

Original Publication Date: September 12, 2019

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

## SAFETY RECALL KOR *(Remedy Notice)*

### Seven 2020 Model Year Supra Vehicles Driver's Safety Belt Guide Loop Mount Potentially Not Welded to Specification

#### Background

On September 12, 2019, BMW filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of the intent to conduct a voluntary Safety Recall on seven 2020 model year Toyota Supra vehicles.

#### Condition

This Safety Recall involves the driver's safety belt guide loop mount which may not have been welded to specifications. If the driver's safety belt guide loop mount was not welded to specifications, then in a crash of sufficient severity, the mount could become damaged and may not restrain the driver as designed which would increase the risk of injury to the driver.

#### Remedy

As of September 12, 2019, four of the seven total vehicles involved in this Safety Recall have been completed for this Safety Recall.

Toyota will contact owners of the three remaining incomplete vehicles to coordinate an inspection of their vehicle at the owner's preferred authorized Toyota dealership. If a defective driver's safety belt guide loop mount is found during this inspection, the vehicle will be replaced **FREE OF CHARGE**. Any owner who cannot be reached by phone will receive a letter by First Class mail by mid-November 2019.

*In the rare instance that your dealership is requested to facilitate an inspection of one of the three incomplete vehicles, a Toyota Customer Experience Center or Regional representative will contact your dealership with further instructions.*

#### Covered Vehicles

There are seven vehicles covered by this Safety Recall. No vehicles involved in this Safety Recall were distributed to Puerto Rico. No other Lexus/Toyota/Scion vehicles are covered by this Safety Recall.

## Customer Handling

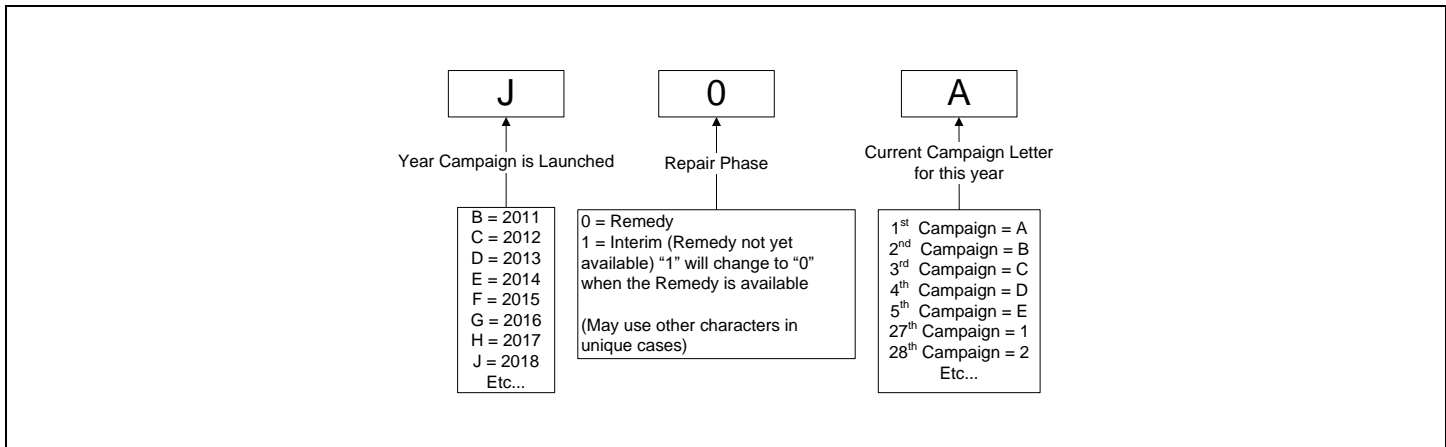
### Customer Contacts

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.

## 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.