

Original Publication Date: April 28, 2022

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

LIMITED SERVICE CAMPAIGN 22TD03 *(Remedy Notice)*

Certain 2022 Model Year GR86 DCM (Data Communication Module) Activation

Model / Years	Production Period	Approximate Total Vehicles
2022 GR86	Early November 2021 – Early February 2022	1470

Condition

The subject vehicles are equipped with a DCM (Data Communication Module), a device that provides cellular communication with Toyota Connected Services. The DCM activation was not completed during vehicle delivery. An inactivated DCM will result in Safety Connect, including emergency calling functions and other Connected Services, to be inoperable.

Remedy

Owners of the vehicles covered by this Limited Service Campaign will receive a notification letter via first class mail in early May, 2022. In the notification, there will be instructions for the owner on how to activate the DCM.

If the owner is unable to activate the DCM, any authorized Toyota dealer will activate the DCM, **FREE OF CHARGE** during the limited service campaign period.

This Limited Service Campaign will be available until April 30, 2023, and is only available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 1470 vehicles covered by this Limited Service Campaign. Approximately 60 vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in Early May 2022. 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 Limited 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 Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited 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 Limited 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. In the subject line of the email state "Disclosure Form 22TD03" 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 Limited 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 Limited Service Campaign when circumstances permit, unless noted otherwise in the LSC 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 Aaron Fowles (469) 292-1097 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 repair are required to currently hold at least one of the following certification levels:

- Any Technician

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.

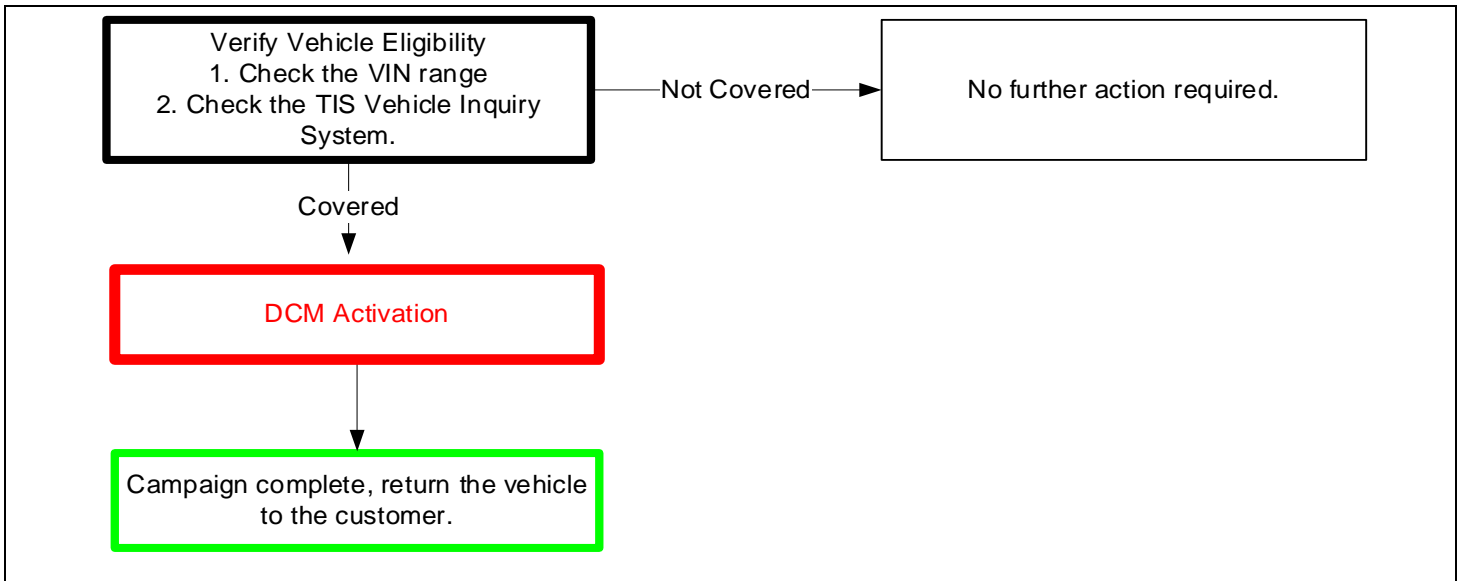
This Limited Service Campaign will be available until April 30, 2023, and is only available at an authorized Toyota dealer.

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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



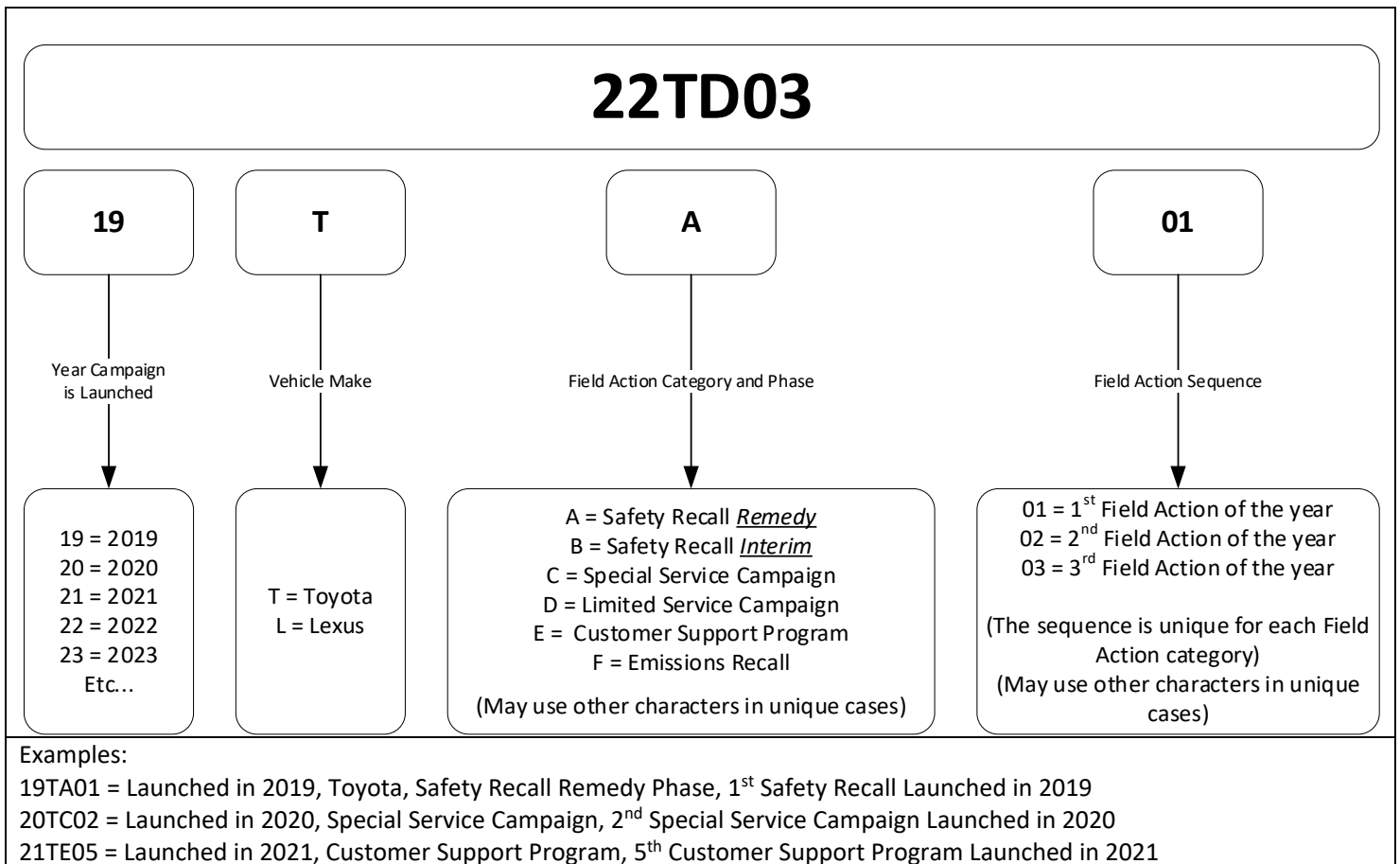
Op Code	Description	Flat Rate Hours
ATN223	DCM Activation	0.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- ***This Limited Service Campaign expires on April 30, 2023.***

Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Limited 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 Limited Service Campaign.

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



LIMITED SERVICE CAMPAIGN 22TD03 (Remedy Notice)

Certain 2022 Model Year GR86
DCM (Data Communication Module) Activation

Frequently Asked Questions

Original Publication Date: April 28, 2022

Q1: What is the condition?

A1: The subject vehicles are equipped with a DCM (Data Communication Module), a device that provides cellular communication with Toyota Connected Services. The DCM activation was not completed during vehicle delivery. An inactivated DCM will result in Safety Connect, including emergency calling functions and other Connected Services, to be inoperable.

Q2: What is Toyota going to do?

A2: Toyota sent instructions in a letter to owners on how to complete the DCM (Data Communication Module) activation.

If you are not comfortable activating the DCM, any authorized Toyota dealer will perform the activation **FREE OF CHARGE** to you during the limited service campaign period.

Q2a: How long will this Limited Service Campaign be available?

A2a: This Limited Service Campaign will be offered **FREE OF CHARGE** until **April 30, 2023**.

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

A3: There are approximately 1470 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
GR86	2022	Early November 2021 – Early February 2022

Q4: How long will the repair take?

A4: The repair takes approximately 10 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: What if I previously paid for repairs related to this Limited Service Campaign?

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: How does Toyota obtain my mailing information?

A6: 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.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

TOYOTA

**Certain 2022 Model Year GR86
DCM (Data Communication Module) Activation
Limited Service Campaign 22TD03 (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 Limited 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?

The subject vehicles are equipped with a DCM (Data Communication Module), a device that provides cellular communication with Toyota Connected Services. The DCM activation was not completed during vehicle delivery. An inactivated DCM will result in Safety Connect, including emergency calling functions and other Connected Services, to be inoperable.

What will Toyota do?

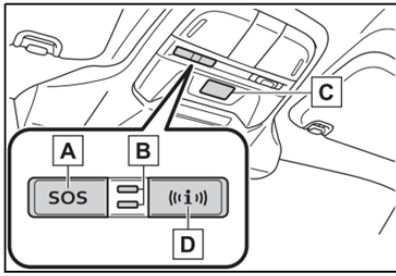
Toyota is providing the instructions enclosed, below, to assist you to in completing the DCM (Data Communication Module) activation at your convenience. If you are not comfortable activating the DCM yourself, any authorized Toyota dealer will activate the DCM **FREE OF CHARGE** to you during the limited service campaign period.

What should you do?

Please follow the instructions below to activate the DCM (Data Communication Module) at your convenience. Activating the DCM will take less than one minute for you to complete.

If you are not comfortable activating the DCM yourself or experience any problems doing so, please contact your authorized Toyota dealer to make an appointment to have the DCM activated. The remedy will take approximately 10 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This Program will be offered until April 30, 2023 and will only be available at an authorized Toyota dealer.***

How to activate the DCM (Data Communication Module)



- A** "SOS" button
- B** LED light indicators
- C** Microphone
- D** "i" button

- 1) Turn on vehicle
- 2) Locate the Map Light Assembly in the overhead console area (see picture to the left)
- 3) Press & Hold the "i" button (D) for 3-5 seconds

If DCM Was Previously Not Activated	If DCM Was Previously Activated
<ol style="list-style-type: none">1) The LED light indicators (B) will begin blinking red & green and turn off2) The LED light indicator (B) will turn only Green if successfully activated	<ol style="list-style-type: none">1) Visual indicator on head unit will display "Roadside Assistance ... Connecting" along with a Voice Prompt saying "Connecting to Safety Connect Roadside Assistance.."2) If this occurs, press "i" button (D) again or the "End button Call" on head unit3) No further action is necessary

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/recall.
- If you require further assistance, you may contact the Toyota Brand Engagement Center at 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/owners>.

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 Limited 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 to 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 or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

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Campaign Code

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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 or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____