

## INTEROFFICE MEMORANDUM

Original Publication Date: July 18, 2024

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

From: Gary Ross   
Vice-President, Product Quality and Service Support**LIMITED-SERVICE CAMPAIGN 24TD04 (Remedy Notice)****Certain 2020 – 2023 Model Year GR Supra  
Data Communication Module (DCM) Update**

Specific information for Region support is provided below.

**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, are not available.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on July 18, 2024.

*Please reference the attached Dealer Letter for additional details.*

Please review this notification with your staff to ensure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.