

# Replacement Certification Labels and VIN Plates

**Service Category** Vehicle Interior

**Section** Interior Panels/Trim

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
1979 - 2020	4Runner, 86, Avalon, Avalon HV, C-HR, Camry, Camry HV, Celica, Corolla, Corolla Hatchback, Corolla HV, Corona, Cressida, Echo, FJ Cruiser, Highlander, Highlander HV, Hilux, iA, iM, Land Cruiser, Matrix, Mirai, MR2, MR2 Spyder, Paseo, Pickup, Previa, Prius, Prius C, Prius PHV, Prius Prime, Prius V, RAV4, RAV4 EV, RAV4 HV, Sequoia, Sienna, Solara, Starlet, T100, Tacoma, Tercel, Truck, Tundra, Van, Venza, Yaris, Yaris HB MEX-Prod, Yaris R, Yaris SD MEX-Prod	

### **SUPERSESSION NOTICE**

The information contained in this bulletin supersedes Service Bulletin Nos. PG021-88, PG015-89, PG0015-90, PG002-91, PG002-93, PG005-97, PG007-01, PG007-07, PG006-01, PG004-97, T-SB-0144-08, and T-SB-0304-17.

The aforementioned bulletins are obsolete, and any printed versions should be discarded.

## Introduction

Replacement certification labels (the vinyl label installed on the driver door or door post) and VIN plates (the metal plate riveted to dashboard) (see Figure 1) for most 1979 – 2020 model year vehicles may be available provided the requests meet the criteria listed in this Service Bulletin. Follow the Procurement Procedure in this bulletin to request a replacement certification label or VIN plate.

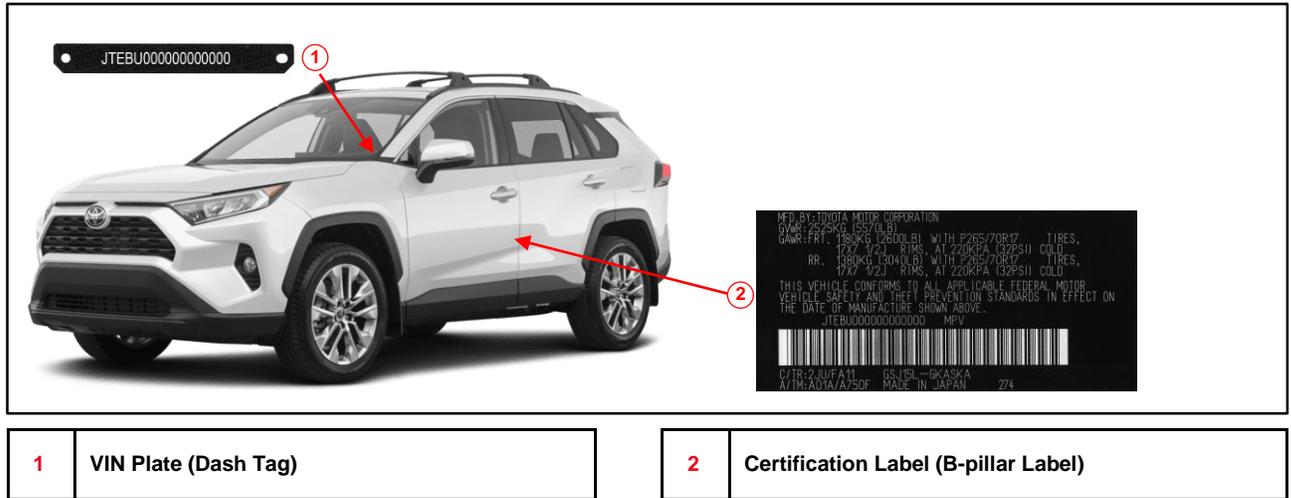
### **NOTE**

To request replacement certification labels for 2019 and later model year Supra vehicles refer to [T-PANT-2019-043-D](#).

## Replacement Certification Labels and VIN Plates

### Introduction (continued)

**Figure 1. VIN Plate and Certification Label Locations**



### Warranty Information

OP CODE	DESCRIPTION	TIME	OFFP	T1	T2
N/A	Not Applicable to Warranty	-	-	-	-

### Replacement Certification Label and VIN Plate Criteria

A replacement certification label and/or VIN plate may be requested if:

- The vehicle was in an accident and the certification label and/or plate was damaged or attached to a part that will be replaced during the repair.
- The certification label and/or plate were stolen. Additional information is needed to process requests for stolen vehicles. See the stolen vehicle requirements below for additional requirements.

### Stolen Vehicle Requirements

- A Field Technical Specialist (FTS) **MUST** contact Quality Compliance prior to reviewing the stolen vehicle.
- Vehicles that were stolen **MUST** be reviewed by an FTS.
- ALL submitted applications for stolen vehicles **MUST** have a police report.
- Provide photos of:
  - frame or body stamped VIN numbers (when applicable),
  - anti-theft labels,
  - Techstream health check showing the VIN number; FTS **MUST** run a health check,
  - the engine serial number.

## Replacement Certification Labels and VIN Plates

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### Stolen Vehicle Requirements (continued)

ALL replacement certification labels and VIN plates for damaged and/or stolen vehicles are subject to approval by Toyota Technical Compliance. For more information, email Toyota Quality Compliance at [Quality\\_Compliance@toyota.com](mailto:Quality_Compliance@toyota.com).

### Procurement Procedure

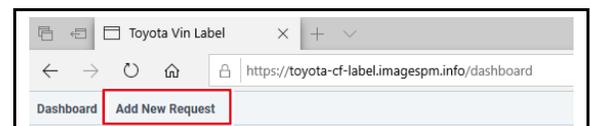
1. Verify that a replacement certification label and/or VIN plate may be requested.
  - A. Was the vehicle in an accident and/or was the label and/or plate damaged or attached to a part that will be replaced during the repair?
    - **YES** — Go to step 2.
    - **NO** — Continue to sub step B.
  - B. Was the label and/or plate stolen?
 

See the Stolen Vehicle Requirements section, above.

    - **YES** — Continue to step 2.
    - **NO** — This bulletin does not apply. Continue diagnosis using the applicable Repair Manual.
  
2. Log into the [VIN Label and Plate Replacements](#) website.
  - A. Enter your dealer code.
  - B. New Users:
    - Enter the default password "XXXXXX."
    - Click on LOGIN.
    - Follow the prompt to change your password.
  - C. Existing Users:
    - Enter your dealer code and password.
    - Click LOGIN.
  
3. Click on Add New Request in the upper left corner of the website.

Figure 2.

Figure 3.



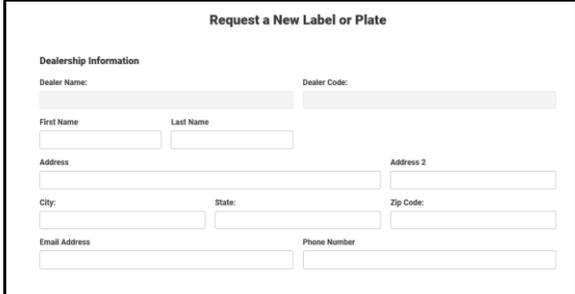
## Replacement Certification Labels and VIN Plates

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### Procurement Procedure (continued)

4. Complete your contact information.
  - A. The Dealer Name and Dealer Code fields will auto populate.
  - B. Type contact information into the appropriate white fields:
    - First Name
    - Last Name
    - Address
    - City
    - State
    - Zip Code
    - Email Address
    - Phone Number

**Figure 4.**



The screenshot shows a form titled "Request a New Label or Plate" with a section for "Dealership Information". The fields include: Dealer Name (auto-populated), Dealer Code (auto-populated), First Name, Last Name, Address, Address 2, City, State, Zip Code, Email Address, and Phone Number.

5. Enter the VIN number.

**Figure 5.**



The screenshot shows a single text input field labeled "VIN Number".

6. Under Reason for Replacement, select a reason for the label request. The rest of the form is specific to the reason chosen.

**Figure 6.**



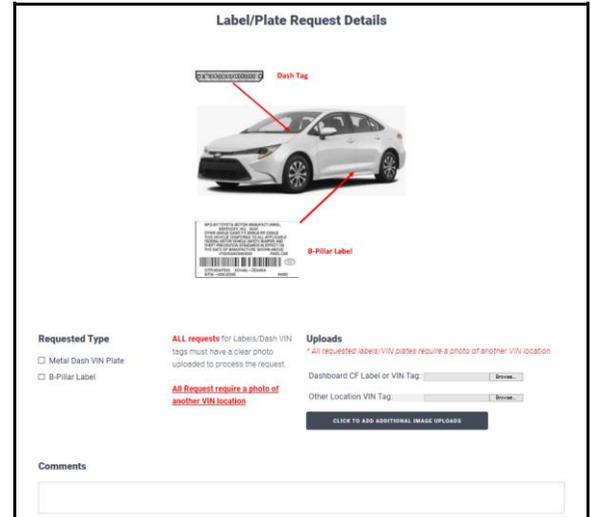
The screenshot shows a section titled "Reason For Replacement" with three radio button options: Accident Damage, Stolen, and Other (Explain). The "Accident Damage" option is highlighted with a red box.

## Replacement Certification Labels and VIN Plates

### Procurement Procedure (continued)

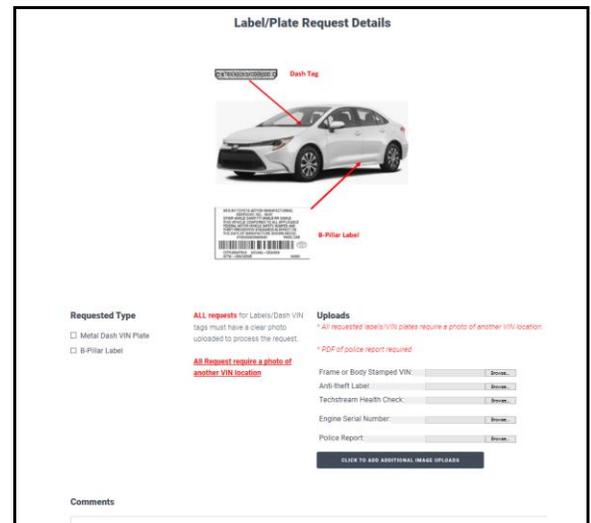
- A. For requests involving accident damage, upload images of the following:
- Dashboard CF Label or VIN Tag
  - Other Location VIN Tag

**Figure 7.**



- B. For requests involving stolen vehicles, upload images of the following:
- Frame or Body Stamped VIN number (when applicable)
  - Anti-theft Label
  - Techstream Health Check
  - Engine Serial Number
  - Police Report

**Figure 8.**



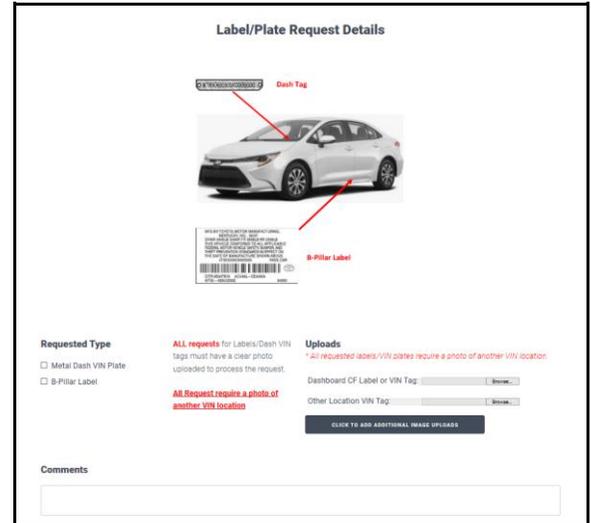
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### Procurement Procedure (continued)

C. For other requests, (when possible) upload images of the following to support your requests:

- Dashboard VIN Tag
- B-pillar label
- Anti-theft label

**Figure 9.**

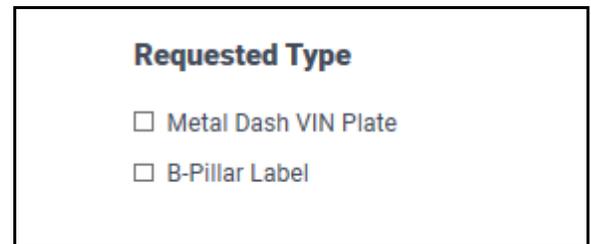


7. Check the box(es) next to the requested type(s) of label(s) needed:

- A. Metal Dash VIN Plate
- B. B-pillar Label

**NOTE**  
Both boxes can be selected.

**Figure 10.**



8. Upload ALL supporting photos.

**Figure 11.**



## Replacement Certification Labels and VIN Plates

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### Procurement Procedure (continued)

9. Enter any comments you wish to include with this request.

**Figure 12.**



The screenshot shows a rectangular box with a thin black border. Inside the box, the word "Comments" is written in a small, dark blue font at the top left. Below the text is a large, empty white rectangular area, which is a text input field.

10. Click SUBMIT.

**Figure 13.**



The screenshot shows a rectangular box with a thin black border. Inside the box, the word "Comments" is written in a small, dark blue font at the top left. Below the text is a large, empty white rectangular area, which is a text input field. At the bottom of the box, there are two buttons: "SAVE FOR LATER" and "SUBMIT". The "SUBMIT" button is a dark grey rectangle with white text, and it is highlighted with a red rectangular border.

11. Completed label request will be mailed to your dealership, average delivery time is 10 – 15 business days from the time the order was received.
12. Your dealer parts account will be billed \$60.00 for each replacement of a damaged or stolen label or plate.
13. For further assistance email [Quality\\_compliance@toyota.com](mailto:Quality_compliance@toyota.com). ALL replacement certification regulation labels and VIN plates for damaged vehicles are subject to approval by Toyota Technical Compliance.