

Original Publication Date: August 1, 2019

To: Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers at Dealers Involved in Mobile Repair Program

Subject: Third Party Vendor 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 maximize completion rates for Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C, Toyota has created a Mobile Repair program for vehicles included in these Safety Recalls.

**Specific information for dealer's involvement is provided below.**

### **Background**

TMNA and the Regional Offices/Private Distributors 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 is mobile repair. Repairing vehicles remotely presents a new option for customers unable or unwilling to visit a dealer for recall repairs.

TMNA has identified a vendor, Martin Technologies, 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.). Vehicles involved in Takata recall designations not listed are required to be repaired by a dealer. TMNA, the Regional Offices, and the Private Distributors are partnering with this vendor for the mobile repair program. Your dealership may be in an area supported by this vendor. Please contact your Regional Office or Private Distributor to determine if you are in an area supported by this vendor.

### **Program Overview**

Martin Technologies will repair vehicles affected by DSF, E04, F0L, J0A, J0B, and J0C on behalf of a Toyota dealer as sublet work. There is currently a limited number of Martin Technologies technicians available in certain areas. They will repair vehicles outside of dealerships in places such as used car lots, vehicle auctions, customers' homes or places of business, for customer convenience. 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. This is an excellent opportunity for improved customer satisfaction and increased completion rates.

Martin Technologies can be referred to repair a customer vehicle in several ways:

- The first process is by dealers who identify customers through their own outreach but cannot successfully schedule and complete the campaign. In these cases, the dealer can refer the customer to Martin Technologies. The dealer provides the customer with Martin Technologies' phone number to schedule the repair. This phone number is 248-513-4981. It is highly recommended that the dealership initiates the call to Martin Technologies and provide a "warm transfer" to the Martin Technologies representative.
- Customers will also be referred to Martin Technologies through Toyota's outreach efforts through the national outreach vendor. After a call agent has exhausted all possible options to successfully transfer a customer to a dealership to schedule the repair, the customer may be referred to Martin Technologies in these instances. The national outreach vendor agent would transfer the customer to the same number a dealer would.
- Customers may also be referred to Martin Technologies through canvassing activities. Canvassing is when Toyota sends agents to knock on customers doors to discuss scheduling a repair for the open safety recalls. If a canvassing activity is held in your dealer's area the customer may be referred to Martin Technologies by an agent.

- The most common method is for Martin Technologies to work with used car lots and vehicle auctions in these markets to identify used Toyota vehicles with these Safety recalls still open. They will then repair these vehicles at the used car lots and vehicle auctions.

Once the repair is performed, Martin Technologies will provide a sublet invoice to the referring dealer or closest participating dealer, depending on the circumstance, and the dealer will reimburse Martin Technologies for the repair. The dealer will then submit a warranty claim and be reimbursed through the campaign claim process. Claim reimbursement under a mobile repair op code will cover the cost which the dealer pays Martin Technologies and administrative fees for the dealer. Sufficient funds have been allocated in the mobile repair op codes to ensure that dealers are paid for parts and labor at the appropriate rate for dealer-repaired Takata campaign warranty claims. Additional details are provided in the warranty reimbursement section.

### **Program Availability to Dealers**

There is currently a limited number of Martin Technologies technicians available in certain areas. You have received this dealer letter because Martin Technologies currently has technicians available to perform repairs in your dealer's area.

### **Condition**

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

### **Remedy**

Martin Technologies is being utilized to replace the affected airbag inflator at no charge to the vehicle owner in the field (e.g., 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, F0L, J0A, J0B, and J0C will be eligible to have the repair performed by the mobile repair program. Vehicles involved in Takata recall designations not listed are required to be repaired by a dealer.

### **Mobile Repair Program Contract**

Dealers in areas where the program is available interested in participating in the program should enroll in the program at <https://mobilerepair.imagespm.info>. They will be required to sign an agreement on this site. The agreement is between your dealership and Martin Technologies. This agreement further discusses the program details and your degree of involvement. Toyota will use enrollment information to promote the Program to customers affected by Safety Recalls DSF, E04, F0L, J0A, J0B, or J0C.

### **Technician Training Requirements**

Martin Technologies currently hires ASE certified technicians for these repairs with industry experience. These technicians will be required to complete specialized training provided by the Quality Compliance team at TMNA headquarters. After a Martin technician has successfully completed the Takata repair specialized training, TMNA will consider them authorized to perform the Takata repair.

### **Remedy Procedures**

Martin Technologies will follow the technical instructions when performing these Safety recall repairs and utilize the scanning application as required by these campaigns. They will also provide vehicle inspection results and a copy of the health check to the dealership with a copy of the invoice.

### **Ancillary Damage**

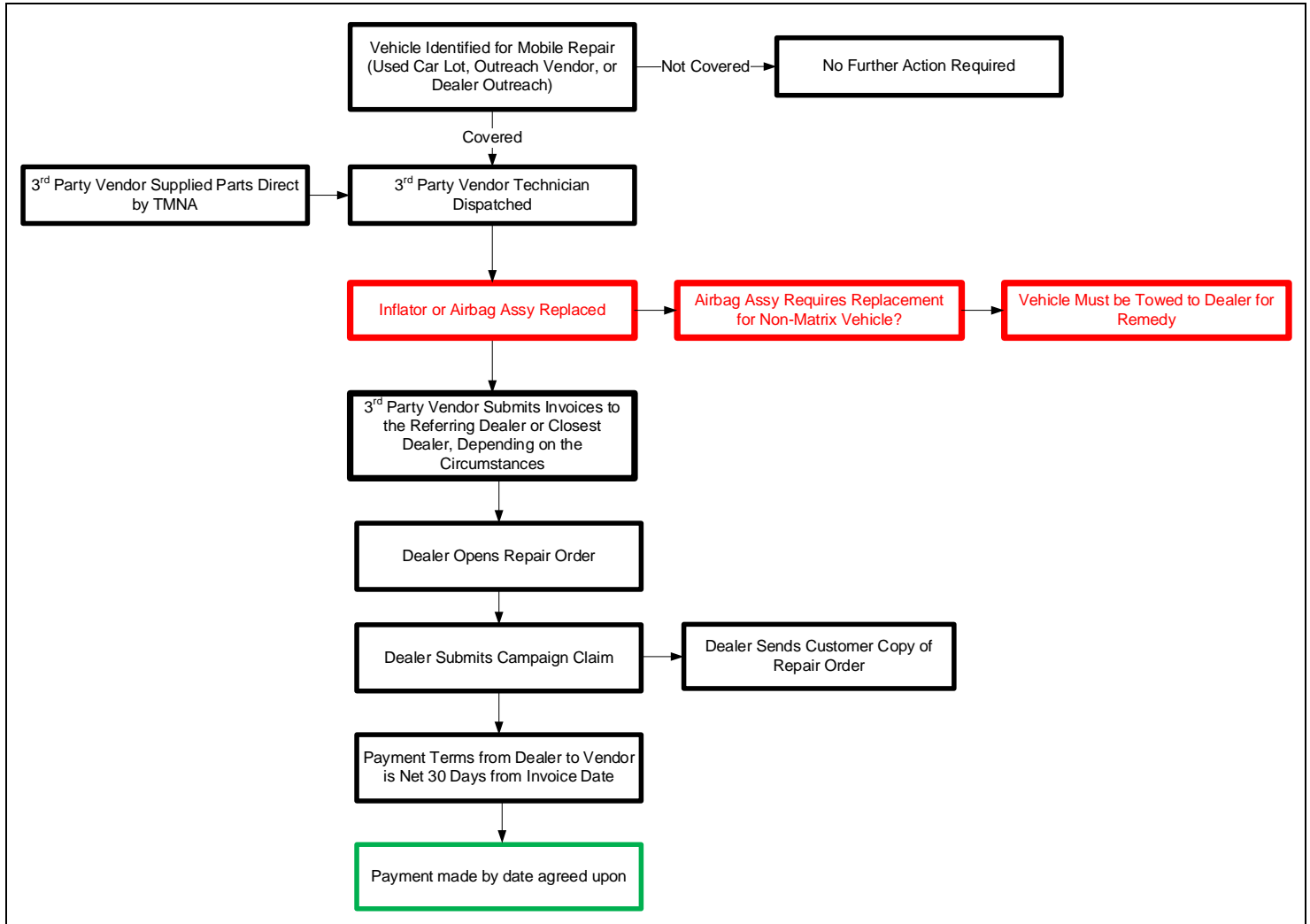
Based on the current process for ancillary damage, during this program, if a customer complains of damage done to the vehicle during the repair, TMNA is requesting these repairs to be submitted via goodwill. TMNA expects very few goodwill claims to be necessary based on similar programs with other mobile repair vendors.

The towing op code found in the DSF, E04, F0L, J0A, J0B, and J0C dealer letter can be utilized in these situations, if necessary, to bring the customer car to the dealer. A report can be written to document any damage and submitted to TMNA. If the damage is determined to be a direct result of the Martin Technologies technician's workmanship, TMNA will hold Martin Technologies responsible.

**Parts Ordering Process**

Martin Technologies will purchase parts directly from TMNA in bulk. This will allow Martin Technologies to service vehicles in the field without having to travel to a dealer for parts required for every repair. Martin Technologies will include parts cost per vehicle on their invoice to dealers for repairs. The mobile repair op codes dealers will claim include reimbursement for these parts costs; included in this reimbursement is the traditional parts markup for the dealer's reimbursement.

**Warranty Reimbursement Procedure**



- Dealers may claim the TMC approved sublet cost for mobile repair. The sublet cost for mobile repair may be claimed for each vehicle included in DSF, E04, F0L, J0A, J0B, and J0C as detailed below as sublet type “RR.”

Model	Mobile Repair Op Code - DSF	Mobile Repair Op Code - E04	Mobile Repair Op Code - F0L	Mobile Repair Op Code - J0A	Mobile Repair Op Code - J0B	Mobile Repair Op Code - J0C	Approx. Amount of Invoice	\$ Amount to be Included on Claim
Corolla	DSFTMT	E04TMY	N/A	N/A	N/A	N/A	\$245.00	\$335.00
Corolla Matrix	DSFTMY	E04TMR	N/A	J0ATMR	J0BTMR	J0CTMR	\$345.00	\$575.00
Sequoia/Tundra	DSFTMR	E04TMT	N/A	N/A	N/A	N/A	\$270.00	\$370.00
RAV4	N/A	N/A	LGG01A	N/A	N/A	N/A	\$180.00	\$225.00

- Martin Technologies mobile repair invoices **MUST** be attached to all mobile repair claims. These claims may be subject to debit if Martin Technologies invoice is not attached.

**Warranty Reimbursement Procedure Continued...**

- Towing can be claimed under any of the campaign repair 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.
- In the event of any repair complications that require the vehicle be brought to the dealership, the dealer can use the “Dealer Transportation - Customer Vehicle Pickup and Delivery” op codes listed in the dealer letter for the campaign.
- In the event of any ancillary damage, further repairs will be required to have a report submitted and claims good-willed. If the damage is determined to be caused by a Martin Technologies employee, Martin Technologies will be held responsible.

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly and in a timely matter for these sublet Safety Recall repairs performed under the mobile repair program by Martin Technologies. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If a claim has been filed using an incorrect opcode, or if a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Invoice Payment**

It is the dealer’s responsibility to pay invoices for repairs performed by Martin Technologies during this program. The dealer will be reimbursed through the campaign claim submission process. Issues with delays in payment to Martin Technologies may result in a dealership being removed from the program.

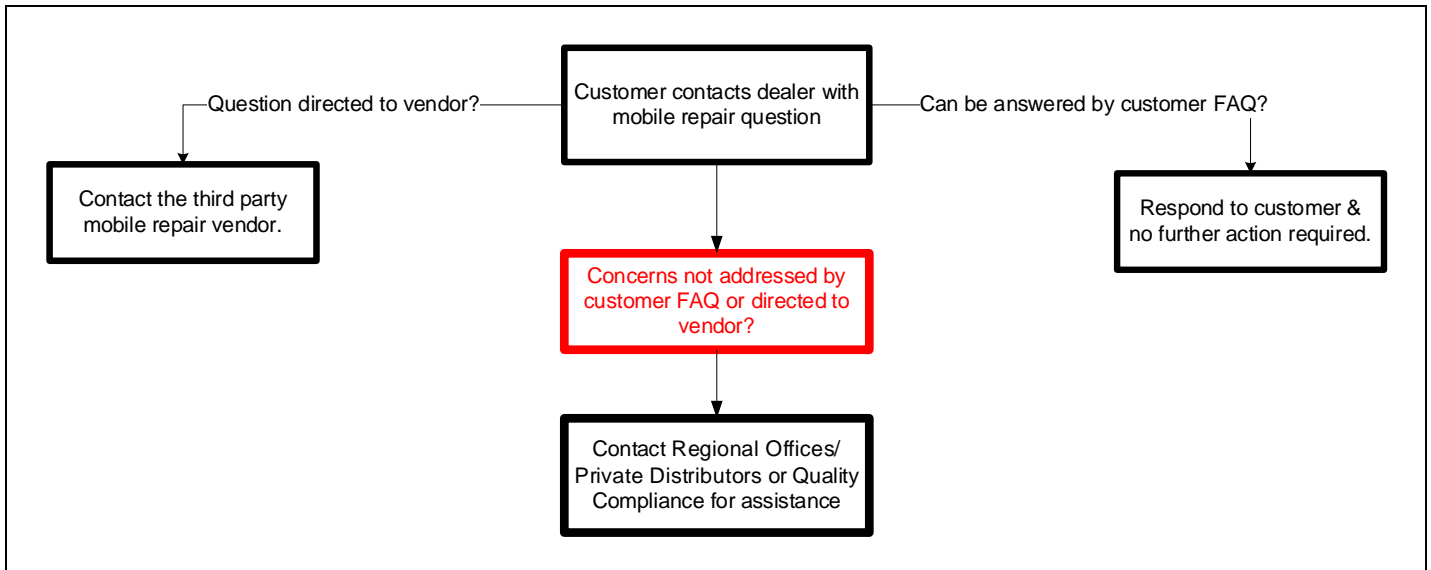
**NOTE:** Please communicate the details of this program and invoice responsibilities to the designated parties within your dealer responsible for Martin Technologies invoices. The person in your dealership responsible for payment of Martin Technologies invoices should have his/her name and contact information included within the dealer agreement document.

**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 Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

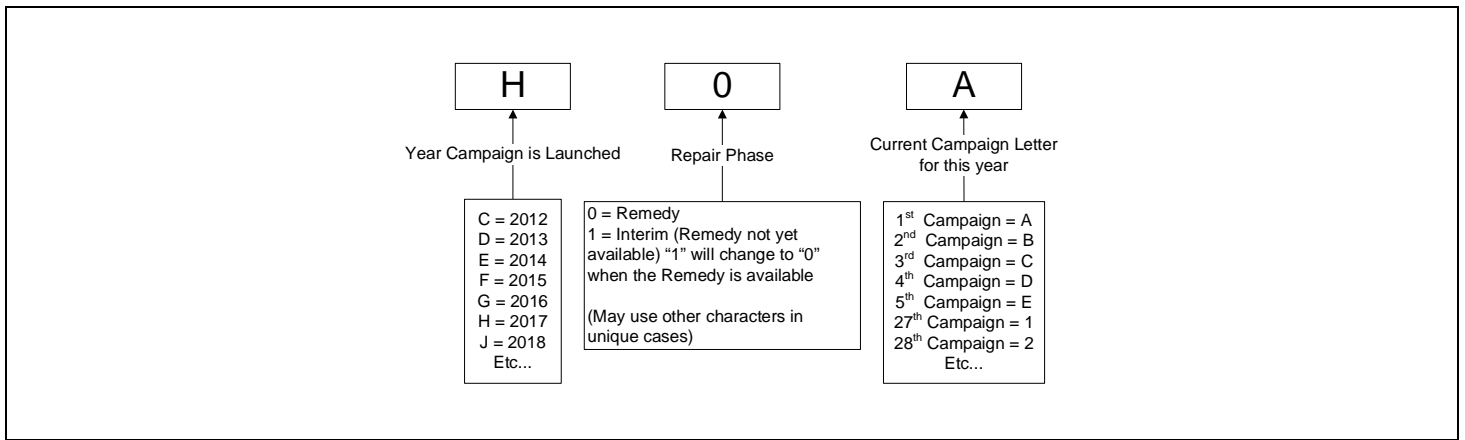
**Customer Contacts**

Customers who are referred to Martin Technologies may contact your dealership with questions regarding the 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 program for these Safety Recalls.**

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



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## Third Party Vendor Mobile Repair Program Available for Vehicles Included in Safety Recall DSF, E04, F0L, J0A, J0B, and J0C

### Dealer Frequently Asked Questions

Original Publication Date: August 1, 2019

In our continuing efforts to maximize completion rates for Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C, Toyota is offering a Mobile Repair program for vehicles included in these Safety Recalls. We are providing the following information to keep you informed of the details specific to this program. Please refer any Martin Technologies specific questions to Martin Technologies' phone number: 248-513-4981. Please reach out to your Regional Office or Private Distributor contacts, or to [Quality\\_Compliance@toyota.com](mailto:Quality_Compliance@toyota.com), if there are questions not addressed by this FAQ or that Martin Technologies cannot answer.

#### **Background**

TMNA has identified a vendor, Martin Technologies, 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.). Vehicles involved in Takata recall designations not listed are required to be repaired by a dealer. TMNA, the Regional Offices, and the Private Distributors are partnering with this vendor for the mobile repair program. Your dealership may be in an area supported by this vendor. Please contact your Regional Office or Private Distributor to determine if you are in an area supported by this vendor.

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

A1: Martin Technologies will repair vehicles affected by DSF, E04, F0L, J0A, J0B, and J0C on behalf of a Toyota dealer as sublet work. There is currently a limited number of Martin Technologies technicians available in certain areas. They will repair vehicles outside of dealerships in places such as used car lots, vehicle auctions, customers' homes or places of business, for customer convenience. 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. This is an excellent opportunity for improved customer satisfaction and increased completion rates.

#### **Q1a: *Who is Martin Technologies Manufacturing?***

A1a: Martin Technologies is a vendor already utilized for mobile repairs by other manufacturers affected by the Takata recalls.

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

A1b: Martin Technologies can be referred to repair a customer vehicle by a dealer involved in the program, Toyota's outreach vendor, door to door canvassing, or by other means. Martin Technologies will also repair vehicles at used car lots/vehicle auctions.

**Q2: How will Martin Technologies be reimbursed for these repairs?**

A2: Martin Technologies will invoice the referring dealer or closest participating dealer, depending on the circumstance, for the labor and parts costs for each repair performed.

**Q2a: How will my dealer receive reimbursement for repair costs paid to Martin Technologies?**

A2a: These costs can be claimed as a sublet under the applicable mobile repair opcode. The amount allowed to be claimed under the mobile repair op codes will also provide reimbursement to the dealer for administrative fees and parts markup.

**Q2b: Will this complete the campaign?**

A2b: Yes, this will close the campaign in TIS.

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

A3: Currently Martin Technologies has a limited number of technicians in specific areas that can perform these repairs. Due to your location, we are unable to provide this program to certain dealers. Expansion to additional areas is under development.

**Q4: My dealer has been offered the mobile repair program with Martin Technologies. What steps are necessary to enroll in the program?**

A4: 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.

**Q5: How will Toyota market this program to customers?**

A5: Customers will be referred to Martin Technologies through Toyota's outreach efforts through the national outreach vendor. After a call agent has exhausted all possible options to successfully transfer a customer to a dealership to schedule the repair, the customer may be referred to Martin Technologies in these instances. The national outreach vendor agent would transfer the customer to the same number a dealer would. Also, customers will be referred to Martin Technologies through canvassing activities. Canvassing is when Toyota sends agents to knock on customers doors to discuss scheduling a repair for the open safety recalls. If a canvassing activity is held in your dealer's area the customer may be referred to Martin Technologies by an agent.

**Q6: Where can I find more information about the Takata recalls and the affected vehicles involved?**

A6: Refer to the dealer letters on TIS.

**Q6a: Are all Takata campaigns available in this program?**

A6a: No, only the campaigns DSF, E04, F0L, J0A, J0B, and J0C are included in this program.

**Q6b: Are all models in the campaigns available for mobile repair (DSF, E04, F0L, J0A, J0B, and J0C) eligible for repair in this program?**

A6b: All vehicles covered by the campaigns DSF, E04, F0L, J0A, J0B, and J0C are eligible for repair in this program.

**Q7: What are the training requirements of Martin Technologies technicians performing these repairs?**

A7: Martin Technologies currently hires ASE certified technicians for these repairs with industry experience. These technicians will be required to complete specialized training provided by the Quality Compliance team at TMNA headquarters. After a Martin Technologies technician has successfully completed the Takata repair specialized training, TMNA will consider them authorized to perform the Takata repair.

**Q8: How can my dealer request Martin Technologies to perform a repair?**

A8: Your dealership can transfer a customer to Martin Technologies' phone number to schedule the repair. This phone number is 248-513-4981.

**Q9: Why did my dealership receive an invoice from Martin Technologies, but did not refer the customer to Martin Technologies?**



A9: This indicates that Martin Technologies has performed a repair on an affected vehicle closest to your dealership referred to them by Toyota's outreach efforts or performed a repair at a used car lot/vehicle auction.

**Q9a: Who will receive this invoice at my dealership?**

A9a: The person designated by the program agreement document provided by your dealership.

**Q10: How is it decided which dealer receives the right to claim a Martin Technologies performed mobile repair?**

A10: If the dealer referred the customer to Martin Technologies, they will receive the invoice. If the repair was **NOT** referred by a dealership, Martin Technologies will invoice the participating dealer closest to where the repair was performed.

**Q11: What should my dealership do once an invoice is received from Martin Technologies for a mobile repair?**

A11: Pay the invoice costs to Martin Technologies and submit a sublet campaign claim as detailed in the dealer letter for this program.

**Q12: What should my dealership do in the event of ancillary damage?**

A12: Towing or pickup and delivery can be claimed under the campaign repair op code, if necessary, to bring the vehicle to the dealer for repair. Any ancillary damage repairs should be claimed as goodwill, and a report should be written.

**Q13: How does Martin Technologies receive parts required by the repairs?**

A13: Martin Technologies purchases parts direct from TMNA.

**Q12a: Why is my dealer invoiced for parts costs?**

A12a: This allows Martin Technologies to be reimbursed for parts handling.

**Q12b: Will I be reimbursed for the parts costs my dealership is invoiced by Martin Technologies?**

A12b: Yes, the allowable sublet amount includes reimbursement to your dealership based on the parts markup recovered as if your dealer had performed the repair.

**Q14: Why will Martin Technologies only replace Matrix vehicles airbag assemblies, and only inflators on all other models included in the program?**

A14: The Matrix vehicle airbag assembly allows for removal of the cover and re-installation on the new airbag assembly. However, other models do not allow for removal of this cover. This cover matches the color of the dashboard, and as a result, there are several different part numbers for each non-Matrix model. Martin Technologies will not have stock of these part numbers, and the airbag assembly will need to be replaced at the dealer.

**Q13a: When is airbag assembly replacement required for non-Matrix vehicles?**

A13a: 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.

**Q13b: What steps are necessary if airbag assembly replacement is required for non-Matrix vehicles?**

A13b: The towing op code can be used to bring this vehicle to your dealer to have the airbag assembly replaced.



**Q15: *Why should my dealership support the mobile repair program?***

A15: 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 your dealership.

**Q16: *What if I have additional questions or concerns?***

A16: If you have additional questions or concerns, please contact your Regional Office or Private Distributor field staff, or [quality\\_complaine@toyota.com](mailto:quality_complaine@toyota.com).



## Third Party Vendor Mobile Repair Program

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

### Customer Frequently Asked Questions

Original Publication Date: August 1, 2019

In our continuing efforts to maximize completion rates for Safety Recalls, Toyota is offering a Mobile Repair program for vehicles included for certain Takata Safety Recalls (designated DSF, E04, F0L, J0A, J0B, and J0C).

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

#### **Background**

Toyota has identified a vendor, Martin Technologies, to perform certain Takata Safety Recalls (DSF, E04, F0L, J0A, J0B, and J0C) on involved vehicles in the field (e.g., customer homes, used car lots, vehicle auctions, etc.). The services offered in this program are currently only available within specific areas. Certain customers in close proximity to the dealers in these specific areas may be offered this repair option.

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

A1: Martin Technologies will repair vehicles affected by certain Takata Safety Recalls (DSF, E04, F0L, J0A, J0B, and J0C) on behalf of a Toyota dealer. There is currently a limited number of Martin Technologies technicians available in specific areas. They will repair vehicles outside of dealerships in places such as customers' homes or places of business, for customer convenience. This program is the result of feedback from customers who cannot, or will not, be able to bring their vehicles to a dealer for repair.

#### **Q1a: *Who is Martin Technologies Manufacturing?***

A1a: Martin Technologies is a vendor approved by Toyota to perform mobile repairs.

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

A1b: Martin Technologies can be referred to repair a customer vehicle by dealers involved in the program, Toyota's Recall Resolution Team, or by other means.

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

A2: Martin Technologies will perform these repairs at **NO CHARGE** to you.

#### **Q3: *Why will Martin Technologies not repair my vehicle in this program due to my location?***

A3: Currently Martin Technologies has a limited number of technicians in specific areas that can perform these repairs. Due to your location, we are unable to provide this repair option to you. Expansion to additional areas is under development.

**Q4: *My vehicle is involved in a Takata recall, but Martin Technologies will not perform the repair?***

A4: Martin Technologies is only repairing vehicles included in certain Takata Safety Recalls (DSF, E04, F0L, J0A, J0B, and J0C). All other Takata campaigns are required to be completed by a dealer due to the differences in the repair procedures.

**Q4a: *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?***

A4a: All vehicles covered by the certain Takata Safety Recalls (DSF, E04, F0L, J0A, J0B, and J0C) are eligible for repair in this 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 program?***

A5: Not usually. However, if the serial number on the airbag is not legible or not recognized by Toyota systems, the vehicle must go the dealer to have the airbag assembly replaced. Martin Technologies will only perform the campaign if the airbag serial number is legible and recognized by Toyota systems.

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

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

**Q5b: *Will vehicle towing be offered in these cases?***

A5b: Yes, your local authorized Toyota dealer will coordinate towing at **NO CHARGE** to you.

**Q5b: *Will vehicle pickup and delivery be offered in these cases?***

A5b: Yes, your local authorized Toyota dealer will coordinate pickup and delivery at **NO CHARGE** to you.

**Q5d: *Will vehicle rental be offered in these cases while the remedy is performed?***

A5d: Yes, your local authorized Toyota dealer will coordinate a loaner vehicle at **NO CHARGE** to you.

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

A6: No. This repair will 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. Martin Technologies will advise you about these non-recall related conditions before performing the repair. In some cases, depending on the condition, Martin Technologies may not be able to perform the recall repair. You should take your vehicle to a dealer 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 **NO CHARGE** to you, but repair of other conditions will be your responsibility.

**Q7: *If Martin Technologies cannot service my vehicle, how can I get this important Safety Recall completed?***

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

**Q8: *What should I do if there is damage to my vehicle during the repair caused by the Martin Technologies technician?***

A8: Martin Technologies will contact your local authorized Toyota dealer for further repairs at **NO CHARGE** to you.

**Q9: *How can I request mobile repair?***

A9: If your local authorized Toyota dealer is part of the program, they can refer you to Martin Technologies' toll free number to schedule an appointment if they cannot schedule you at their dealer.

**Q10: *What if I have additional questions or concerns?***

A10: 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.