

INTEROFFICE MEMORANDUM

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

From: Gary Ross
Vice-President, Product Quality and Service SupportSAFETY RECALL RENOTIFICATION
OWNER RENOTIFICATION 21R003

Toyota plans to conduct Safety Recall follow-up notifications to owners whose vehicles have not yet had the following Safety Recall repairs completed. Please note the following information for Regional and PD associates.

Campaigns Covered in the Renotification

Campaign	Model and Model Year	Approximate UIO	Renotification Schedule
J02	2013 Scion FR-S; Engine Valve Spring Replacement	9,300	Mid Feb 2022
K0F	2015 – 2017 Model Year Yaris - Front Seat Side and Curtain Shield Airbags May Not Deploy As Intended	23,200	
J05	2008-2019 Land Cruiser; Front Seatbelt	12,500	Mid to Late Mar 2022
J0S	2012 Avalon; Front Seat Belt Buckle Inspection and Replacement	6,400	
20TA01	1997-1998 MY Supra; 1998-1999 MY Celica; 1998 -2000 MY RAV4; 1998-1999 MY RAV4 EV - Airbag May Not Deploy Properly or Airbag Inflator May Rupture	128,200	
K0Q	2003-2008 Corolla; Passenger Airbag May Not Inflate Properly	99,600	

Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification(s) will begin in mid-February 2022. Owners will be notified using the following method(s):

- First Class Mail Letter
- Email
- Postcards

Owner notifications will be sent over a period of several weeks consistent with parts availability.

Customer Handling and Dealership Follow-Up

Toyota encourages dealerships to follow-up with their customers by telephone to encourage them to complete these Safety Recalls. A word track has been provided in the dealer letter for this purpose. To assure a consistent and accurate description of the campaign is communicated to the customer, dealership associates are requested to refer to the specific campaign Q&A (available in TIS) to answer any specific customer questions.

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 Owner Renotification of Non-Completed Safety Recall, Special Service or Limited Service Campaign.

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