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Original Publication Date: December 1, 2021

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

**SAFETY RECALL & SERVICE CAMPAIGN RENOTIFICATION  
OWNER RENOTIFICATION 21R002**

Safety Recall and Service Campaign completion is an important part of our commitment to customer satisfaction of Toyota products. Toyota will be conducting follow-up notifications to remind owners whose vehicles have not yet had Safety Recall and/or Service Campaign repairs completed in the campaigns listed below.

We request your assistance in completing the applicable campaign repairs as owners receive follow-up notifications and contact your dealership. Please note the follow-up activity may cause an increase in owner appointments. Toyota plans to mail these follow-up activities in the months to come. Please take this into consideration when analyzing your staffing requirements.

**\*\*Owner Renotification 21R002\*\***

**Recalls and Service Campaigns Covered in the Renotification**

Campaign	Model and Model Year	Approximate UIO	Renotification Schedule
20TA10	2013-2015 Prius and 2014-2017 Prius v; Hybrid System Software Update	78,000	Mid December 2021
20TC01	2012 Tacoma; Air Injection Pumps and Air Switching Valves	47,000	
20TA03	Multiple Models and Model Years; Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur	1,243,000	
20TA05	Multiple Models and Model Years; Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur	67,000	
J0W	2004-2006 Scion xA; Airbag(s) and Seat Belt Pretensioner(s) Inadvertently Deploy or May Become Deactivated	11,000	
J0V	2010-2014 Prius and 2012-2014 Prius v; Hybrid System Software Update	235,500	

**Follow-Up Owner Notification Letter Mailing Date**

The Campaign Follow-Up Owner Notification(s) will begin in mid-Dec 2021. The customer will be notified using the following method(s) to the extent that information and/or vehicle features are available to do so:

- First Class Mail Letter
- Email
- Postcards

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

## Dealer Inventory Procedures

### Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete Safety Recalls and/or Service Campaigns on any used vehicles currently in dealer inventory 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 and/or Service Campaign.

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 for that campaign, 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 "[20TA10, 20TC01, 20TA03, 20TA05, J0W, and/or J0V](#)," and include the VIN [list only the campaign(s) involved].

**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

### Technical Instructions

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

### Parts Ordering

The applicable parts ordering information can be found in the Dealer Letter and Technical Instructions of the *specific* campaign. As a general practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

### Customer Handling

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

Hello [Mr./Ms.]\_\_\_\_\_ [Customer Name],

Our dealership [Dealership Name] is following up with you regarding Safety Recall/Service Campaign [Recall/Campaign No.] which involves [Safety Recall/Service Campaign Title]. Our records indicate that your vehicle has not been remedied under this Safety Recall/Service Campaign. As a customer convenience, I would like to answer any questions that you may have. [Answer any questions using the applicable campaign Q&A]

May I schedule an appointment for your vehicle to complete this [Important Safety Recall/Service Campaign]?

What date and time will be convenient for you to bring your vehicle into our service department which is located at [dealership address]. If you have any further questions or concerns, please contact me at \_\_\_\_\_ [contact name and telephone no.]

**NOTE:** Additional guidelines regarding dealership follow-up for non-completed recalls and other campaigns can be found in Warranty Policy 5.21.

***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 and/or Limited Service Campaign.***

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