

Original Publication Date: June 30, 2022

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

## LIMITED SERVICE CAMPAIGN 22TD01 *(Remedy Notice)*

### Certain 2021 Model Year Mirai Software Update for EV Control Computer

Model / Years	Production Period	Approximate Total Vehicles
2021 Mirai	Early December 2020 – Early August 2021	2,610

#### Condition

Due to improper programming in the EV Control Computer, under certain conditions, the vehicle may erroneously illuminate the warning message “FCV system malfunction” in the instrument panel.

*Note: This message can be displayed for other issues unrelated to this Limited Service Campaign and should not be ignored.*

#### Remedy

Any authorized Toyota dealer will update the software in the EV Control Computer **FREE OF CHARGE**.

*Note: If a vehicle is also covered by 22TC04 and 22TC04 is NOT COMPLETED, DO NOT perform this campaign. Perform 22TC04 instead. The remedy for 22TC04 addresses the issue covered by this campaign. When the claim for 22TC04 is submitted, this campaign and 22TC04 will both show completed on TIS. If 22TC04 has been completed, no further action is required. If a claim is submitted for this campaign (22TD01) in this scenario, it will be subject to debit.*

***This Limited Service Campaign will be available until November 11, 2024 and is only available at an authorized Toyota dealer.***

#### Covered Vehicles

There are approximately 2,610 vehicles covered by this Limited Service Campaign. Also note that vehicles covered by this Limited Service Campaign were not distributed to Puerto Rico.

**Owner Letter Mailing Date**

Toyota will begin notifying owners in early July 2022. A copy of the owner notification letters have been attached for your reference.

<b>Attached Owner Letter Sample</b>	<b>Vehicle population</b>
Sample A	Vehicles also involved in 22TC04
Sample B	Vehicles not involved in 22TC04

*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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 22TD01" 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 head unit message or owner letter may contact your dealership with questions regarding the message/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.

### Head Unit Notifications

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Customers who receive head unit notification regarding this Limited Service Campaign are requested to schedule an appointment with their authorized dealer to have this Limited Service Campaign completed.

When these messages are received by the vehicle's Data Communication Module, the head unit will display a pop-up prompt stating that the vehicle has a new Limited Service Campaign. The prompt will contain options to 'Remind Me' or to 'View' the message. If a customer chooses 'Remind Me', the customer can then choose to be reminded again on next trip, in 7 days, or in 30 days. If a customer views and then closes the message, the message will be available in the Notification App if the customer chooses to review it again. If the vehicle's completion status remains incomplete for a period of 90 days from the message being viewed, the head unit may display a renotification pop-up prompt as an additional reminder to the customer to have this Limited Service Campaign completed.

The message will completely clear from the vehicle once the following conditions are met: The Limited Service Campaign is completed, the dealer has filed a claim, and the claim is approved by Toyota. Then the message will be cleared at the next clearing cycle, which currently happens daily.

Owners who receive a head unit notification after having this Limited Service Campaign completed can be advised to ignore the message. Owners with additional concerns can be directed to 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 Tyler Litchenbergerger (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 recall repair are required to currently have completed all of the following courses:

- T623 – Toyota Electrical Circuit Diagnosis

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.

### **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.

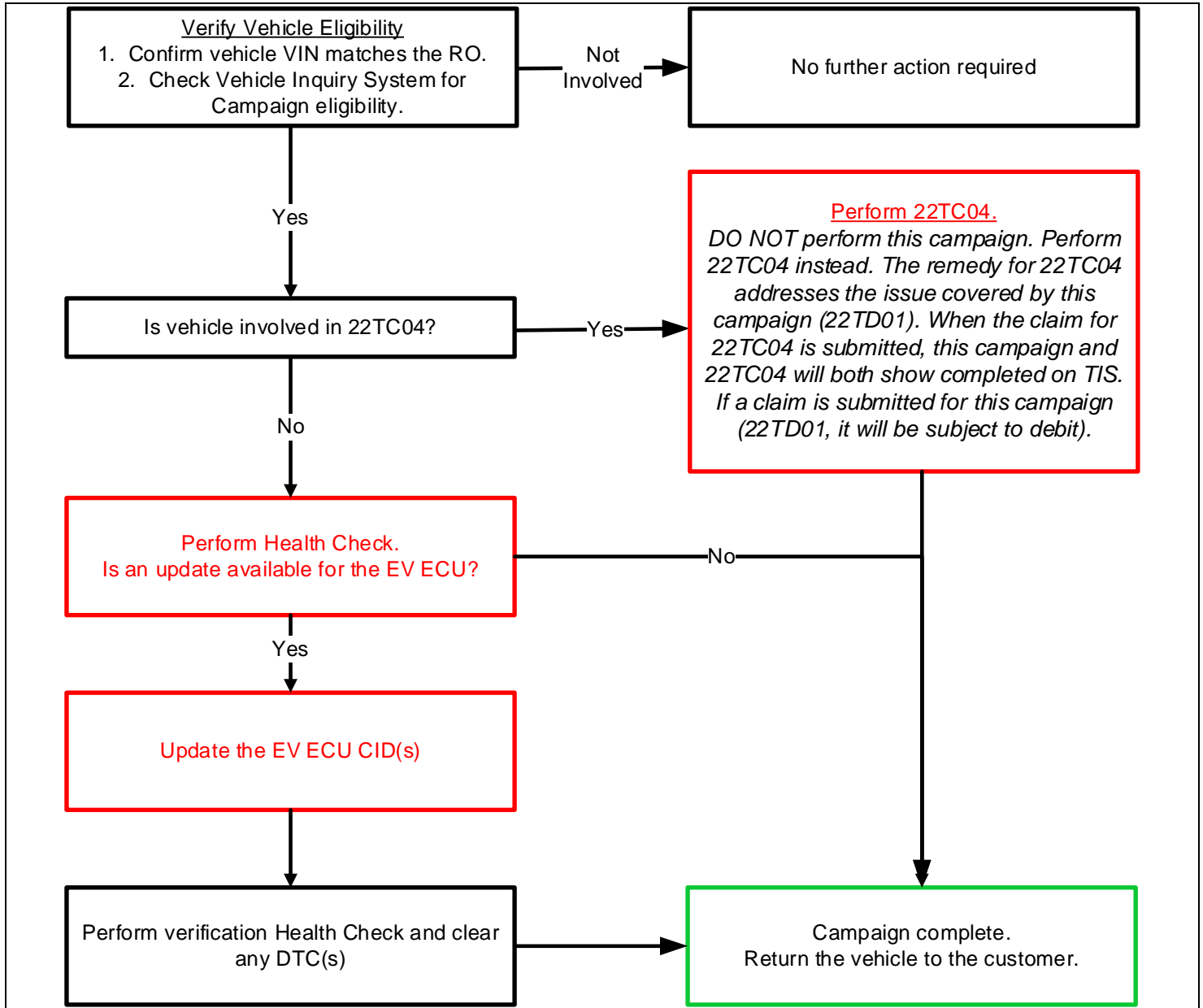
***This Limited Service Campaign will be available until November 11, 2024 and is only available at an authorized Toyota dealer.***

### **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
22TD10	Reprogram the EV ECU	1.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the EV ECU contains the latest calibration ID (no software update needed), use opcode 22TD10.
- ***This Limited Service Campaign expires on November 11, 2024.***

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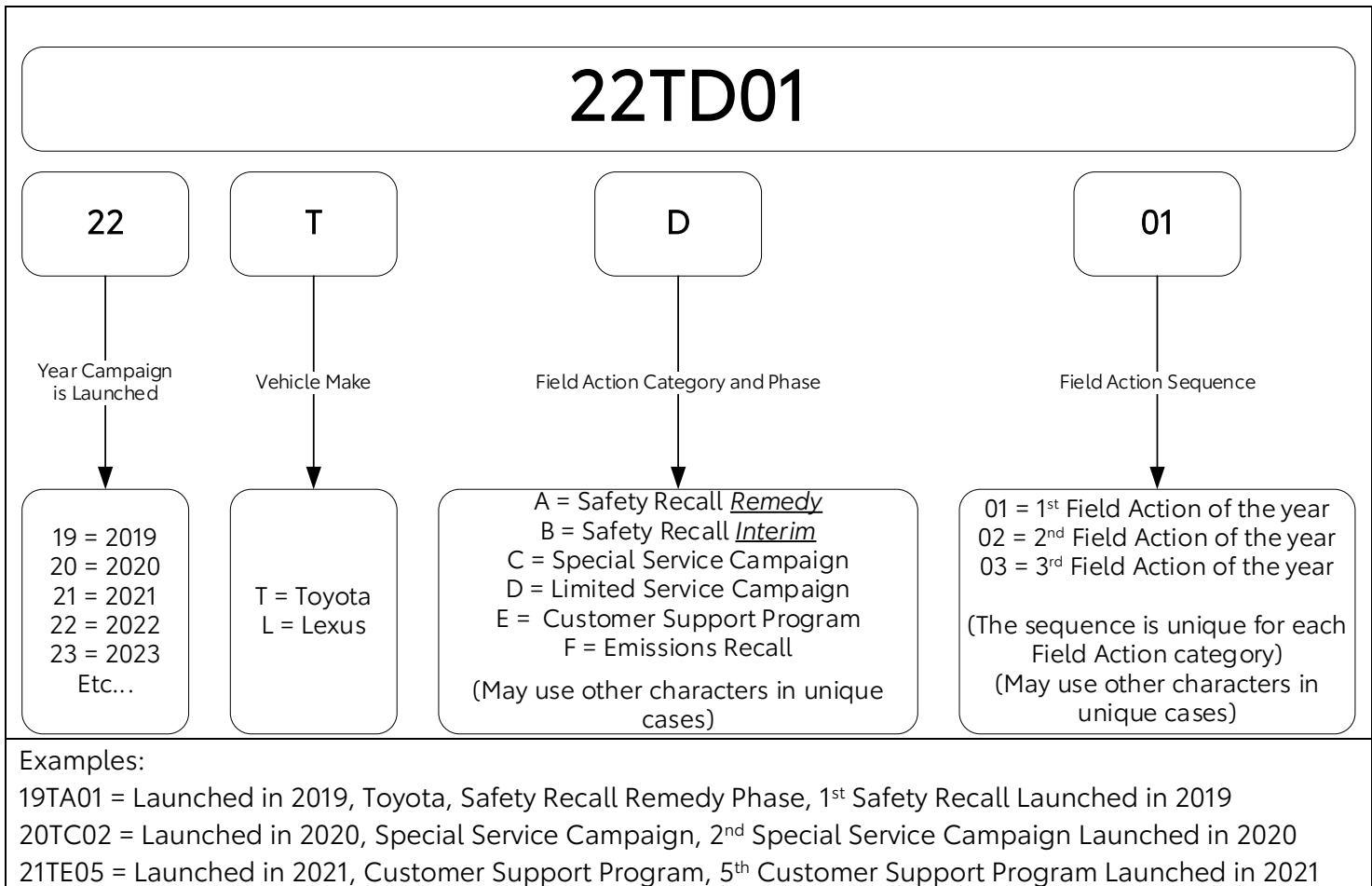
**Campaign Description:** Special Service Campaign 22TC04 (Remedy Notice), Certain 2021 Model Year Mirai, Software Update for the EV Control Computer  
**Campaign Status:** Remedy Available  
**Completion Status:** **Not Completed**  
[\[Show Documents\]](#)

**Campaign Description:** Limited Service Campaign 22TD01 (Remedy Notice), Certain 2021 Model Year Mirai, Software Update for the EV Control Computer  
**Campaign Status:** Remedy Available  
**Completion Status:** **Not Completed**  
[\[Show Documents\]](#)

**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.



Certain 2021 Model Year Mirai  
Software Update for EV Control Computer  
Limited Service Campaign 22TD01 (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?**

Due to improper programming in the EV Control Computer, under certain conditions, the vehicle may erroneously illuminate the warning message "FCV system malfunction" in the instrument panel.

**What will Toyota do?**

Any authorized Toyota dealer will update the software in the EV Control Computer **FREE OF CHARGE**.

**What should you do?**

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the software update **FREE OF CHARGE** to you.

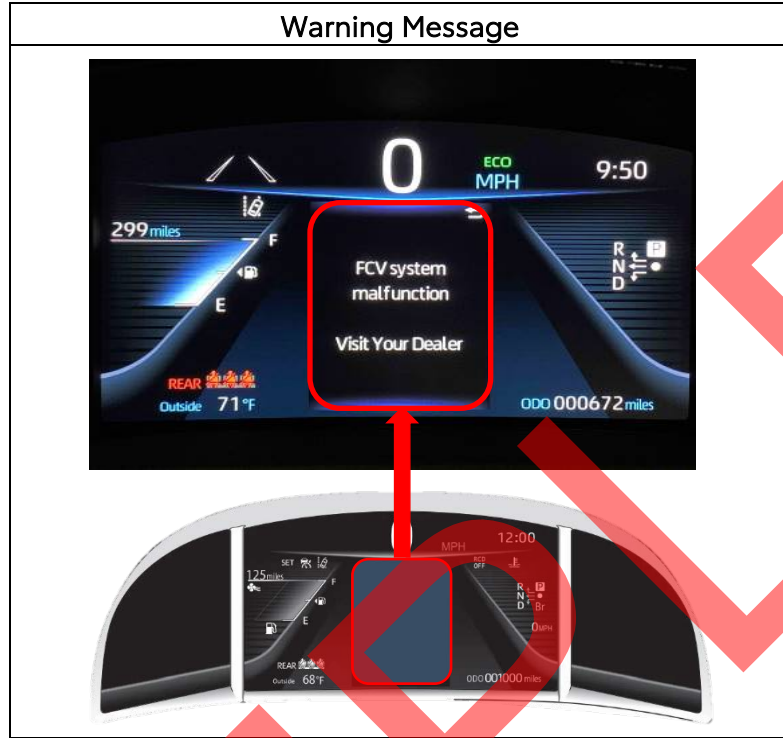
Please contact your authorized Toyota dealer to make an appointment to have the software in the EV Control Computer updated. The remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

*This Program will be offered until November 11, 2024, and will only be available at an authorized Toyota dealer.*



Are there any symptoms of this condition?

If the condition occurs, the message below will be erroneously displayed in the instrument panel display.



*Note: This message can be displayed for other issues unrelated to this Limited Service Campaign and should not be ignored.*

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.com/recall](http://www.toyota.com/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/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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



Certain 2021 Model Year Mirai  
Software Update for EV Control Computer  
Limited Service Campaign 22TD01 (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?**

Due to improper programming in the EV Control Computer, under certain conditions, the vehicle may erroneously illuminate the warning message "FCV system malfunction" in the instrument panel.

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**What should you do?**

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the software update **FREE OF CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the software in the EV Control Computer updated. The remedy will take approximately one hour. 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 November 11, 2024 and will only be available at an authorized Toyota dealer.*

**Are there any symptoms of this condition?**

If the condition occurs, the message below will be erroneously displayed in the instrument panel display.



*Note: This message can be displayed for other issues unrelated to this Limited Service Campaign and should not be ignored.*

**I previously received a letter, and/or an in-vehicle head unit message, from Toyota regarding a software update for my vehicle. Which update do I need to get? Do I need to get both?**

You may have previously received a notice on Special Service Campaign 22TC04 which addresses a different issue related to the EV Control Computer. As of June 15, 2022, Toyota's records show that the remedy software update for 22TC04 has not been performed on your vehicle. Please visit an authorized Toyota dealer who will perform a single software update to the EV Control Computer that will address the issue covered by this campaign, and the issue covered by previous Special Service Campaign 22TC04.

**I have already had the remedy for Special Service Campaign 22TC04 performed on my vehicle. Do I need to return to the dealer for this campaign?**

If you have already visited a dealer and had Special Service Campaign 22TC04 performed on your vehicle, there is no further action required on your part. The remedy for Special Service Campaign 22TC04 also addresses the issue covered by this Limited Service Campaign (22TD01).

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.com/recall](http://www.toyota.com/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.

SAMPLE



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](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 _____