

Original Publication Date: February 6, 2019

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

**SAFETY RECALL JS5 (Remedy Notice)****Certain 2008 – 2019 Model Year Land Cruiser  
Passenger Airbags Could Deactivate  
NHTSA Recall No. 18V-887**

Involved Vehicles for this Safety Recall (Campaign Codes J15 & JS5)			
Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Land Cruiser 2008 - 2019	Early June 2007 – Early December 2018	33,900	900

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On December 13, 2018, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2008 – 2019 model year Land Cruiser vehicles.

**Condition**

The front passenger occupant classification system has a seatbelt tension sensor that could malfunction over time and could cause the airbag warning light and the passenger airbag “OFF” indicator to illuminate. In addition, the front passenger airbag, passenger knee airbag, and the passenger seat-mounted side airbag may be deactivated. If these airbags are deactivated, there is an increased risk of injury to the occupant in the event of a crash.

**Remedy**

This Safety Recall is being administered with multiple campaign codes. Toyota will send notifications to owners of vehicles covered by this campaign (JS5) advising them to return their vehicle to an authorized Toyota dealer to have the remedy performed. Toyota dealers will modify the seat belt assembly to resolve the safety defect **FREE OF CHARGE**.

**NOTE:** As the remedy in JS5 is based, in part, on a vehicle’s time in service, the remedy in JS5 will be available for vehicles covered by this campaign until June 6, 2019. These vehicles **WILL NOT** be eligible for the JS5 remedy after that date. Any JS5 vehicle that has not had the JS5 remedy performed at that time will be transitioned to J15 and will receive the J05 remedy when it becomes available.

J15 vehicles **ARE NOT** eligible for the JS5 seatbelt modification remedy.

**Check Each VIN Before Repair**

This Safety Recall is being administered with multiple campaign codes. It is important that each VIN is searched using TIS to determine which campaign code is applicable and if the seatbelt modification remedy applies for each VIN. Only perform the repair if it is specified for that VIN. **If a repair is performed on an ineligible VIN, the claim will be subject to debit.**

**CAMPAIGN JS5 – CURRENTLY ELIGIBLE FOR REPAIR**

**Campaign Description:** Safety Recall **JS5 (J05) - Remedy Notice** Certain 2008 - 2019 Model Year Land Cruiser Passenger Airbags Could Deactivate

**Completion Status:** **Not Completed**

[\[Show Documents\]](#)

**STATUS IDENTIFICATION**  
**A:** Campaign Description: JS5 Remedy  
**B:** Completion Status: Not Completed

- This vehicle is eligible to have the JS5 remedy performed.**

**CAMPAIGN J15 – CURRENTLY IN INTERIM PHASE**

**Campaign Description:** Safety Recall **J15 (J05) - Interim Notice** Certain 2008 - 2019 Model Year Land Cruiser Passenger Airbags Could Deactivate

**Completion Status:** **Not Completed**

[\[Show Documents\]](#)

**STATUS IDENTIFICATION**  
**A:** Campaign Description: J15 Interim  
**B:** Completion Status: Not Completed

- This vehicle is in the interim phase; the remedy IS NOT AVAILABLE to be performed at this time.**

**Covered Vehicles**

There are approximately 33,900 vehicles covered by JS5 and J15. Approximately 150 of those vehicles were distributed to Puerto Rico.

JS5	Remedy Available?	Model Name	Model Year	Production Period	Approximate UIO On February 6, 2019
	<b>YES</b>	Land Cruiser	2018 - 2019	Early August 2017 – Early December 2018	2,500

J15	Remedy Available?	Model Name	Model Year	Production Period	Approximate UIO On February 6, 2019
	<b>NO</b>	Land Cruiser	2008 - 2019	Early June 2007 – Late October 2018	31,400

**Owner Letter Mailing Date**

Toyota will notify owners of vehicles covered by campaign JS5 in mid-February 2019, advising them that the remedy is available.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

**New Vehicles in Dealership Inventory**

There are approximately 900 vehicles in new dealer inventory, covered by campaigns JS5 and J15, as of December 12, 2018.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60 day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**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.

**Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock**

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

**Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall 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.

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, 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 J05/J15/JS5" 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

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please 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.

### 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.

### Campaign JS5 – Wire Harness Modification Kit

The JS5 remedy will involve the modification of a portion of the seatbelt tension sensor wire harness. All dealers should have stock of the tape required for this remedy procedure from a previously announced campaign JOT. Sufficient stock of the other components for wire harness modification for each dealer's new vehicle inventory and an initial stock for customer vehicles was sent to every dealer prior to the launch of the JS5 remedy via a third-party shipping carrier (e.g., FedEx, UPS, etc.).

Toyota will ship additional wire harness modification kits to dealers throughout the month of February as more inventory becomes available. The quantity of wire harness modification kits that Toyota will ship to each dealer was calculated based upon a combination of vehicle registration, last servicing dealer, and retail dealer. Please be alert for the arrival of tape and wire harness modification shipments at your dealership. **Note that each roll of tape received for JOT contains enough tape to service approximately 150 vehicles.**

***If a dealer requires additional tape or wire harness modification kits they can request additional stock from [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).***

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### Remedy Procedures

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

### Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**Warranty Reimbursement Procedures**

**Loaner Vehicle Reimbursement Procedure**

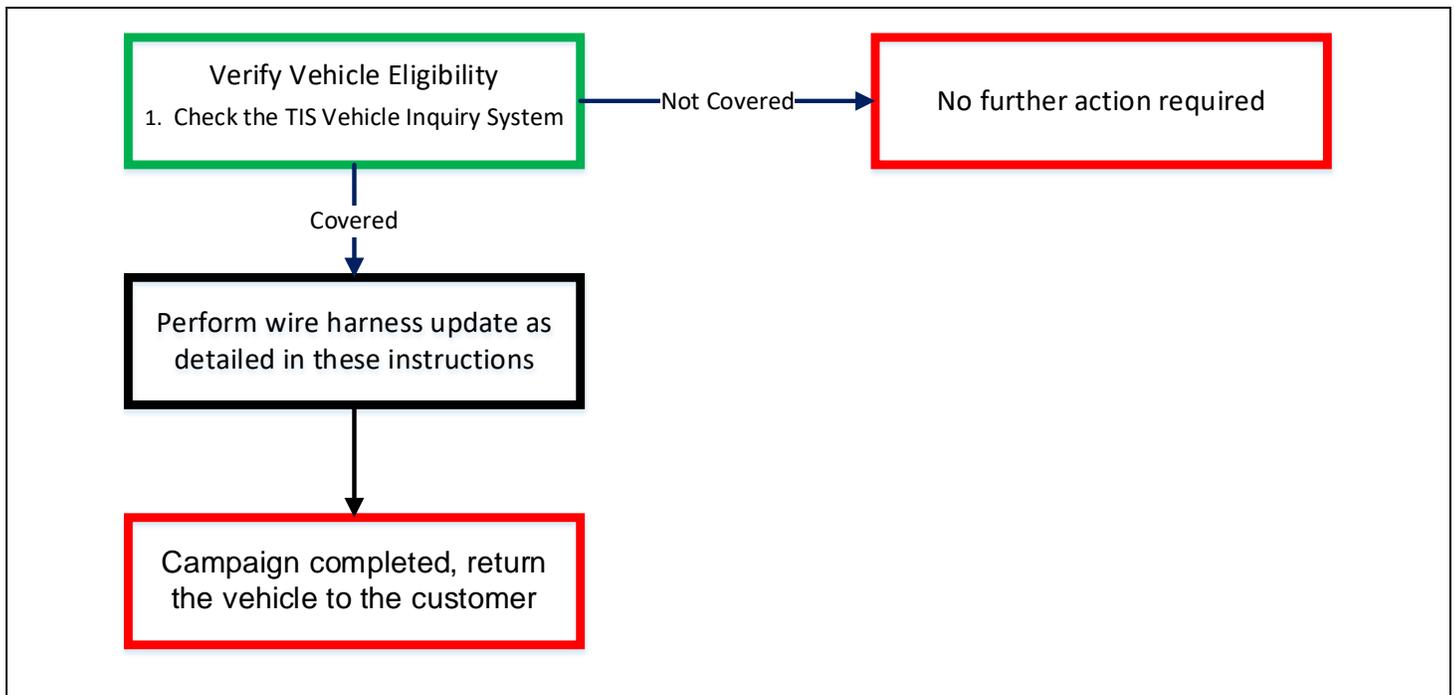
Toyota recommends that owners of vehicles affected by JS5 (Interim J15) do not have passengers sit in the front passenger seat as described in the FAQ. If this recommendation is not feasible for the customer’s personal or business needs, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day during the interim period.

**Claims for rental during the interim phase must be filed under campaign designation J15.**

Op Code Filed Under J15 Designation	Description
J15004	Vehicle Rental 1-30 Days
J15005	Vehicle Rental 31-60 Days

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

**Warranty Reimbursement Procedure**



Op Code	Description	Flat Rate Hours
JS5001	Wire Harness Modification	0.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

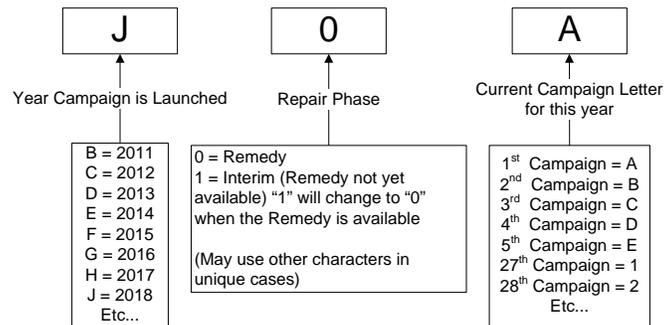
**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

## Campaign Designation / Phase 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

J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2018.

***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 Safety Recall.***

Thank you for your cooperation.

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

## SAFETY RECALL JS5 (Remedy Notice)

**Certain 2008 – 2019 Model Year Land Cruiser  
 Passenger Airbags Could Deactivate  
 NHTSA Recall No. 18V-887**

**Frequently Asked Questions  
 Original Publication Date: February 6, 2019**

**Q1: *What is the condition?***

A1: The front passenger occupant classification system has a seatbelt tension sensor that could malfunction over time and could cause the airbag warning light and the passenger airbag “OFF” indicator to illuminate. In addition, the front passenger airbag, passenger knee airbag, and the passenger seat-mounted side airbag may be deactivated. If these airbags are deactivated, there is an increased risk of injury to the occupant in the event of a crash.

**Q1a: *What is the seat belt tension sensor?***

A1a: The function of a seat belt tension sensor is to help distinguish between child restraint systems and other occupants who may be in that seating position.

**Q2: *Are there any warnings that this condition exists?***

A2: If this condition has occurred, the SRS warning light will illuminate. In addition, the Front Passenger Airbag Status Indicator Light may always show “OFF”, even if there is an occupant in the front passenger seat. If you see these warning lights, you may be experiencing the condition described above. You should contact your local authorized Toyota dealer for diagnosis and appropriate repair as soon as possible.

SRS Warning Light	Front Passenger AIRBAG Status Indicator Light
	<p style="font-size: 2em; font-weight: bold; margin: 0;">AIRBAG OFF</p>

**Q3: *What should I do if my Airbag Warning Light illuminates?***

A3: The Airbag Warning Light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. Under normal operation, it deactivates after a few seconds. The warning light turning off after the check period means the system is operating as designed.\*\* If the Airbag Warning Light (1) does not illuminate or (2) illuminates or remains illuminated after the few second check period, you may be experiencing this condition, and the front passenger airbag, passenger knee airbag, and the passenger seat-mounted side airbag may not deploy as designed in a crash. Please contact your local authorized Toyota dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the remedy, once developed, will be performed at no charge to you

\*\* Please refer to the Owner’s Manual for additional operation details related to this system.

**Q4: What should I do if my Front Passenger AIRBAG Status Indicator Light always shows OFF?**

A4: There are several reasons for the Front Passenger AIRBAG Status Indicator Light to show AIRBAG OFF. However, if this light shows OFF even if the front passenger seat is not occupied, this could indicate a problem. Please contact your local authorized Toyota dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the remedy, will be performed at no charge to you. Additional information about this feature can be found in Owner's Manual section "1-7. Safety Information," within the subsection "System Malfunction."

**Q5: What is Toyota going to do?**

A5: This Safety Recall is being administered with multiple campaign codes. Toyota will send notifications to owners of vehicles covered by this campaign (JS5) advising them to return their vehicle to an authorized Toyota dealer to have the remedy performed. Toyota dealers will modify the seat belt assembly to resolve the safety defect **FREE OF CHARGE**.

**Q5a: Why are other vehicle owners receiving recall notices for the same condition but not receiving this remedy (to modify the seat belt assembly)?**

A5a: This Safety Recall is being administered with multiple campaign codes. Based on Toyota's engineering analysis, Toyota determined that certain vehicles (based, in part, on time in service) can be remedied through a modification to the seat belt assembly. In order to expedite repairs, Toyota dealers will begin modifying the seat belt assembly for vehicles that can receive this remedy under this campaign designated JS5. The remaining vehicles are in a different campaign (J15) and will be repaired once new seat belt assemblies become available.

J15 vehicles **ARE NOT** eligible for the JS5 seatbelt modification remedy.

Notification Type	TIS Designation
Remedy	JS5
Interim	J15 (J05)

**Q6: How long will this remedy be available?**

A6: As the remedy in JS5 is based, in part, on a vehicle's time in service, the remedy in JS5 will be available for vehicles covered by this campaign until June 6, 2019. These vehicles **WILL NOT** be eligible for the JS5 remedy after that date. Any JS5 vehicle that has not had the JS5 remedy performed at that time will be transitioned to J15 and will receive the J05 remedy when it becomes available.

**Q7: Which and how many vehicles are covered by this Safety Recall?**

A7: There are approximately 33,900 vehicles covered by JS5 and J15. Approximately 150 of those vehicles were distributed to Puerto Rico.

Involved Vehicles for this Safety Recall (Campaign Codes J15 & JS5)		
Model Name	Model Year	Production Period
Land Cruiser	2008 - 2019	Early June 2007 – Early December 2018

**Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A7a: Yes, there are certain 2008 -2019 Lexus LX 570 vehicles covered by this Safety Recall.

**Q7b: Which and how many vehicles are covered by JS5?**

A7b: There are approximately 2,500 vehicles covered by JS5. Approximately 10 vehicles covered by JS5 were distributed to Puerto Rico.

JS5	Model Name	Model Year	Production Period	Approximate UIO
	Land Cruiser	2018 - 2019	Early August 2017 – Early December 2018	2,500

**Q8: How long will the repair take?**

A8: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9: What if I previously paid for repairs related to this Safety Recall?**

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10: How does Toyota obtain my mailing information?**

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q11: What if I have additional questions or concerns?**

A11: 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.

# TOYOTA

This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed  
**FREE OF CHARGE** to you.

## IMPORTANT SAFETY RECALL (*Remedy Notice*)

**Certain 2008 – 2019 Model Year Land Cruiser  
Passenger Airbags Could Deactivate  
NHTSA Recall No. 18V-887**

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2008 – 2019 model year Land Cruiser vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

### **What is the condition?**

The front passenger occupant classification system has a seatbelt tension sensor that could malfunction over time and could cause the airbag warning light and the passenger airbag "OFF" indicator to illuminate. In addition, the front passenger airbag, passenger knee airbag, and the passenger seat-mounted side airbag may be deactivated. **If these airbags are deactivated, there is an increased risk of injury to the occupant in the event of a crash.**

### **What will Toyota do?**

Toyota dealers will modify the seat belt assembly to resolve the safety defect **FREE OF CHARGE**.

**NOTE:** Toyota determined that certain vehicles (based, in part, on time in service) can be remedied through a modification to the seat belt assembly. In order to expedite repairs, Toyota dealers are modifying the seat belt assembly in vehicles (such as your vehicle) that can receive this remedy. If you do not have the modification performed by June 6, 2019, the front passenger seatbelt assembly will need to be replaced with a new one.

Toyota is currently preparing the remedy for vehicles that require seat belt assembly replacement. If the seatbelt assembly modification is not performed on your vehicle, Toyota will send another owner notification by first class mail advising you to make an appointment with an authorized Toyota dealer to have the front passenger seatbelt assembly replaced with a new one **FREE OF CHARGE** once parts become available.

### **What should you do?**

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. Your local Toyota dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

***This is an important Safety Recall***

The modification remedy will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**If this condition has occurred, the Airbag warning light will illuminate. In addition, the Front Passenger Airbag Status Indicator Light may continuously show "OFF", even if there is an occupant in the front passenger seat. If you see these warning lights, you may be experiencing the condition described above. You should contact your local authorized Toyota dealer for diagnosis and appropriate repair as soon as possible.**



**Airbag Warning Light**



**Front Passenger AIRBAG Status Indicator Light**

The Airbag Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it deactivates after a few seconds. The warning light turning off after the check period means the system is operating as designed. Please refer to the Owner's Manual for additional operation details related to this system.

**Toyota recommends that no passengers sit in the front passenger seat until the remedy is performed.**

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair order, proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recall and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

**FAX: 310-381-7756**

Please refer to the attached Reimbursement Checklist for required documentation details.

**What if you are not the owner or operator of this vehicle?**

***If you are a vehicle lessor***, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

***If you know the current owner or operator***, please forward this letter to them.

***If you would like to update your vehicle ownership or contact information***, you may do so by registering at [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota/.

Sincerely,

Toyota Motor Sales, USA

SAMPLE

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.

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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 

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Campaign Code 

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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 _____