

Product Quality and Service Support, Quality Compliance
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Approved By: Tom Trisdale 
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To: All Toyota Dealers

From: Quality Division – Product Quality and Service Support

****Rental, Towing and Pickup / Delivery Available to ALL Takata Owners****

Takata Safety Recalls **E04, DSF, F0L, G0P, G0R, H0A, J0A, J0B and J0C**

Alternative Transportation Reminder

Multiple Models and Model Years

In an effort to reduce inconvenience, this is a reminder that Toyota is providing alternative transportation accommodations for all owners affected by the Takata Safety Recalls. Alternative transportation options being provided are:

- Loaner vehicle while owner's vehicle is in for repair.
- Towing owner's vehicle to and from the dealership for repair.
- Owner vehicle pickup and delivery for repair.

Dealers will be reimbursed for the costs associated with these accommodations. Details can be found in all of the Takata dealer letters.

It is essential that dealers remember these accommodations and offer them to owners whenever necessary to support customer satisfaction and the efforts to increase completion rates for this important safety recall.

Refer to the Updated Dealer Letters and Technical Instructions on TIS for additional information. Also, attached to this Dealer Daily is a sample of the most recent Certified Mailing that went out to customers earlier this month. In the letter, it explains to the customer that they will be provided alternative transportation accommodations.

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