

INTEROFFICE MEMORANDUM

Original Publication Date: August 8, 2022

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross
Vice-President, Product Quality and Service SupportSAFETY RECALL RENOTIFICATION
OWNER RENOTIFICATION 22R001

Toyota plans to conduct Safety Recall follow-up notifications to owners whose vehicles have not yet had the following Safety Recall repairs completed. Please note the following information for Regional and PD associates.

Campaigns Covered in the Renotification

Campaign	Model and Model Year	Approximate UIO	Renotification Schedule
19TA22	2019 - 2020 Model Year C-HR - 2020 Model Year Corolla, and Corolla HV - Certain Rear Seat Belt Lock(s) May Become Inoperative	1,200	Mid Aug 2022
20TA03	Multiple Models and Model Years - Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur	1,126,500	
20TA05	Multiple Models and Model Years - Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur	61,200	
20TA13	2020 Model Year Supra - Headlamp Adjustment Plugs Installed in Incorrect Locations	320	

Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification(s) will begin in mid-August 2022. Owners will be notified using the following method(s):

- First Class Mail Letter
- Email
- Postcards

Owner notifications will be sent over a period of several weeks consistent with parts availability.

Customer Handling and Dealership Follow-Up

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

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Owner Renotification of Non-Completed Safety Recall, Special Service or Limited Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC