



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
June 1, 2020	This Limited Service Campaign has expired as of June 1, 2020

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: May 9, 2019

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

LIMITED SERVICE CAMPAIGN KMA *(Remedy Notice)*

MEXICO MARKET ONLY
Certain 2019 Model Year Yaris R
Wheel Locks

Model / Years	Production Period	Approximate Total Vehicles
2019 Yaris R	Mid-August 2019 - Late March 2019	820

Condition

The involved vehicles may not have been equipped with wheel locks that were specified for these vehicles. For some of the involved vehicles, the wheel locks equipped were of a different size and the lug nut wrench provided with the vehicle will not fit on the wheel locks. For other involved vehicles, wheel locks were not equipped.

Remedy

Any authorized Toyota dealer will install wheel locks that are the same size as the lug nuts on the vehicle **FREE OF CHARGE**.

This Limited Service Campaign will be available until May 31, 2020 and is only available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 800 vehicles covered by this Limited Service Campaign.

Owner Letter Mailing Date

Toyota will notify owners in mid-May 2019. A sample of the owner notification letter has been included for your reference.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Limited Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email, state "Disclosure Form KMA" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

If you have additional questions or concerns, please contact "Contacto Toyota" at 01-800-7-869682 Monday – Saturday, 8:00 am to 8:00 pm.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process – Non-SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
PT276-1M190	17mm Wheel Lock	1

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified (any specialty)
- Expert (any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

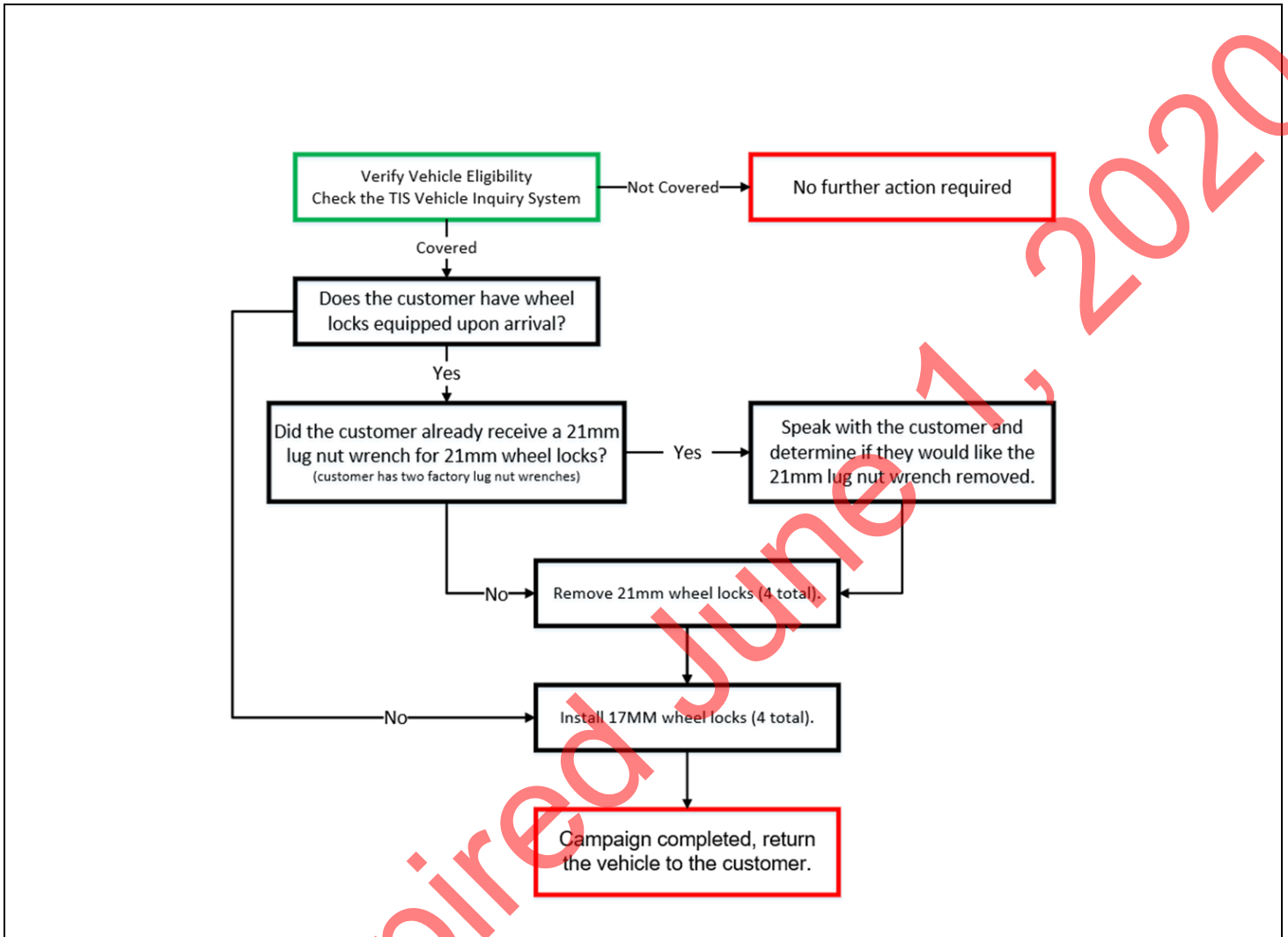
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

This Limited Service Campaign will be available until 05/31/2020 and is only available at an authorized Toyota dealer.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Warranty Reimbursement Procedure



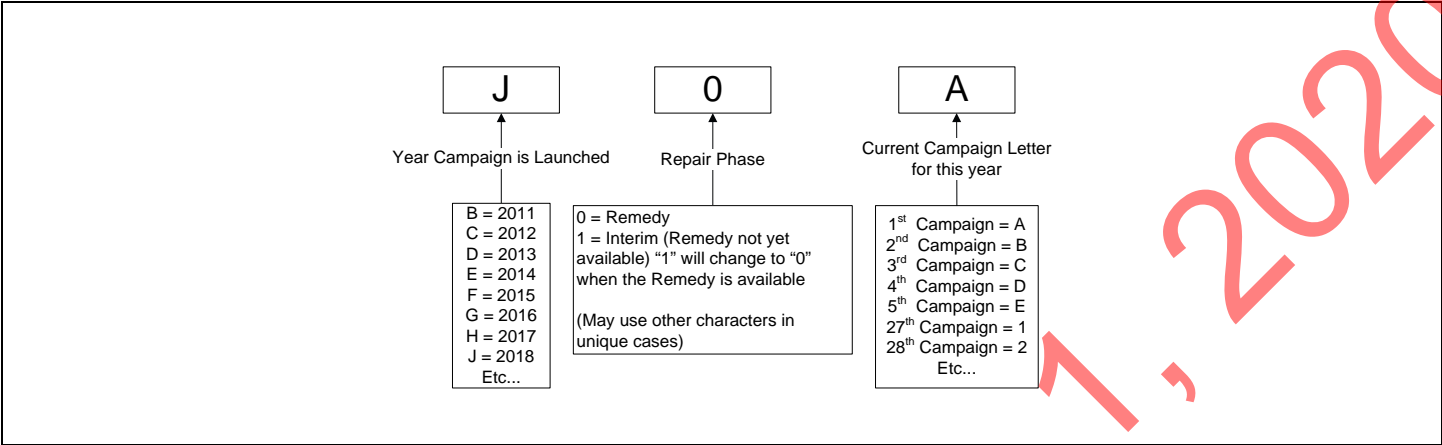
Op Code	Description	Flat Rate Hours
KMA001	Remove and Replace 4 Wheel Locks + Remove Incorrectly Sized Lug Wrench from Vehicle (if applicable)	0.4 hrs/veh

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Limited Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 JOA = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 Limited Service Campaign.

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

KMA Expired June 1, 2020



LIMITED SERVICE CAMPAIGN KMA *(Remedy Notice)*

MEXICO MARKET ONLY

Certain 2019 Model Year Yaris R
Wheel Locks

Frequently Asked Questions

Original Publication Date: May 9, 2020

Q1: *What is the condition?*

A1: The involved vehicles may not have been equipped with wheel locks that were specified for these vehicles. For some of the involved vehicles, the wheel locks equipped were of a different size and the lug nut wrench provided with the vehicle will not fit on the wheel locks. For other involved vehicles, wheel locks were not equipped.

Q2: *What is Toyota going to do?*

A2: Any authorized Toyota dealer will install wheel locks that are the same size as the lug nuts on the vehicle **FREE OF CHARGE**.

Q2a: *How long will this Limited Service Campaign be available?*

A2a: This Limited Service Campaign will be offered **FREE OF CHARGE** until **May 31, 2020**.

Q3: *Which and how many vehicles are covered by this Limited Service Campaign?*

A3: There are approximately 800 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
Yaris R	2019	Mid-August 2019 - Late March 2019

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign in Mexico?*

A3a: No. There are no other Toyota vehicles covered by this Limited Service Campaign in Mexico.

Q4: *How long will the repair take?*

A4: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *What if I have additional questions or concerns?*

A5: If you have additional questions or concerns, please contact "Contacto Toyota" at 01-800-7-869682 Monday – Saturday, 8:00 am to 8:00 pm.



MEXICO MARKET ONLY
Certain 2019 Model Year Yaris R
Wheel Locks
Limited Service Campaign (**Remedy Notice**)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

What is the condition?

The involved vehicles may not have been equipped with wheel locks that were specified for these vehicles. For some of the involved vehicles, the wheel locks equipped were of a different size and the lug nut wrench provided with the vehicle will not fit on the wheel locks. For other involved vehicles, wheel locks were not equipped.

What will Toyota do?

Any authorized Toyota dealer will install wheel locks that are the same size as the lug nuts on the vehicle **FREE OF CHARGE**.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to have the correct wheel locks installed. **The remedy requires parts replacement. Toyota recommends that you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.** The remedy will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This limited service campaign will be offered until 05/31/2020 and will only be available at an authorized Toyota dealer.***

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit www.toyota.com/recall.
- If you have additional questions or concerns, please contact "Contacto Toyota" at 01-800-7-869682 Monday – Saturday, 8:00 am to 8:00 pm.

If you would like to update your vehicle ownership or contact information, please visit www.toyota.com/owners will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

SAMPLE