

Original Publication Date: July 17, 2019

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

Subject: Dealer-Run Takata Mobile Repair Program Available for Vehicles Included in Safety Recall DSF, E04, F0L, J0A, J0B, and J0C

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In our continuing efforts to increase completion rates for Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C, Toyota is enabling dealers to participate in a Mobile Repair Program for vehicles included in these Safety Recalls.

**Specific information for this Program is provided below.**

### **Background**

TMNA Headquarters and the Regional Offices/Private Distributors share a goal of increasing completion rates for Safety Recalls. The Takata recall is the largest in automotive history and has created unprecedented challenges. In an effort to increase completion rates for this recall, TMNA is working to reach owners in non-traditional ways. One approach to do so is mobile repair. Repairing vehicles in the field, although not an option for all vehicles affected by the Takata recall, presents an excellent opportunity, when an option, to increase recall completion rates.

TMNA is now enabling dealers to perform Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C on all vehicles affected by these specific campaigns in the field (e.g., at customers' homes, used car lots, vehicle auctions, etc.). Only these specific Safety Recalls identified are eligible for mobile repair. All other recalls and warranty repairs, including Takata recall designations not specifically listed in this notice, are ineligible for the additional reimbursement under this Program. Other campaigns may be performed at dealer discretion if the work conforms to Warranty Policy & Procedure 5.25. **Specifically, Toyota approves the mobile repair of Safety Recall DSB.**

### **Program Overview**

Your dealership will have the ability to perform Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C on behalf of Toyota in locations other than your dealership facility. There are many potential places to repair vehicles outside of your dealership facility for customer convenience, including used car lots, vehicle auctions and customers' homes. This Program is the result of feedback from customers who have not yet brought their vehicles to a dealer for repair and provides an opportunity to improve completion rates for these Safety Recalls. TMNA may discontinue or limit this Program at any time and will provide you with written notice if any changes are made to the Program.

There are a few ways mobile repair can be initiated for vehicles affected by Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C:

1. The dealer identifies a customer with a vehicle affected by DSF. E04, F0L, J0A, J0B, or J0C who has not yet scheduled a visit to a dealer to complete the recall. The dealer can offer to repair the customer's vehicle at the customer's home or other appropriate location for customer convenience.
2. The dealer can work with owners/managers of used car lots and vehicle auctions to identify Toyota vehicles affected by DSF. E04, F0L, J0A, J0B, or J0C with the recall still open. The dealer can then repair these vehicles at the used car lots and vehicle auctions.
3. Customers affected by DSF. E04, F0L, J0A, J0B, or J0C with the recall still open may be offered mobile repair through Toyota's national outreach vendor. The outreach vendor agent, however, will have the ability to offer mobile repair to any such customer **ONLY** if a dealership nearby that customer has enrolled in Toyota's Dealer Mobile Repair Program. The agent will transfer the customer to the enrolled dealer to schedule a mobile repair appointment.
4. Customers affected by DSF. E04, F0L, J0A, J0B, or J0C with the recall still open may be offered mobile repair as an option through Toyota's door-to-door canvassing activities which are occurring in limited areas. If a canvassing activity is held in your area, the customer will be offered mobile repair **ONLY** if your dealership has enrolled in Toyota's Dealer Mobile Repair Program. A canvassing agent would reach out to your dealership to schedule the mobile repair.

Under any of the above mobile repair situations, 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 to the mobile repair op codes to ensure that dealers are paid for labor at the appropriate rate for their dealership for normal Takata recall warranty claims and for additional time associated with a mobile repair. Additional details are provided in the warranty reimbursement section.

### **Enrollment Website**

Dealers interested in participating in Toyota's Dealer Mobile Repair Program should enroll in the Program at <https://mobilerepair.imagespm.info>. Toyota will use enrollment information to promote the Program to customers affected by Safety Recalls DSF. E04, F0L, J0A, J0B, or J0C. Warranty Policy 5.25 entitled "Toyota Mobile Technician Program Dealership Warranty Procedures" will apply to this Program.

### **Vehicle Mobile Repair Eligibility**

Currently, mobile repair under this Program is only permitted for Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C.

***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 dealership to request a mobile repair, there is no need to verify they are located within your PMA. Promoting the mobile repair service to used car lots and auctions is acceptable ONLY if the locations are within your dealership's PMA boundaries. However, if a used car lot/auction contacts your dealership directly to request a mobile repair, they do not need to be within your PMA.***

### **Condition**

For more information on the specific Takata recalls covered by this 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 customers' homes, used car lots, vehicle auctions, etc.). Only vehicles covered by campaigns DSF, E04, F0L, J0A, J0B, and J0C will be eligible to have the repair performed under the mobile repair program. All other recalls and warranty repairs, including Takata recall designations not specifically listed in this notice, are ineligible for mobile repair under this program.

### **Applicable Laws and Regulations**

**It is your dealership's responsibility to comply with all applicable local, state, and federal laws and regulations when performing these repairs outside of your dealership facility. Such laws and regulations include, but are not limited to, requirements to manage defective inflators in compliance with hazardous waste regulations and any exemptions from those regulations applicable to your dealership. US EPA has promulgated an Interim Final Rule – Safe Management of Recalled Airbags (83 Fed. Reg. 61552, Nov. 30, 2018) which provides certain exemptions from federal hazardous waste regulations; you should confirm that these exemptions have been adopted into the state and local hazardous waste laws and regulations applicable to your dealership. You must also assure that mobile repair activities by your dealership satisfy federal Hazardous Material transportation regulations as well as any state and local laws that govern mobile repair of vehicles.**

**For details about packaging, labeling and safely transporting the old/defective inflator from the offsite location back to the dealership refer to the [Takata Inflator Shipment Preparation \(Job Aid\)](#) published on TIS.**

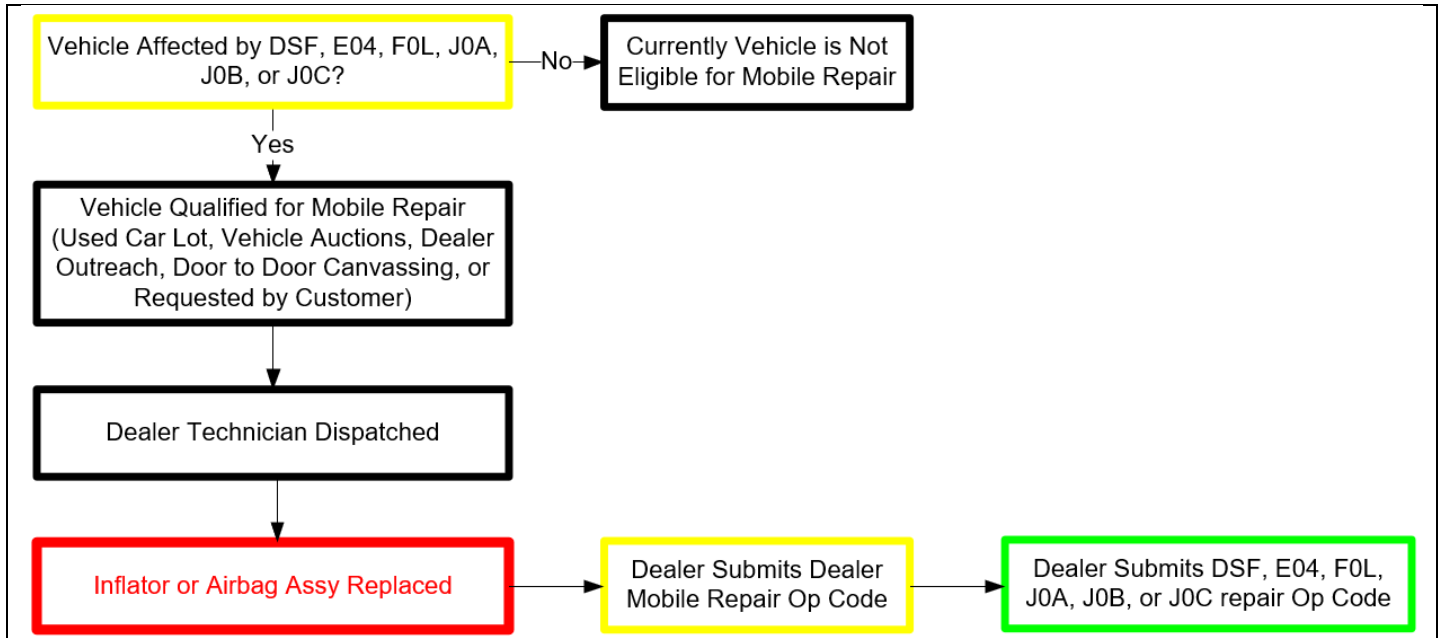
### **Technician Training Requirements**

For information on the technician training requirements for each of the specific Takata recalls covered by this 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 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, F0L, J0A, J0B, and J0C under the op codes listed below as sublet type “RR.”

Model	Model Years	Dealer Mobile Repair Opcode - DSF	Dealer Mobile Repair Opcode - E04	Dealer Mobile Repair Opcode - F0L	Dealer Mobile Repair Opcode - J0A	Dealer Mobile Repair Opcode - J0B	Dealer Mobile Repair Opcode - J0C	\$ Amount to be Included on Claim for Dealer Performed Mobile Repair
Corolla Matrix	2003 - 2008	DSFLGW	E04LGW	N/A	J0ALGW	J0BLGW	J0CLGW	0.7hr x Dealer Labor Rate
Corolla	2003 - 2008							
Sequoia	2002 - 2007							
Tundra	2003 - 2006							
RAV4	2004 - 2005	N/A	N/A	F0LLGW	N/A	N/A	N/A	

- **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, F0L, J0A, J0B, and J0C. 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**

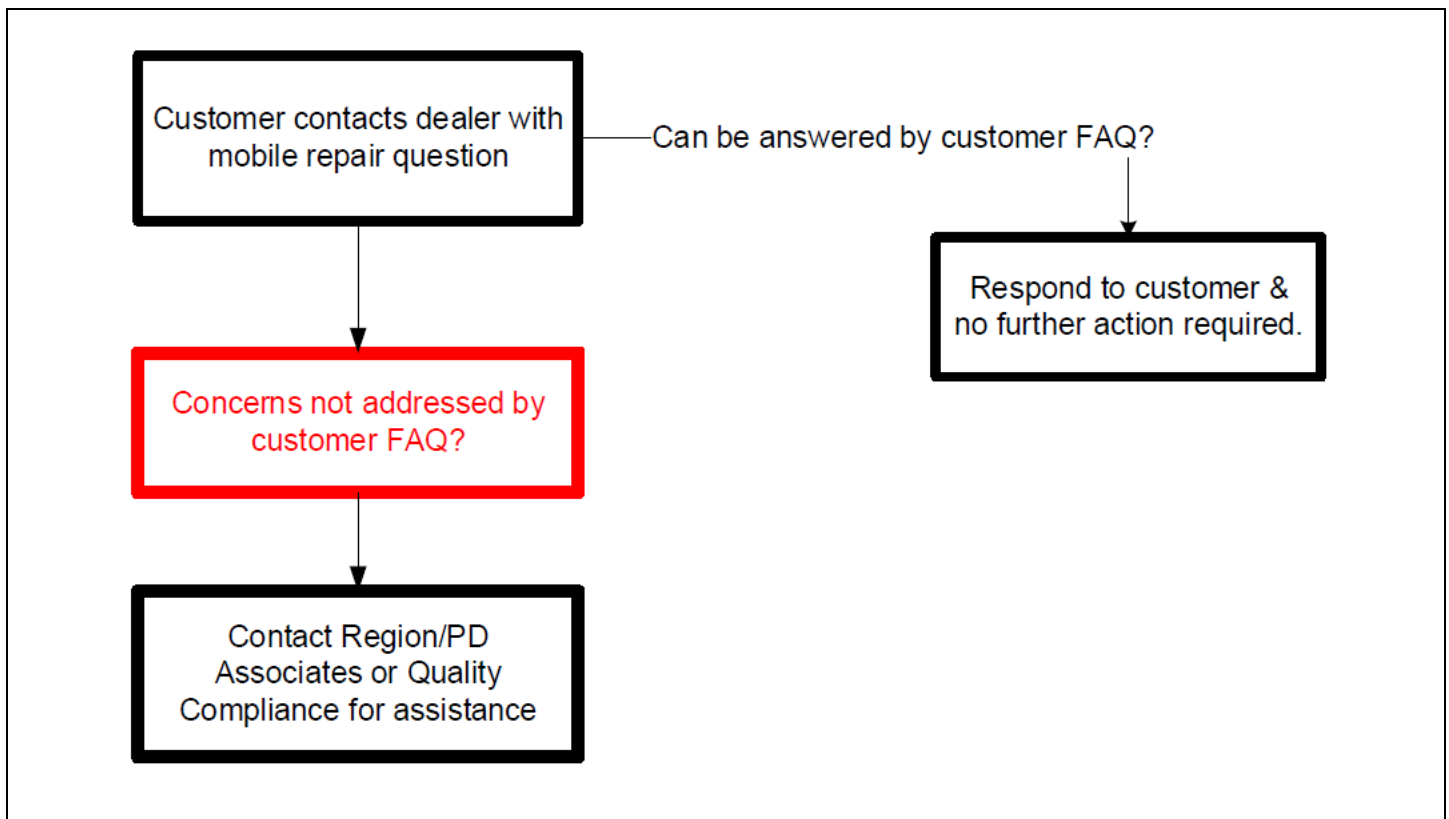
It is the dealer’s responsibility to file claims correctly for these Safety Recalls. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it is determined that a claim has been filed using an incorrect opcode or a 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 Tania Saldaña (469) 292-2418 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

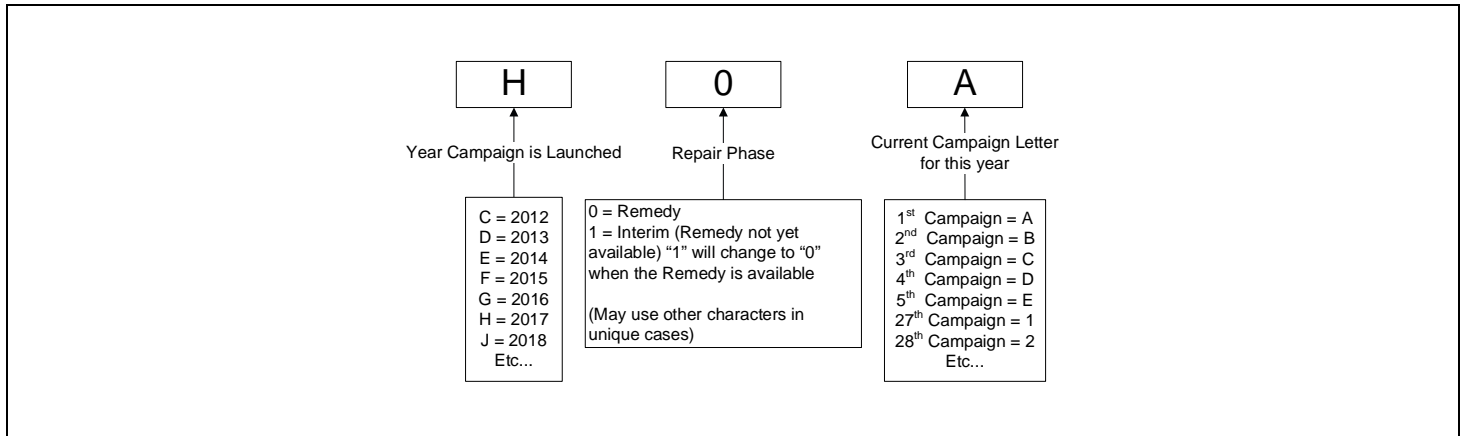
**Customer Contacts**

Customers may contact your dealership with questions regarding this mobile repair program for these Safety Recalls. Please welcome them to your dealership and answer any questions 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 program for these Safety Recalls.***

Thank you for your cooperation.

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



## Mobile Repair Program

Available for Vehicles Included in Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C

### Dealer Frequently Asked Questions

Original Publication Date: July 17, 2019

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
7/19/2019	Removed question that contained duplicate info from Q&A 7.

*The most recent update will be highlighted with a red box.*

In our continuing efforts to maximize completion rates for Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C, Toyota is allowing dealers to participate in a Mobile Repair program for these Safety Recalls.

Please reach out to your region/private distributor 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 dealers to perform Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C 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.

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

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. This 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 several ways mobile repair can be initiated for vehicles affected by the covered campaigns:

1. If your dealer identifies a customer affected by DSF, E04, F0L, J0A, J0B, or J0C but cannot successfully schedule and complete the campaign, you can offer to perform the repair at the customer's homes, or other location for customer convenience.
2. Dealer can work with used car lots and vehicle auctions 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.
3. Customers may be offered dealer mobile repair through Toyota's outreach efforts through our national outreach vendor. When an outreach agent has exhausted all possible options to successfully transfer a customer to a dealership to schedule the repair, the outreach vendor agent will offer mobile repair **ONLY** if the nearby dealer has enrolled in the dealer mobile repair program. The outreach agent will transfer the customer to the dealer participating in the dealer mobile repair program to schedule an appointment.

4. Customers may be offered dealer mobile repair as an option through Toyota's door to door canvassing activities which is occurring in limited areas. If a canvassing activity is held in your area, the customer may be offered dealer mobile repair **ONLY** in cases where the nearby dealer has opted into the dealer mobile repair program. A canvassing agent would reach out to your dealer to schedule a mobile repair.

**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: Yes, the campaign op codes from the dealer letter on TIS should be used. However, you must also use the unique mobile repair sublet op codes to receive additional reimbursement.

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

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

**Q3: My dealer plans to participate in the mobile repair program. What steps are necessary to participate?**

A3: Toyota requires dealers interested in participating in the program to enroll in the program at <https://mobilerepair.imagespm.info>. This will be used by Toyota to market the program to customers.

**Q4: Will Toyota market this program to customers?**

A4: Yes, customers may be offered dealer mobile repair through Toyota's outreach efforts through our national outreach vendor. When an outreach agent has exhausted all possible options to successfully transfer a customer to a dealership to schedule the repair, the outreach vendor agent will offer mobile repair **ONLY** if the nearby dealer has enrolled in the dealer mobile repair program. The outreach agent will transfer the customer to the dealer participating in the dealer mobile repair program to schedule an appointment. Also, customers may be offered dealer mobile repair as an option through Toyota's door to door canvassing activities which is occurring in limited areas. If a canvassing activity is held in your area, the customer may be offered dealer mobile repair **ONLY** in cases where the nearby dealer has opted into the dealer mobile repair program. A canvassing agent would reach out to your dealer to schedule a mobile repair.

**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 for this mobile repair program?**

A6: No, only the campaigns DSF, E04, F0L, J0A, J0B, and J0C are included in this program.

**Q6a: Are all models in the campaigns available for mobile repair (DSF, E04, F0L, J0A, J0B, and J0C) eligible for repair in this program?**

A6a: All vehicles covered by the campaigns DSF, E04, F0L, J0A, J0B, and J0C are eligible for repair in this program.

**Q7: Are all vehicles available for mobile repair eligible to be repaired by my dealership?**

A7: All vehicles available for mobile repair are eligible to be repaired by your dealership, **if requested by a customer**. However, your dealer should not market the program to customers outside 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: If a vehicle is affected by other campaigns, are they eligible to be repaired by my dealership while performing **mobile repairs for DSF, E04, F0L, J0A, J0B, or J0C**?**

A8: Other campaigns may be performed at dealer discretion if the work conforms to Warranty Policy & Procedure 5.25. **Specifically, Toyota approves the mobile repair of Safety Recall DSB.**



**Q9: *Can my dealership repair vehicles at used car lots/auctions?***

A9: Marketing the mobile repair service to used car lots and auctions is acceptable ONLY if the locations are within your dealership's PMA boundaries. However, if a used car lot/auction contacts your dealer directly to request a mobile repair, they do not need to be within your PMA.

**Q10: *Why should my dealership support the mobile repair program?***

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: *How can a technician perform the scanning application steps required to record the airbag assembly/inflator serial numbers detailed in the technical instructions while performing a repair in the field?***

A11: Toyota recommends the use of a WIFI hotspot to access the internet to perform the scanning application steps. However, in the unexpected cases where internet cannot be accessed, the serial numbers can be recorded and then entered manually at a later time when internet is available.

**Q12: *Are technicians required to use the Airbag Mounting Bracket Campaign Tool when performing a mobile repair?***

A12: No, this tool is optional. Technicians are not required to use this tool during the remedy.

**Q13: *What if I have additional questions or concerns?***

A13: If you have additional questions or concerns, please contact your Regional Office/Private Distributor field staff, or [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).



## Mobile Repair Program

Available for Vehicles Involved in Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C

### Customer Frequently Asked Questions

Original Publication Date: July 17, 2019

In our continuing efforts to maximize completion rates for Takata Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C, Toyota is allowing dealers to participate in a Mobile Repair program for these Safety Recalls.

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

#### Background

TMNA is now enabling dealers to perform Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C on all vehicles affected by these specific campaigns in the field (e.g., at customers' homes, used car lots, vehicle auctions, etc.). Only the specific Safety Recalls identified are eligible for mobile repair. All other recalls and warranty repairs, including Takata recall designations not specifically listed in this notice, are ineligible for mobile repair under this program.

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

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

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

A1a: 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 repair.

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

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

#### **Q3: My vehicle is involved in a Takata recall, but my dealer will not perform the repair outside of the dealership?**

A3: Not all dealers are participating in the mobile repair program, and not all Takata recalls are eligible for mobile repair due to repair complexity. It is up to the discretion of the dealers participating in the mobile repair program if they can perform a mobile repair on your vehicle. (

#### **Q3a: Are all models in the certain Takata Safety Recalls available for mobile repair (DSF, E04, F0L, J0A, J0B, and J0C) eligible for repair in this program?**

A3a: All vehicles covered by certain Takata Safety Recalls (DSF, E04, F0L, J0A, J0B, and J0C) are eligible for mobile repair in this program.

#### **Q3b: Where can I find more information about the Takata recalls and the affected vehicles involved?**

A3b: Customers can also find additional information on the Takata recalls by visiting [www.toyota.com/recall/takata](http://www.toyota.com/recall/takata).

**Q4: Will my vehicle need to be taken to the dealer for repair under this program?**

A4: In limited circumstances, your vehicle might need to be brought to the dealership if certain vehicle conditions are found that cannot be handled remotely.

**Q4a: Will I be responsible for the costs of the recall remedy if my dealership determines that they cannot perform the repair?**

A4a: No, your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership.

**Q5: My SRS malfunction indicator light is illuminated, and/or other diagnostic trouble codes are set; will this repair correct this condition?**

A5: 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 through mobile 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.

**Q6: If my dealer cannot perform mobile repair, how can I get this important Safety Recall completed?**

A6: Your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership. Your dealer can offer other convenience options such as towing, pickup and delivery, and/or rental.

**Q7: How can I request mobile repair?**

A7: If your local authorized Toyota dealer is part of the program, they will inform you if they can perform the repair outside their dealership facility.

**Q8: What if I have additional questions or concerns?**

A8: 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.