

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 KR3**

Toyota plans to conduct Safety Recall/Special Service Campaign follow-up notifications to owners whose vehicles have not yet had the following Safety Recall/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
H0S (17V-548)	2008, 2015, and 2016 Land Cruiser	3	N/A	Late October 2019 – Early November 2019
H0C (17V-051)	2016-2017 Tundra	11,500	60	
J0F (18V-085)	2016 Prius	1,000	10	
J0I (18V-123)	2017 Tundra	1,600	2	
G04 (16V-858)	2011-2016 Sienna	187,000	600	
G0S (16V-367)	2015 Yaris	350	5	
G0U (16V-487)	2010-2012 Prius and Prius Plug- In	93,100	100	
JSD	2014-2017 Corolla 2017 Corolla iM 2016 Scion iM	500,000	9,900	
H0P	2017 Yaris	600	100	Late October 2019 –Mid- December 2020

Campaign	Model and Model Year	Approximate UIO	Approximate PR UIO	Renotification Schedule
J02 (18V-772)	2013 Scion FR-S	15,200	300	Late October 2019 – Mid-March 2020
H0V (17V-657)	2005-2007 and 2009 Sienna	190,000	1,300	
J0W (18V-776)	2004-2006 Scion xA	13,000	5	
G0C (16V-065)	2003-2006 Land Cruiser 2004-2006 4Runner 2005-2006 Sequoia and Tundra	98,400	100	
G0V (16V-596)	2006-2011 RAV4	165,000	3,800	

Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification(s) will begin in Late October 2019.

Owner notifications will be made 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/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.

Thank you for your cooperation.

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