

INTEROFFICE MEMORANDUM

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

From: Gary Ross
Vice-President, Product Quality and Service SupportSAFETY RECALL RENOTIFICATION
OWNER RENOTIFICATION 23R001

Toyota plans to conduct Safety Recall follow-up notifications to owners whose vehicles have not yet had the following Safety Recall repair completed. Please note the following information for Regional and PD associates.

Campaign Covered in the Renotification

Campaign	Model, Model Year and Title	Approximate UIO	Renotification Schedule
21TA09	2018-2019 Camry - Sudden Loss of Power Braking Assist May Occur	82,100	Late May 2023

Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification(s) will begin in late May 2023. Owners will be notified using the following method(s):

- First Class Mail Letter
- Email

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