

## INTEROFFICE MEMORANDUM

Original Publication Date: August 16, 2023

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross  
Vice-President, Product Quality and Service SupportSAFETY RECALL & SERVICE CAMPAIGN RENOTIFICATION  
OWNER RENOTIFICATION 23R002

Toyota plans to conduct Safety Recall and Service Campaign follow-up notifications to owners whose vehicles have not yet had the following Safety Recall and/or Service Campaign repairs completed. Please note the following information for Regional and PD associates.

**Campaigns Covered in the Renotification**

Campaign	Model, Model Year and Title	Approximate UIO	Renotification Schedule
21TA01	2009 - 2015 Model Year Venza - Non-deployment of Side and Curtain Shield Airbags May Occur	133,600	Late Aug 2023
22TC07	2020 Model Year Corolla Vehicles - Engine ECU Software Update	80,300	Early Sept 2023
20TC01	2012 Model Year Tacoma - Air Injection Pumps and Air Switching Valves	29,000	

**Follow-Up Owner Notification Letter Mailing Date**

The Campaign Follow-Up Owner Notification(s) will begin in late August 2023. Owners will be notified using the following method(s) to the extent the information is available:

- First Class Mail Letter
- Email

Owner notifications will be sent over a period of several weeks consistent with parts availability.

**Customer Handling and Dealership Follow-Up**

Toyota encourages dealerships to follow-up with their customers by telephone to encourage them to complete these Safety Recalls. A word track has been provided in the dealer letter for this purpose. To assure a consistent and accurate description of the campaign is communicated to the customer, dealership associates are requested to refer to the specific campaign Q&A (available in TIS) to answer any specific customer questions.

***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 Owner Renotification of Non-Completed Safety Recall, Special Service or Limited Service Campaign.***

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