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

## SAFETY RECALL / SPECIAL SERVICE CAMPAIGN RENOTIFICATION Customer Renotification KR2

Safety Recall/Special Service Campaign completion is an important part of our commitment to meet customer expectations of Toyota products. Toyota will be conducting follow-up notifications to remind owners whose vehicles have not yet had Safety Recall/Special Service Campaign repairs completed in the campaign(s) listed below.

We request your assistance in completing the applicable campaign repairs as owners receive follow-up notifications and contact your dealership. Please note the follow-up activity may cause an increase in owner appointments. Toyota plans to mail these follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

### Campaigns Covered in the Renotification

Campaign	Model and Model Year	Approximate UIO	Approximate PR UIO	Renotification Schedule
G05	2017 Camry	1	N/A	Late June 2019
H0M	2016 Camry HV & Avalon HV	85	N/A	
J0I	2017 Tundra	2,020	1	
H0C	2016-2017 Tundra	12,700	60	
H0P	2017 Yaris	750	120	
J0F	2016 Prius	90	10	
J0W	2004 - 2006 Scion xA	14,000	5	
F0L	2004-2005 RAV4	21,500	900	

### Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification(s) will begin in late June 2019, as indicated in the chart above. The customer will be notified using the following method(s) to the extent that customer information is available:

- First Class Mail Letter
- Email
- Phone Calls (Live)

The above owner notifications will occur over a period of several weeks, consistent with parts availability.

## Dealer Inventory Procedures

### Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete Safety Recalls/Special Service Campaigns on any used vehicles currently in dealer inventory prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall/Special Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ for that campaign, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Disclosure Form [G05, H0M, J0I, H0C, H0P, J0F, J0W, DSF, E04 & F0L]" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

### Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Technical Instructions

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls/Special Service Campaigns on the vehicle during the time of appointment.

### Parts Ordering

The applicable parts ordering information can be found in the Dealer Letter and Technical Instructions of the *specific* campaign. As a general practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

### Customer Handling and Dealership Follow-Up

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains a top priority at Toyota. Customers who receive a Safety Recall/Special Service Campaign Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of the Safety Recalls and Special Service Campaigns involved in this renotification activity and know how to accurately answer a customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

Toyota encourages dealerships to follow-up with their customers by telephone to encourage them to complete these Safety Recalls and Special Service Campaigns. The following word track has been provided for this purpose. To assure a consistent and accurate description of the Safety Recall/Special Service Campaign is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall or Special Service Campaign Q&A (available in TIS) to answer any specific customer questions.

Hello [Mr./Ms.] \_\_\_\_\_ [Customer Name],

Our dealership \_\_\_\_\_ [Dealership Name] is following up with you regarding [Safety Recall/Special Service Campaign] \_\_\_\_\_ [Safety Recall No/Special Service Campaign No] which involves \_\_\_\_\_ [Safety Recall or Special Service}. Our records indicate that your vehicle falls within the parameters of this [Safety Recall or Special Service Campaign]. As a customer convenience, I would like to answer any questions that you may have. [Answer any questions using the Safety Recall or Special Service Campaign Q&A for the applicable recall]

May I schedule an appointment for your vehicle to complete this [Important Safety Recall or Special Service Campaign}?

What date and time will be convenient for you to bring your vehicle into our service department which is located at \_\_\_\_\_ [dealership address]. If you have any further questions or concerns, please contact me at \_\_\_\_\_ [contact name and telephone no.]

**NOTE:** Additional guidelines regarding dealership follow-up for non-completed recalls and other campaigns can be found in Warranty Policy 5.21.

*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 Owner Renotification of Non-Completed Safety Recall, Special Service and/or Limited Service Campaign.*

Thank you for your cooperation.

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



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name \_\_\_\_\_ Customer Email \_\_\_\_\_

Customer Address \_\_\_\_\_ Home Phone # \_\_\_\_\_

\_\_\_\_\_ Mobile Phone # \_\_\_\_\_

\_\_\_\_\_ Date \_\_\_\_\_

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address \_\_\_\_\_ Dealer Code \_\_\_\_\_

\_\_\_\_\_ Dealer Phone Number \_\_\_\_\_

\_\_\_\_\_ Dealer Staff Name \_\_\_\_\_

\_\_\_\_\_ Dealer Staff Signature \_\_\_\_\_



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6565 Headquarters Drive  
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## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Special Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____