
From: Quality Compliance
Sent: Thursday, September 12, 2019 4:29 PM
Subject: Limited Service Campaign KOP - Multiple Models and Model Years - Safety Connect System - Vehicle Location Inaccurate
Attachments: KOP - Dealer Packet - DCM -LSC - (09.12.2019).pdf; KOP - RL - DCM - LSC - (09.12.2019).pdf; KOP - Disclosure Form - LSC - (09.12.2019).pdf; KOP-Technical Instructions - DCM - LSC - (09.12.2019).pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on Multiple Models and Model Years.

Condition:

The Data Communication Module (DCM) in the subject vehicles are equipped with software to identify the location of the vehicle using the Global Positioning System (GPS) to support features of the Safety Connect system. Due to incorrect programming in the DCM software, after November 2nd, 2019, the GPS coordinates for this system will be calculated incorrectly. This will cause the system to use incorrect vehicle coordinates if one of the system's features is activated.

Remedy:

For all involved vehicles, any authorized Toyota dealer will reprogram the Data Communication Module at **NO CHARGE** to the vehicle owner.

Covered Vehicles:

Model Name	Model Year	Approximate Total Vehicles	Production Period
4Runner	2013-2019	23,560	Mid-February 2013 – Late-January 2019
Land Cruiser	2011-2017	1,800	Mid-September 2011 – Late-July 2017
Mirai	2016-2017	2,260	Early-July 2015 – Mid-December 2017
Prius	2013-2017	4,350	Early-January 2013 – Early November 2017
Prius V	2012-2017	1,300	Early-April 2012 – Late-November 2017

This Field Action expires on December 1, 2022

Please reference the attachments for additional details.

Dealers will be notified on September 12, 2019 at approximately 05:00 Pm Central time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

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