

**TECHNICAL INSTRUCTIONS**

**FOR**

**SPECIAL SERVICE CAMPAIGN 22TC06**

**INCORRECT MODEL YEAR LABELS**

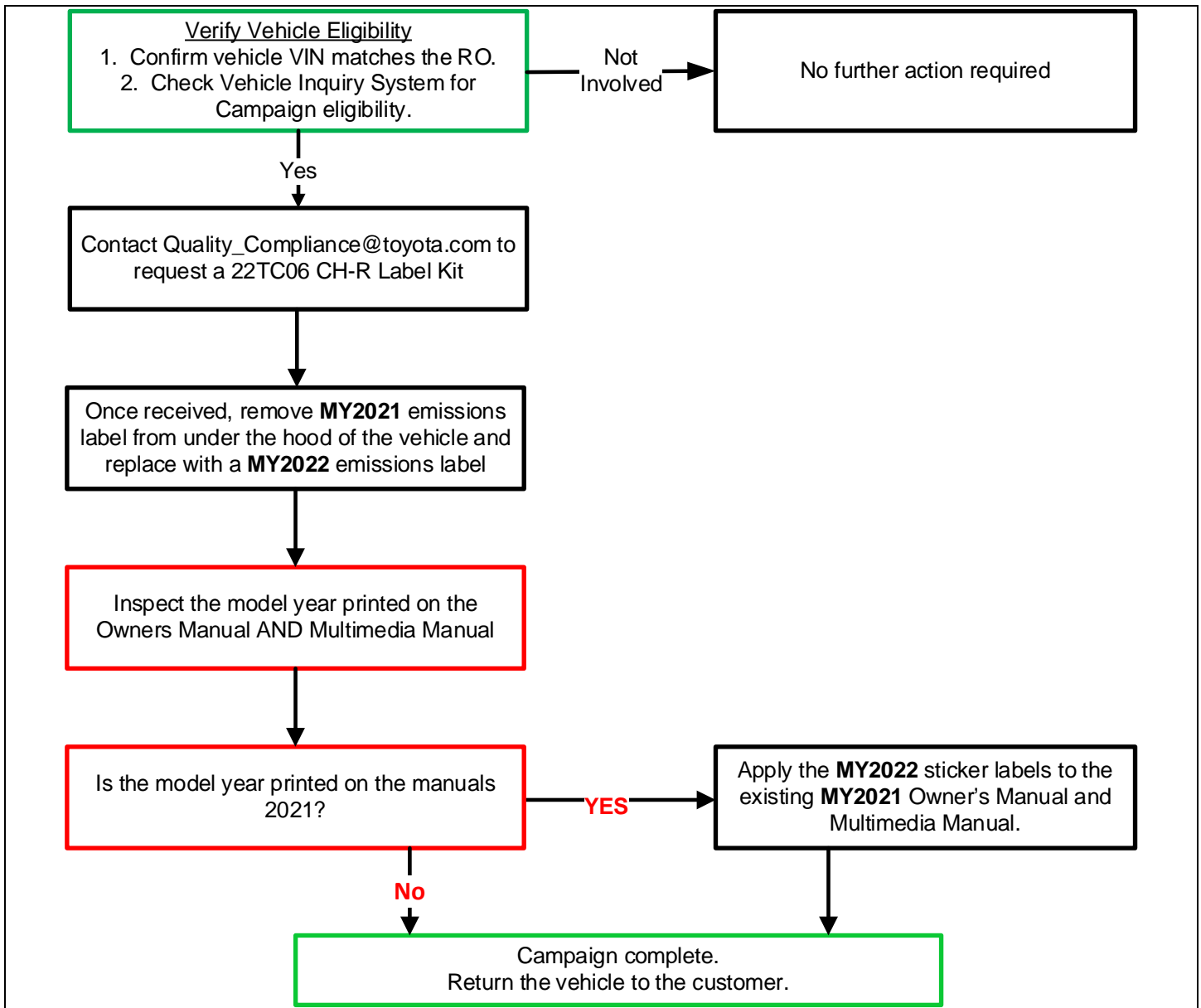
**CERTAIN 2022 MODEL YEAR C-HR**

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 repair are required to currently have completed all of the following courses:

- SC19A – Toyota Recall & Service Campaign Essentials

It is the dealership’s responsibility to select technicians that have completed the above courses 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.

# I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### 1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- a. Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- b. Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

### 2. Once the VIN Eligibility has been confirmed, create email to


**Quality\_Compliance@toyota.com** with the subject **"22TC06\_C-HR Label Kit Request"**.

#### a. In the email, please include the following.

- i. Contact person and phone number.
- ii. Dealer shipping address the C-HR Label Kit is to be shipped to.
- iii. Five-digit dealer Code
- iv. VIN number

### 3. Please see sample email below.

### 4. Inform the customer that a repair kit has been requested for their vehicle and once the repair kit is received, they will be contacted to visit the dealer for the remedy.

  
Send

From ▾	QC_DoNotReply@toyota.com
To	<input type="radio"/> <a href="#">Quality Compliance</a>
Cc	
Bcc	
Subject	22TC06_C-HR Label Kit Request

1. John/Jane Doe, my phone number is (555) 555-5555
2. My dealer address is:  
  
Keith Pierson Toyota  
6501 Youngerman Cir  
Jacksonville, FL 32244
3. My five digit dealer code is XXXXX
4. My customer's C-HR VIN number is \_\_\_\_\_.

### III. PREPARATION

#### A. TOOLS, SUPPLIES & EQUIPMENT

##### i. 22TC06 C-HR- Label Kit

NOTE: Do not continue with this procedure until you have received the 22TC06 C-HR Label Kit. Refer to section II for instructions on ordering the C-HR Label Kit.

Kit Name	C-HR Label Kit Contents
22TC06 C-HR Label Kit	- MY2022 emissions label - MY2022 sticker label for owner manual - MY2022 sticker label for multimedia manual

##### ii. TOOLS

<ul style="list-style-type: none"><li>• Standard hand tools</li></ul>	<ul style="list-style-type: none"><li>• Heat gun</li></ul>
<ul style="list-style-type: none"><li>• Plastic scraper</li></ul>	

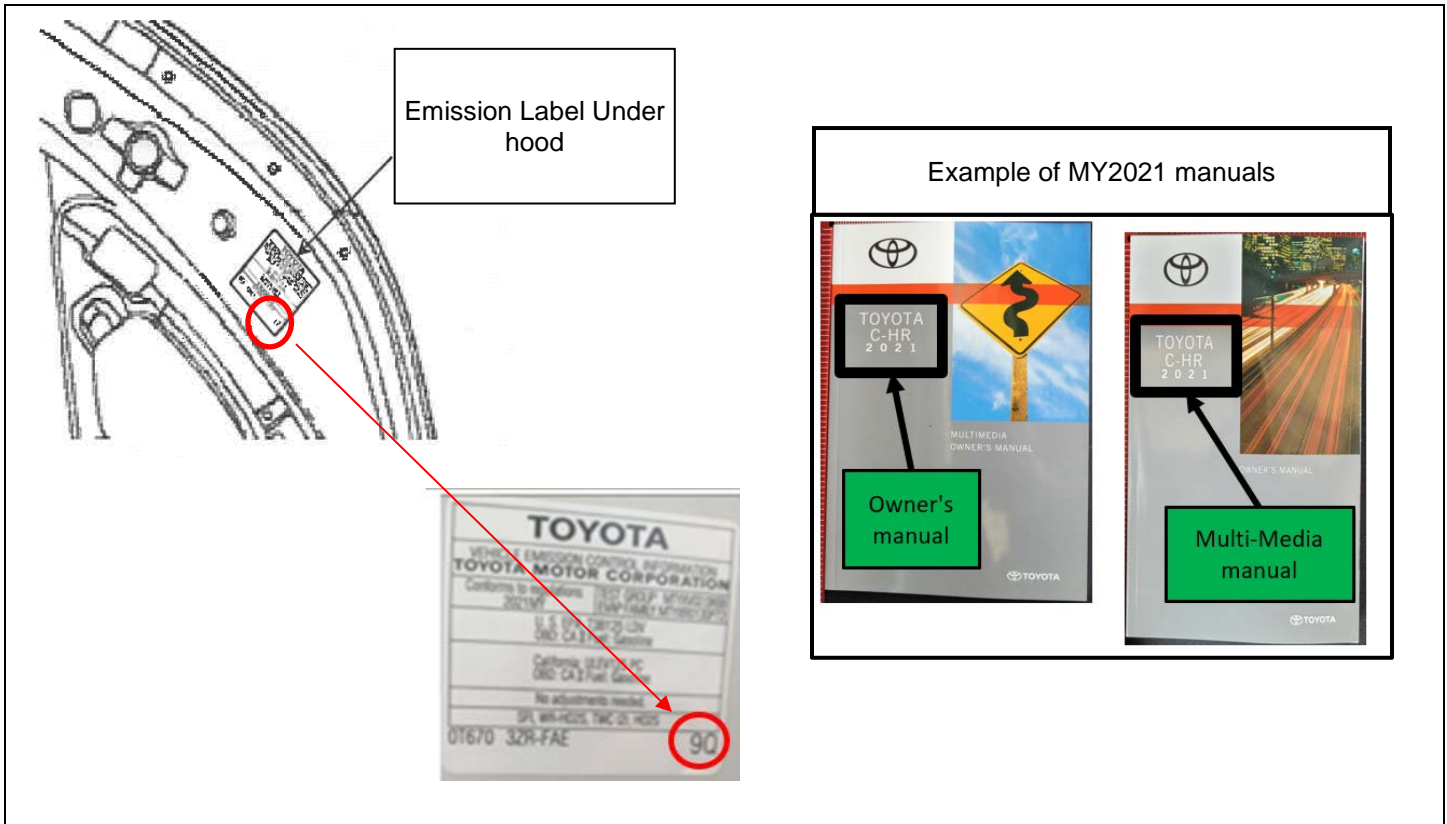
SST – There are no Special Service Tools required for this repair.

##### iii. MATERIALS

<ul style="list-style-type: none"><li>• Rubbing alcohol</li></ul>	
<ul style="list-style-type: none"><li>• Clean rags</li></ul>	

## IV. BACKGROUND

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.



## V. SAFETY PRECAUTIONS

Use extreme care when using heating tool as to not burn the label causing a fire.  
Be careful not to burn fingers or other body parts while using the heating tool.

## VI. WORK PROCEDURE

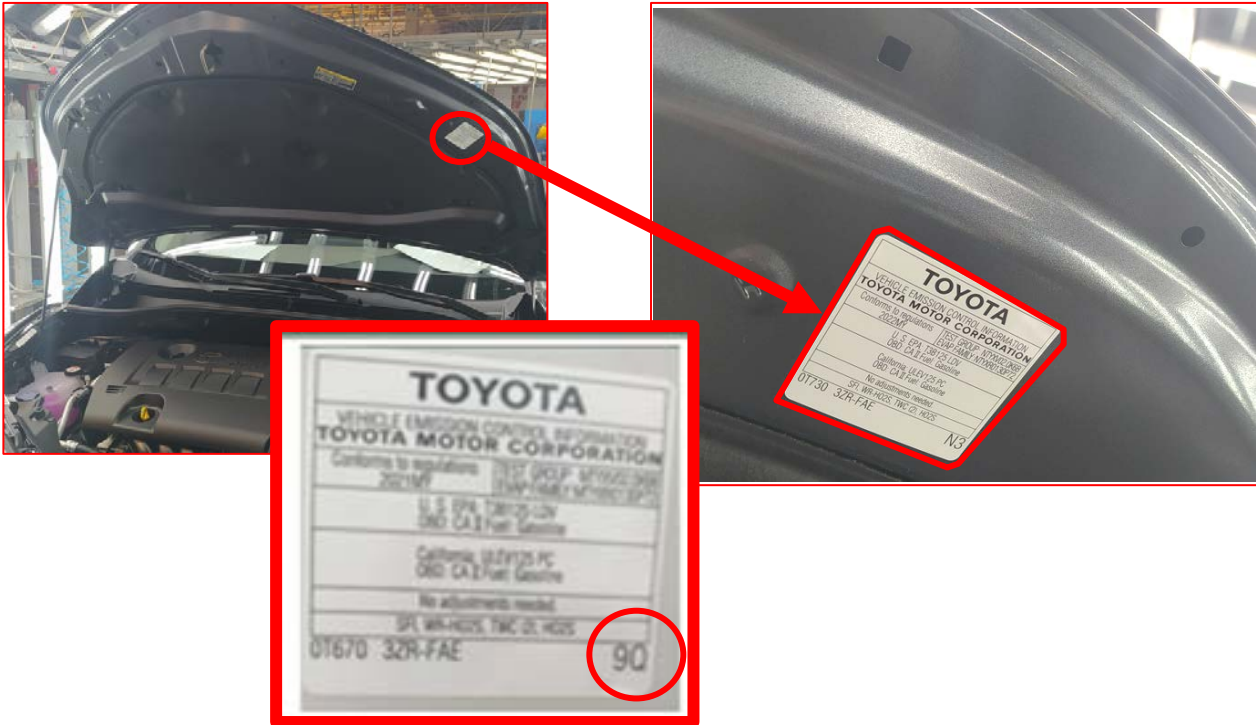
### 1. Emission Labels Replacement

- a. Remove and replace the incorrect emission label.
  - i. Confirm the emissions label on the vehicle.
  - ii. Open the hood and look for the emissions sticker located on the bottom side of the hood towards the driver's side of the vehicle.

iii. Refer to the bottom right of the emissions label and note the 2-digit alphanumeric code.

**9Q** is MY2021

**N3** is MY2022



- b. Remove the emission label from under the hood which has the “9Q” printed on it.
- i. Heat the label with a heating device for 15-20 seconds.
  - ii. Remove the label from the hood by scraping with a plastic scraper.

**Caution: Hold the heating device 10cm away from the label. Be careful to not burn your fingers or damage the paint from applying too much heat.**

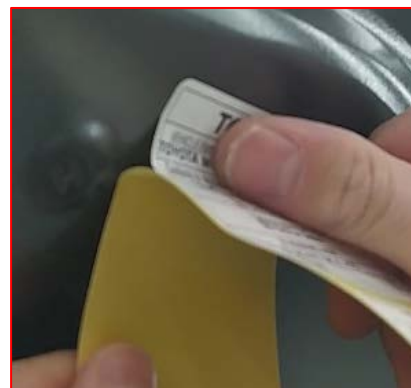
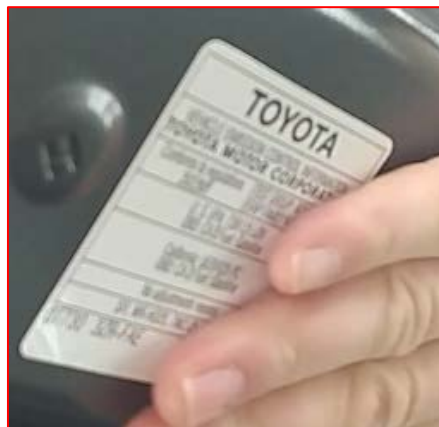


- c. Clean the area before applying the new emission label.
- i. Apply alcohol to a rag or towel then wipe off any remaining sticker residue.
  - ii. Dry off the alcohol and any remaining material with a dry rag or towel.
  - iii. Confirm that the Hood surface is free of glue or sticker material.
- d. Apply new label (N3, which refers to MY22) in the same location the old label was removed.
- i. Check the label if any character/font missing.

- ii. Confirm the label orientation.
- iii. Use the Toyota "H" Mark in the picture below to confirm the sticker location is correct.



- e. Confirm the quality of the repair.
  - i. Use hand pressure to prevent bubbles from forming and ensure proper adhesion to the underside of the hood.



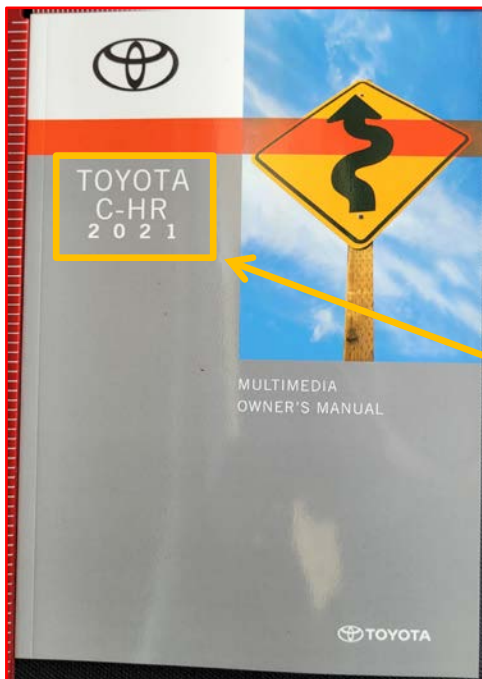


## 2. C-HR Manual Label Application Process.

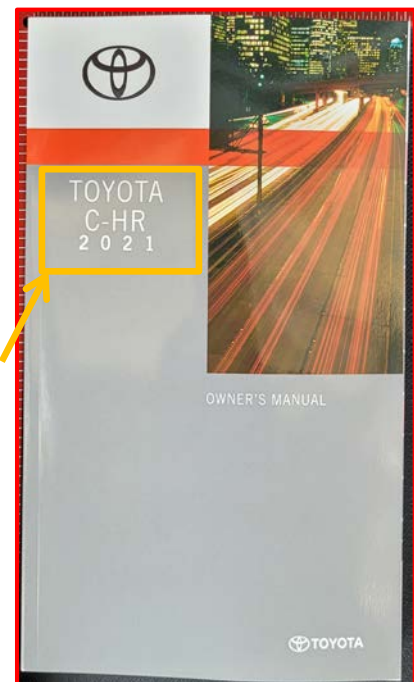
- Some vehicles may have received owner's and multimedia manuals with model year 2021 printed on them instead of model year 2022.
- Locate and remove the Owner's manual and Multimedia manual from the vehicle and place both books on a clean and dry surface.
- Inspect the manuals for the year printed on the front covers.
- If the manuals are labeled "2022", proceed to quality confirmation on page 10.



Manuals located in the vehicle glove box

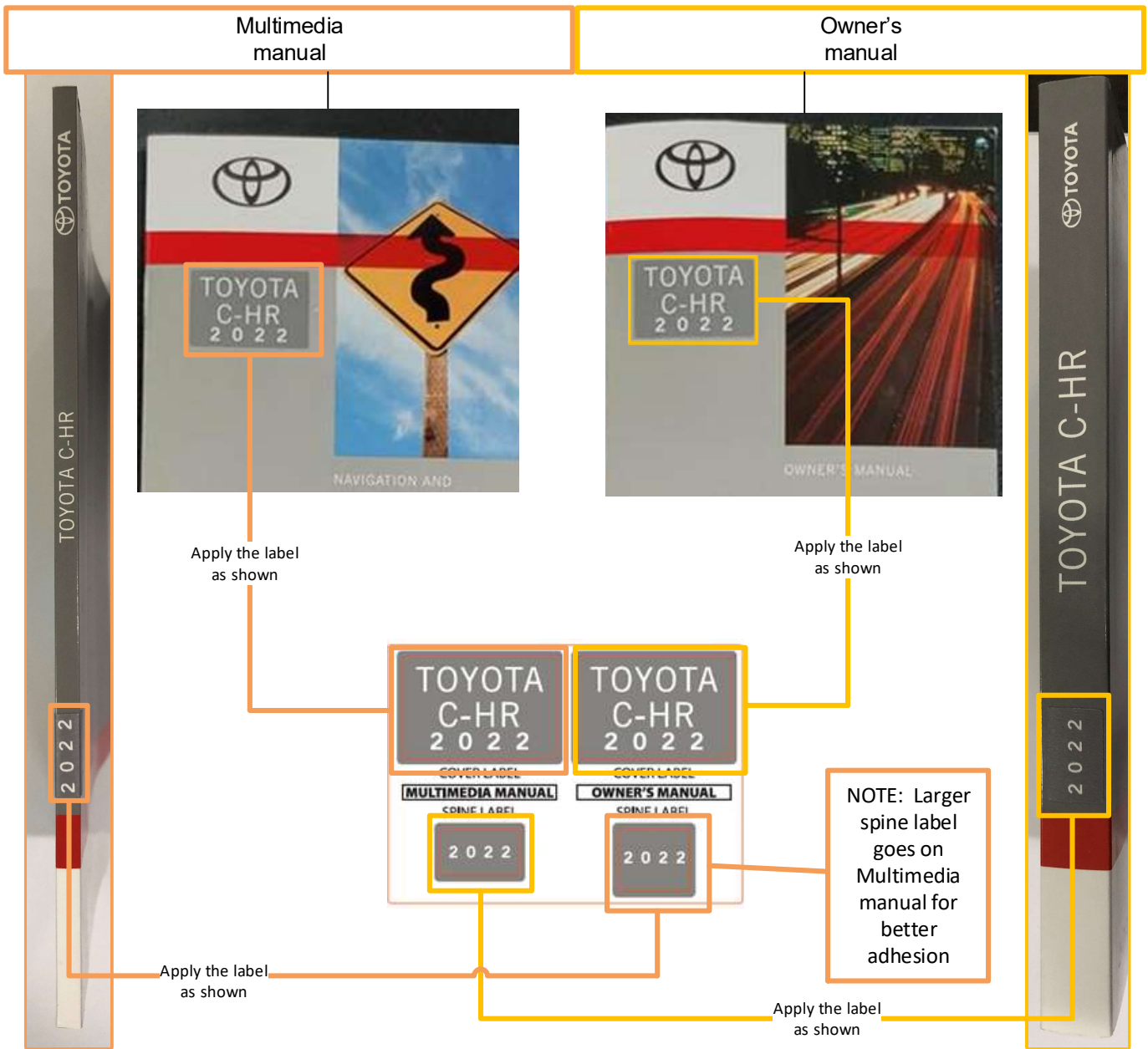


Confirm the year printed on the covers is **2021**





- e. Locate the manual sticker sheet from 22TC06 C-HR Label kit. Both stickers that say "Toyota C-HR 2022" are the same shape and size. Apply one label on the front cover per the image below.



- f. Apply the larger of the two spine labels which say "2022" to the Multimedia spine. The larger sticker is intended for the thinner book for improved adhesion to the book providing a long-lasting repair. Ignore the "MULTIMEDIA MANUAL" "OWNER'S MANUAL" text printed on the stickers as this was a printer error.
- g. Remove any bubbles by smoothing out using a flat plastic scraper tool to smooth out the sticker application.
- h. Return the completed manuals to the vehicle glove box.

## ◀ VERIFY REPAIR QUALITY ▶

- Confirm the stickers are well adhered on the underside of the hood and on both manuals.
- If you have any questions regarding this Special Service Campaign, please contact your regional representative

### C. CAMPAIGN DESIGNATION DECODER

