

Product Quality and Service Support, Quality Compliance
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To: All Toyota Dealers
From: Quality Division – Product Quality and Service Support

Update to Owner Renotification – JR2

- Toyota has identified that some owners involved in Owner Renotification JR2 may have received incorrect outreach communications.
- **Certain owners NOT affected by Safety Recall C0M - Power Window Master Switch were sent a notification about an open C0M recall on their vehicle.**
- The majority of these owners who received these incorrect outreach communications have one or more other recalls open on their vehicle, including, but not limited to:
 - o E0L - Driver Side Seat Track Assembly & Passenger Seat Track Assembly (3 Door- Yaris Hatchback Only)
 - o E0M - Spiral Cable
 - o F0S - Wiper Motor Link Corrosion
 - o G0F - Rear Outboard Seatbelts
- Toyota requests that dealers confirm the status of any open recalls in TIS for any owners who visit your dealership. If an owner visits your dealership in relation to the C0M outreach communications, and you find that the owner is not affected by C0M using TIS, please apologize on Toyota's behalf and complete any of the other open recalls which the owner may have applicable to their vehicle.
- Please remind these owners that all conditions covered by safety recalls will be remedied free of charge.
- Toyota plans to send a follow up notification to the owners who received incorrect C0M outreach communications to advise them that they are not affected by C0M but that they may have other open recalls on their vehicles. We will request owners to visit their local Toyota dealer to have any other open recalls completed on their vehicle.

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