

INTEROFFICE MEMORANDUM

Original Publication Date: December 1, 2021

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

From: Gary Ross
Vice-President, Product Quality and Service Support

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

Toyota plans to conduct Safety Recall and Service Campaign follow-up notifications to owners whose vehicles have not yet had the following Safety Recall and/or Service Campaign 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
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.

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 and Service Campaigns. 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