

Original Publication Date: May 9, 2024

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

LIMITED SERVICE CAMPAIGN 24TD03 *Remedy Notice*

Certain 2022 Model Year Mirai Infotainment "Service" Submenu Is Not Visible

Model / Years	Production Period	Approximate Total Vehicles
2022 Mirai	Mid November 2021 – Mid October 2022	100

Condition

Certain model year 2022 Toyota Mirai vehicles with Advanced Drive may not have the latest multimedia system software installed. In these vehicles, if the latest multimedia software is not installed, a submenu (called "Service") is not displayed, and the option to enable Over the Air (OTA) updates for Advanced Drive is not shown.

Remedy

Any Authorized Toyota dealer will update the software in the multimedia system **FREE OF CHARGE**.

This Limited Service Campaign will be available until May 2027, and is only available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 100 vehicles covered by this Limited Service Campaign. There were no vehicles distributed to Puerto Rico involved in this Limited Service Campaign.

Owner Letter Mailing Date

Toyota will begin to notify owners in late May 2024. 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 visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. 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.

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, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 the Toyota Newsroom <https://pressroom.toyota.com/>

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 have completed all of the following courses:

- TIC206A – Electrical repair 1

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.

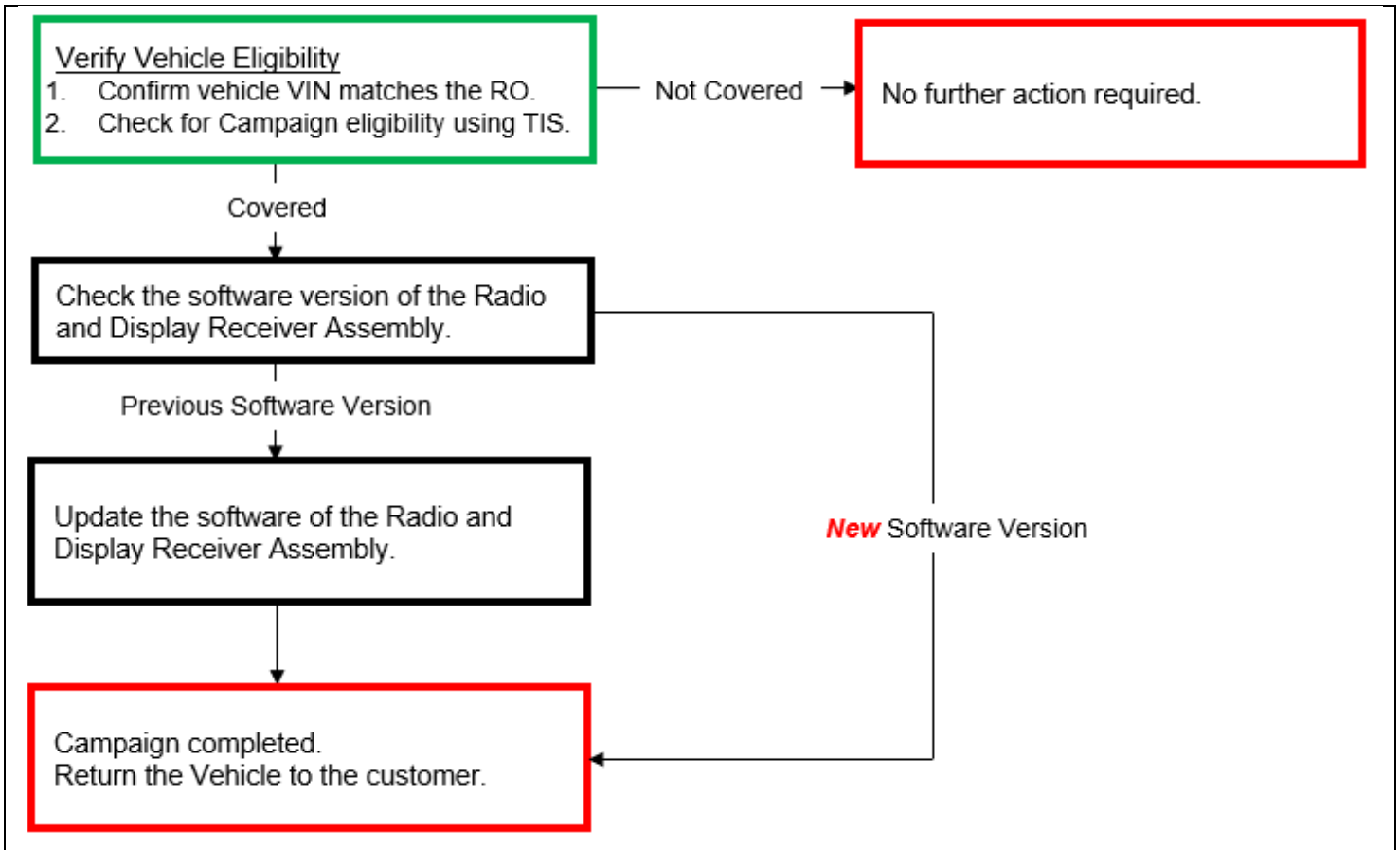
Remedy Procedures

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 Procedure



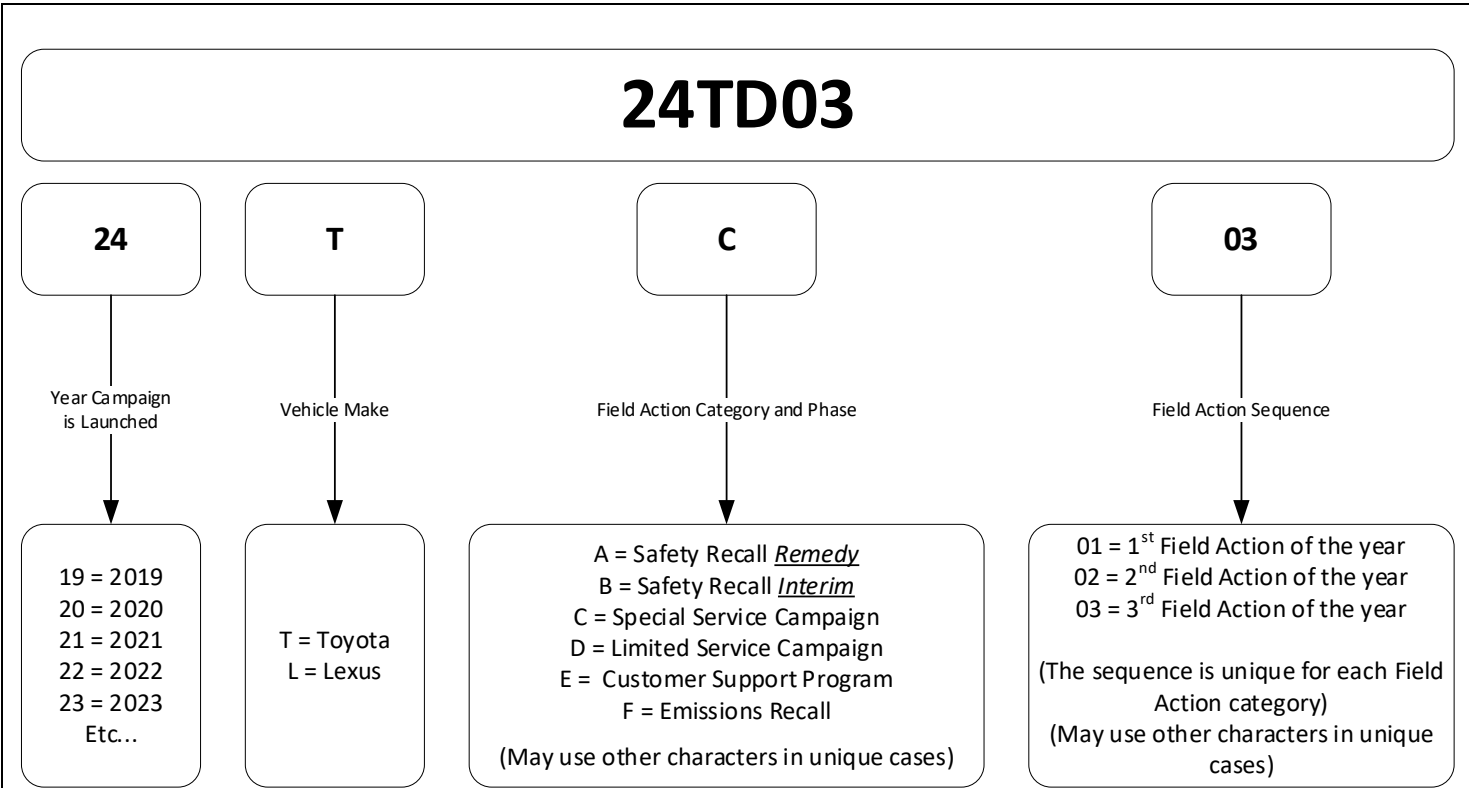
Op Code	Description	Flat Rate Hours
24TD03R1	Update Head Unit Software	0.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the Head Unit has the latest software, use opcode 24TD03R1.

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



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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.



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Infotainment “Service” Submenu Is Not Visible

Frequently Asked Questions

Original Publication Date: May 9, 2024

Q1: *What is the condition?*

A1: Certain model year 2022 Toyota Mirai vehicles with Advanced Drive may not have the latest multimedia system software installed. In these vehicles, if the latest multimedia software is not installed, a submenu (called “Service”) is not displayed, and the option to enable Over the Air (OTA) updates for Advanced Drive is not shown.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail starting in late-May 2024, advising owners to make an appointment with their authorized Toyota dealer to have the multimedia system software updated **FREE OF CHARGE**.

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

A2a: This Limited Service Campaign will be offered **FREE OF CHARGE** until **May 2027**.

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

A3: There are approximately 100 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
Mirai	2022	Mid-November 2021 – Mid October 2022

Q4: *How long will the repair take?*

A4: The repair takes approximately 45 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: *The owner letter mentioned an update for Advanced Drive after the Infotainment system is updated, what is this?*

A6: The Advanced Drive feature on your vehicle has available software updates. However, this update could not be applied to your vehicle until the Infotainment system was updated to display the “Service” submenu. Now that the infotainment software has been updated you can, at your option, update the Advanced Drive system.

Q7: *How does Toyota obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 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

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

Dealer Information

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



Certain 2022 Model Year Mirai
Infotainment "Service" Submenu Is Not Visible
Limited Service Campaign (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?

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What will Toyota do?

Any Authorized Toyota dealer will update the software in the vehicle's multimedia system **FREE OF CHARGE**.

What should you do?

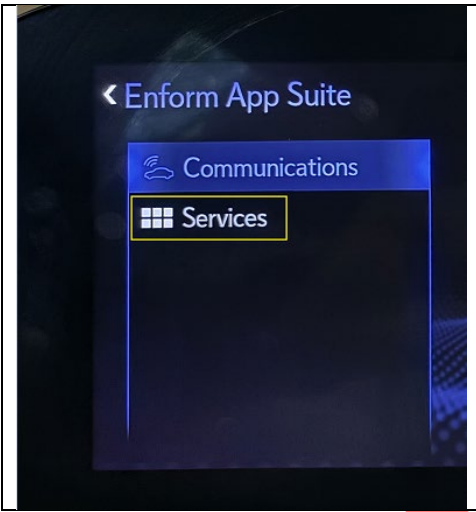
Please contact your authorized Toyota dealer to make an appointment to the remedy performed. The remedy will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

This Limited Service Campaign will be offered until May 9, 2027 and will only be available at an authorized Toyota dealer.

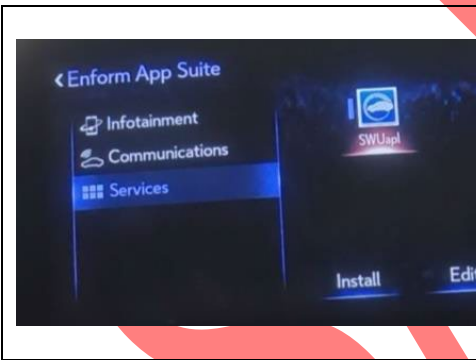
Once the infotainment system software is updated by your authorized Toyota Dealer, you will have access to the "Service" submenu and can receive over the air (OTA) updates to your vehicle. Your vehicle is equipped with Advanced Drive and there is a software update available for Advanced Drive. Below are the steps to initiate the over-the-air update for Advanced Drive. You may decide to initiate this update at a time that is convenient for you.



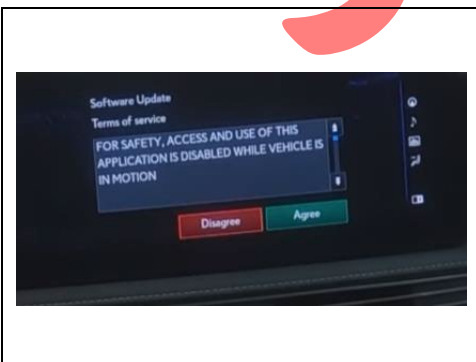
1. Turn the vehicle ON (key ON engine ON).
CAUTION: Ensure this is not done in an enclosed space.



2. From the multimedia screen, go to the App Suite page by navigating to *Menu – Apps – Services*.

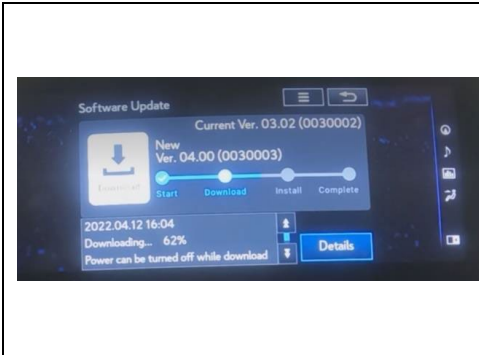


3. Once navigated to the Services page within the App Suite, select the SWUapl icon. This will begin the Sync process.

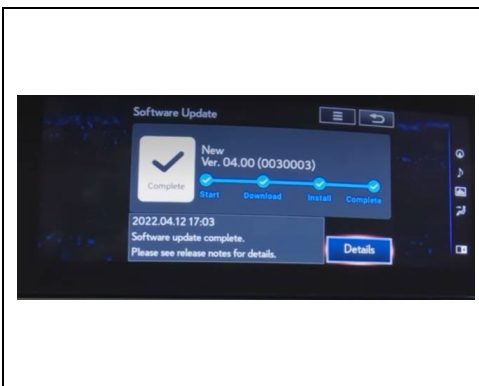


4. Once synced, select Next to go to the Terms of service page.
5. If you agree to the terms, select Agree; this will start the download process.

Note: If you do not agree to the terms, your vehicle will not download this software update or any future updates unless you return to this menu and accept the terms.



This process can take several minutes, up to ~30 minutes, depending on your cellular connection.



6. Once the installation has completed, the bottom notification window will show "Software update complete."

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.
- ✓ 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.