

INTEROFFICE MEMORANDUM

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To: All Toyota Region General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

Subject: Owner Renotification – JR8

Toyota will be conducting Safety Recall and Special Service Campaign follow-up notifications to owners whose vehicles have not yet had the following Safety Recall or Special Service Campaign repairs completed. Please note the following information for Regional and PD associates.

Campaigns Covered in the Renotification

Campaign	Model and Model Year	Approximate UIO	Approximate PR UIO	Renotification Schedule
G0Y– Exhaust Pipe Sub-Assembly (Muffler)	2006-2008 RAV4	18,000	6	Late November 2018
J0I – Left Rear Seat Mounting Bolts	Certain 2017 Tundra	3,300	2	Late November 2018

Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification Letters (“owner letters”) will begin in Late November 2018. The owner letters will be mailed, by first class mail, 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 this Safety Recall or Special 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 or Special Service Campaign.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC