

Original Publication Date: February 26, 2020

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

SAFETY RECALL 19TA20 *(Remedy Notice)*

Certain 2020 Model Year Supra Vehicles
Headlamp(s) May Become Inoperative
NHTSA Recall No. 19V-850

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020 Supra	Mid-July 2019 – Late August 2019	180	60



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On November 27, 2019, BMW filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of its intent to conduct a voluntary Safety Recall on certain 2020 model year Supra vehicles.

Condition

Certain left and/or right headlamp(s) may experience a loss of function. If a loss of function to the left and/or right headlamp occurred, this would affect headlamp illumination and turn-signal function. Driving without a turn signal or with both headlamps disabled could increase the risk of a crash.

Remedy

Any authorized Toyota dealer will replace the affected headlamp control unit ***FREE OF CHARGE***.

BEFORE YOU SCHEDULE CUSTOMERS, OR INITIATE REPAIRS, READ BELOW

THE REMEDY WILL REQUIRE CALIBRATION OF THE MILLIMETER WAVE RADAR SENSOR BECAUSE THAT PART IS REMOVED DURING THE REPAIR. DEALERSHIPS DO NOT HAVE THE TOOLS REQUIRED TO CALIBRATE THE MILLIMETER WAVE RADAR SENSOR AS OUTLINED IN THE TECHNICAL INSTRUCTIONS ON TIS.

YOU MUST REQUEST A TOOL TO BE LOANED TO YOUR DEALERSHIP FROM YOUR REGION OFFICE. NATIONWIDE SUPPLY OF THESE TOOLS IS VERY LIMITED.

BEFORE SCHEDULING ANY CUSTOMERS, OR INITIATING ANY REPAIRS, PLEASE ENSURE THAT YOU HAVE SECURED A TOOL FOR THE TIME REQUIRED FOR THE CUSTOMER'S APPOINTMENT.

CONTACT YOUR FIELD TECHNICAL SPECIALIST FOR DETAILS ON OBTAINING THESE REQUIRED TOOLS.

Covered Vehicles

There are approximately 180 vehicles covered by this Safety Recall. Also, there were no vehicles distributed to Puerto Rico covered by this Safety Recall.

Check Each VIN in TIS to Determine which Headlamp Control Unit (Driver, Passenger, or Both) to Replace
Replacement of the DRIVER SIDE, PASSENGER SIDE, or BOTH Light Control ECU(s) will be required based upon each vehicle's production records. Only perform the replacement(s) that is specified for each specific VIN using the process detailed below.

- Using Vehicle Inquiry in TIS or Service Lane, search the VIN number to locate the campaign information for each vehicle.
- Review the MEMO: field to determine which Light Control ECU(s) will require replacement.

Replacement Location:	Vehicle Inquiry Display
<u>DRIVER</u>	<p>Campaign Description: Safety Recall 19TA20 (Remedy Notice) - Certain 2020 Model Year Supra Vehicles, Campaign Status: Remedy Available Completion Status: Not Completed Memo: Affected Headlamp ECU: DRIVER SIDE</p>
<u>PASSENGER</u>	<p>Campaign Description: Safety Recall 19TA20 (Remedy Notice) - Certain 2020 Model Year Supra Vehicles, Campaign Status: Remedy Available Completion Status: Not Completed Memo: Affected Headlamp ECU: PASSENGER SIDE</p>
<u>BOTH</u>	<p>Campaign Description: Safety Recall 19TA20 (Remedy Notice) - Certain 2020 Model Year Supra Vehicles, Campaign Status: Remedy Available Completion Status: Not Completed Memo: Affected Headlamp ECU: BOTH SIDES</p>

Owner Letter Mailing Date

Toyota sent an Interim Owner Notification Letter to owners in late January 2020. Toyota will begin to notify owners about the remedy in March 2020. A sample of the interim and remedy owner notification letters are attached for your reference.

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 60 vehicles in new dealer inventory as of November 27, 2019.



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:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <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

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 (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

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. In the subject line of the email state "Disclosure Form 19TA20/19TB20" 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 (**Non SET and GST dealers:** <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.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
85967-WAA01	Computer, Light Control	1pc for units with only one headlamp affected. 2pcs for vehicles with both headlamps affected. Check TIS to determine which headlamp is affected for a VIN

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:

- Expert Technician (any specialty) + TIN519B Instructor led course
- Master Technician (any specialty) + TIN519B Instructor led course
- Master Diagnostic Technician + TIN519B Instructor led course

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.

Special Service Tool

The remedy will require calibration of the millimeter wave radar sensor because that part is removed during the repair. Dealerships do not have the tools required to calibrate the millimeter wave radar sensor as outlined in the Technical Instructions on TIS. You must request a tool to be loaned to your dealership from your region office. Nationwide supply of these tools is very limited. Before scheduling any customers, or initiating any repairs, please ensure that you have secured a tool for the time required for the customer's appointment. Contact your field technical specialist for details on obtaining these required tools.

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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

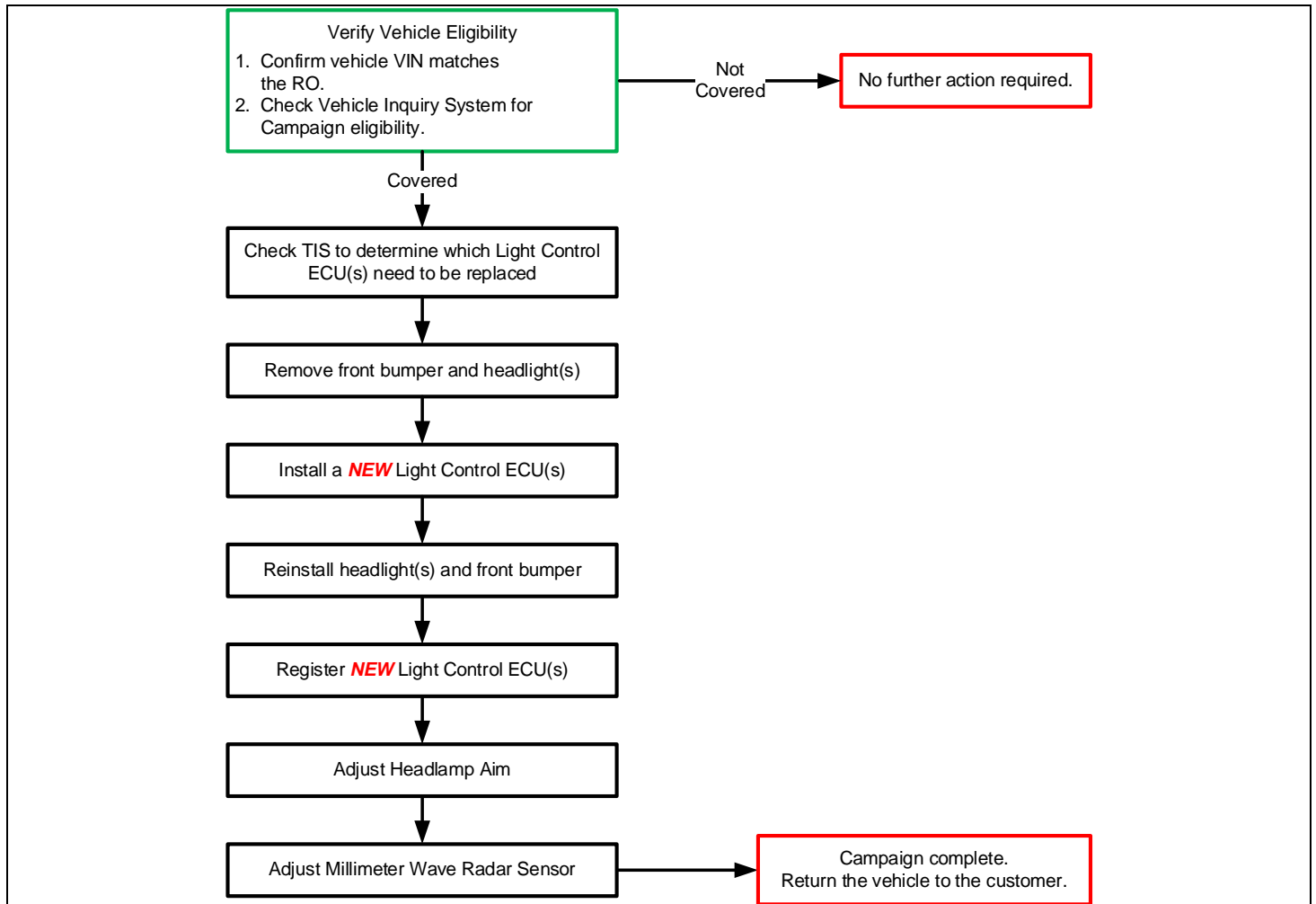
To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



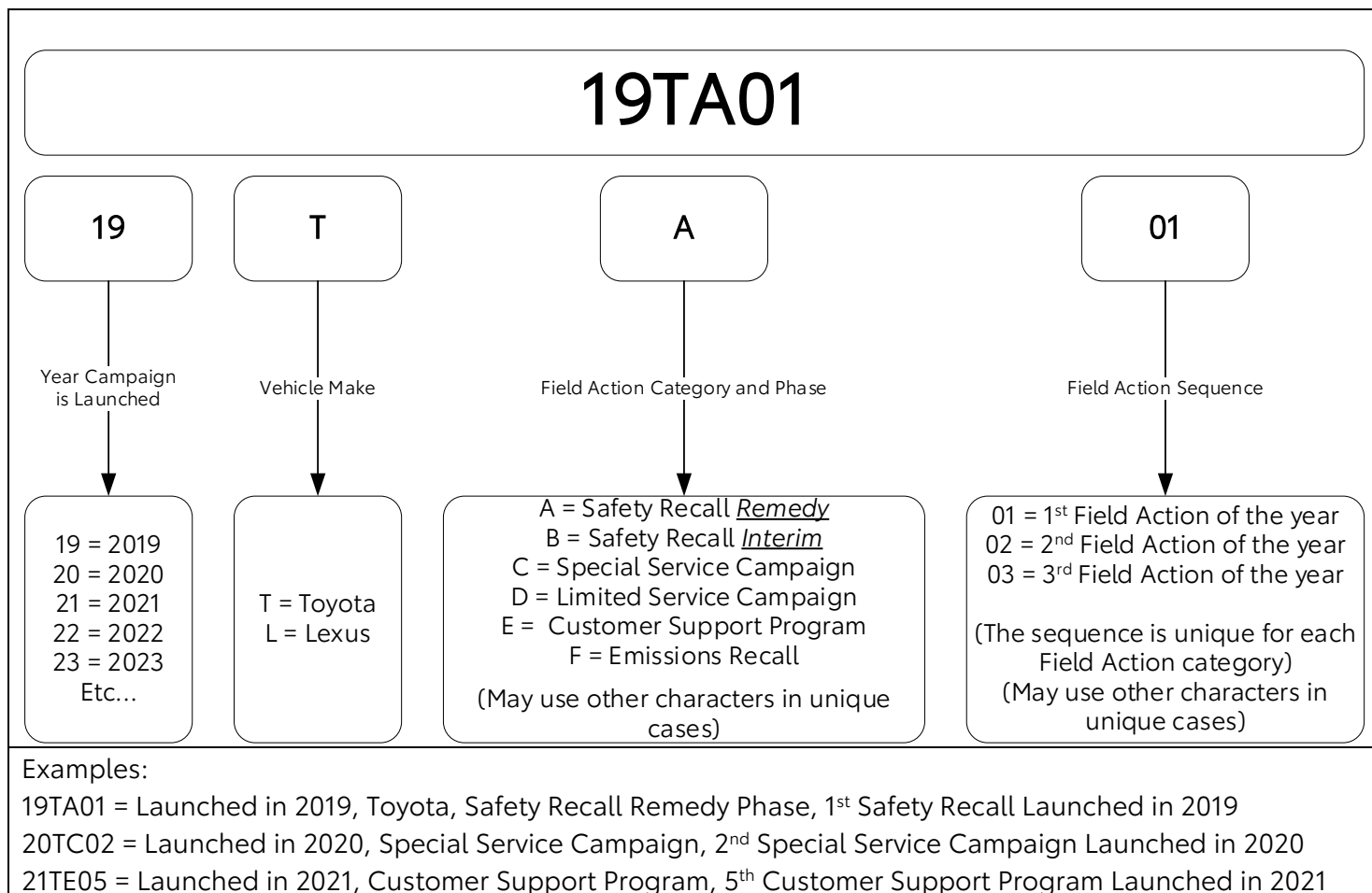
Op Code	Description	Flat Rate Hours
TA2001	Replace headlight ECU <u>one</u> side, calibrate millimeter wave radar sensor	4.7
TA2002	Replace headlight ECU <u>both</u> sides, calibrate millimeter wave radar sensor	5.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 90 days at a maximum rate of \$35.00 per day as a sublet type "RT" under any of the Op Codes above.
 - *For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.*
 - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

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.

Campaign Designation / Phase Decoder



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 19TA20 *(Remedy Notice)*

Certain 2020 Model Year Supra Vehicles
Headlamp(s) May Become Inoperative
NHTSA Recall No. 19V-850

Frequently Asked Questions

Original Publication Date: February 26, 2020

Q1: *What is the condition?*

A1: Certain left and/or right headlamp(s) may experience a loss of function. If a loss of function to the left and/or right headlamp occurred, this would affect headlamp illumination and turn-signal function. Driving without a turn signal or with both headlamps disabled could increase the risk of a crash.

Q2: *Are there any warnings prior to the occurrence of this condition?*

A2: No. However, if you notice that the illumination of a headlamp is affected, or that your turn signal is not working properly, your vehicle may be experiencing this condition. A message will be displayed in the instrument cluster and you may notice a faster clicking sound than is typically heard when engaging the turn signal.

Example of Message Displayed by the Instrument Cluster



Note: This example depicts the message that is displayed if the left headlamp is affected by the condition. The actual message displayed by your vehicle may be different depending upon which headlamp(s) is/are affected.

Q3: *What is Toyota going to do?*

A3: Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the affected headlamp control unit replaced **FREE OF CHARGE**.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 180 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Supra	2020	Mid-July 2019 – Late August 2019

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: *How long will the repair take?*

A5: The repair will take approximately 5 hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time. You may be provided with a loaner vehicle for the time your vehicle is undergoing repair.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: 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 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 or 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 or contact us at 1-888-270-9371.

Dealer Information

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

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 2020 Model Year Supra Vehicles
Headlamp(s) May Become Inoperative
NHTSA Recall No. 19V-850

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW, who makes the current generation Supra for Toyota, has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Supra 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?

Certain left and/or right headlamp(s)* may experience a loss of function. If a loss of function to the left and/or right headlamp occurred, this would affect headlamp illumination and turn-signal function. **Driving without a turn signal or with both headlamps disabled could increase the risk of a crash.**

*Note that in your specific vehicle, only the **passenger side** headlamp is affected.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

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.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit 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.

What will Toyota do?

Any authorized Toyota dealer will replace the passenger side headlamp control unit **FREE OF CHARGE**.

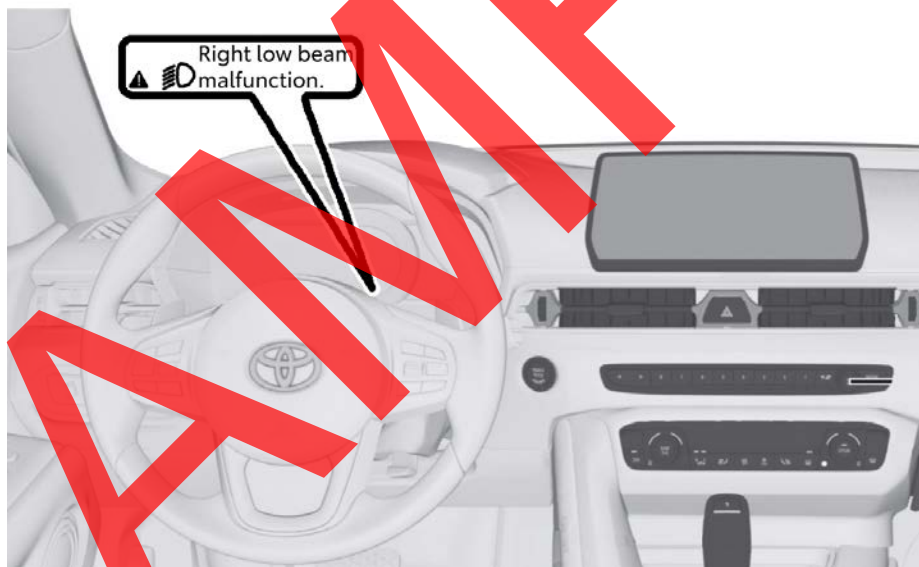
This is an important Safety Recall

The remedy will take approximately five hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

If you notice that the illumination of the passenger side headlamp is affected, or that your passenger side turn signal is not working properly, your vehicle may be experiencing this condition. A message will be displayed in the instrument cluster and you may notice a faster clicking sound than is typically heard when engaging the turn signal.

If you think your vehicle is experiencing any of the conditions described above, visit your local authorized Toyota dealer. Toyota suggests driving your vehicle to the dealer with care during daylight hours because the passenger side headlamp and turn signal may not be operating.

Example of Message Displayed by the Instrument Cluster



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. 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

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 2020 Model Year Supra Vehicles
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Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW, who makes the current generation Supra for Toyota, has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Supra 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?

Certain left and/or right headlamp(s)* may experience a loss of function. If a loss of function to the left and/or right headlamp occurred, this would affect headlamp illumination and turn-signal function. **Driving without a turn signal or with both headlamps disabled could increase the risk of a crash.**

*Note that in your specific vehicle, only the **driver side** headlamp is affected.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

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.
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What will Toyota do?

Any authorized Toyota dealer will replace the driver side headlamp control unit **FREE OF CHARGE**.

This is an important Safety Recall

The remedy will take approximately five hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

If you notice that the illumination of the driver side headlamp is affected, or that your driver side turn signal is not working properly, your vehicle may be experiencing this condition. A message will be displayed in the instrument cluster and you may notice a faster clicking sound than is typically heard when engaging the turn signal.

If you think your vehicle is experiencing any of the conditions described above, visit your local authorized Toyota dealer. Toyota suggests driving your vehicle to the dealer with care during daylight hours because the driver side headlamp and turn signal may not be operating.

Example of Message Displayed by the Instrument Cluster



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. 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>.

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Thank you for driving a Toyota.

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*Note that in your specific vehicle, both the **passenger side** and **driver side** headlamps are affected.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

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.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit 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.

What will Toyota do?

Any authorized Toyota dealer will replace the driver side and passenger side headlamp control units **FREE OF CHARGE**.

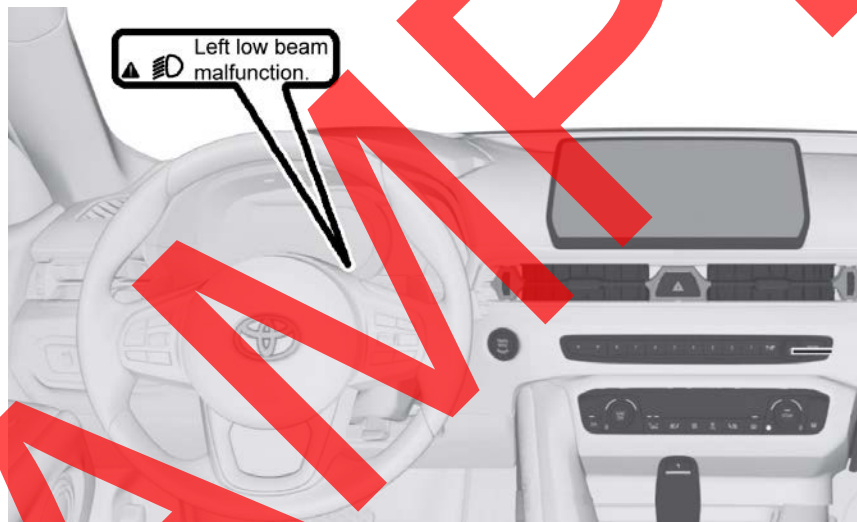
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The remedy will take approximately five hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

If you notice that the illumination of a headlamp is affected, or that your turn signal is not working properly, your vehicle may be experiencing this condition. A message will be displayed in the instrument cluster and you may notice a faster clicking sound than is typically heard when engaging the turn signal.

If you think your vehicle is experiencing any of the conditions described above, visit your local authorized Toyota dealer. Toyota suggests driving your vehicle to the dealer with care during daylight hours because the headlamps and turn signals may not be operating.

Example of Message Displayed by the Instrument Cluster



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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

This notice applies to your vehicle:
[VIN]

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is available.

IMPORTANT SAFETY RECALL (*Interim Notice*)

Certain 2020 Model Year Supra Vehicles Headlamp(s) May Become Inoperative NHTSA Recall No. 19V-850

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW, who makes the current generation Supra for Toyota, has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Supra 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?

Certain left and/or right headlamp(s)* may experience a loss of function. If a loss of function to the left and/or right headlamp occurred, this would affect headlamp illumination and turn-signal function. Driving without a turn signal or with both headlamps disabled could increase the risk of a crash.

*Note that in your specific vehicle, only the passenger side headlamp is affected.

What should you do?

We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available.

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.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit 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.

What will Toyota do?

Toyota is currently preparing the remedy. The remedy, when available, will involve replacing the passenger side headlamp control unit **FREE OF CHARGE**.

If you notice that the illumination of the passenger side headlamp is affected, or that your passenger side turn signal is not working properly, your vehicle may be experiencing this condition. A message will be displayed in the instrument cluster and you may notice a faster clicking sound than is typically heard when engaging the turn signal.

If you think your vehicle is experiencing any of the conditions described above, visit your local authorized Toyota dealer. Toyota suggests driving your vehicle to the dealer with care during daylight hours because the passenger side headlamp and turn signal may not be operating.

Example of Message Displayed by the Instrument Cluster



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. 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

This notice applies to your vehicle:
[VIN]

INTERIM NOTICE

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*Note that in your specific vehicle, only the driver side headlamp is affected.

What should you do?

We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available.

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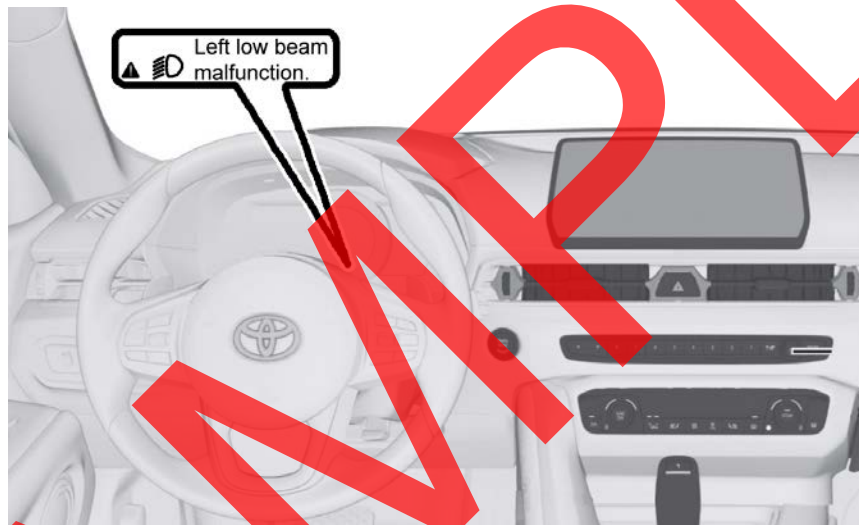
What will Toyota do?

Toyota is currently preparing the remedy. The remedy, when available, will involve replacing the driver side headlamp control unit **FREE OF CHARGE**.

If you notice that the illumination of the driver side headlamp is affected, or that your driver side turn signal is not working properly, your vehicle may be experiencing this condition. A message will be displayed in the instrument cluster and you may notice a faster clicking sound than is typically heard when engaging the turn signal.

If you think your vehicle is experiencing any of the conditions described above, visit your local authorized Toyota dealer. Toyota suggests driving your vehicle to the dealer with care during daylight hours because the driver side headlamp and turn signal may not be operating.

Example of Message Displayed by the Instrument Cluster



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*Note that in your specific vehicle, both the passenger side and driver side headlamp are affected.

What should you do?

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What will Toyota do?

Toyota is currently preparing the remedy. The remedy, when available, will involve replacing the passenger side and driver side headlamp control units **FREE OF CHARGE**.

If you notice that the illumination of a headlamp is affected, or that your turn signal is not working properly, your vehicle may be experiencing this condition. A message will be displayed in the instrument cluster and you may notice a faster clicking sound than is typically heard when engaging the turn signal.

If you think your vehicle is experiencing any of the conditions described above, visit your local authorized Toyota dealer. Toyota suggests driving your vehicle to the dealer with care during daylight hours because the headlamps and turn signals may not be operating.

Example of Message Displayed by the Instrument Cluster



Note: This example depicts the message that is displayed if the left headlamp is affected by the condition. The actual message displayed by your vehicle may be different depending upon which headlamp(s) is/are affected.

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

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