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**SUBJECT: UPDATES TO THE 2014-2021 TOYOTA UNIVERSAL
FLAT RATE MANUAL**

Corrections to the 2014-2021 *Toyota Universal Flat Rate Manual* are historically updated on a monthly basis. These may include the addition or removal of operation codes, as well as increases or decreases in flat rate times for certain operation codes.

These corrections can be located in the Electronic Flat Rate Manual (eFRM), accessible via TIS. The eFRM is located on the “VEHICLE INQUIRY” tab or the “LIBRARY” tab under the “Reference Information” section and Warranty and Claim Processing “Document Group.”

As a reminder, dealers are responsible to reference the electronic UFRM for the most current flat rate information.

For more information regarding how to access and use the electronic UFRM, refer to the “Introduction to the Electronic Flat Rate Manual Quick Training Guide” located on TIS and the Claims Processing and Resource Center FAQ website.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.