

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
August 3, 2026	A watermark has been added to the Dealer Letter to indicate that 25TD02 expired on 7/31/2026.

*The most recent update in the attached Dealer Letter will be **highlighted** with a red box.*

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

Thank you for your cooperation.



LIMITED SERVICE CAMPAIGN 25TD02

Certain 2025 Model Year GR 86 Hakone Edition
Missing Accessories

Model / Years	Production Period	Approximate Total Vehicles
2025 GR 86	Early October 2024 – Mid-December 2024	200

Condition

Approximately 200 Model Year 2025 GR86 vehicles may have been sold with wheel locks/lug nuts of a different color than were intended for GR86 Hakone Edition. All involved vehicles are missing the tan leather trimmed owner portfolio that is specific to the GR86 Hakone Edition.

Remedy

Any authorized Toyota dealer will inspect if the vehicle received the Hakone Edition black color lug nuts, and black color wheel locks. If these parts are of the wrong color, the dealer will order the appropriate replacements. All vehicles involved in this Limited Service Campaign will receive the tan leather-trimmed Hakone Edition owner's portfolio. When parts have arrived, the dealer will install the wheel lugs/locks and provide the owner's portfolio to the customer **FREE OF CHARGE**.

This Limited Service Campaign will be available until July 31, 2026 and is only available at an authorized Toyota dealer.

<u>Expiration Date</u> July/31/2026
<u>Tech Requirements</u> TIC206A – Electrical Repair 1
<u>Inspection/Repair Time</u> Inspection: 0.4 Repair: 1.1
<u>Parts Control at Launch</u> N/A
<u>Parts Replacement Rate</u> 100%
<u>Owner Notification Date</u> August 2025
<u>Salvaged Title Eligible</u> No

Owner Notification

Mail
Toyota will notify owners by mid August 2025. A sample of the owner notification letter has been included for your reference.

Toyota App
Vehicles involved in this Limited Service Campaign will be visible in the Toyota App at time of announcement.

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/>



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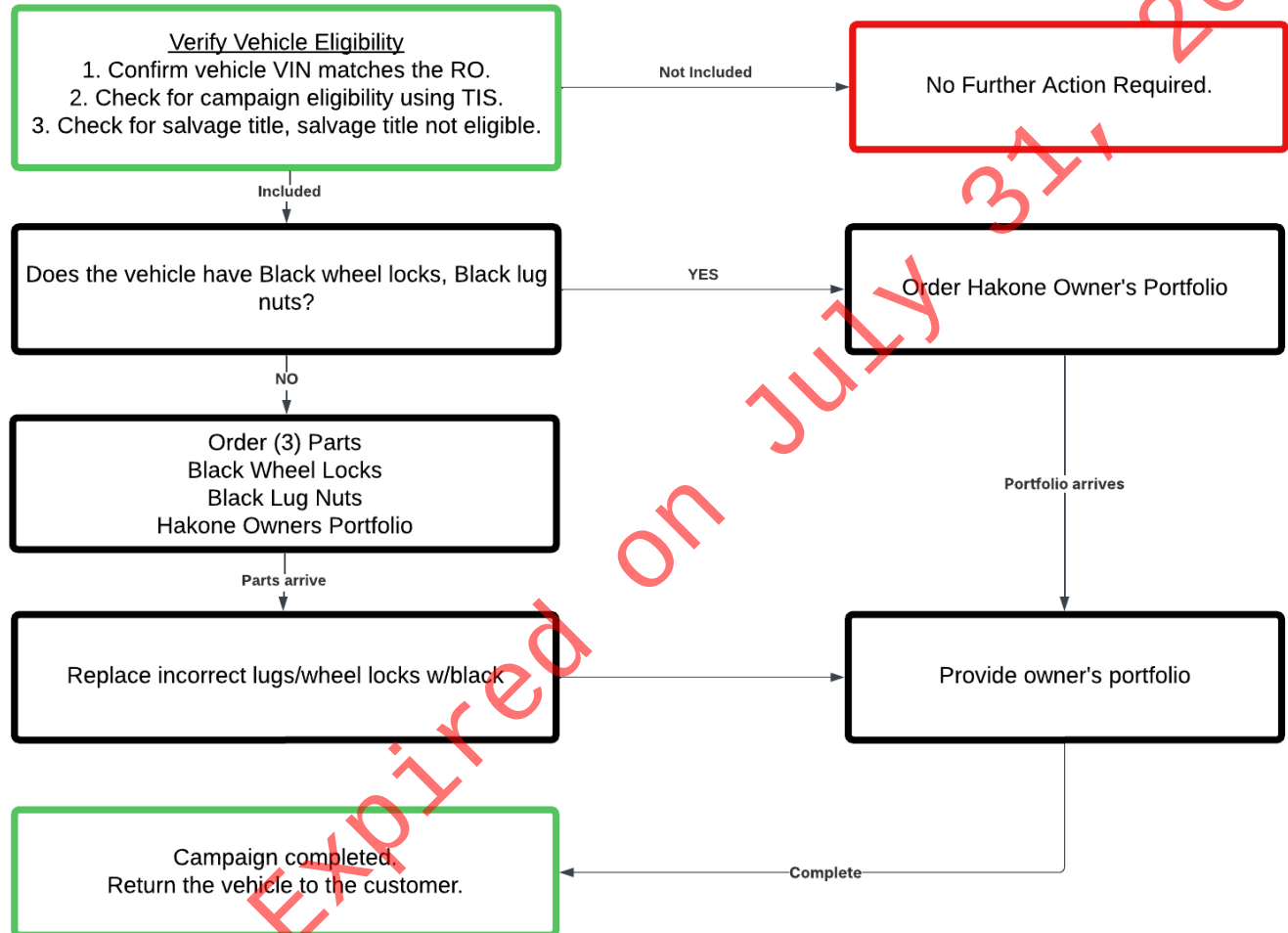
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Service Department

Warranty Reimbursement Procedure

The flow chart is for reference only. **DO NOT** use it in place of the full technical instruction. Follow ALL steps as outlined in the full technical instruction to confirm the campaign is completed correctly.



Op Code	Description	Flat Rate Hours
25TD02R1	Inspect & order (portfolio only), provide portfolio	0.4
25TD02R2	Inspect & order (portfolio, lugs, locks), provide portfolio, replace lugs, locks	1.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- This Limited Service Campaign expires on July 31, 2026.**

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.

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 have completed the following courses.

- TIC206A - Electrical Repair 1

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Parts Department

Parts Information

Part Number	Description	Quantity
PT276-18220-02	86 WHEEL LK BLK 4 PC	1
PT276-18221-02	86 LUG NUTS BLK QTY 16 WL	1
PT420-18250-04	GR86 OWNER FOLIO	1

Sales Department

- 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.

[Policy for New Vehicles, TCUV, Pre-Owned Vehicles and Rent a Toyota](#)

Frequently Asked Questions

Q1: What is the condition?

A1: Approximately 200 Model Year 2025 GR86 vehicles may have been sold with wheel locks/lug nuts of a different color than were intended for GR86 Hakone Edition. All involved vehicles are missing the tan leather trimmed owner portfolio that is specific to the GR86 Hakone Edition.

Q2: What is Toyota going to do?

A2: Any authorized Toyota dealer would inspect if the vehicle received the Hakone Edition black color lug nuts, and black color wheel locks. If these parts are of the wrong color, the dealer will order the appropriate replacements. All vehicles involved in this Limited Service Campaign will receive the tan leather-trimmed Hakone Edition owner's portfolio. When parts have arrived, the dealer will install the wheel lugs/locks and provide the owner's portfolio to the customer **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 July 31, 2026.

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

A3: There are approximately 200 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
GR 86	2025	Early – October 2024 – Mid-December 2024

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign.

Q4: How long will Limited Service Campaign take?

A4: The inspection takes approximately 45 minutes. If your vehicle requires replacing the wheel lugs/locks, this process will take approximately one hour. 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: How does Toyota obtain my mailing information?

A6: 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.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please 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.

Policies And 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. Keep the completed form on file at the dealership.

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 four 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.

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.

Parts Recovery Procedures

All parts replaced as part of this Limited Service Campaign must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.



Certain 2025 Model Year GR 86 Hakone Edition

Missing Accessories

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?

Approximately 200 Model Year 2025 GR86 vehicles may have been sold with wheel locks/lug nuts of a different color than were intended for GR86 Hakone Edition. All involved vehicles are missing the tan leather trimmed owner portfolio that is specific to the GR86 Hakone Edition.

What will Toyota do?

Any authorized Toyota dealer will inspect if the vehicle received the Hakone Edition black color lug nuts, and black color wheel locks. If these parts are of the wrong color, the dealer will order the appropriate replacements. All vehicles involved in this Limited Service Campaign will receive the tan leather-trimmed Hakone Edition owner's portfolio. When parts have arrived, the dealer will install the wheel lugs/locks and provide the owner's portfolio to the customer **FREE OF CHARGE**.

What should you do?

Any authorized Toyota dealer will perform the inspection, and if applicable, order the missing accessories **FREE OF CHARGE**.

Please contact your authorized Toyota dealer to make an appointment to have the inspection completed. **The Limited Service Campaign will necessitate replacement parts; however, they cannot be ordered until the condition is verified on your vehicle.** The inspection takes approximately 45 minutes. If your vehicle requires replacing the wheel lugs/locks, this process will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period time. **This Program will be offered until 07/31/2026 and will only be available at an authorized Toyota dealer.**

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.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Brand Engagement Center - TSR

Toyota Motor Sales, USA, Inc.

c/o Toyota Motor North America, Inc.

P O Box 259001 – SSC/CSP Reimbursements

Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

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.