

INTEROFFICE MEMORANDUM

Original Publication Date: October 12, 2022

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

From: Gary Ross
Vice-President, Product Quality and Service SupportSAFETY RECALL AND SERVICE CAMPAIGN RENOTIFICATION
OWNER RENOTIFICATION 22R003

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, Model Year and Title	Approximate UIO	Renotification Schedule
21TG01 (13-16MY)	2013-2018 RAV4 - 12-Volt Battery Size and Installation Inspection	640,000	Mid Oct 2022
21TA03	2018 - 2019 86 Vehicles - Vehicle May Stall if Low-Pressure Fuel Pump Becomes Inoperative	1,200	Mid Nov 2022
20TC03	2019 Yaris Sedan - Engine Control Module Reprogram	5,000	
20TA10	2013-2015 Prius, 2014 - 2017 Prius V - Hybrid System Software Update	38,700	

Follow-Up Owner Notification Letter Mailing Date

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

- 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 a Safety Recall and/or Service Campaign. 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