



TOYOTA

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

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

This notice applies to your vehicle:
VIN ABCDEFGH987654321

IMPORTANT SAFETY RECALL (Remedy Notice)

**Certain 2020 Model Year Supra Vehicles
Driver's Safety Belt Guide Loop Mount Potentially Not Welded to Specification
NHTSA Recall No. 19V-653**

Dear <FirstName/LastName>:

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 indicate that you are the current owner.

What is the condition?

This Safety Recall involves the driver's safety belt guide loop mount which may not have been welded to specifications. **If the driver's safety belt guide loop mount was not welded to specifications, then in a crash, the mount could become damaged and may not restrain the driver as designed which would increase the risk of injury to the driver.**

What will Toyota do?

Toyota will coordinate an inspection of your vehicle at your preferred authorized Toyota dealership. If a defective driver's safety belt guide loop mount is found during this inspection, your vehicle will be replaced **FREE OF CHARGE**.

What Should You Do?

Please contact Toyota's Customer Experience Center at the number below. Toyota's Customer Experience Center will coordinate an inspection of your vehicle at your preferred dealership.

- ✓ Please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 4:30 p.m., Central Time.
- ✓ 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.

This is an important Safety Recall.

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

If you are uncomfortable driving the vehicle to the dealership, Toyota will arrange for vehicle pickup.

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