

Product Quality and Service Support, Quality Compliance

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To: All Toyota Dealers

From: Quality Division – Product Quality and Service Support

Toyota Motor Sales, USA, Inc. 6565 Headquarters Drive Plano, TX 75024 (469) 292-4000

UPDATED Towing and Rental Car Reimbursement Op. Codes in Dealer Letter

Takata Safety Recalls **E04**, **DSF**, **F0L**, **G0P**, **G0R**, **H0A**, **J0A**, **J0B** and **J0C**Multiple Models and Model Years

Takata Airbag Inflator Module

- Warranty Reimbursement Op. Codes for Rental Vehicles and Towing are available in all of the various Takata Dealer Letters.
- An Assistant Service Manager Quick Reference Guide has been created. It lists all Takata related campaigns, remedy and part availability, and the related Rental Vehicle and Towing opcodes all in one place. It is available on the "Knowledge Center" tab in "Service Lane"
- Please use Rental Vehicle and Towing reimbursement as needed for customers who are experiencing inconvenience to facilitate scheduling a repair appointment.
- The Toyota Recall Resolution Team may ask you about the availability of Rental Vehicles and Towing for customers who are experiencing an inconvenience and are hesitant to schedule a repair appointment. Please cooperate with the Toyota Recall Resolution Team and provide these services when requested. Utilize the Warranty Reimbursement Op. Codes outlined in the Dealer Letters to recover expenses you may incur providing these services.

Refer to the UPDATED Dealer Letters on TIS for additional information.

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

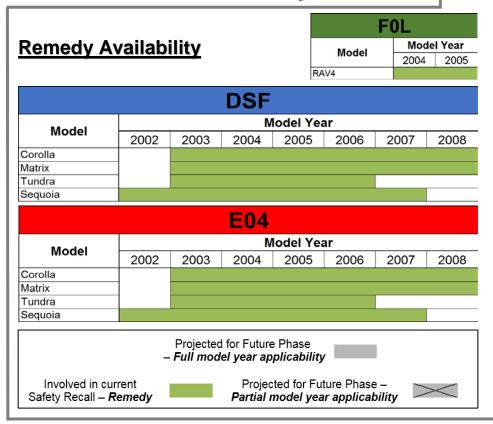


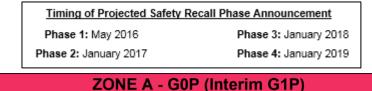
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ASM Quick Reference Guide —

Overall Takata Status Summary





2009 2010

Model

Corolla

Matrix Yaris (Hatchback) Yaris (Sedan) 2006

2007

2008

Model Year

2012

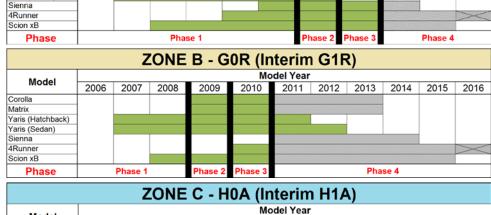
2013

2014

2015

2016

2011



ZONE C - H0A (Interim H1A)											
Madel	Model Year										
Model	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Corolla											
Matrix											
Yaris (Hatch Back)									1		
Yaris (Sedan)											
Sienna											
4Runner											><
Scion xB											
Phase		Phase 2		Phase 3				Phase 4			

Parts Availability

ı	Campaign	Restriction	
ı	DSF		
ı	E04	There are currently no part order limitations (DOS/MAC) no delivery delays for dealers.	
ı	F0L		
ı	G0P	Currently on MAC	
ı	G0R	Currently on MAC: 4Runner: <i>04007-14335</i> , <i>04007-58135</i> , <i>62220-35030-B0</i> and <i>62220-35030-E0</i>	
ı	H0A	4Ruffier. 04007-14333, 04007-36133, 62220-33030-B0 and 62220-33030-E0	

Customer Vehicle Towing Availability

Toyota is offering towing services to customers that reside in areas where dealerships are not located within reasonable traveling distance.

Towing can be claimed under the following Op. Codes as sublet type "TW" in the event the customer requested vehicle pick up.

If towing expenses are greater than \$250, the dealer's DSPM should provide authorization.

ı	Campaign	Remedy Op Codes	Towing Sublet Type
ı	DSF	AGG48B, AGG48G, and AGG48W	
ı	E04	AGGC7B, AGGC7G, and AGGC7W	
ı	F0L	BGG22A	"TW"
ı	G0P	BGG23J, AGGC7K, AGGC7D, AGGC7U and AGGC7V	1 VV
ı	G0R	BAG23A, BGG23D, BGG23K and BGG23V	
ı	H0A	BKG23J, BKG23D and BKG23K	

Rental Availability

DSF/E04/F0L	G0P/G0R/H0A			
	 1.Claims for G1P and G0P rental must be filed under campaign designation <i>GCP</i>. 2.Claims for G1R, G0R, H1A and H0A rental must be filed under campaign designation <i>GCR</i>. 3.Dealers must continue to use the correct opcode in sequence based on the number of days the customer has been using the rental. Example: Rental claim is covering days 91-120, dealer should use opcode AGGG0D for Campaign G1P. 			
	These opcodes must be used in the correct sequence or the claim will be rejected. 4.Refer to the table below to determine the correct opcode for the claim. COR Boxtol COR Boxtol COR Boxtol COR Boxtol COR Boxtol			

A loaner vehicle or alternative transportation may be offered to the customer through the Toyota Rent-A-CAR (TRAC). Rentals can be claimed for \$35 per day for a maximum of 4 days under sublet type "RT." Per day expense exceeding \$35 or loaners exceeding 4 days, requires DSPM authorization.

Campaign	Rental Sublet Type
DSF	
E04	"RT"
F0L	

GCP Rental GCR Rental HCA Rental **Description** Op. Code Op. Code Op. Code AGGG0A BGG26A Vehicle Rental: 1-30 Days AGGG0B BGG26B Vehicle Rental: 31-60 Davs Vehicle Rental: 61-90 Days AGGG0C BGG26C AGGG0D BGG26D Vehicle Rental: 91-120 Days AGGG0E BGG26E Vehicle Rental: 121-150 Days AGGG0F BGG26F Vehicle Rental: 151-180 Days AGGG0G BGG26G Vehicle Rental: 181-210 Days AGGG0H Vehicle Rental: 211-240 Days BGG26H AGGG0J BGG26J Vehicle Rental: 241-270 Days AGGG0K BGG26K Vehicle Rental: 271-300 Days AGGG0L BGG26L Vehicle Rental: 301-330 Days Vehicle Rental: 331-360 Days BGG26M AGGG0M AGGG0N BGG26N Vehicle Rental: 361-390 Days AGGG0P BGG26P Vehicle Rental: 391-420 Days AGGG0Q BGG26Q Vehicle Rental: 421-450 Days AGGG0R BGG26R Vehicle Rental: 451-480 Days Vehicle Rental 481-500 Days AGGG0S BGG26S

NOTE: Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.