

## INTEROFFICE MEMORANDUM

Original Publication Date: September 6, 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 22R002

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 |
|----------|--|-----------------|-------------------------|
| 20TA16   | 2020-2021 Model Year Supra - Potential Fuel Tank Leak                                      | 11              | Early Sept 2022         |
| 19TA20   | 2020 Model Year Supra Vehicles, Headlamp(s) May Become Inoperative                         | 20              |                         |
| 21TC02   | 2021 Model Year Supra Vehicles, Improper Programing in a 12V Battery Management System     | 340             |                         |
| 21TA01   | 2009 - 2015 Model Year Venza - Non-deployment of Side and Curtain Shield Airbags May Occur | 201,450         |                         |

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

The Campaign Follow-Up Owner Notification(s) will begin in early September 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 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