

Original Publication Date: July 15, 2020

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

## SAFETY RECALL RENOTIFICATION

Safety Recall completion is an important part of our commitment to customer satisfaction of Toyota products. Toyota will be conducting follow-up notifications to remind owners whose vehicles have not yet had Safety Recall repairs completed in the campaign(s) listed below.

We request your assistance in completing the applicable campaign repairs as owners receive follow-up notifications and contact your dealership. Please note the follow-up activity may cause an increase in owner appointments. Toyota plans to conduct these follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

### Campaigns Covered in the Renotification:

Campaign	Model and Model Year	Approximate Renotification UIO	Approximate Renotification PR UIO	Renotification Schedule
F0S	2009-2012 RAV4 2012-2014 RAV4 EV	85,000	50	Mid July 2020
J0U	2011-2016 Scion tC 2008-2015 Scion xB	50,000	1,000	Late July 2020
K0F	2015-2017 Yaris	28,000	5,000	Late July 2020
J05	2008-2019 Landcruiser	19,000	100	Late July – Late September 2020

### Follow-Up Owner Notification Date

The Campaign Follow-Up Owner Notification(s) will begin in late July 2020. Owner notifications will be mailed over a period of several weeks consistent with parts availability.

## Dealer Inventory Procedures

### Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete Safety Recalls on any used vehicles currently in dealer inventory 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 Safety Recall.

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 for that campaign, 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](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Disclosure Form "F0S, J05, J0U and K0F," 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.

### Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Technical Instructions

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

### Parts Ordering

The applicable parts ordering information can be found in the Dealer Letter and Technical Instructions of the *specific* campaign. As a general practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

### Customer Handling and Dealership Follow-Up

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains a top priority at Toyota. Customers who receive a Safety Recall Follow-Up Notice may contact your dealership with questions regarding the notice and/or remedy. Please ensure that all customer contact personnel are aware of this Safety Recall and know how to accurately answer a customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

Toyota encourages dealerships to follow-up with their customers by telephone to encourage them to complete this Safety Recall. The following word track has been provided for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions.

Hello [Mr./Ms.]\_\_\_\_\_ [Customer Name],

Our dealership\_\_\_\_\_ [Dealership Name] is following up with you regarding Safety Recall \_\_\_\_\_ Safety Recall No. which involves\_\_\_\_\_ Safety Recall Title. Our records indicate that your vehicle falls within the parameters of this Safety Recall. As a customer convenience, I would like to answer any questions that you may have. [Answer any questions using the Safety Recall Q&A for the applicable recall]

May I schedule an appointment for your vehicle to complete this [Important Safety Recall]?

What date and time will be convenient for you to bring your vehicle into our service department which is located at [dealership address]. If you have any further questions or concerns, please contact me at \_\_\_\_\_ [contact name and telephone no.]

NOTE: Additional guidelines regarding dealership follow-up for non-completed recalls and other campaigns can be found in Warranty Policy 5.21.

*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.*

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A.



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## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

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Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall/](http://www.toyota.com/recall/) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

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Campaign Code

Model

Model Year

### Customer Information

Customer Name	Customer Email
Customer Address	Home Phone #
	Mobile Phone #
	Date

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address	Dealer Code
	Dealer Phone Number
	Dealer Staff Name
	Dealer Staff Signature