

**◀ IMPORTANT UPDATE ▶**

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

DATE	TOPIC
February 13, 2019	• Additional information related to the FIPG sealant has been added to the Dealer Letter.

*The most recent updates 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.

Original Publication Date: December 19, 2018

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

## SAFETY RECALL J02 (Remedy Notice)

### Certain 2013 Model Year Scion FR-S Engine Valve Spring Replacement NHTSA Recall No. 18V-772

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2013 Scion FR-S	Late March 2012 – Early July 2013	25,300	0

On November 1, 2018, Subaru filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of their intent to conduct a voluntary Safety Recall involving a number of models, including certain 2013 model year Scion FR-S vehicles.

#### Condition

The valve springs located inside the engine of the affected vehicles may fracture, which may cause an abnormal noise or engine malfunction. In the worst case, this may result in the engine stalling during driving and the inability to restart the vehicle. An engine stall while driving at higher speeds could increase the risk of a crash.

#### Remedy

Any authorized Toyota dealer will replace the engine valve springs in involved Scion vehicles with new ones of an improved design **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 25,300 Scion-branded vehicles covered by this Safety Recall. There are approximately 440 of these vehicles that were distributed to Puerto Rico covered by this Safety Recall.

#### Owner Letter Mailing Date

Toyota will begin to notify owners of involved Scion-branded vehicles in late December 2018. 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 Safety Recall 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 Vehicles in Dealership Inventory - Reminder**

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**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.

### **Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used Scion-branded vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered Scion-branded vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information in these cases. 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 and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state: "Disclosure Form J02/J12" and include the VIN.

**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.

### **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.

### **Toyota Rent-A-Car (TRAC) & Service Loaners**

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## 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 Safety Recall. 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 Customer Experience 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.

### **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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on TIS, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

### **Remedy Parts Kit:**

**Only one of the below kits is needed per vehicle depending upon transmission type.**

Transmission Type of Vehicle	Part Number	Description	Quantity
Manual (M/T)	SU003-08062*	Engine Valve Spring Kit (M/T)	1
Automatic (A/T)	SU003-08061*	Engine Valve Spring Kit (A/T)	1

\*: Refer to the Technical Instructions for a list of the items included in each kit.

### **Fluids and Materials:**

Description	Part Number	Quantity per Vehicle
Toyota Super Long Life Coolant Blue	00272-GTBC1	7.6 qts (7.2 liters) - 7.9 qts (7.5 liters) M/T Transmission - A/T Transmission
Genuine Toyota Motor Oil 0W-20	N/A	5.8 qts (5.5 liters)
FIPG Sealant	00295-1217H	1 Tube
R134a Refrigerant	N/A	40 grams maximum (1.4 ounces or 0.088 lbs.)

Note that only Genuine Toyota motor oil and Genuine Toyota Super Long Life Coolant Blue will be accepted. Additionally, only P/N 00295-1217H will be accepted for FIPG sealant.

### **FIPG Sealant (00295-1217H) – Stocking Precaution**

Read the information below to help avoid inadvertently overstocking your dealership with FIPG sealant (00295-1217H) for Safety Recall J02.

- Approximately 1 tube of FIPG sealant is needed per vehicle to complete the J02 remedy.
- The FIPG sealant is available from the TCMC (Toyota Complete Maintenance Care) portal in case quantity only. Each case contains 6 tubes.
- The FIPG sealant has a 9-month shelf life.
- As with all chemicals in the TCMC (Toyota Complete Maintenance Care) program, this FIPG sealant is non-returnable unless it was received defective/damaged.
- If you have any questions or concerns about the FIPG sealant (00295-1217H), please call TCMC Customer Service using the phone number listed at the bottom of the TCMC home page.

**Campaign Special Service Tools**

In a separate shipment, which is scheduled to arrive at dealerships during the week of December 17, 2018, your dealership will be sent a package containing the special service tools necessary to perform this Safety Recall. Each dealer was shipped two sets of the special service tools necessary to perform this Safety Recall. When received, each package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

**ATTN: SERVICE MANAGER**

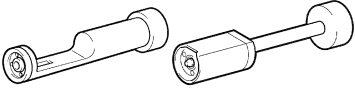
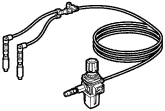
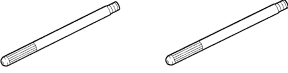

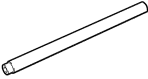
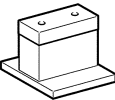

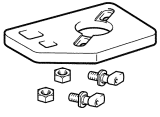
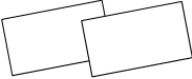
**SAFETY RECALL – J02**

**SPECIAL SERVICE TOOLS**

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**Do Not Refuse Shipment**

*Tools included in the package of special service tools:*

Image	Description
	Valve Spring Remover and Replacer.
	Pressure Holding Tool
	Guide Bolt (2pcs as shown)
	Torque Converter Stopper
	Retainer Lock Check Tool
	Transmission Support
	Engine Hanger and Engine Hanger Bolt
	Crank Pulley Tool
	Magnet Sheet (2 sheets as shown)

**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 hold at least one of the following certification levels:

- Expert Technician (Engine)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.utodealerreports.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.

**Vehicles with Aftermarket Modifications**

Refer to the attached FAQ for a Q&A related to vehicles with aftermarket modifications.

**Engine Assembly Replacement**

If during the course of the remedy procedure, it is discovered that the vehicle already has the condition (i.e., the engine valve spring(s) has fractured), the engine assembly should be repaired or replaced. Create a TAS case and contact your region representative for further instructions. Note that there is no need to call TAS.

**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.

**Vehicles Emission Recall Proof of Correction Form (California only)**

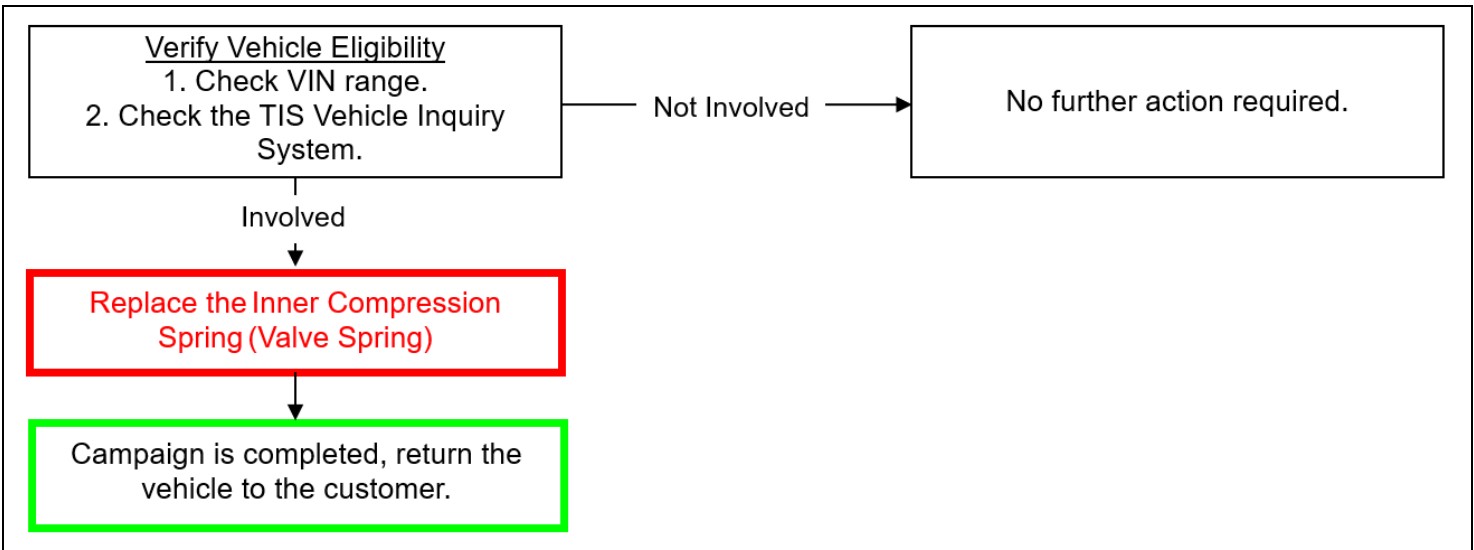
As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by July 31, 2019. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The form is titled "Vehicle Emission Recall – Proof of Correction" and is designed for California dealers to use after repairs. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number. A manufacturer logo is present, and a recall number is provided. A statement reads: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." Below this, there are fields for Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. At the bottom, it states: "Return this certificate to DMV only when required – otherwise retain for your records." and includes the MDC number 00410-92007.

**Warranty Reimbursement Procedures**

**Warranty Reimbursement Procedure**



Description	Op Code	Transmission Type of Vehicle	Flat Rate Hours
Replace the Engine Valve Springs	J02001	A/T Transmission	13.8
	J02002	M/T Transmission <b>with</b> Air Conditioning	12.5
	J02003	M/T Transmission <b>without</b> Air Conditioning	12.0

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**Fluids and Materials:**

- Note that only Genuine Toyota motor oil and Genuine Toyota Super Long Life Coolant Blue will be accepted. Refer to the parts ordering process for more information. The necessary volume of engine coolant and motor oil can be claimed in the parts section under OpCodes J02001, J02002, or J02003.

Description	Maximum Volume Permitted on Claim
Genuine Toyota Motor Oil 0W-20	7 quarts
Toyota Super Long Life Coolant Blue (00272-GTBC1)	8 quarts (2 gallons)

- Claim the FIPG sealant (1 tube maximum) under OpCodes J02001, J02002, or J02003 in the parts section. Note that only P/N 00295-1217H will be accepted.

**Sublets:**

- The cost of providing a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 2 days at a maximum rate of \$35.00 per day as a sublet type "RT" under OpCodes J02001, J02002, or, J02003. If additional loaner vehicle reimbursement is needed beyond 2 days, specifically in the event at that the remedy parts are not immediately available due to backorder condition, refer to the loaner vehicle reimbursement procedure on the next page.
  - Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under Op Codes J02001, J02002, or, J02003 at a maximum rate of \$250.00 per vehicle as sublet type "TW" in the event the customer requests vehicle pickup. Towing invoice is required to be attached to the claim.
- The cost of up to 40 grams (1.4 ounces) of R134a refrigerant can be claimed as sublet type "OF" under OpCodes J02001 or J02002 at a maximum rate of \$2.00 per vehicle.

**Loaner Vehicle Reimbursement Procedure**

For customers who felt uncomfortable driving their vehicle and requested a loaner vehicle or alternative transportation during the interim phase of this Safety Recall, the cost of a loaner vehicle, or the cost of alternative transportation, can be claimed at a maximum rate of \$35.00 per day. This reimbursement may also be used, specifically in the event that the remedy parts are not immediately available due to back order condition and greater than 2 days of rental was needed as a result.

Op Code	Description
J02RT1	Vehicle Rental 1-30 Days
J02RT2	Vehicle Rental 31-60 Days

- **NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**

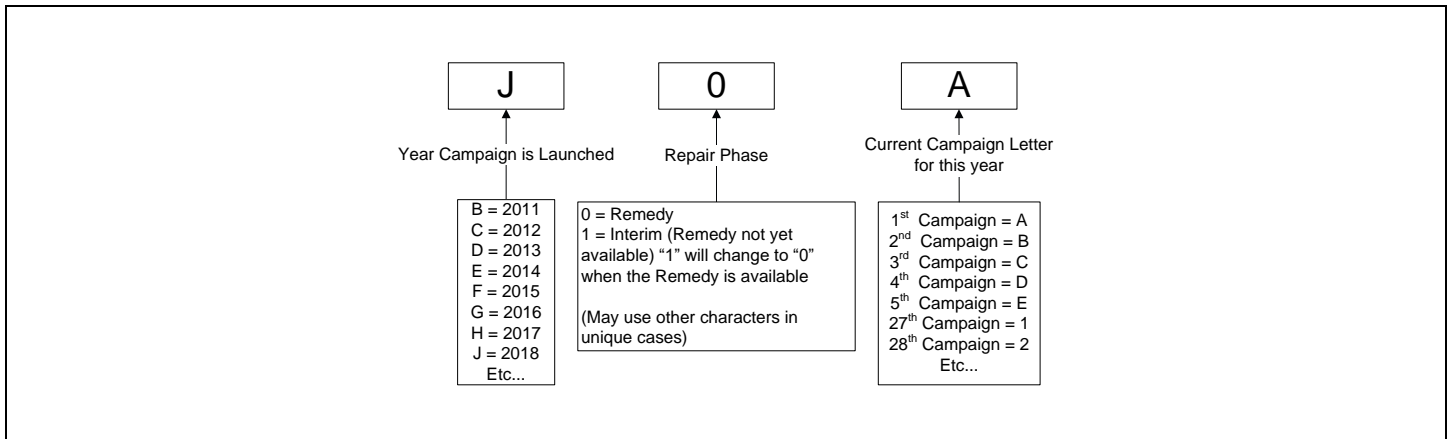
**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. 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.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**Campaign Designation / Phase Decoder**



Examples:

- C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012
- E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014
- J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2018.

***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 Safety Recall.***

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





## SAFETY RECALL J02 (Remedy Notice)

Certain 2013 Model Year Scion FR-S  
Engine Valve Spring Replacement  
NHTSA Recall No. 18V-772

**Frequently Asked Questions**  
**Original Publication Date: December 19, 2018**

**Q1: What is the condition?**

A1: The valve springs located inside the engine of the affected vehicles may fracture, which may cause an abnormal noise or engine malfunction. In the worst case, this may result in the engine stalling during driving and the inability to restart the vehicle. An engine stall while driving at higher speeds could increase the risk of a crash.

**Q1a: What is a valve spring?**

A1a: The valve spring is an engine component that functions to close the exhaust and intake valves during the combustion cycle.

**Q2: Are there any warnings that this condition exists?**

A2: No. However, if the valve spring fractures, abnormal noise or vibration may occur prior to a potential engine stall. If you hear an abnormal noise or feel a vibration, your vehicle may be experiencing symptoms related to this condition. Please pull over as safely and as quickly as possible, and then contact your authorized Toyota dealer.

**Q3: What is Toyota going to do?**

A3: In late December 2018, Toyota will send an owner notification letter by first class mail advising owners of involved Scion vehicles to make an appointment with their authorized Toyota dealer to have the engine valve springs replaced with new ones of an improved design **FREE OF CHARGE**.

**Q4: Did Toyota manufacture the Scion FR-S?**

A4: No. The Scion FR-S was manufactured by Subaru under an agreement between Subaru and Toyota. Subaru reported a safety defect involving a number of models to the National Highway Traffic Safety Administration. Thus, Toyota is conducting this Safety Recall for the involved Scion-branded vehicles.

**Q4a: Can I take my vehicle to a Subaru dealership to have this Safety Recall performed?**

A4a: No. Only authorized Toyota dealers can perform this Safety Recall on your vehicle. Please bring your vehicle to an authorized Toyota dealer to have this Safety Recall performed.

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**Q5: Which and how many vehicles are covered by this Safety Recall?**

A5: There are approximately 25,300 Scion-branded vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Scion FR-S	2013	Late March 2012 – Early July 2013

**Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q6: How long will the repair take?**

A6: The repair takes approximately one and one-half business days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period. Your dealer may provide you with a loaner vehicle.

**Q7: My vehicle has been modified with aftermarket (non-factory) components and my dealer says I should remove the modifications before the Safety Recall can be performed; is there anything I can do about this?**

A7: Some vehicles may be equipped with non-Toyota-approved parts and/or accessories that make it difficult or impossible for a dealer to install the remedy parts for this Safety Recall. Toyota does not recommend modifying vehicles and cannot evaluate how any aftermarket, non-Toyota-approved parts could affect a vehicle's operation. That is why it is best to restore your vehicle to its original condition prior to the remedy being performed.

Notwithstanding Toyota's recommendation, some dealers may be willing to perform the Safety Recall remedy with the vehicle in its current modified condition. If your dealer is willing to do so, you may be charged for labor or parts costs not otherwise covered by Toyota's Safety Recall remedy. Toyota provides the specific remedy parts kit, necessary engine fluids and sealant, and covers 12.2 – 13.8 hours (depending upon vehicle configuration) of dealer labor expenses. You must pay any additional charges for parts or labor by the dealer which are the result of the vehicle's non-Toyota-approved modifications.

Toyota is not responsible for later performance problems your vehicle may have that are the result of the non-Toyota-approved vehicle modifications.

**Q8: What if I previously paid for repairs related to this Safety Recall?**

A8: Reimbursement consideration instructions will be provided in the owner letter.

**Q9: How does Toyota obtain my mailing information?**

A9: 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.

**Q10: What if I have additional questions or concerns?**

A10: If you have additional questions or concerns, please contact the Toyota Customer Experience 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.

This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed  
**FREE OF CHARGE** to you.

## IMPORTANT SAFETY RECALL (*Remedy Notice*)

### Certain 2013 Model Year Scion FR-S Vehicles Engine Valve Spring Replacement NHTSA Recall No. 18V-772

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Subaru has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Scion FR-S vehicles. The Scion FR-S was manufactured by Subaru under an agreement between Toyota and Subaru. Toyota is conducting this Safety Recall for involved Scion-branded vehicles.

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?

The valve springs located inside the engine of the affected vehicles may fracture, which may cause an abnormal noise or engine malfunction. This may result in the engine stalling during driving and the inability to restart the vehicle. **An engine stall while driving could increase the risk of a crash.**

#### What will Toyota do?

Any authorized Toyota dealer will replace the engine valve springs with new ones of an improved design **FREE OF CHARGE**.

#### What should you do?

Please contact **any** authorized Toyota dealer to **schedule an appointment to have the remedy performed as soon as possible**. **Your local Toyota dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience 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.

***This is an important Safety Recall***

The remedy will take approximately one and one-half business days. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period. Your dealer may provide you with a loaner vehicle.

If the condition occurs, abnormal noise or vibration may occur prior to a potential engine stall. If you hear an abnormal noise or feel a vibration, your vehicle may be experiencing symptoms related to this condition. Please pull over as safely and as quickly as possible, and then contact your authorized Toyota dealer.

If the vehicle is experiencing the condition described and you are unable to drive the vehicle to the dealership, your local authorized Toyota dealer will arrange for vehicle pickup.

**What if you live in California and do not have this Safety Recall Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**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 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 Recall 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 Customer Experience 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.

**What if you are not the owner or operator of this vehicle?**

***If you are a vehicle lessor***, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

***If you know the current owner or operator***, please forward this letter to them.

***If you would like to update your vehicle ownership or contact information***, you may do so by registering at [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

SAMPLE

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. 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](http://www.toyota.com/recall) or [www.safercar.gov](http://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](http://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 _____