

INTEROFFICE MEMORANDUM

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

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

**SAFETY RECALL/SPECIAL SERVICE CAMPAIGN RENOTIFICATION  
CUSTOMER RENOTIFICATION CAMPAIGN KR2**

Toyota plans to conduct Safety Recall or 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
G05	2017 Camry	1	N/A	Late June 2019
H0M	2016 Camry HV & Avalon HV	85	N/A	
J0I	2017 Tundra	2,020	1	
H0C	2016-2017 Tundra	12,700	60	
H0P	2017 Yaris	750	120	
J0F	2016 Prius	90	10	
J0W	2004 - 2006 Scion xA	14,000	5	
F0L	2004-2005 RAV4	21,500	900	

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

The Campaign Follow-Up Owner Notification(s) will begin in late June 2019. The customer will be notified using the following method(s) to the extent that customer information is available:

- First Class Mail Letter
- Email
- Phone Calls (Live)

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 Special 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 or Special Service Campaign.*

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