

Original Publication Date: July 18, 2024

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

LIMITED SERVICE CAMPAIGN 24TD04 *(Remedy Notice)*

Certain 2020 -2023 Model Year GR Supra Data Communication Module (DCM) Update

Model / Years	Production Period	Approximate Total Vehicles
2020-2023 GR Supra	Early March 2019 through Early June 2023	21,400

Condition

Due to incorrect software in the Data Communication Module (DCM) in your vehicle, the DCM cannot connect to the 4G cellular service. Therefore, after the 3G cellular service was sunset, voice communication with service providers when using connected services like Emergency call and Roadside assistance, is not available.

Remedy

Any authorized Toyota dealer will update the Data Communication Module (DCM) **FREE OF CHARGE**.

This Limited-Service Campaign will be available until May 31, 2027, and is only available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 21,400 vehicles covered by this Limited-Service Campaign. There are 170 vehicles in Puerto Rico involved in this Limited-Service Campaign.

Owner Letter Mailing Date

Toyota will begin to notify owners in Late July 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. 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 (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

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 ensure 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 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 completed the following course levels:

- TIC206A
- TEN019A

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 course(s) 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 always perform this repair.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-complete Safety Recalls and Service Campaigns on the vehicle during the appointment.

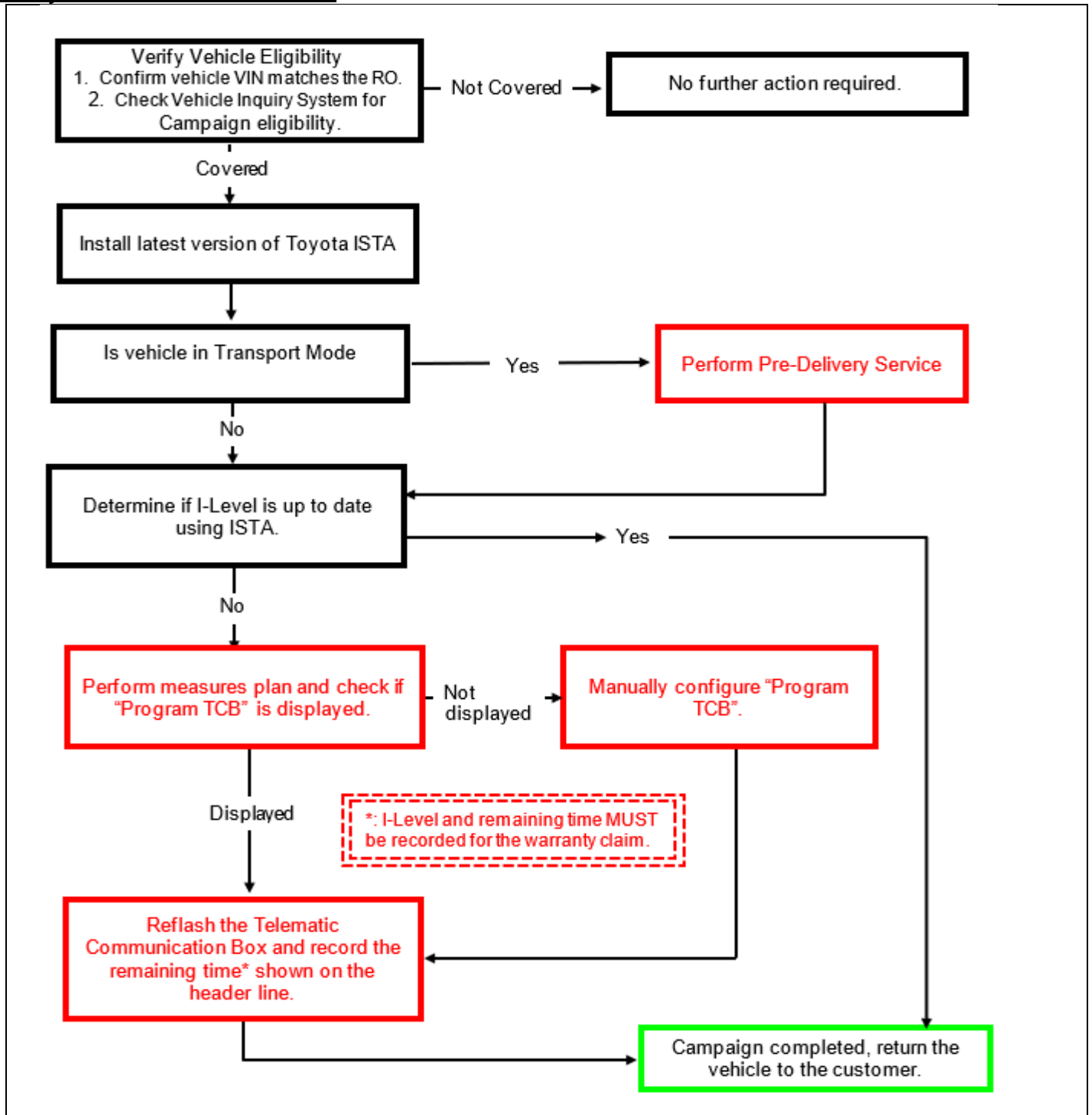
This Limited-Service Campaign will be available until May 31, 2027, and is only available at an authorized Toyota dealer.

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
24TD04R2	Reprogramming telematics ECU	*Actual Time + 0.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the telematics ECU contains the latest calibration ID (no software update needed), use opcode 24TD04R2 and claim actual time as zero + 0.1
- ***This Limited-Service Campaign expires on May 31, 2027.***

* *The actual operation time is the total of remaining time displayed in ISTA + 0.1 hours for administration cost.*

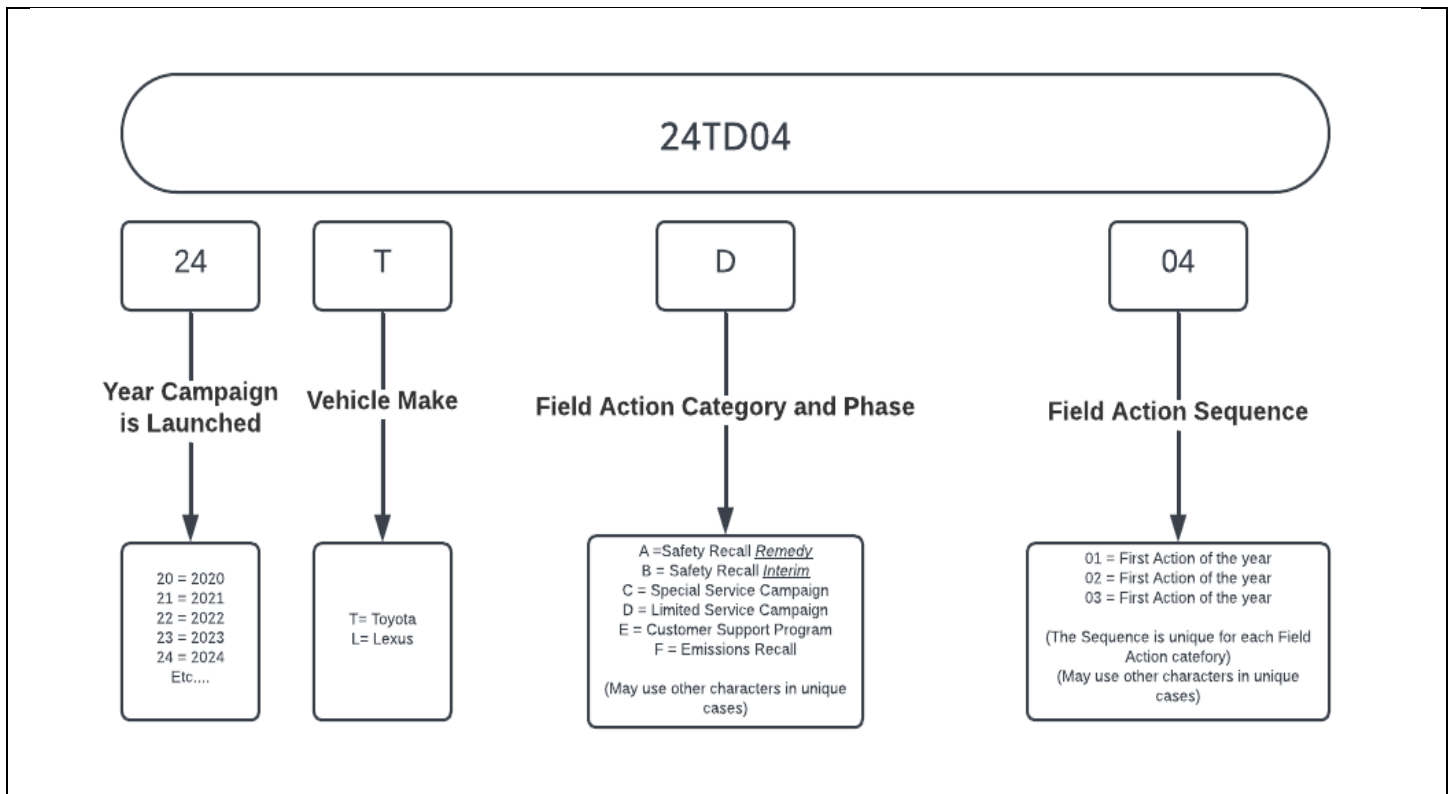
Claim Filing Accuracy and Correction Requests

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 a claim has been filed using an incorrect Op Code or a claim for an incorrect VIN, refer to Warranty Procedure Bulletin PRO17-03 to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder





LIMITED-SERVICE CAMPAIGN 24TD04 *(Remedy Notice)*

Certain 2020 – 2023 Model Year GR Supra
Data Communication Module (DCM) Update

Frequently Asked Questions

Original Publication Date: July 18, 2024

Q1: *What is the condition?*

A1: Due to incorrect software in the Data Communication Module (DCM) in your vehicle, the DCM cannot connect to the 4G cellular service. Therefore, after the 3G cellular service was sunset, voice communication with service providers when using connected services like Emergency call and Roadside assistance, are not available.

Q1a: *What is the Data Communication Module (DCM)?*

A1a: DCM is an in-vehicle communication device required for Supra Connected Services.

Q1b: *Are there any warnings when this condition occurs?*

A1b: When using services like Emergency call, Roadside assistance, and Concierge, voice calls are not available if the condition has occurred. There are no warnings or messages.

Q2: *What is Toyota going to do?*

A2: Owners of the vehicles covered by this Limited-Service Campaign will receive an owner notification letter via first class mail starting in Late July 2024. Any authorized Toyota dealer will update the Data Communication Module (DCM) at **NO CHARGE** to the vehicle owner.

Q2a: *How does Toyota obtain my mailing information?*

A2a: 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.

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

A3: This Limited-Service Campaign covers certain 2020 to 2023 Model Year Toyota Supra vehicles. There are approximately 21,400 vehicles covered by this Limited-Service Campaign in the U.S.

Model Name	Model Year	Production Period
GR Supra	2020-2023	Early March 2019 through Early June 2023

Q3b: *When will this Limited-Service Campaign Expire?*

A3b: This Limited-Service Campaign will be available until May 31, 2027.

Q4: *How long will the repair take?*

A4: To update the Data Communication Module (DCM) it will take approximately 1 hour to 2.5 hours. It depends on the current software version of the vehicle. However, it may be necessary for the owner to make the vehicle available for a longer period depending upon the dealer's work schedule.

Q5: *What if I previously paid for repairs related to this Limited-Service Campaign?*

A5: Owners are requested to refer to the owner letter for instructions to request reimbursement for previous repair costs related to this condition.

Q6: *What if I have additional questions or concerns?*

A6: Owners with questions or concerns are asked to please 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.



Toyota Motor Sales, USA, Inc.
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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 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 _____