
From: Quality Compliance
Sent: Thursday, October 17, 2019 3:33 PM
Subject: Customer Support Program 19TE12 - Multiple Models and Model Years - Coverage For Safety Connect System - Vehicle Location Inaccurate (Internal)
Attachments: 19TE12 - DCM - Dealer Packet - Multiple Models - CSP - 10.17.2019.pdf; 19TE12 - DCM - Technical Instruction - 10.17.2019.pdf

With Attachments

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Safety Connect System – Vehicle Location Inaccurate.

Background

The Data Communication Module (DCM) in the subject vehicles is 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.

Note: Toyota has initiated a Limited Service Campaign and a Customer Support Program to resolve this issue related to the Safety Connect system. Both of these programs provide the same free remedy to correct this issue with Safety Connect. Toyota recommends that customers have the free remedy performed before reactivating Safety Connect. Vehicles that had an active Safety Connect subscription on or after 10/1/2017 were included in Limited Service Campaign LSC KOP. Vehicles that did not have an active Safety Connect subscription on or after 10/1/2017 but are affected by this condition are included in this Customer Support Program (19TE12).

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Covered Vehicles:

Model Name	Model Year	Approximate Total Vehicles	Production Period
4Runner	2013 - 2019	147,430	Late January 2013 - Late January 2019
Land Cruiser	2013 - 2017	12,200	Mid-December 2012 - Late July 2017
Mirai	2016 - 2017	1,080	Early March 2015 - Mid-December 2017
Prius	2013 - 2017	28,650	Late December 2012 - Early November 2117
Prius V	2013 - 2017	7,400	Early February 2013 - Late November 2017

Customer Support Program Details:

This Customer Support Program provides coverage as it applies to incorrectly calculated GPS coordinates due to the Data Communication Module being programmed incorrectly.

Technician Certification Requirements

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Expiration Date

This coverage will be offered until **December 1, 2022** regardless of mileage.

Please reference the attachments for additional details.

Dealers will be notified on October 17, 2019 at approximately 4:00 pm Central time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department