

Original Publication Date: October 7, 2021

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

## SPECIAL SERVICE CAMPAIGN 21TC02 *(Remedy Notice)*

### Certain 2021 Model Year Supra Vehicles Improper Programming in a 12V Battery Management System

Model / Years	Production Period	Approximate Total Vehicles
2021 Supra	Early July 2020 – mid-November 2020	700

#### Condition

Due to a software error in the battery management system of the 12V battery located under the vehicle's hood, the engine auto Stop/Start functionality could become deactivated.

#### Remedy

Any authorized Toyota dealer will replace the 12V battery located under the vehicle's hood with one that has proper programming **FREE OF CHARGE** to customers.

#### Covered Vehicles

There are approximately 700 vehicles covered by this Special Service Campaign. There are no vehicles covered by this campaign that were distributed to Puerto Rico.

**Note:** The Supra vehicles covered by this campaign are equipped with the 2.0 liter 4-cylinder engine. Supra vehicles equipped with 6-cylinder engine are not covered by this Special Service Campaign.

**Owner Letter Mailing Date**

Toyota will notify owners in October 2021. 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 Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

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 Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special 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 Special 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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 21TC02" 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 (**Non SET and GST dealers:** <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 Special 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.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

### 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 Ed Hellwig (469) 292-1165 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. Dealers can also identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
28800-WAA13	BATTERY	1
90118-WA243	HEXAGON SCREW WITH FLANGE	4
90118-WA253	HEXAGON SCREW WITH FLANGE	4

90118-WA243 and 90118-WA253 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. **28800-WAA13 is not returnable, DO NOT ORDER FOR STOCK.**

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall 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 recall repair are required to currently have completed all of the following courses:

- TIN519B – GR Supra New Model Technical Introduction

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**

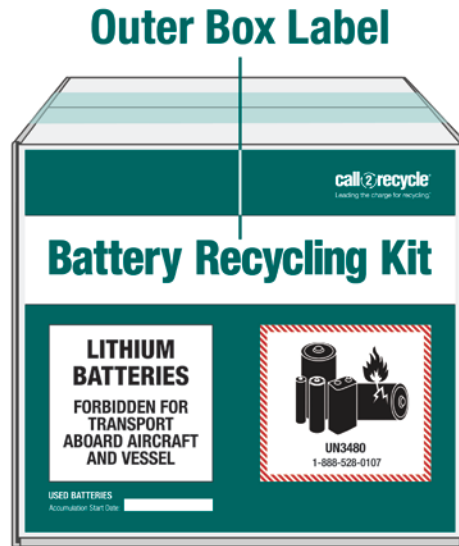
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**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.

## Recycling Instructions – Battery

Toyota has partnered with Call2Recycle to support dealers with a **FREE OF CHARGE** recycling method for the 12 Volt Lithium Ion battery replaced under this campaign (28800-WAA13). Replaced batteries will be shipped in compliance with DOT and EPA regulations and responsibly recycled through the Call2Recycle program. There is **NO CHARGE TO DEALERS** at any point during this recycling/shipping process.



### Battery Recycling Steps

1. **Retain the replacement battery's packaging** (box with all internal foam insert pieces) to return the used battery in. If not available or not in good condition, an optional recycling kit with new box will be available from Call2Recycle.
2. **As soon as the battery is removed from the vehicle, print and fill out the *12V Li-ion Used Batteries Label*** then affix it to the side of the battery package with packing tape. For "Accumulation Start Date", write the date that the battery was removed from the vehicle. Click this [link](#) to access the label.
3. **Order a recycling kit** by visiting <http://www.call2recycle.org/toyota12v> or calling 1-888-528-0107.
4. **After the kit arrives at your dealer prepare the kit for return shipping.** Preparation instructions are included in the kit. Preparation instructions for each kit type may also be downloaded from the following links.
  - [Battery Recycling Label Pack](#) (most common – labels applied to original battery box)
  - [New Battery Recycling Kit](#) (optional – a new pre-labeled box)

**Note:** To assure prompt battery recycling and related compliance with EPA regulations, complete steps 1-4 and deliver the completed battery recycling kit to your UPS driver as soon as practical.

### Parts Recovery/Disposal Procedures

All parts replaced as part of this Special Service Campaign, except the battery as noted above, are subject to the following standard policies: All parts replaced must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

### Vehicles Emission Recall Proof of Correction Form (California only)

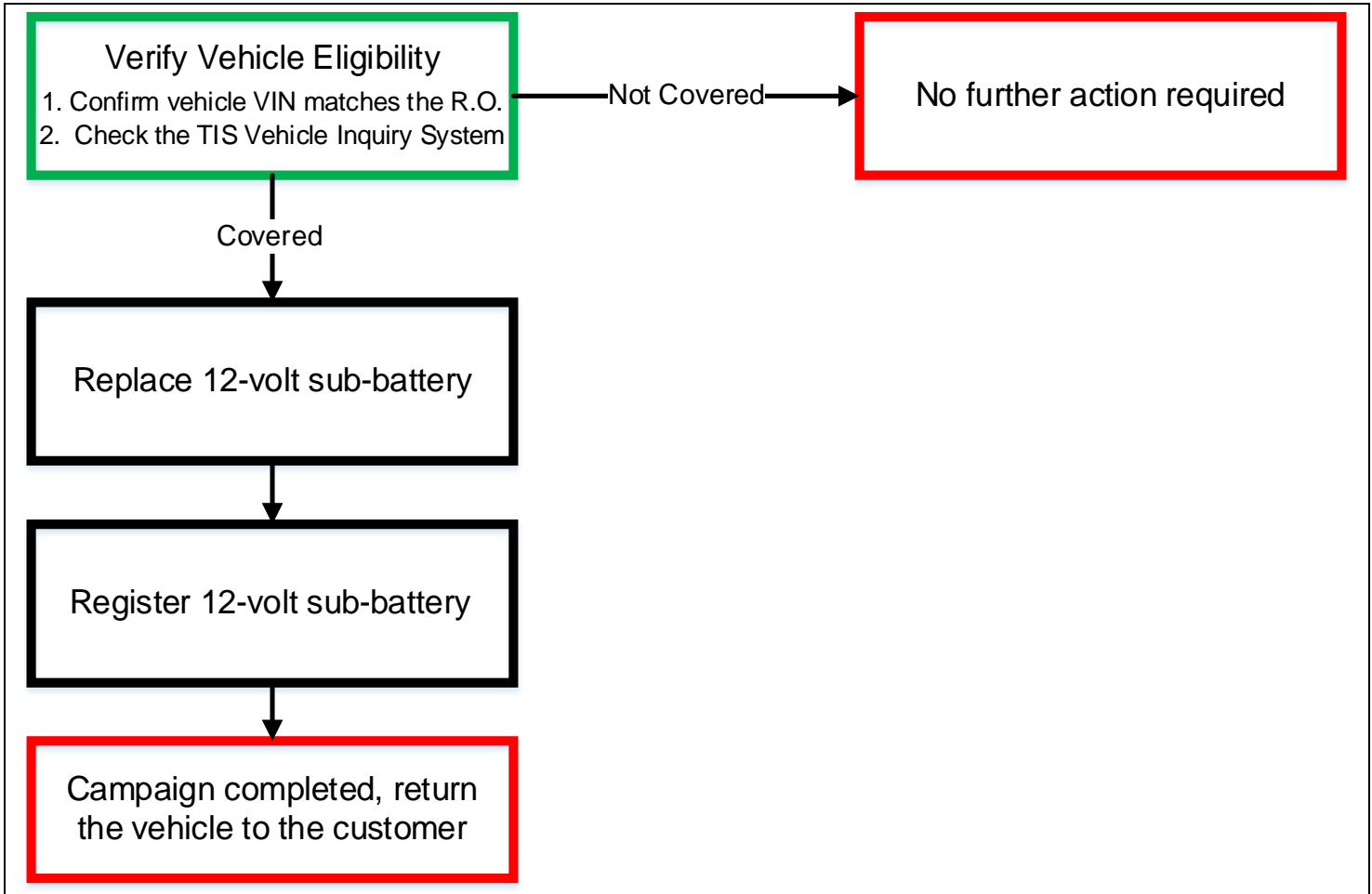
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early May 2022. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form is designed for California dealers to use after completing repairs on a vehicle. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). There are also fields for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. A statement on the form reads: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." At the bottom, it says "Return this certificate to DMV only when required – otherwise retain for your records." and has a small reference number "4109-92007-0001".

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
TC0201	Replace 12-volt li-ion sub-battery	1.4 hrs

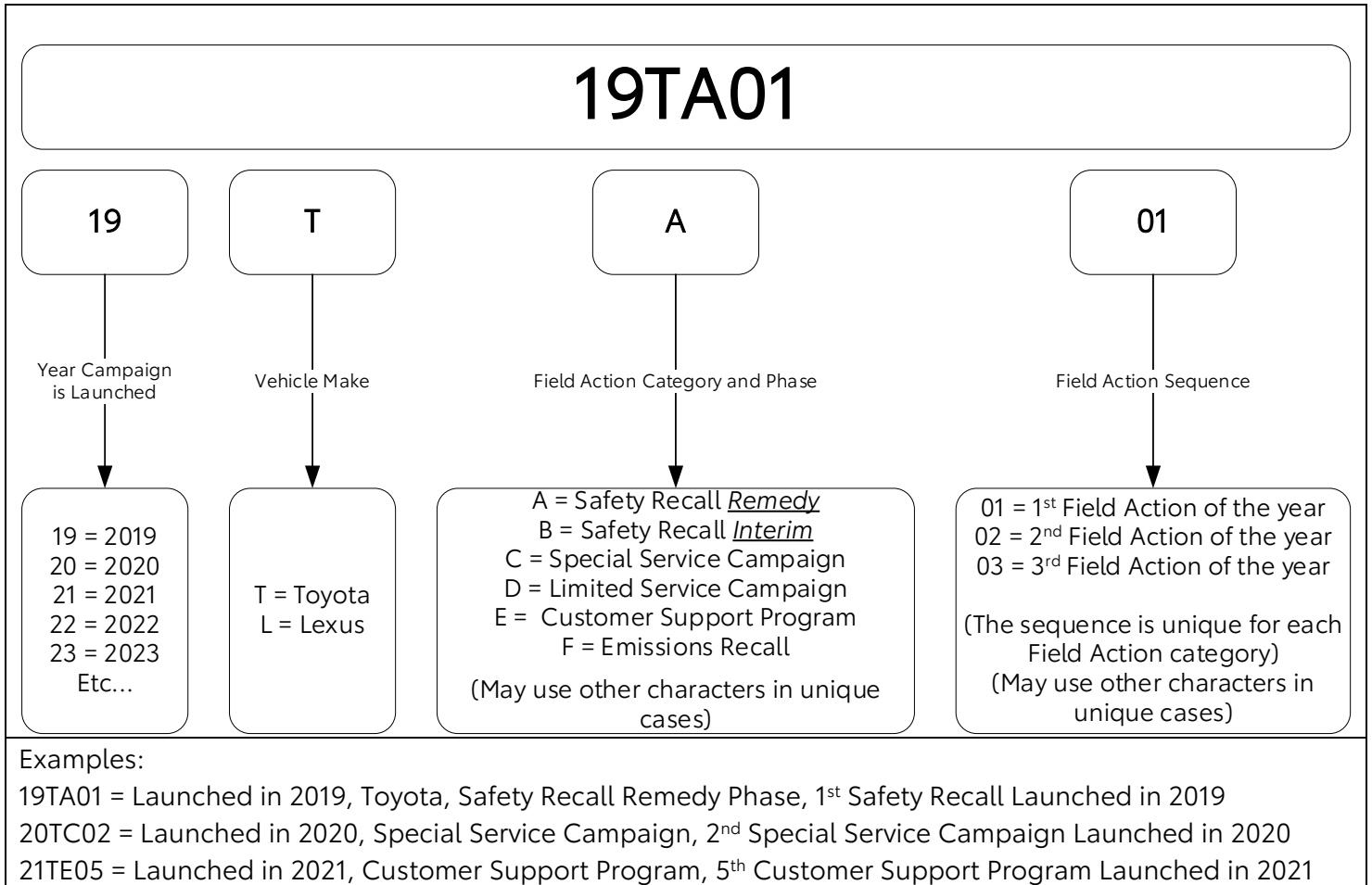
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special 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



*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 Special Service Campaign.*

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



## SPECIAL SERVICE CAMPAIGN 21TC02 *(Remedy Notice)*

### Certain 2021 Model Year Supra Vehicles Improper Programming in a 12V Battery Management System

#### Frequently Asked Questions

Original Publication Date: October 7, 2021

**Q1:** *What is the condition?*

A1: Due to a software error in the battery management system of the 12V battery located under the vehicle's hood, the engine auto Stop/Start functionality could become deactivated.

**Q1a:** *What is the engine auto Start/Stop function?*

A1a: The auto Start/Stop function switches the engine off automatically while stationary to save fuel.

**Q2:** *What is Toyota going to do?*

A2: In October 2021, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the 12V battery located under the vehicle's hood replaced with one that has proper programming **FREE OF CHARGE** to customers.

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A3: There are approximately 700 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Supra	2021	Early July 2020 – mid-November 2020

**Note:** The Supra vehicles covered by this campaign are equipped with the 2.0 liter 4-cylinder engine. Supra vehicles equipped with 6-cylinder engine are not covered by this Special Service Campaign.

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

**Q4:** *How long will the repair take?*

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

**Q5:** *How does Toyota obtain my mailing information?*

A5: 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.

**Q6:** *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



Certain 2021 Model Year Supra Vehicles  
Improper Programming in a 12V Battery Management System  
Special 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 Special Service Campaign, 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.

**What is the condition?**

Due to a software error in the battery management system of the 12V battery located under the vehicle's hood, the engine auto Stop/Start functionality could become deactivated.

**What will Toyota do?**

Any authorized Toyota dealer will replace the 12V battery located under the vehicle's hood with one that has proper programming **FREE OF CHARGE** to you.

**What should you do?**

**The remedy repair will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.**

Before you are inconvenienced by this condition, any authorized Toyota dealer will replace the 12V battery located under the vehicle's hood with one that has proper programming **FREE OF CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have this remedy repair performed.

The remedy will take approximately one and one half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you live in California and don't have this Special Service Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**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](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. 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.



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Special Service Campaign. 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 **NOT** have the remedy performed at **NO CHARGE** when the remedy is available.

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

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

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 _____