described?

A3a: If you experience the condition or warning described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you

Q3b: Can my vehicle be driven if I experience the condition?

A3b Yes, the vehicle can still be driven with the condition present; however, additional steering effort will be required at low speeds, because the power assist function is inoperative.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are 74 Toyota Yaris (Certain 2012 Model Year) vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	UIO
Yaris Lift Back	Certain 2012	Late August, 2011	74

Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall in the U.S.

Q5: How long will the repair take?

A5: The repair will take approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instructions will be provided in the remedy owner letter. Please note the dealer will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**Certain 2012 Model Year Yaris Lift Back Vehicles
Power Steering Control Module
SAFETY RECALL NOTICE**

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

[VIN]

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 model year Yaris vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The involved vehicles are equipped with an electronic power steering system. A relay in the Power Steering Control Module of the system could experience a short circuit and cause a loss of power steering assist, resulting in increased steering effort. If this occurs, an instrument panel warning lamp will illuminate and a buzzer will sound. Loss of power steering assist could increase the risk of a crash at low speeds.

What will Toyota do?

Any authorized Toyota dealer will replace the Power Steering Control Module at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately 1.5 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

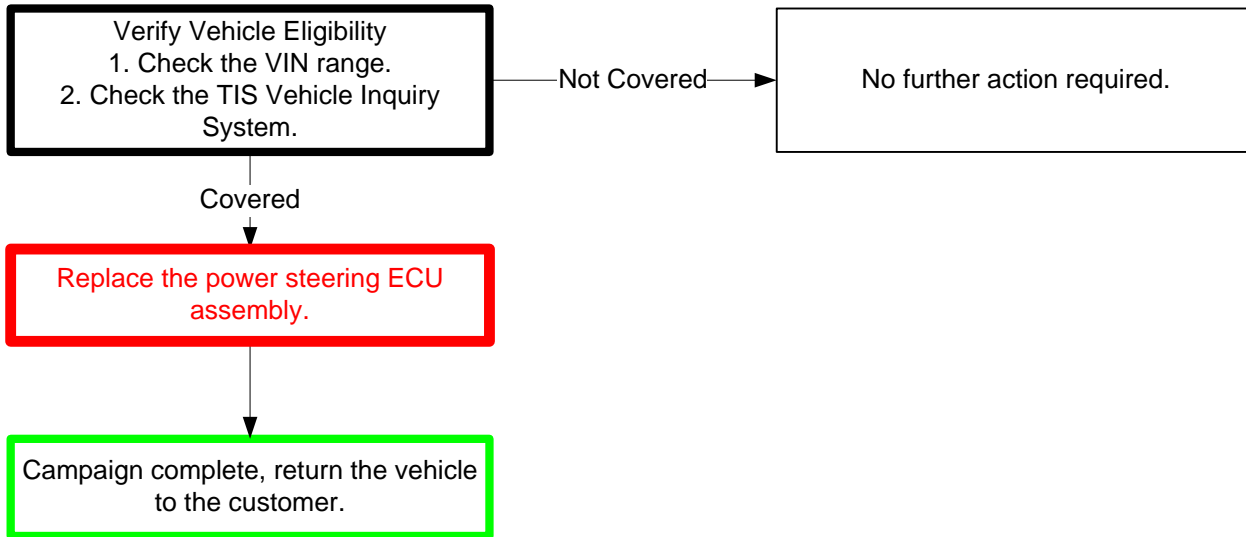
Sincerely,
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE DRAFT

TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL D0K
POWER STEERING ECU ASSEMBLY REPLACEMENT
CERTAIN 2012 MODEL YEAR YARIS

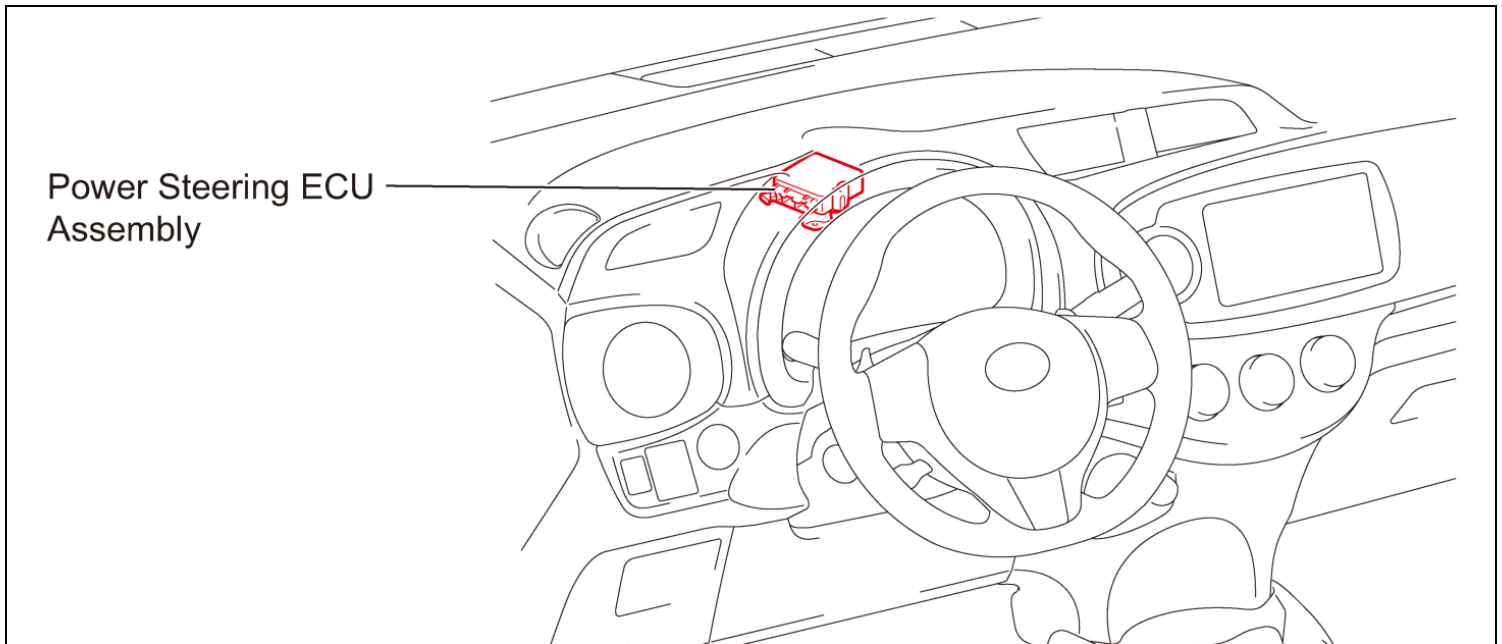
I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



II. BACKGROUND

The involved vehicles are equipped with an electronic power steering system. A relay in the Power Steering Control Module of the system could experience a short circuit and cause a loss of power steering assist, resulting in increased steering effort. If this occurs, an instrument panel warning lamp will illuminate and a buzzer will sound. Loss of power steering assist could increase the risk of a crash at low speeds.



III. IDENTIFICATION OF AFFECTED VEHICLES AND PARTS

A. COVERED VINs AND APPLICABLE PART NUMBER

VIN	Part Number	VIN	Part Number	Part Description	Quantity
	04003-20652		04003-20552	Power Steering ECU Assembly	1
	04003-20652		04003-20552		
	04003-20652		04003-20552		
	04003-20652		04003-20552		
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NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

IV. POWER STEERING ECU ASSEMBLY REPLACEMENT

1. CHECK FOR DTCs

- Check and record DTCs.

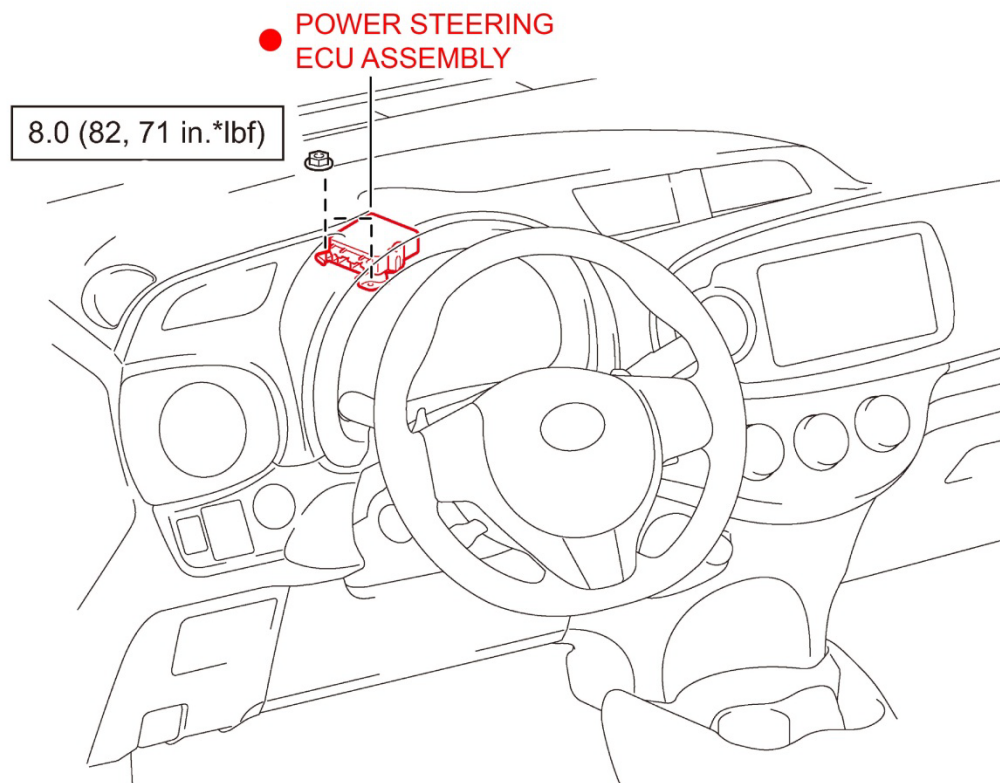
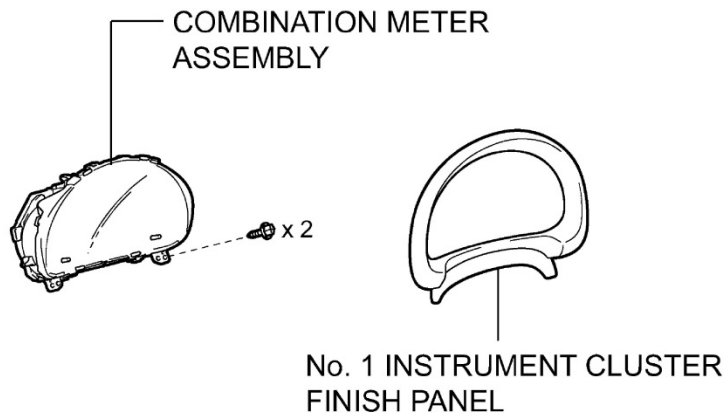
2. DISCONNECT THE NEGATIVE BATTERY CABLE



- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pretensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.

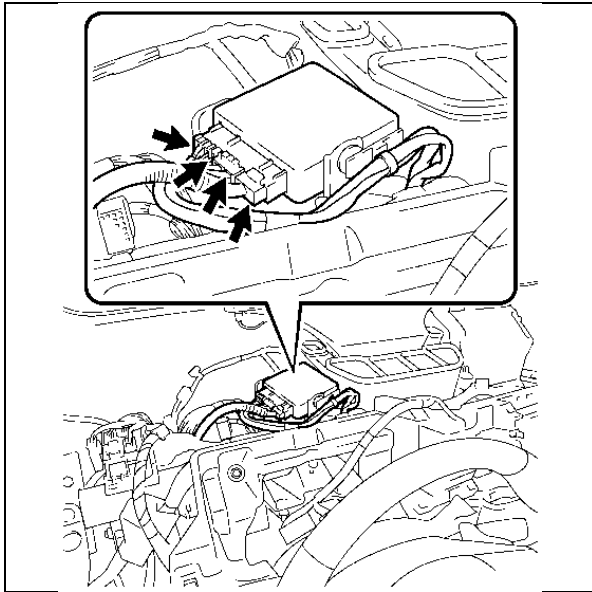
3. REMOVE THE INSTRUMENT CLUSTER

- Disengage the clips and remove the instrument cluster finish panel.
- Remove the 2 screws and the instrument cluster.



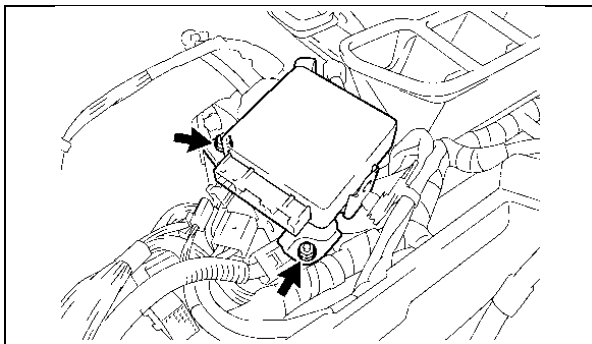
●: Replacement part

N*m (kgf*cm, ft.*lbf): Specified torque

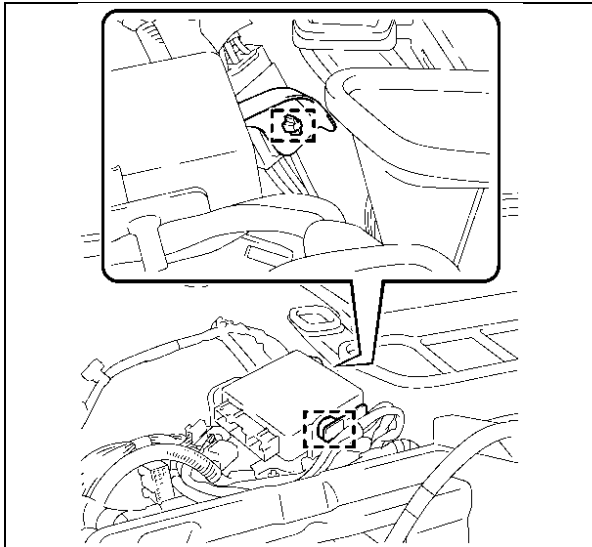


4. REMOVE THE POWER STEERING ECU

a) Disconnect the 4 connectors.



b) Remove the 2 mounting nuts.



c) Disengage the 2 harness clamps and remove the ECU.

5. INSTALL THE NEW POWER STEERING ECU

a) Install the ECU in the reverse order of the above removal steps.

NOTE: DO NOT drop or damage the new ECU.

6. PERFORM THE TORQUE SENSOR ZERO POINT CALIBRATION AND ASSIST MAP WRITING

a) Enter the EMPS ECU.

b) Click on 'Utility' and select 'Torque Sensor Adjustment'

a) Follow the prompts on the Techstream to complete the calibration.

NOTE: The assist map writing will be performed automatically when performing the torque sensor zero point calibration.

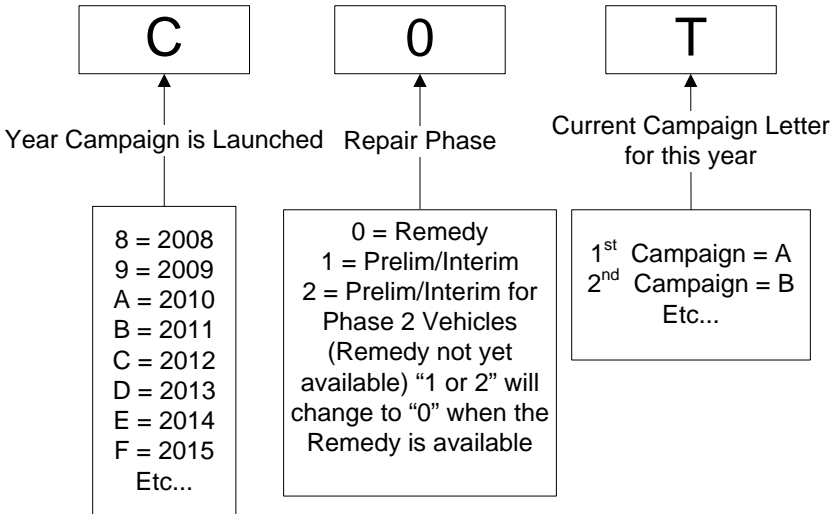
◀ VERIFY REPAIR QUALITY ▶

- Confirm the battery is disconnected before replacing the ECU
- Confirm the zero point calibration completes successfully

If you have any questions regarding this update, please contact your area representative.

V. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
July 18, 2013
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall D0K – *Remedy Available*
Certain 2012 Model Year Yaris Lift Back Vehicles
Power Steering Control Module

As previously announced on July 3, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2012 model year Yaris vehicles.

- **Toyota has completed remedy preparations and will begin to notify owners in Late July, 2013.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



Safety Recall D0K (D1K) – Remedy Notice
Certain 2012 Model Year Yaris Lift Back Vehicles
Power Steering Control Module

Customer Frequently Asked Questions

Published Mid-July, 2013

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A1: The involved vehicles are equipped with an electronic power steering system. A relay in the Power Steering Control Module of the system could experience a short circuit and cause a loss of power steering assist, resulting in increased steering effort. If this occurs, an instrument panel warning lamp will illuminate and a buzzer will sound. Loss of power steering assist could increase the risk of a crash at low speeds.

Q1a: What is the Power Steering Control Module and how does it work?

A1a: The Power Steering Control Module actuates the Power Steering Motor which is mounted on the Steering Column Assembly to provide steering assist torque. The amount of calculated assist is based on steering torque signals from the torque sensor and vehicle speed signals from the Skid Control ECU.

Q1b: What is the cause of the condition?

A1b: Improper humidity control during the relay coil wire manufacturing process can cause water to be absorbed by the coil wire during manufacturing. Absorbed water that later condenses can cause a short circuit due to the spacing between the relay terminals.

Q2: What is Toyota going to do?

A2: In late July, 2013 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall,

Any authorized Toyota dealer will replace the Power Steering Control Module at **No Charge** to you.

Q2b: How does Toyota obtain my mailing information?

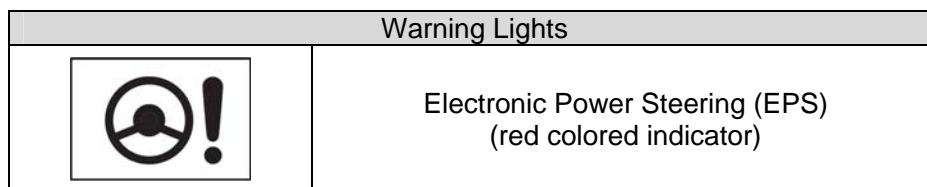
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Q2c: Do I need my owner letter to have the remedy performed?

A2c: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q3: Are there any warnings or indicators before this condition exists?

A3: There are no advanced warnings that this condition may occur. However, if the condition does occur, in addition to the increased steering effort, the Electronic Power Steering (EPS) warning light on the instrument panel will illuminate and a buzzer will sound to alert the driver that the system is not operating as designed.



Please note that the warning light shown above can also illuminate for conditions not related to this Safety Recall.

Q3a: What if I experience the condition or warning described?

A3a: If you experience the condition or warning described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you

Q3b: Can my vehicle be driven if I experience the condition?

A3b Yes, the vehicle can still be driven with the condition present; however, additional steering effort will be required at low speeds, because the power assist function is inoperative.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are 74 Toyota Yaris (Certain 2012 Model Year) vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	UIO
Yaris Lift Back	Certain 2012	Late August, 2011	74

Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall in the U.S.

Q5: How long will the repair take?

A5: The repair will take approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instructions will be provided in the remedy owner letter. Please note the dealer will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.