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To: Toyota Over-The-Air (OTA) Pilot Program Team Members

## SPECIAL SERVICE CAMPAIGN 22TC01 *(Remedy)*

Hello TMNA Lease Member,

You have been identified as someone who has an applicable vehicle for an Over-the-Air (OTA) pilot program that TMNA Quality is conducting.

This pilot program would enable you to complete Special Service Campaign 22TC01 for DCM (Data Communication Module) Reprogramming **for Safety Connect**, which includes your vehicle. If you have an active Toyota/Lexus App account, you are encouraged to complete this campaign using this Over-the-Air (OTA) update by following these steps:

- 1) To complete this update, each Team Member first must have an active telematics account and the Toyota/Lexus App installed on their phone.
- 2) Please follow the attached process on how to install the App and link your vehicle to your account.
- 3) Within a few days of your account setup, we will send a notification to your Toyota/Lexus app to schedule and install the update on your vehicle.
- 4) Click on either the notification on your lock screen or the tile in the app to review the update and then continue in the App to approve the update.
- 5) The night after you approve the update, the telematics module will perform the update, and you will receive a confirmation notification through the app.

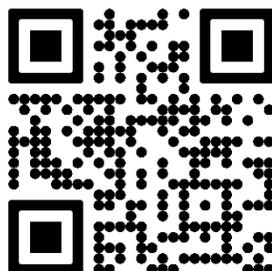
Thank you for your time and helping us to make the best ownership experience for our customers!

## Where to Download Toyota App

You can find the application in Android's Google Play Store or the iPhone App Store.

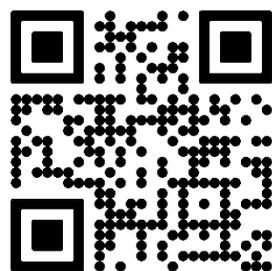


For Android, scan the QR code or follow the link below.



<https://play.google.com/store/apps/details?id=com.toyota.oneapp>

For Apple, scan the QR code or follow the link below.



<https://apps.apple.com/us/app/toyota/id1455685357>

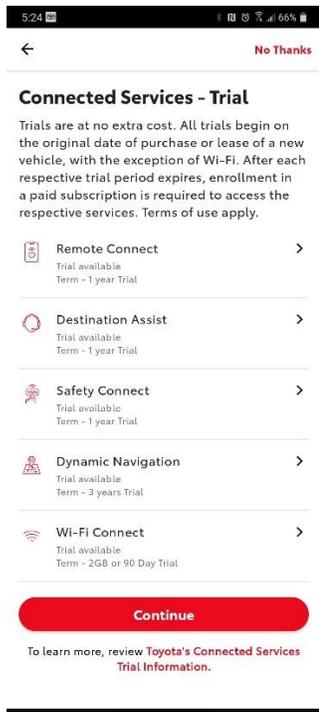
## How to Create A Toyota OneApp Account

1. After downloading the Toyota App from the iPhone App Store or Android's Google Play Store, create a Toyota Owner's account by registering the proper information
2. Enter the emailed verification code to confirm your account
3. Enter or scan your Toyota VIN in the Toyota App
4. Add a vehicle in the Toyota App
5. Agree to the Terms and Conditions
6. Complete the setup and access the Toyota My Garage Dashboard

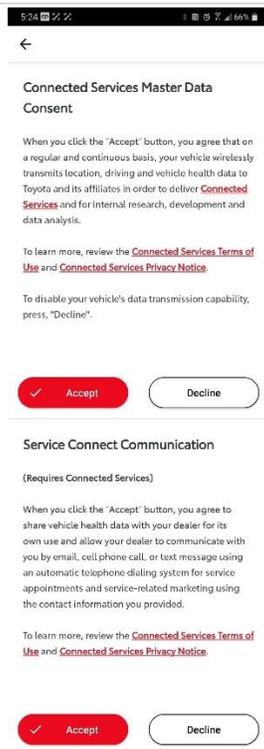
## How to Sign up for Toyota Services

In order to do an Over-the-Air update via Toyota's OneApp, you will need to subscribe to one or more Connected Services through the app. Each of the Connected Services provides a complimentary trial subscription term that varies depending on the service.

NOTE: Please avoid clicking "No Thanks" on the top right corner of the screen, as this would waive your subscription trials.



After pressing "Continue", you will be taken to a description of each service. Here, you can choose to accept any of the services by pressing the "Accept" button at the bottom of each service. Please accept one or more of these services if you want Over-the-Air updates to be available for your vehicle.



After agreeing to at least one service, you do not need to accept any additional services offered to be able to get Over-the-air updates.

Finally, you should get a screen that confirms you have agreed to starting a subscription trial for Connected Services.

