



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

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

**SAFETY RECALL & SERVICE CAMPAIGN RENOTIFICATION
 OWNER RENOTIFICATION 24R001**

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 24R001****

Campaigns Covered in the Renotification

Campaign	Model, Model Year and Title	Approximate UIO	Renotification Schedule
21TD03	2016-2019 Model Year Double Cab Tacoma - Center High-Mounted Stop Lamp - Water Leak	306,400	Late June 2024
22TC07	2020 Model Year Corolla Vehicles - Engine ECU Software Update	70,400	Late July 2024
22TC05	Multiple Models and Model Years - Crankcase, Case Vent	2,900	
22TC01	Multiple 2021-2022 Model Year Vehicles - DCM (Data Communication Module) Reprogramming	31,300	
21TA01	2009 - 2015 Model Year Venza - Non-deployment of Side and Curtain Shield Airbags May Occur	127,800	

Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification(s) will begin in late June 2024. Owners will be notified using the following method(s) to the extent the information is available:

- First Class Mail Letter
- Postcard
- Email

Additionally, dealers can conduct their own outreach using the available data in LEO for the list of campaigns called out in the table below.

List of Campaigns Currently in LEO

Campaign*	Model, Model Year and Title	Upload Date
20TA02	Multiple Models and Model Years - Vehicle May Stall During Driving at Higher Speed	Jan-2023
20TA03	Multiple Models and Model Years - Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur	Apr-2021
20TA05	2011 - 2012 Model Year Corolla - Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur	Apr-2021
20TC01	2012 Model Year Tacoma - Air Injection Pumps and Air Switching Valves	Oct-2021
20TC03	2019 Model Year Yaris Sedan - Engine Control Module Reprogram	Sep-2022
21TA01	2009 - 2015 Model Year Venza - Non-deployment of Side and Curtain Shield Airbags May Occur	Jun-2022
21TA02	2021 Model Year Supra - Passenger Seatbelt Automatic Locking Retractor Function - May Not Activate	Sep-2023
21TA03	2018 - 2019 Model Year 86 - Vehicle May Stall if Low-Pressure Fuel Pump Becomes Inoperative	Sep-2022
21TA04	2020-2021 Model Year Supra - Potential Increased Braking Distance	Jan-2023
21TA05	2019-2020 Model Year Yaris Sedan, 2020 Model Year Yaris Hatchback and Yaris R Vehicles - Vehicle May Stall During Driving at Higher Speeds	Jan-2023
21TA06	2018-2021 Model Year Tundra - Potential Increased Risk of Vehicle Fire	Jan-2023
21TA09	2018-2019 Model Year Camry - Sudden Loss of Power Braking Assist May Occur	Jan-2023
21TC02	2021 Model Year Supra - Improper Programing in a 12V Battery Management System	Jun-2022
21TG01 (Phase 1-2)	2013-2018 Model Year RAV4 - 12-Volt Battery Size and Installation Inspection	Sep-2022
21TG01 (Phase 3)	2013-2018 Model Year RAV4 - 12-Volt Battery Size and Installation Inspection	Jan-2023
22TA02	2021 Model Year C-HR - Pre-Collision System (PCS) Inoperative without Warning Indicator	Dec-2023

22TA09	2022 Model Year Tacoma Vehicles - Upper Child Seat Anchor Welds May Fail During a Crash	Sep-2023
22TC01	Multiple 2021 - 2022 Model Year Vehicles - DCM (Data Communication Module) Reprogramming	Apr-2024
22TC05	Multiple Models and Model Years - Crankcase, Case Vent	Apr-2024
22TC07	2020 Model Year Corolla - Engine ECU Software Update	Feb-2023
23TA05	2023 Model Year Camry and Camry HV - DO NOT DRIVE - Potential Loss of Vehicle Control	Dec-2023

* **Note:** If there are no VINs assigned to a specific dealer, that campaign code will not appear in the “Build List” function of LEO under “Recalls and Service Campaigns” List Type.

Dealer Inventory Procedures

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete the Safety Recall, Special Service Campaign, or Limited Service Campaign 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, Special Service Campaign, or Limited Service Campaign.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer.

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

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.