

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 - 2021	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	

REVISION NOTICE

February 03, 2021 Rev1:

- Applicability has been updated to include 2021 model year Toyota vehicles.
- The Introduction section has been updated.

Any previous printed versions of this bulletin should be discarded.

SUPERSESION 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.

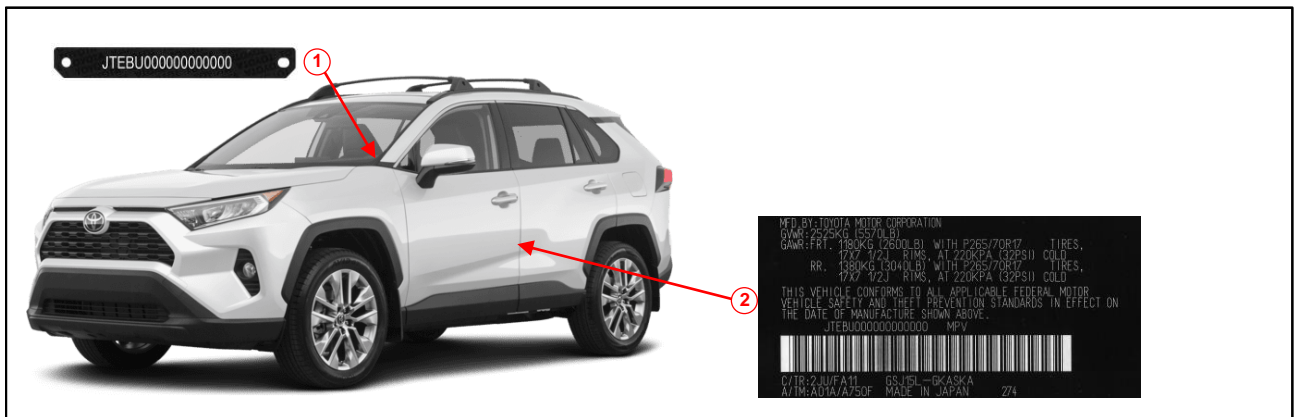
Replacement Certification Labels and VIN Plates

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 – 2021 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
Replacement B-pillar certification labels are NOT available for 2020 and future Supra model year vehicles.

Figure 1. VIN Plate and Certification Label Locations



1 VIN Plate (Dash Tag)

2 Certification Label (B-pillar Label)

Warranty Information

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

Replacement Certification Labels and VIN Plates

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 the following:
 - Frame or body stamped VIN numbers (when applicable).
 - Anti-theft labels.
 - A Techstream Health Check showing the VIN number; an FTS MUST run a Health Check.
 - The engine serial number.

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.

Replacement Certification Labels and VIN Plates

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 substep 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 on LOGIN.

3. Click on Add New Request in the upper left-hand corner of the website.

Figure 2.

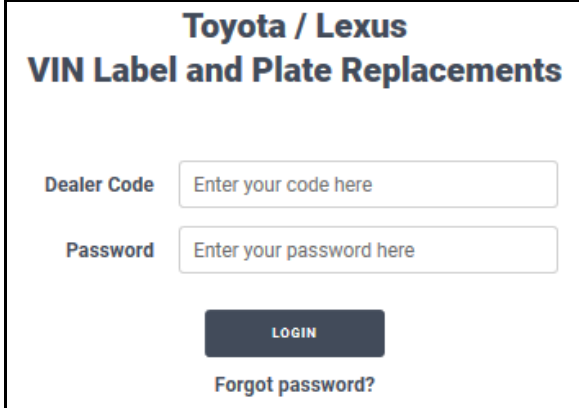
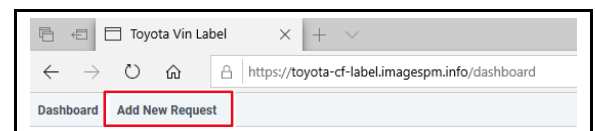


Figure 3.

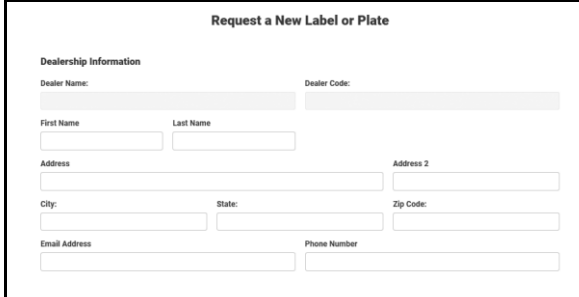


Replacement Certification Labels and VIN Plates

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" under the heading "Dealership Information". It contains several input fields: "Dealer Name" and "Dealer Code" (both 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 input field labeled "VIN Number" with a text entry area.

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.



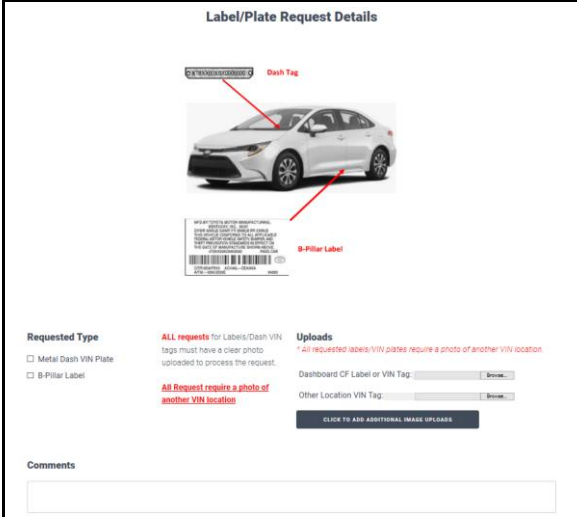
The screenshot shows a section titled "Reason For Replacement" with three radio button options: "Accident Damage", "Stolen", and "Other (Explain)". The "Accident Damage" option is highlighted with a red box.

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.



Label/Plate Request Details

Requested Type

Metal Dash VIN Plate

B-Pillar Label

Uploads

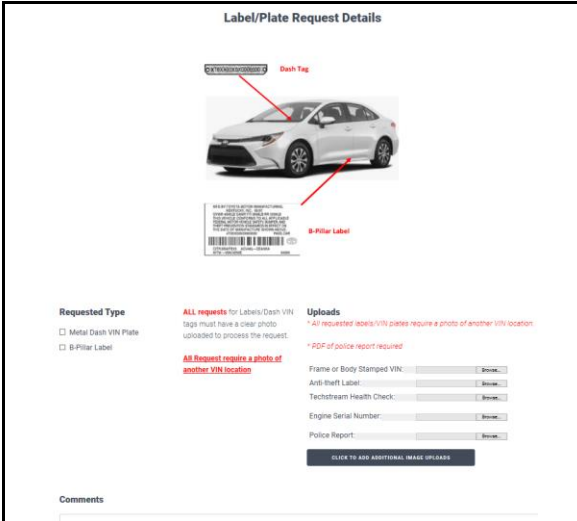
Dashboard CF Label or VIN Tag:

Other Location VIN Tag:

Comments

- 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.



Label/Plate Request Details

Requested Type

Metal Dash VIN Plate

B-Pillar Label

Uploads

Frame or Body Stamped VIN:

Anti-theft Label:

Techstream Health Check:

Engine Serial Number:

Police Report:

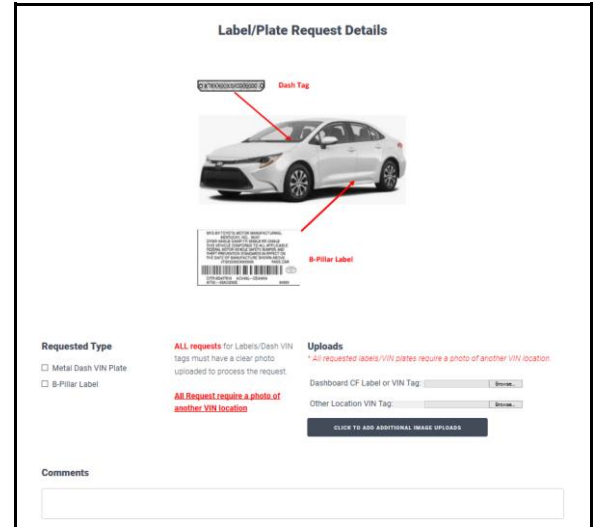
Comments

Replacement Certification Labels and VIN Plates

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.

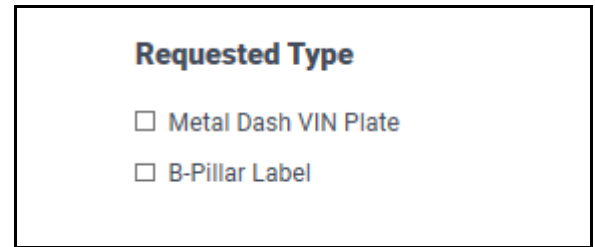
Figure 9.



7. Check the box(es) next to the requested type(s) of label(s) needed:
- A. Metal dash VIN plate.
 - B. B-pillar label.

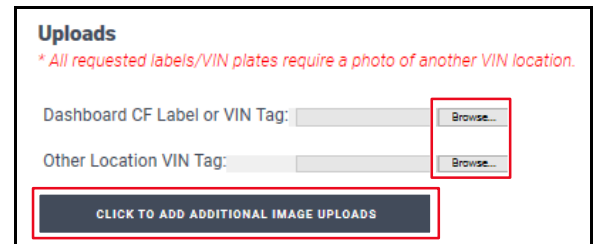
NOTE
Both boxes can be selected.

Figure 10.



8. Upload ALL supporting photos.

Figure 11.



Replacement Certification Labels and VIN Plates

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. At the top left of the box, the word "Comments" is written in a dark blue font. Below this text is a large, empty white rectangular area, which is the text input field for comments.

10. Click on SUBMIT.

Figure 13.



The screenshot shows a rectangular box with a thin black border. At the top left, the word "Comments" is written in dark blue. Below it is a text input field containing the placeholder text: "This is where comments are entered that provide further explanation." 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. ALL replacement certification regulation labels and VIN plates for damaged vehicles are subject to approval by Toyota Technical Compliance.