

Product Quality and Service Support, Quality Compliance
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To: All Toyota Dealers
From: Quality Division – Product Quality and Service Support

Special Service Campaign JOR – Remedy Notice
Certain 2018 Model Year Camry and Camry HV
Certain 2016 – 2018 Model Year Prius
Certain 2017 – 2018 Model Year Prius Prime
Intelligent Clearance Sonar (ICS) System Reprogram

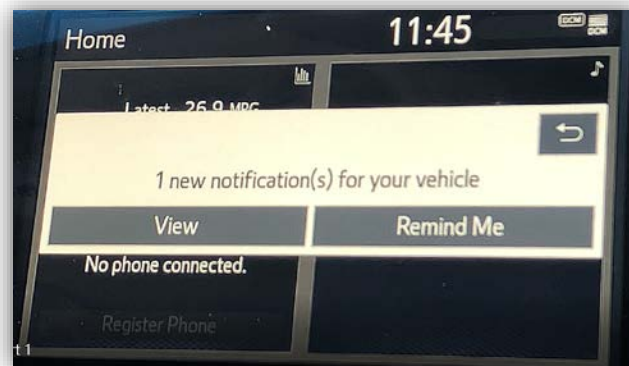
In our continuing effort to encourage increased customer participation in Special Service Campaigns, Toyota will be piloting a new method for contacting customers whose vehicles have compatible multimedia head units in Special Service Campaign JOR. This new method will leverage the Notification application in vehicles with these head units. See images below for examples of the messages that customers will receive.

Key Points

- Head unit messages will only be sent to compatible head units in vehicles involved in this field action that Toyota records indicate have not been remedied.
- Toyota will continue to monitor completion rates and follow up with owners that have not completed this Special Service Campaign with traditional owner letters.
- Once a vehicle is repaired for the specific campaign, the message will automatically clear from the Notification application.
 - Note: This occurs only after a claim is submitted and approved under the campaign designation.

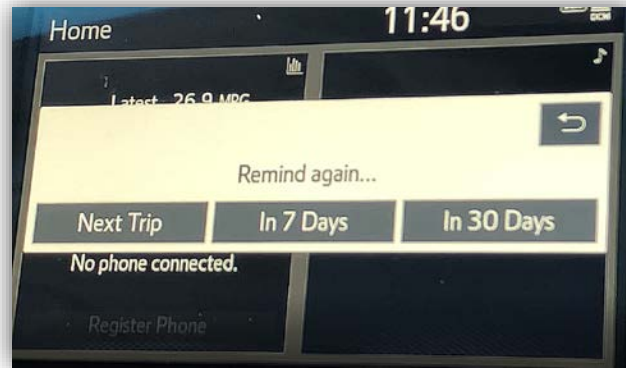
How messages are received:

1. Message sent to vehicles
2. Message received by vehicle
3. After two ignition cycles, the message below will appear in the head unit.

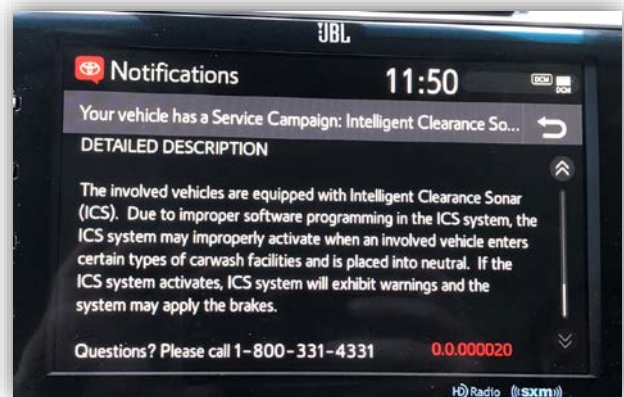


4. From this pop-up option, customers will have an option to either “View “or “Remind Me”.

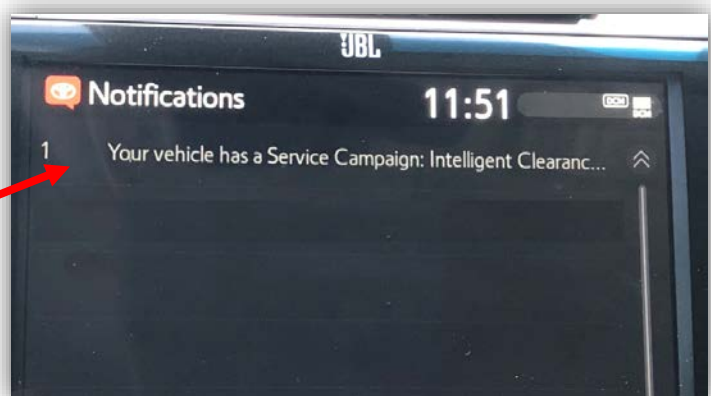
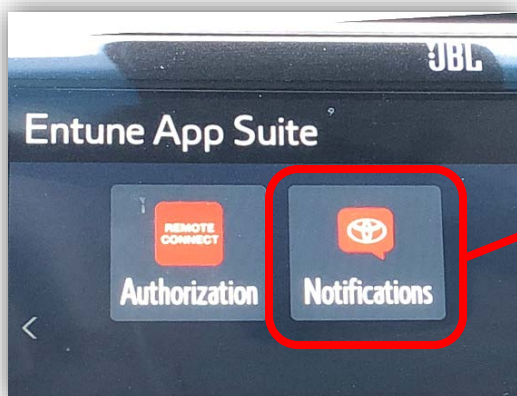
a. "Remind Me" will bring customers to the options below:



- **Next Trip** will remind the customer at the next ignition cycle.
 - **In 7 Days** will remind the customer in seven days.
 - **In 30 Days** will remind the customer in thirty days.
 - Any of the options above will remove the pop-up notification box from the head unit for the specified amount of time.
 - Note: The message will still be viewable in the Notification app (see photo below in step 5).
- b. If "View" is pressed, the customer will be brought to the message.
- i. Note: If the vehicle is shifted from the Park position, the message will not be viewable.



5. Once the message has been viewed from the pop-up box, customers can still view the vehicle message in the Notification app when the vehicle is in Park:



Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.