

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

| DATE      | TOPIC  |
|-----------|--|
| 6/11/2018 | The Warranty Reimbursement Procedure section has been updated. |

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: April 24, 2018

To: Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers at Dealers Involved in Mobile Repair Pilot in the San Francisco Region

Subject: Mobile Repair Program Pilot Available for Vehicles Included in Safety Recall DSF, E04, and F0L

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In our continuing efforts to maximize completion rates for Safety Recalls DSF, E04, and F0L, Toyota is allowing certain dealers in the San Francisco Region to pilot a Mobile Repair program for vehicles included in these Safety Recalls.

**Specific information for San Francisco region pilot dealers involvement is provided below.**

### **Background**

TMNA Headquarters and the San Francisco region share a goal of increasing completion rates for safety recalls. The Takata recall is the largest recall in automotive history and has created unprecedented challenges for vehicle manufacturers to repair the affected vehicles. In an effort to maximize completion rates, TMNA is identifying new and innovative ways to reach customers and repair the vehicles involved in this recall. One new approach being evaluated is mobile repair. Repairing vehicles remotely presents a new option for customers unable or unwilling to visit a dealer for recall repairs.

TMNA has decided to allow certain dealers in the San Francisco region to perform Safety Recalls DSF, E04, and F0L on all vehicles affected by these specific campaigns in the field (e.g., at customer homes, used car lots, vehicle auctions, etc.) as a pilot activity. Only the specific Safety Recalls identified are eligible for mobile repair. All other recalls and warranty repairs, including Takata recall designations not listed are not eligible for mobile repair under this program. The San Francisco region and TMNA Headquarters are partnering in evaluating this pilot activity. Your dealership has been identified as a candidate for this pilot activity.

### **Pilot Program Overview**

Your dealership will be able to perform Safety Recalls DSF, E04, and F0L on behalf of Toyota outside of your dealership. There are many potential places to repair vehicles outside of your dealership for customer convenience, including used car lots, vehicle auctions, and customers' homes or places of business. This pilot program is the result of feedback from customers who cannot, will not, or are unable to bring their vehicles to a dealer for repair and is an excellent opportunity for improved customer satisfaction and increased completion rates.

There are two ways mobile repair can be initiated for vehicles affected by the covered campaigns:

1. The first process is by a dealer who identifies a customer affected by DSF, E04, or F0L but cannot successfully schedule and complete the campaign. In these cases, the dealer can offer to repair the customer's vehicle at the customer's homes, place of business, or other location for customer convenience.
2. The most common method is for the dealer to work with used car lots and vehicle auctions in these markets to identify used Toyota vehicles with the designated Safety Recalls still open. The dealer can then repair these vehicles at the used car lots and vehicle auctions.

Once the repair is performed, the dealer will then submit a warranty claim and be reimbursed through the campaign claim process using a unique mobile repair op code. Sufficient funds have been allocated in the mobile repair op codes to ensure that dealers are paid for labor at the appropriate rate for their dealership for normal Takata campaign warranty claims and for additional time associated with a mobile repair. Additional details are provided in the warranty reimbursement section.

### **Pilot Dealer Selection**

Your dealer has been selected for the pilot program evaluation. This pilot program is only available for Toyota dealers selected for program evaluation. Based on the results of this pilot, expansion of the program will be considered for additional dealers. TMNA may discontinue or limit this pilot program at any time and will provide you with written notice if any changes are made to the program.

### **Vehicle Mobile Repair Eligibility**

Currently, mobile repair under this pilot program is only permitted for Safety Recalls DSF, E04, and F0L.

***NOTE: It is your dealership's responsibility to ensure any affirmative outreach to customers for mobile repair is limited to customers residing within your PMA. However, if a customer contacts your dealer to request a mobile repair, there is no need to verify they are located within your PMA. Vehicles can be repaired at used car lots/auctions only if the locations are within your dealership's PMA boundaries.***

### **Condition**

For more information on the specific Takata recalls covered by this pilot activity, please refer to the Dealer Letters available on TIS.

### **Remedy**

Dealer mobile repair is being utilized to replace the affected airbag inflator under the specified Safety Recalls at no charge to the vehicle owner in the field (e.g., at customer homes, used car lots, vehicle auctions, etc.). **NOTE:** For certain models, the front passenger airbag assembly may be replaced. Only vehicles covered by campaigns DSF, E04, and F0L will be eligible to have the repair performed under the mobile repair pilot. All other recalls and warranty repairs, including Takata recall designations not listed, are not eligible for mobile repair under this pilot program.

### **Local Regulations**

***It is your dealership's responsibility to ensure you become knowledgeable of and comply with all local, state, and federal laws and regulations when performing repairs outside of your dealership.***

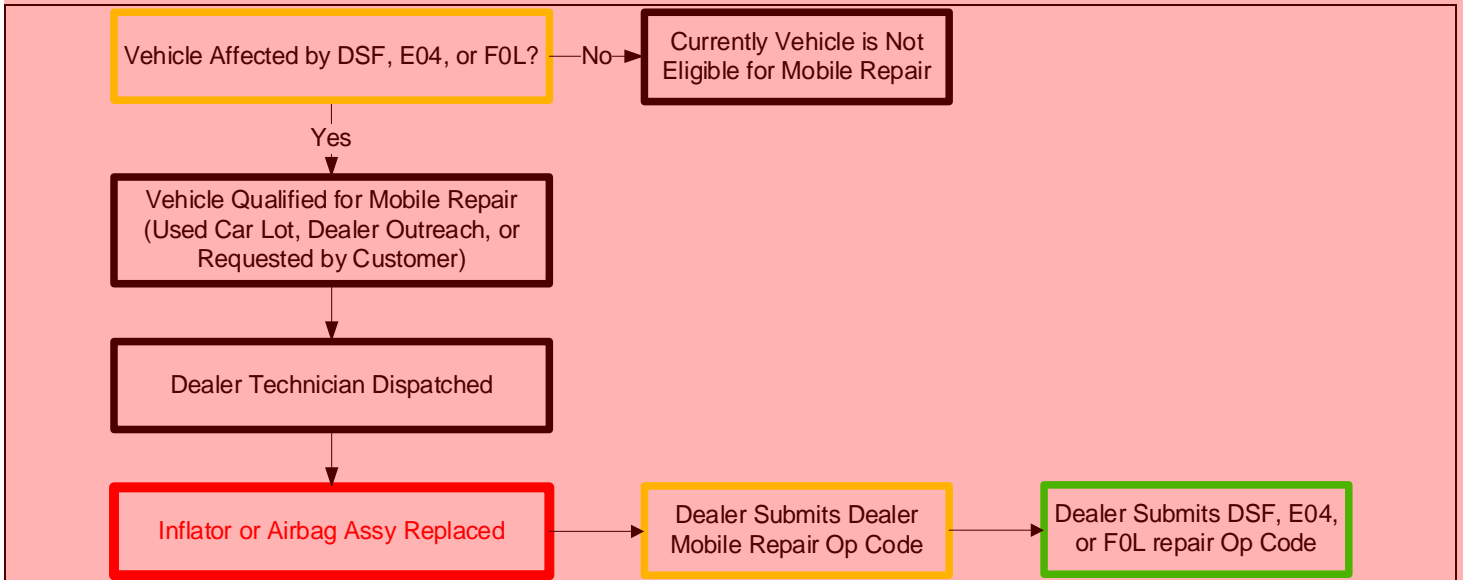
### **Technician Training Requirements**

For information on the technician training requirements for each of the specific Takata recalls covered by this pilot activity, please refer to the Technical Instructions available on TIS.

### **Remedy Procedures**

For information on the remedy procedures for each of the specific Takata recalls covered by this pilot activity, please refer to the Technical Instructions available on TIS.

**Warranty Reimbursement Procedure**



- Dealers can determine the mobile repair cost they can claim as a sublet under the dealer mobile repair op code by multiplying their dealer labor rate by 0.7 hours (ex: \$100 x 0.7 = \$70 mobile repair cost).
- The labor costs for mobile repair by a dealer may be claimed for each vehicle included in DSF, E04, and F0L under the op codes listed below as sublet type “RR.”

| Model          | Dealer Mobile Repair Opcode - DSF | Dealer Mobile Repair Opcode - E04 | Dealer Mobile Repair Opcode - F0L | \$ Amount to be Included on Claim for Dealer Performed Mobile Repair |
|----------------|-----------------------------------|-----------------------------------|-----------------------------------|--|
| Corolla        | DSFLGW                            | E04LGW                            | N/A                               | 0.7hr x Dealer Labor Rate<br>(ex: \$100 x 0.7 = \$70)                |
| Corolla Matrix |                                   |                                   |                                   |  |
| Sequoia/Tundra |                                   |                                   |                                   |  |
| RAV4           | N/A                               | N/A                               | F0LLGW                            |  |

- **Mobile repair op codes are only to be used if the vehicle is repaired at a location other than the dealership. These claims may be subject to debit if it is determined the vehicle was repaired within the dealership.**
- The repair time for replacement of the inflator will be reimbursed under the op codes listed in the dealer letters for DSF, E04, and F0L. Parts will be reimbursed through the normal process under these op codes.
  - **The dealer mobile repair op code should be submitted first, and then the repair op code listed in the dealer letter should be submitted.**
- The flat rate times and mobile repair times both include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under any of the sublet op codes for a maximum of \$250 as sublet type “TW” in the event of any repair complications that require the vehicle be brought to the dealership.
- Parts are to be claimed under the campaign in the normal procedure.

### **Claim Filing Accuracy and Correction Requests**

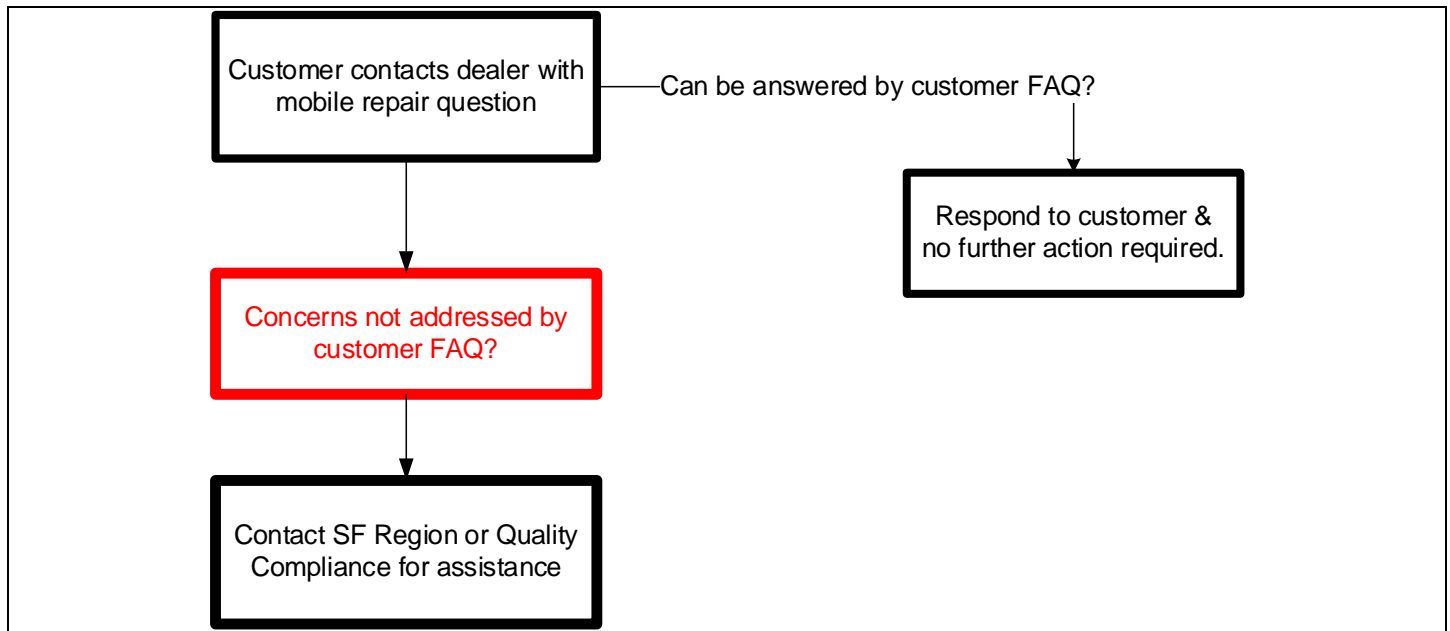
It is the dealer's responsibility to file claims correctly for these Safety Recalls. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it is determined that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin PRO17-03 to correct the claim.

### **Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

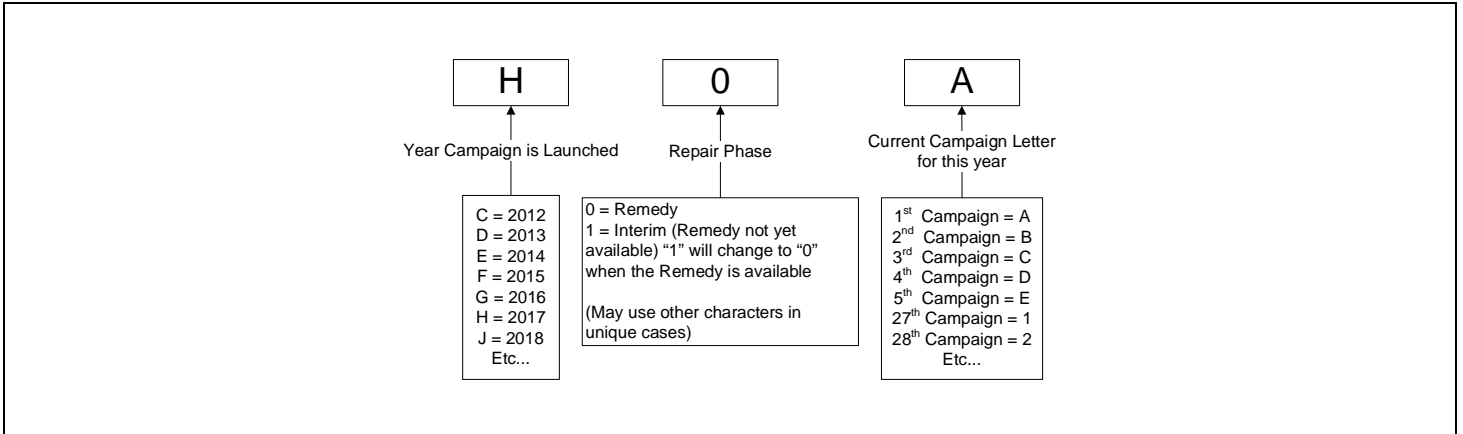
### **Customer Contacts**

Customers may contact your dealership with questions regarding this pilot mobile repair program for these Safety Recalls. Please welcome them to your dealership and answer any questions that they may have. A customer Q&A is provided to assure a consistent message is communicated to customers. Also, refer to the escalation process guidelines shown below for further details.



Customers with additional questions or concerns may also contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**Campaign Designation Decoder**



**Examples:**

C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014

H0A = Launched in 2017, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2017.

***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 pilot program for these Safety Recalls.***

Thank you for your cooperation.

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



## Mobile Repair Program Pilot Available for Vehicles Included in Safety Recall DSF, E04, and F0L

### Dealer Frequently Asked Questions

Original Publication Date: April 24, 2018

In our continuing efforts to maximize completion rates for Safety Recalls DSF, E04, and F0L, Toyota is allowing selected dealers in the San Francisco region to pilot a Mobile Repair program for these Safety Recalls.

Please reach out to your San Francisco region contacts or to [Quality\\_Compliance@toyota.com](mailto:Quality_Compliance@toyota.com) if there are questions not addressed by this FAQ.

### **Background**

TMNA has decided to allow its dealers in the San Francisco region to perform Safety Recalls DSF, E04, and F0L on all vehicles affected by these specific campaigns in the field (e.g., at customer homes, used car lots, vehicle auctions, etc.). All other recalls and warranty repairs, including Takata recall designations not listed, are not eligible for mobile repair under this program. The San Francisco region and TMNA Headquarters are partnering in evaluating this pilot activity. Your dealership has been identified as a candidate for this pilot activity.

#### **Q1: What is the dealership Takata mobile repair pilot?**

A1: TMNA will allow you to repair vehicles outside of your dealership, for customer convenience, in places such as used car lots, vehicle auctions, and customers' homes or places of business. This pilot program is the result of feedback from customers who cannot, will not, or are unable to bring their vehicles to a dealer for repair and is an excellent opportunity for improved customer satisfaction and increased completion rates.

#### **Q1a: How will the mobile repair process be initiated?**

A1a: There are two ways mobile repair can be initiated for vehicles affected by the covered campaigns:

1. If your dealer identifies a customer affected by DSF, E04, or F0L but cannot successfully schedule and complete the campaign, you can offer to perform the repair at the customer's homes, place of business, or other location for customer convenience.
2. The most common method is for the dealer to work with used car lots and vehicle auctions in these markets to identify used Toyota vehicles with the designated Safety Recalls still open. You can then repair these vehicles at the used car lots and vehicle auctions.

#### **Q2: How will my dealership be reimbursed for these repairs?**

A2: Once the repair is performed, your dealership can then submit a warranty claim and be reimbursed through the campaign claim process using the unique mobile repair sublet op codes.

#### **Q2a: Can I use the normal campaign op codes from the dealer letter on TIS for a vehicle repaired under the mobile repair program?**

A2a: No, the campaign op codes from the dealer letter on TIS should not be used. You must use the unique mobile repair sublet op codes.

#### **Q2a: Will this complete the campaign?**

A2a: Yes, this will close the campaign in TIS.

#### **Q3: Why are all dealers not included in this pilot program?**

A3: To best evaluate this program, TMNA and the San Francisco region are piloting this program among a select group of dealers. Based on the results of this pilot, expansion of the program will be considered for additional dealers.

- Q4: *My dealer has been selected for the pilot program. What steps are necessary to participate in the program?***  
A4: Provide confirmation to your San Francisco region contact that you wish to participate.
- Q5: *Where can I find more information about the Takata recalls, and the affected vehicles involved?***  
A5: Refer to the dealer letters on TIS.
- Q6: *Are all Takata campaigns available in this pilot program?***  
A6: No, only the campaigns DSF, E04, and F0L are included in this pilot program.
- Q6a: *Are all models in the campaigns available for mobile repair (DSF, E04, and F0L) eligible for repair in this pilot program?***  
A6a: All vehicles covered by the campaigns DSF, E04, and F0L are eligible for repair in this pilot program.
- Q7: *Are all vehicles available for mobile repair eligible to be repaired by my dealership?***  
A7: No, it is your dealer's responsibility to ensure the vehicle belongs to a customer within your PMA.
- Q7b: *If a customer has contacted my dealership to request mobile repair, is my dealership required to verify they belong to our PMA?***  
A7b: No, if a customer has requested your dealer to perform a mobile repair, you are not required to verify they are located within your PMA.
- Q8: *Can my dealership repair vehicles at used car lots/auctions?***  
A8: Vehicles can be repaired at used car lots/auctions only if the location is within your dealership's PMA boundaries.
- Q9: *Can airbag assemblies be replaced using the mobile repair op codes?***  
A9: The mobile repair op codes do not include reimbursement for airbag assemblies for a non-Matrix vehicle.
- Q9a: *If it is determined an air bag assembly is required for a non-Matrix vehicle during a mobile repair, how will my dealer receive reimbursement for the additional part costs?***  
A9a: In these limited cases, contact [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) for instructions.
- Q9b: *When is airbag assembly replacement required for non-Matrix vehicles?***  
A9b: During the scanning process, if the airbag assembly serial number is not recognized, or the barcode/serial number is missing or damaged, an inflator should not be installed. In these cases, an airbag assembly is required to be replaced to complete the Safety Recall.
- Q10: *Why should my dealership support the mobile repair pilot?***  
A10: This program provides an opportunity to complete an important Safety Recall for customers unable or unwilling to visit dealerships. This program also provides an opportunity to repair vehicles at used car lots and vehicle auctions before further sale to a customer. This program will greatly impact customer satisfaction and is mutually beneficial for both customers and your dealership.
- Q11: *What if I have additional questions or concerns?***  
A11: If you have additional questions or concerns, please contact your San Francisco region field staff, or [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).



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## Mobile Repair Program Pilot in the San Francisco Region Available for Vehicles Involved in Safety Recalls DSF, E04, and F0L

### Customer Frequently Asked Questions Original Publication Date: April 24, 2018

In our continuing efforts to maximize completion rates for Safety Recalls DSF, E04, and F0L, Toyota is allowing selected dealers in the San Francisco region to pilot a Mobile Repair program for these Safety Recalls.

We are providing the following information to help with customer inquiries regarding details specific to this pilot program.

#### **Background**

TMNA has decided to allow its dealers in the San Francisco region to perform Safety Recalls DSF, E04, and F0L on all vehicles affected by these specific campaigns in the field (e.g., at customer homes, used car lots, vehicle auctions, etc.). All other recalls and warranty repairs, including Takata recall designations not listed, are not eligible for mobile repair under this program. The San Francisco region and TMNA Headquarters are partnering in evaluating this pilot activity.

#### **Q1: *What is the dealership Takata mobile repair pilot?***

A1: TMNA will allow certain San Francisco region dealerships to repair vehicles outside of their dealership, for customer convenience, in places such as used car lots, vehicle auctions, and customers' homes or places of business. This pilot program is the result of feedback from customers who cannot, will not, or are unable to bring their vehicles to a dealer for repair.

#### **Q1b: *How will the mobile repair process be initiated?***

A1b: Pilot dealers are responsible for determining if they wish to perform mobile repairs under the program. This decision will be made based on factors such as customer distance from dealership and multiple attempts to schedule a customer.

#### **Q2: *Will I be responsible for the cost of these repairs?***

A2: Your local authorize Toyota dealer will perform these repairs at **NO CHARGE** to you.

#### **Q3: *Why will my dealership not repair my vehicle in this pilot program?***

A3: The dealer may have a limited number of technicians approved by Toyota to perform these repairs and be unable to provide this repair option to you based on technician capacity. Also, your location may not qualify for mobile repair by a pilot dealer. Based on the results of this pilot, expansion to additional dealers will be considered.

**Q4: *My vehicle is involved in a Takata recall, but my dealer will not perform the repair outside of the dealership?***

A4: Pilot dealers are only repairing vehicles included in certain Takata Safety Recalls (DSF, E04, and F0L). All other Takata campaigns are not eligible to be completed under the mobile repair program due to the differences in the repair procedures.

**Q4a: *Are all models in the certain Takata Safety Recalls available for mobile repair (DSF, E04, and F0L) eligible for repair in this pilot program?***

A4a: All vehicles covered by the certain Takata Safety Recalls (DSF, E04, and F0L) are eligible for repair in this pilot program.

**Q4b: *Where can I find more information about the Takata recalls and the affected vehicles involved?***

A4b: Customers can also find additional information on the Takata recalls by visiting [www.toyota.com/recall/takata](http://www.toyota.com/recall/takata).

**Q5: *Will my vehicle need to be taken to the dealer for repair under this pilot program?***

A5: No. Your vehicle will not need to be taken to the dealer for repair.

**Q5a: *Will I be responsible for the costs of the recall remedy if my dealership determines that they cannot perform the repair?***

A5a: No, your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership.

**Q6: *My SRS malfunction indicator light is illuminated, and/or other diagnostic trouble codes are set; will this repair correct this condition?***

A6: This repair may not correct your malfunction indicator light illuminated condition, and/or other diagnostic trouble codes set. This could indicate a different problem with your airbag system. Your dealer will advise you about these non-recall related conditions before performing the repair. In some cases, depending on the condition, your dealer may not be able to perform the recall repair. You should take your vehicle to a dealership to determine the cause of the condition and have it repaired, if necessary, to assure proper operation of your airbag system. The recall remedy will be FREE to you, but repair of other conditions will be your responsibility.

**Q7: *If my dealer cannot perform mobile repair, how can I get this important Safety Recall completed?***

A7: Your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership.

**Q8: *How can I request mobile repair?***

A8: If your local authorized Toyota dealer is part of the pilot program, they will inform you if they can perform the repair outside their dealership facility.

**Q9: *What if I have additional questions or concerns?***

A9: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.