

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
May 3, 2021	This Limited Service Campaign has expired as of April 30, 2021

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: June 28, 2018

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

Subject: **Hawaii, Puerto Rico, Guam, and Saipan ONLY**

Owner Notification – JOP
Certain 2018 Model Year Camry
Owner's Manual Supplement Update

The owner's manual supplement for certain 2018 model year Camry vehicles distributed to Hawaii, Puerto Rico, Guam, and Saipan contained incorrect/missing information regarding fuel injection system and spark plug maintenance.

Toyota will mail updated booklets to replace the incorrect sections of the owner's manual supplement to the registered owner of vehicles involved in this Owner Notification. **There is no action required by dealers.**

Covered Vehicles

There are approximately 1,800 vehicles in Hawaii, Puerto Rico, Guam, and Saipan covered by this Owner Notification.

Model Name	Model Year	Production Period
Camry	2018	Early June 2017 – Early February 2018

Owner Letter Mailing Date

Toyota will notify owners in early July 2018. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Owner Notification announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

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 Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Owner Notification. 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.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

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



Hawaii, Puerto Rico, Guam, and Saipan ONLY

Owner Notification – JOP

Certain 2018 Model Year Camry

Owner’s Manual Supplement Update

Frequently Asked Questions

Original Publication Date: June 28, 2018

Q1: Why are we providing this update?

A1: The owner’s manual supplement for certain 2018 model year Camry vehicles distributed to Hawaii, Puerto Rico, Guam, and Saipan contained incorrect/missing information regarding fuel injection system and spark plug maintenance.

Q2: What is Toyota going to do?

A2: Toyota will mail updated booklets to replace the incorrect sections of the owner’s manual supplement to the registered owner of vehicles involved in this Owner Notification. **There is no action required by dealers.**

Q3: Which and how many vehicles are covered by this Owner Notification?

A3: There are approximately 1,800 vehicles in Hawaii, Puerto Rico, Guam, and Saipan covered by this Owner Notification.

Model Name	Model Year	Production Period
Camry	2018	Early June 2017 – Early February 2018

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Owner Notification in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Owner Notification.

Q4: How does Toyota obtain my mailing information?

A4: Toyota uses an industry provider who works with each state’s Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q5: What if I have additional questions or concerns?

A5: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

JOP Expired on April 30, 2021

TOYOTA

Certain 2018 Model Year Camry Owner's Manual Supplement Update Owner Notification

[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 an Owner Notification, which includes your vehicle. You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

The owner's manual supplement for certain 2018 model year Camry vehicles distributed to Hawaii, Puerto Rico, Guam, and Saipan contained incorrect/missing information regarding fuel injection system and spark plug maintenance. Toyota is providing the corrected sections of the owner's manual supplement with this notice.

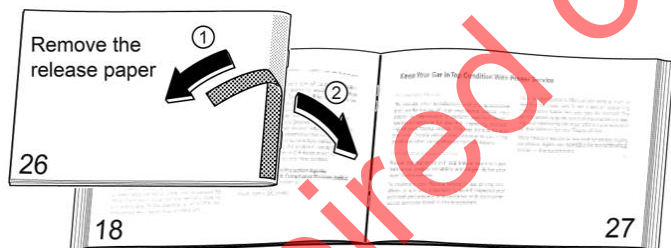
To replace the incorrect/missing sections, follow the instructions below.

1. Locate your owner's manual supplement (typically found in glove box).
2. Remove and discard pages 19-26 from the owner's manual supplement using a ruler or other straight edge.

NOTE: Be careful when removing the pages to avoid pulling the staple binding.

3. Remove the adhesive backing and attach the updated booklet to page 27 of the owner's manual supplement. Press firmly along the adhesive strip.

Tear along guide



What if you have other questions?

- **Your local Toyota dealer will be more than happy to answer any of your questions.**
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You 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.