

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

****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

Remedy Availability

F0L		
Model	Model Year	
	2004	2005
RAV4		

DSF

Model	Model Year						
	2002	2003	2004	2005	2006	2007	2008
Corolla							
Matrix							
Tundra							
Sequoia							

E04

Model	Model Year						
	2002	2003	2004	2005	2006	2007	2008
Corolla							
Matrix							
Tundra							
Sequoia							

Projected for Future Phase – Full model year applicability
 Involved in current Safety Recall – Remedy
 Projected for Future Phase – Partial model year applicability

Timing of Projected Safety Recall Phase Announcement

Phase 1: May 2016
 Phase 2: January 2017
 Phase 3: January 2018
 Phase 4: January 2019

ZONE A - G0P (Interim G1P)

Model	Model Year										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Corolla											
Matrix											
Yaris (Hatchback)											
Yaris (Sedan)											
Sienna											
4Runner											
Scion xB											
Phase	Phase 1			Phase 2			Phase 3		Phase 4		

ZONE B - G0R (Interim G1R)

Model	Model Year										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Corolla											
Matrix											
Yaris (Hatchback)											
Yaris (Sedan)											
Sienna											
4Runner											
Scion xB											
Phase	Phase 1			Phase 2		Phase 3		Phase 4			

ZONE C - H0A (Interim H1A)

Model	Model Year										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Corolla											
Matrix											
Yaris (Hatch Back)											
Yaris (Sedan)											
Sienna											
4Runner											
Scion xB											
Phase	Phase 2			Phase 3		Phase 4					

Parts Availability

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

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.

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

Rental Availability

DSF/E04/F0L

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	"RT"
E04	
F0L	

G0P/G0R/H0A

1. Claims for G1P and G0P rental must be filed under campaign designation **GCP**.
2. Claims for G1R, G0R, H1A and H0A rental must be filed under campaign designation **GCR**.
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.

GCP Rental Op. Code	GCR Rental Op. Code	HCA Rental Op. Code	Description
AGGG0A	BGG26A		Vehicle Rental: 1-30 Days
AGGG0B	BGG26B		Vehicle Rental: 31-60 Days
AGGG0C	BGG26C		Vehicle Rental: 61-90 Days
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	BGG26H		Vehicle Rental: 211-240 Days
AGGG0J	BGG26J		Vehicle Rental: 241-270 Days
AGGG0K	BGG26K		Vehicle Rental: 271-300 Days
AGGG0L	BGG26L		Vehicle Rental: 301-330 Days
AGGG0M	BGG26M		Vehicle Rental: 331-360 Days
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
AGGG0S	BGG26S		Vehicle Rental 481-500 Days

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