

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
(05/04/2021)	Instructions for ordering the fuel tank SST have been revised

The most recent update in the attached Dealer Letter will be highlighted with a red box.



Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TOYOTA MOTOR
NORTH AMERICA

Quality

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

Original Publication Date: February 25, 2021

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

SAFETY RECALL 20TA16 (Remedy Notice)Certain 2020-2021 Model Year Supra
Potential Fuel Tank Leak
NHTSA Recall No. 20V-700

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020-2021 Supra	Late April 2019 – Mid-July 2020	35	3

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

On November 12, 2020 BMW filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of their intent to conduct a voluntary Safety Recall on 2020-2021 model year Supra vehicles.

Condition

The fuel tank in the subject vehicles may not have been welded properly and could leak fuel. A fuel leak in the presence of an ignition source can result in the risk of a fire.

Remedy

Any authorized Toyota dealer will replace the fuel tank with a new one **FREE OF CHARGE**.

Covered Vehicles

There are approximately 35 vehicles covered by this Safety Recall. There are no vehicles in Puerto Rico involved in this Safety Recall.

Owner Letter Mailing Date

Toyota sent an Interim Owner Notification Letter to owners in late December 2020. Toyota will begin to notify owners about the remedy in early March 2021. 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 3 vehicles in new dealer inventory as of November 11, 2020.



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

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 "20TA16/20TB16" 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 Brand Engagement 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.

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

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 Ed Hellwig (469) 292-1165 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. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

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	Part Description	Quantity	Remarks
77001-WAA01	Fuel Tank Sub-assy	1	-
77169-WAA01	Fuel Suction Tube Set Gasket	1	-
41204-WAA01	Nut (for Drive Pinion Companion Flange Rear)	1	-
90118-WA203	Bolt (for Flexible Coupling)	3	ENGINE MODEL: B58
90118-WA834			ENGINE MODEL; B48
90118-WA699	No.2 Nut (for Propeller Shaft & Differential Setting)	3	ENGINE MODEL: B58
90118-WA205			ENGINE MODEL; B48
90118-WA387	Exhaust Pipe Clamp	1	ENGINE MODEL: B58
90118-WA472			ENGINE MODEL; B48
90118-WA264	Nut	1	-
90118-WA063	Nut	5	-
77651-WAA01	Fuel Tank Cushion No.1	10	-
77286-WAA01	Clamp, Fuel Tube*	0 - 2	*Only needed if broken during repair
77251-WAA01	Tube, Fuel Main*	0 - 1	*Only needed if broken during repair

Special Service Tools

Part Number	Part Description	Quantity
09500-WA170	50mm Wrench	1
09900-WA040	Breaker Bar	1
09900-WA280	Drive Wrench Adapter	1
09650-14010	Wheel Guide Pin	1
09800-WA290	Wrench	1
09700-WA050	Releasing Tool	1

Campaign Service Tool

Part Number	Part Description	Image
88000003L7	Torque Wrench Adapter Set*	

To obtain a tool through the Supra Loaner tool program please follow the instructions below. NOTE the tool listed above is not available through the Supra Loaner tool website. It is only available by sending the email below.

Please send the request to the ToyotaLoanTools@service-solutions.com with the following information in the e-mail:

Subject line: Toyota Supra Fuel Pump Campaign

- Dealer name
- Dealer region
- Dealer Contact person and phone number
- Ship to address
- Part Number 88000003L7 (Supra 20TA16 Tool)
- VIN: *Add VIN here*

Note: you must include all the information above in the email to receive the tool. If you do not include all of the information above, a tool will not be shipped.

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 + 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.

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.

Vehicles Emission Recall Proof of Correction Form (California only)

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. **It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early October 2021. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

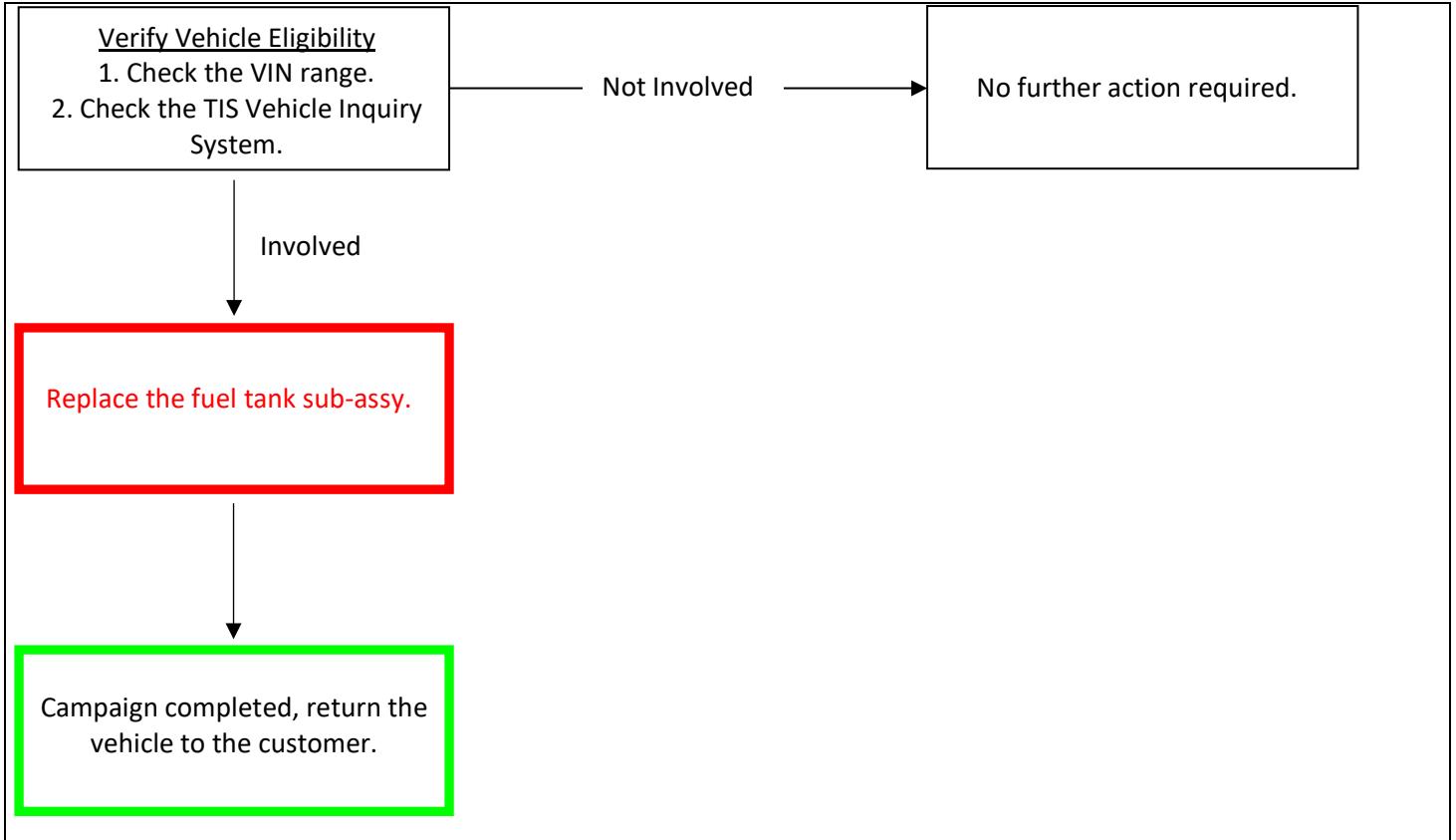
A loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

Op Code	Description
TB1630	Vehicle Rental 1-30 Days
TB1660	Vehicle Rental 31-60 Days
TB1690	Vehicle Rental 61-90 Days

NOTE:

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes until May 26th, 2021. After that date, no claims for alternative transportation reimbursement will be accepted.

Warranty Reimbursement Procedure



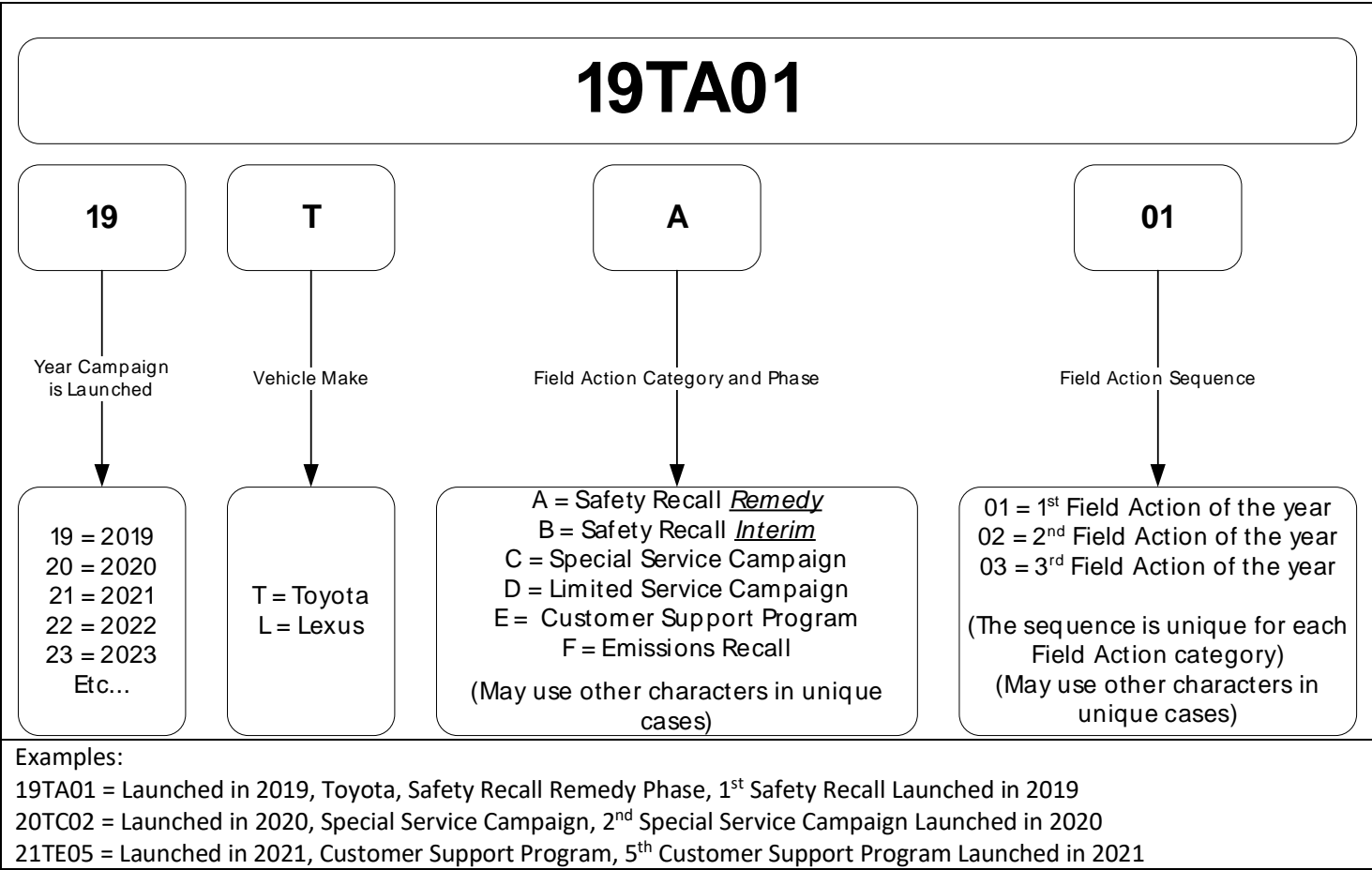
Op Code	Description	Flat Rate Hours
20TAFT	Replace Fuel Tank	5.6

- 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) program can be claimed up to a maximum of 1 day as a sublet type “RT” under Op Code 20TAFT
 - **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.**
- Towing can be claimed under Op Code 20TAFT for a maximum of \$250 as sublet type “TW” in the event the customer requests vehicle pickup.
 - **Towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing 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 20TA16 (Remedy Notice)

Certain 2020-2021 Model Year Supra
Potential Fuel Tank Leak
 NHTSA Recall No. [20V-700]

Frequently Asked Questions
Original Publication Date: February 25, 2021

Q1: What is the condition?

A1: The fuel tank in the subject vehicles may not have been welded properly and could leak fuel. A fuel leak in the presence of an ignition source can result in the risk of a fire.

Q2: Are there any warnings that this condition exists?

A2: No. However, if a fuel leak occurs, drivers may notice fuel under the vehicle or smell a fuel odor. If this occurs, do not drive your vehicle. If you are currently operating the vehicle, carefully move away from traffic and pull over to a safe location as soon as possible. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive the vehicle. Promptly contact your Toyota dealer who will arrange for vehicle pickup.

Q3: What is Toyota going to do?

A3: Toyota will send an owner notification by first class mail starting in early March 2021, advising owners to make an appointment with their authorized Toyota dealer to have the fuel tank replaced **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A4: There are 35 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Supra	2020 – 2021	Late April 2019 – Mid-July 2020

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 takes approximately 6 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Toyota obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement 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]

INTERIM NOTICE

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

IMPORTANT SAFETY RECALL (*Interim Notice*)

Certain 2020-2021 Model Year Supra
Potential Fuel Tank Leak
NHTSA Recall No. [20V-700]

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 2020-2021 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?

The fuel tank in the subject vehicles may not have been welded properly and could leak fuel. **A fuel leak in the presence of an ignition source can result in the risk of a fire.**

What will Toyota do?

Toyota is currently preparing the remedy for this condition. You will be notified again when the remedy is available.

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 Brand Engagement 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

If you smell fuel, or notice a fuel leak from underneath your vehicle, it may be experiencing this condition. If this occurs, do not drive your vehicle. If you are currently operating the vehicle, carefully move away from traffic and pull over to a safe location as soon as possible. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive the vehicle. Promptly contact your Toyota dealer who 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, please visit <https://www.toyota.com/recall/update-info-toyota>. 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

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 2020-2021 Model Year Supra
Potential Fuel Tank Leak
NHTSA Recall No. [20V-700]**

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 2020-2021 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?

The fuel tank in the subject vehicles may not have been welded properly and could leak fuel. **A fuel leak in the presence of an ignition source can result in the risk of a fire.**

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 Brand Engagement 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 fuel tank **FREE OF CHARGE** to you.

This is an important Safety Recall

The remedy will take approximately **6 hours**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. Your dealer may provide you with a loaner vehicle during the repair, if needed.

If you smell fuel, or notice a fuel leak from underneath your vehicle, it may be experiencing this condition. If this occurs, do not drive your vehicle. If you are currently operating the vehicle, carefully move away from traffic and pull over to a safe location as soon as possible. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive the vehicle. Promptly contact your Toyota dealer who will arrange for vehicle pickup.

What if you live in California and do not have this Safety Recall Campaign performed?

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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, please visit <https://www.toyota.com/recall/update-info-toyota>. 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

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 _____