

Original Publication Date: August 25, 2022

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

## SPECIAL SERVICE CAMPAIGN 22TC06 *(Remedy Notice)*

### Certain 2022 Model Year C-HR Incorrect Model Year Labels

Model / Years	Production Period	Approximate Total Vehicles
2022 C-HR	Early December 2021 – Late December 2021	43

#### Condition

The involved model year 2022 vehicles received an emission label applied under the hood which is of a different model year than indicated by the vehicle identification number. Also, some of these vehicles may have received owner's and multimedia manuals with model year 2021 printed on them instead of model year 2022 .

#### Remedy

Any authorized Toyota dealer will replace the emissions label with a new one. The dealer will also inspect the year printed on the owner's and multimedia manuals which came with the vehicle. If model year 2021 is printed, the dealer will apply model year 2022 labels to the existing manuals **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 43 vehicles covered by this Special Service Campaign. There are no vehicles in Puerto Rico involved in this Special Service Campaign.

#### Owner Letter Mailing Date

Toyota will begin to notify owners in early September 2022. A sample of the owner notification letter has been included for your reference.

Note that a repair kit must be received for this campaign prior to completing the remedy. Please see Technical Instructions for repair kit request detail.

*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 22TC06" 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.

### Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Emission Recall on any new or used vehicles currently in dealer inventory that are covered by this Emission Recall 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 an Emission Recall.

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 22TC06" 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 Tyler Litchenberger (469) 292-2671 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:

- SC19A – Toyota Recall & Service Campaign Essentials

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.

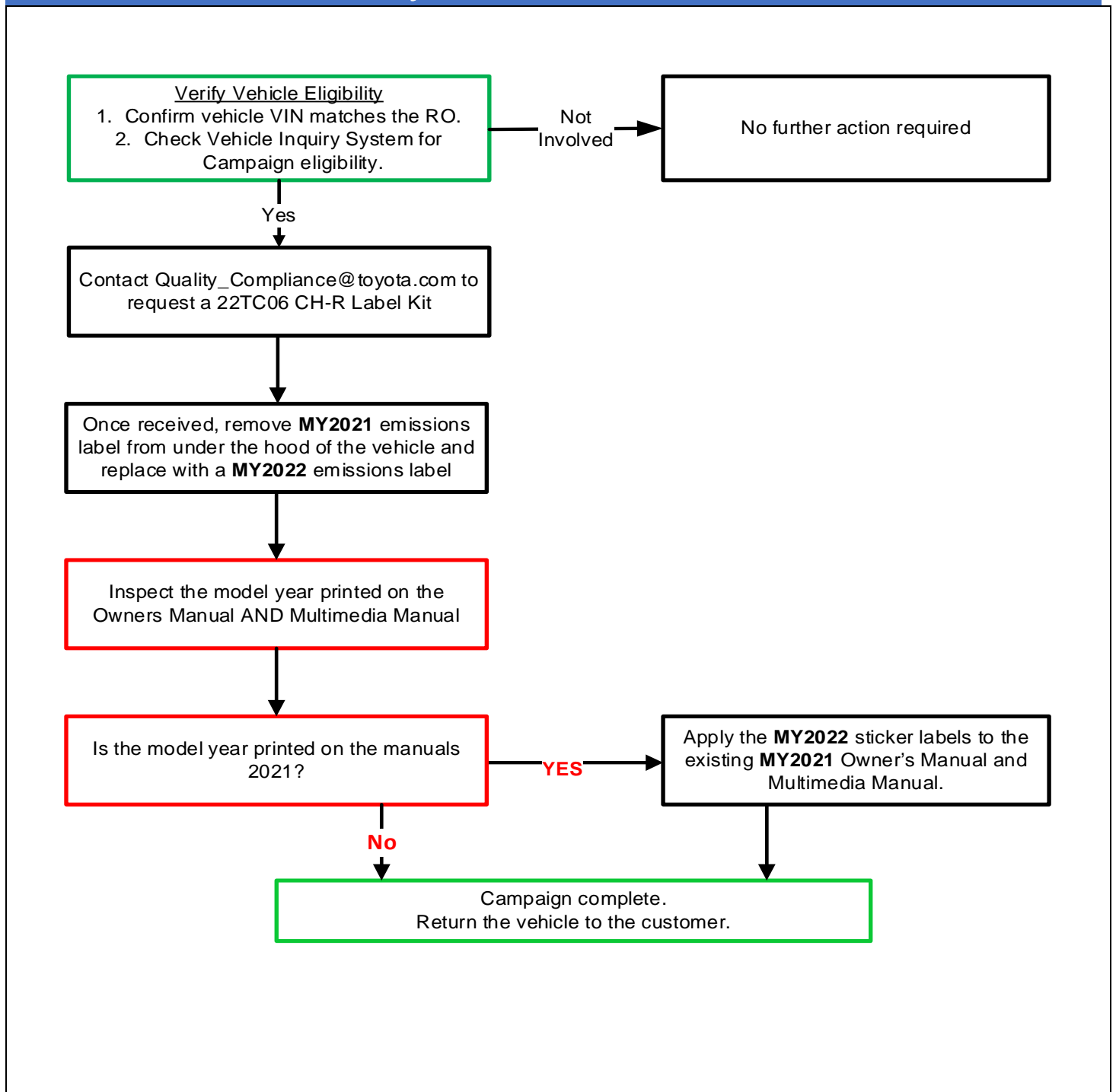
**Remedy Procedures**

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.

## Warranty Reimbursement Procedures



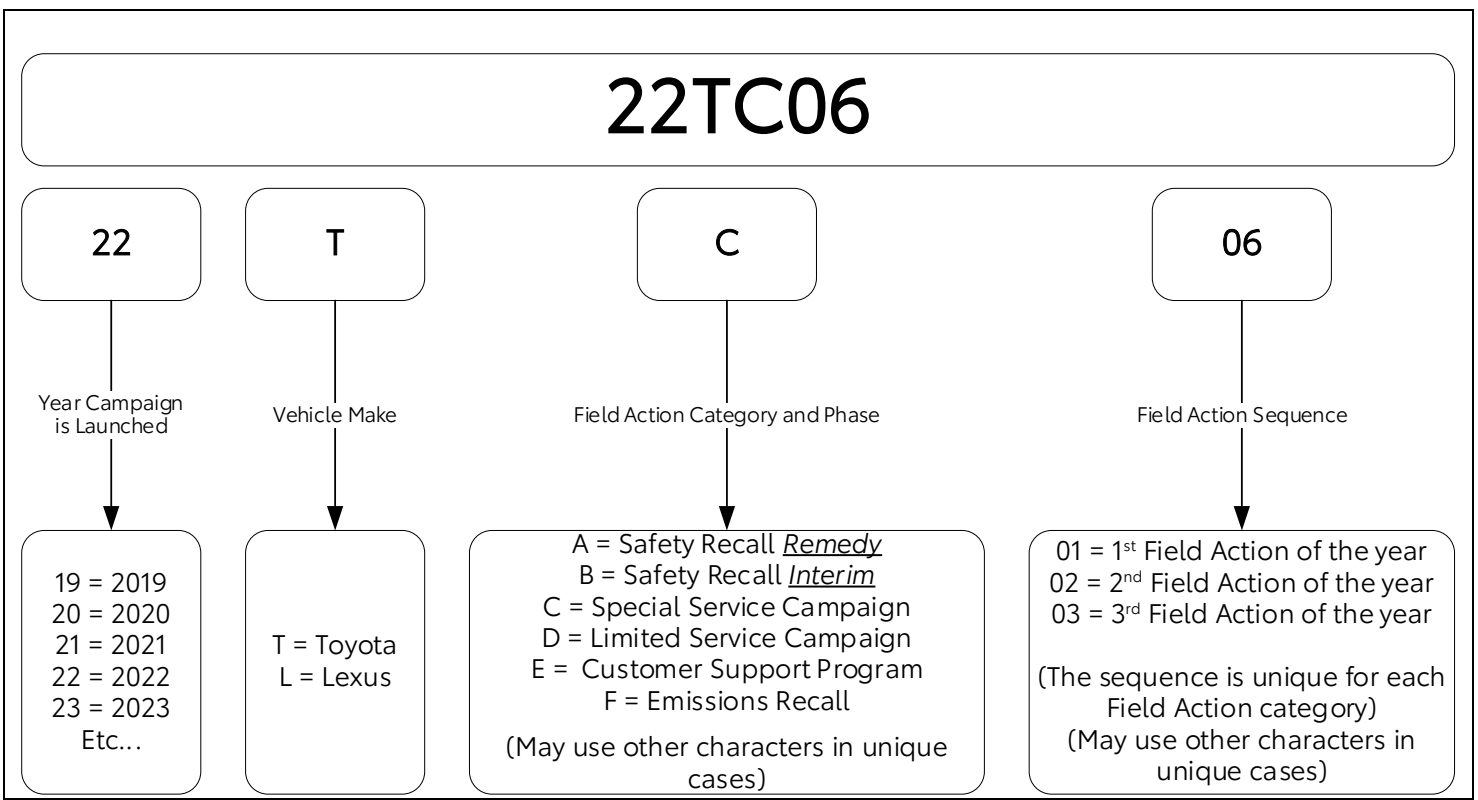
Op Code	Description	Flat Rate Hours
22TC06R1	Remove and Replace Emission Label, Inspect and Apply Manual Labels	0.4

- 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**





**TOYOTA**

## SPECIAL SERVICE CAMPAIGN 22TC06 *Remedy Notice*

Certain 2022 Model Year C-HR  
Incorrect Model Year Labels

[Frequently Asked Questions](#)

[Original Publication Date: August 25, 2022](#)

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

A1: The involved model year 2022 vehicles received an emission label applied under the hood which is of a different model year than indicated by the vehicle identification number. Also, some of these vehicles may have received owner's and multimedia manuals with model year 2021 printed on them instead of model year 2022.

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

A2: Toyota will send an owner notification in early September 2022, advising owners to contact their authorized Toyota dealer to replace the emissions label with a new one. The dealer will also inspect the year printed on the owner's and multimedia manuals which came with the vehicle. If model year 2021 is printed, the dealer will apply model year 2022 labels to the existing manuals **FREE OF CHARGE**.

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

A3: There are 43 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
C-HR	2022	Early December 2021 – Late December 2021

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

A4: The repair will take approximately 45 minutes to complete. 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 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 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 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](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 _____

2022 Model Year C-HR  
Incorrect Model Year Labels  
Special Service Campaign 22TC06 (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?**

The involved model year 2022 vehicles received an emission label applied under the hood which is of a different model year than indicated by the vehicle identification number. Also, some of these vehicles may have received owner's and multimedia manuals with model year 2021 printed on them instead of model year 2022.

**What will Toyota do?**

Any authorized Toyota dealer will replace the emissions label with a new one. The dealer will also inspect the year printed on the owner's and multimedia manuals which came with the vehicle. If model year 2021 is printed, the dealer will apply model year 2022 labels to the existing manuals **FREE OF CHARGE**.



### **What should you do?**

Please contact your authorized Toyota dealer to make an appointment to have the remedy completed. Be sure to bring your owner's and multimedia manuals with you to the visit. Please provide your vehicle identification number at the time of scheduling. The dealer will need to request a remedy kit for this Special Service Campaign. Please allow the dealer approximately one week to process the repair kit request.

The remedy will take approximately 45 minutes to complete. 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 have other questions?**

*Your local Toyota dealer will be more than happy to answer any of your questions.*

- ✓ If you require further assistance, you may contact the Toyota Customer Experience 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.

SAMPLE