

INTEROFFICE MEMORANDUM

Original Publication Date: February 24, 2022

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support

SPECIAL SERVICE CAMPAIGN 22TC01 (Remedy)

**Multiple 2021 – 2022 Model Year Vehicles
DCM (Data Communication Module) Reprogramming**

Specific information for Region support is provided below.

Condition

Due to improper programming of the Data Communication Module (DCM), which provides cellular communication in various situations, including emergencies, the driver and Safety Connect operator may not be able to hear each other's voices during a Safety Connect call.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on February 24, 2022.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.