

Takata is the largest vehicle recall in automotive history, and mobile repair provides an option for owners unable or unwilling to take a vehicle to a dealer. Mobile repair is an opportunity to increase completion rates.



FAQs

Q: WHERE DOES MOBILE REPAIR OCCUR?

Repairs can be performed at used car lots, vehicle auctions or owners' homes. The most common locations are at used car lots and vehicle auctions.

Q: WHEN IS IT ACCEPTABLE TO PROMOTE THE MOBILE REPAIR SERVICE?

Promoting the mobile repair service is acceptable ONLY if the owners, used car lot, or auction are within your PMA boundaries. However, if an owner, used car lot, or auction contacts your dealer directly to request a mobile repair, they do not need to be within your PMA.

Q: WHAT TYPES OF VEHICLES FALL UNDER MOBILE REPAIR?

Dealers can repair vehicles affected by DSF, E04, F0L, J0A, J0B, and J0C outside their dealership. Refer to the "Invoicing Process" table for exact model year and model information.

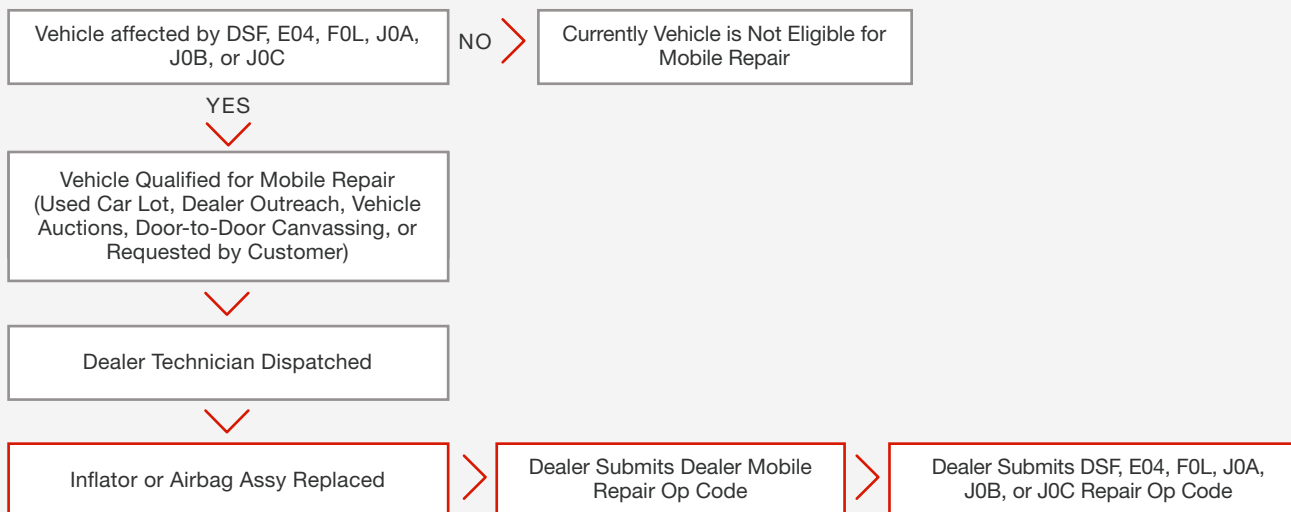
Other campaigns may be performed at dealer discretion if the work conforms to Warranty Policy & Procedure 5.25. **Specifically, Toyota approves the mobile repair of Safety Recall DSB.**

Q: HOW IS DEALER REIMBURSED?

After a repair is performed, a dealer will submit a warranty claim and be reimbursed through the campaign claim process using a unique mobile repair op code.



HOW MOBILE REPAIR WORKS





HOW TO JOIN PROGRAM

- Review the dealer package on TIS.
- Toyota requires dealers interested in participating in the program to enroll in the program at:

www.mobilerepair.imagespm.info

- This will be used by Toyota to promote the program to customers.



INVOICING PROCESS

- Dealer performs repair in field (outside dealer shop).
- Dealer submits warranty claim using dealer mobile repair op code.
- Dealer 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 repair time for replacement of the inflator will be reimbursed under the op codes listed in the dealer letters for each campaign.
- This will mark the campaign complete, and should be submitted after the dealer mobile repair op code.
- The dealer mobile repair op code amount is claimed as a sublet type "RR" under the op codes shown below.

Model/Model Year	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 2003-2008	DSFLGW	E04LGW	N/A	J0ALGW	J0BLGW	J0CLGW	0.7hr x Dealer Labor Rate
Corolla Matrix 2003-2008							
Sequoia 2002-2004/ Tundra 2003-2004							
Sequoia 2005-2007/ Tundra 2005-2006							
RAV4 2004-2005	N/A	N/A	F0LLGW	N/A	N/A	N/A	

[Click here](#) for a full list of the vehicles affected.



**DON'T
RISK IT,
FIX IT!**