

# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
12/10/2019	Vehicle total has increased by approximately 1,100 vehicles. Vehicles were moved from Customer Support Program 19TE12 and added to Limited Service Campaign K0P.
10/02/2019	Vehicle applicability for remedy in relation to Safety Connect Subscription.

*The most recent update 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: September 12, 2019

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

## LIMITED SERVICE CAMPAIGN K0P *(Remedy Notice)*

### Multiple Models and Model Years Safety Connect System – Vehicle Location Inaccurate

Model / Years	Production Period	Approximate Total Vehicles
2013-2019 Model Year 4Runner	Mid-February 2013 – Late-January 2019	24,500
2011-2017 Model Year Land Cruiser	Mid-September 2011 – Late-July 2017	1,830
2016-2017 Model Year Mirai	Early-July 2015 – Mid-December 2017	2,280
2013-2017 Model Year Prius	Early-January 2013 – Early November 2017	4,410
2012-2017 Model Year Prius V	Early-April 2012 – Late-November 2017	1,350

#### 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 2<sup>nd</sup>, 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.

***Note: The vehicle does not need to have a current Safety Connect subscription to have this LSC performed.***

***This Limited Service Campaign will be available until December 1, 2022 and is only available at an authorized Toyota dealer.***

#### Covered Vehicles

There are approximately **34,400** vehicles covered by this Limited Service Campaign. There were no vehicles distributed to Puerto Rico.

**Note: Only vehicles which currently have or previously had an active Safety Connect subscription on or after 10/1/2017 are involved in this Limited Service Campaign.**

### **Owner Letter Mailing Date**

Toyota will begin to notify owners in Mid-September 2019. 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 Limited Service Campaign 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 and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

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

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. 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 KOP" 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.

# 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 Limited Service Campaign. 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.

## Safety Connect System Active Subscription Verification

Customers who receive the owner letter may contact your dealership to see if their vehicle has an active Safety Connect Subscription. Please use the Telematics tab on Service Lane to verify if the customers vehicle has an active subscription.

*Note: The vehicle does not need to have a current Safety Connect subscription to have this LSC performed.*

The screenshot shows the Toyota Service Lane interface. At the top, there are navigation tabs: Home, TIS, and Service Lane. Below this, there are sub-tabs: Vehicle One-View, Toolbox, TCNC, ASG, ACE, Knowledge Center, Service Connect, Performance, and CPOR. The main content area is titled 'VIN Search' and contains a 'Vehicle Identification Number Search' form with a 'VIN:' input field, 'Clear', and 'Lookup' buttons. Below the search form, there are tabs for 'Vehicle Info', 'Specifications', and 'Key Rating'. The 'Vehicle Info' tab is active, displaying various vehicle details in a grid format:

- Prod Date:** [Redacted]
- Date of First Use:** [Redacted]
- Engine Oil Type:** Synthetic
- Trans/Drive:** 8AT/2WD
- Plant Code:** [Redacted]
- Original Selling Dealer:** [Redacted]
- Engine Oil:** [Reference Fluid Specification](#)
- Trans Oil:** Info not available
- Grade:** LIMITED (5356)
- Color:** 0218-MIDNIGHT BLACK METALLIC/LC15-ASH
- Engine Family:** V6 - 2GR-FKS
- VIN Destination:** USA
- Remote Capable:** No
- Remote Opted In:** Info not available
- Engine #:** 2GR 8124482
- Monroney:**
- Flat Rate Manual:** [Flat Rate Manual](#)
- Standard Equipment +:** [Standard Equipment +](#)

Below the vehicle info, there is a 'Service Connect' section with the following details:

- Diagnostics Capable:** No
- Diagnostics Opted In:** Info not available
- Transmitting:** Info not available
- Preferred Dealer:** [Redacted]

At the bottom of the page, there is a 'Subscription Details' section with a 'VEHICLE CAPABILITY' table and a 'TELEMATICS PRODUCTS' table.

VEHICLE CAPABILITY					
App Suite Capable	Yes	Navigation	Yes	Dynamic Commute	No
Safety Capable	Yes	Destination Assist	Yes	Dynamic Map/Route	Yes
Wifi Capable	Yes	Dynamic POI Search	Info not Available	Scout GPS Link Capable	No

TELEMATICS PRODUCTS						
Telematics System	Contract ID	Subscriber	Role	Effective Date	Expiration Date	Status
Dynamic POI + Map/Route	[Redacted]	[Redacted]	PRIMARY SUBSCRIBER	10/19/2018	10/18/2021	Enrolled
Safety Connect	[Redacted]	[Redacted]	PRIMARY SUBSCRIBER	10/19/2018	10/18/2021	Enrolled

## 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.

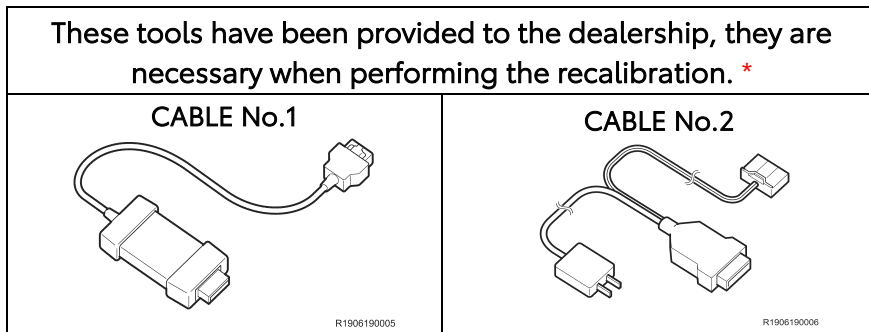
**Technician Training Requirements**

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:

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

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification levels 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.

**Campaign Special Service Tools**



**\* DO NOT use these tools except for this campaign.**

**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.

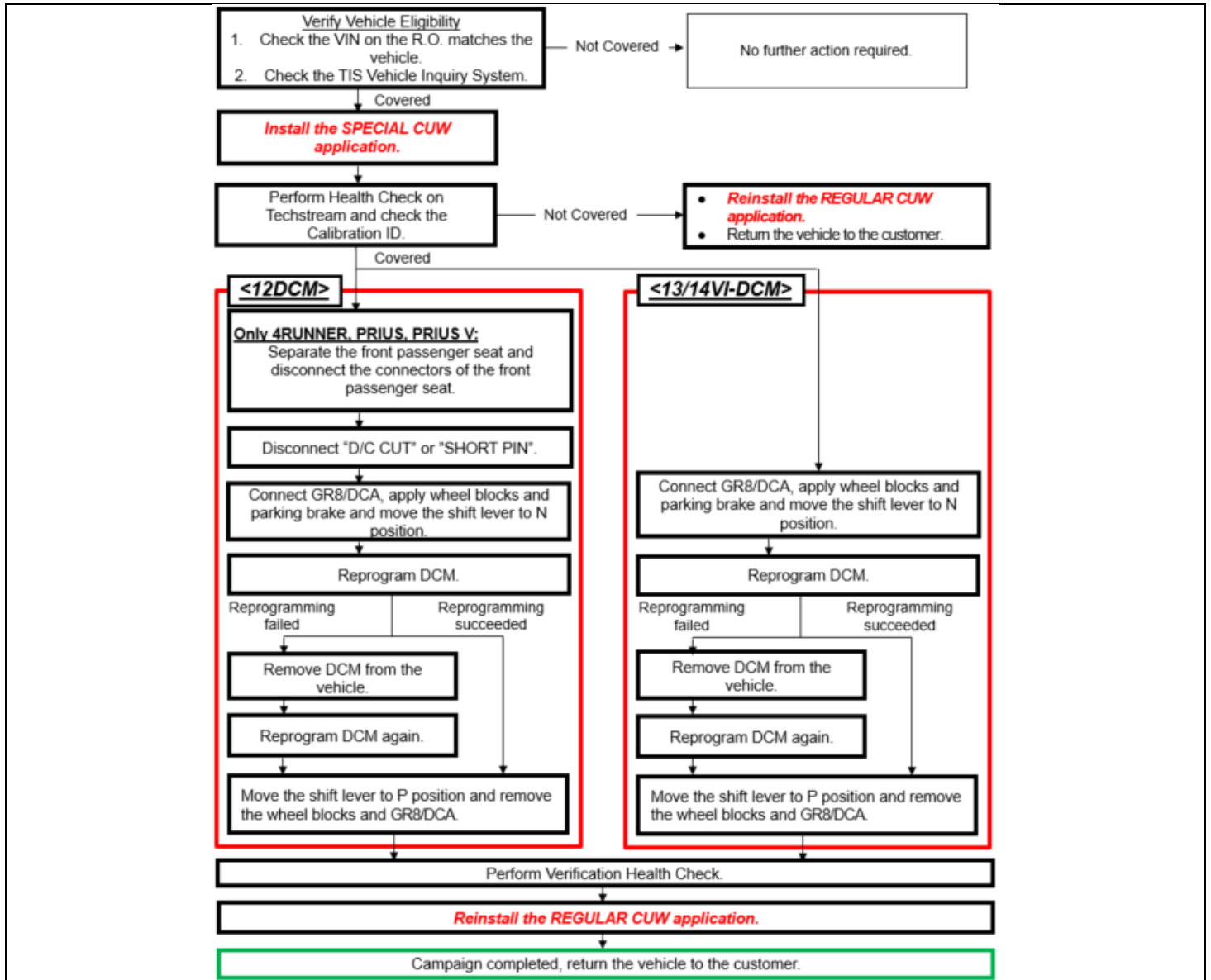
***This Limited Service Campaign will be available until December 1, 2022, and is only available at an authorized Toyota dealer.***

**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.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
KOP001	Confirm Calibration ID, No Update Needed	0.4
KOP002	Confirm Calibration ID and Recalibrate DCM Type 13/14	2.1
KOP003	Confirm Calibration ID and Recalibrate DCM Type 12	2.4
KOP004	Confirm Calibration ID, Partial Passenger Seat Removal and Recalibrate DCM Type 12	2.6

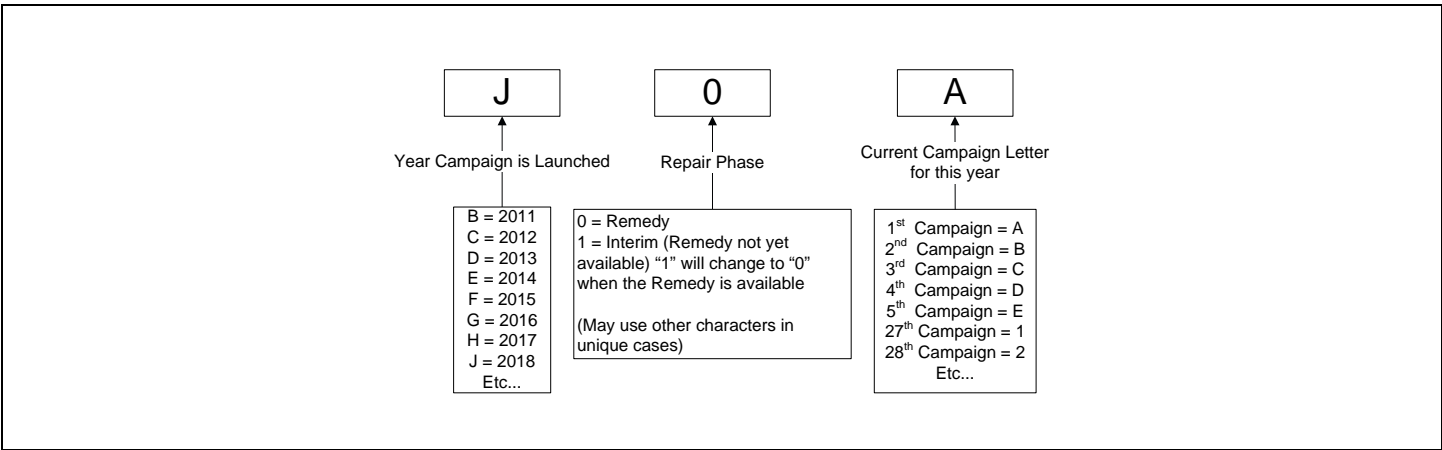
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- *This Limited Service Campaign expires on December 01, 2022.*

Model	Model Year	DCM Type	Partial Passenger Seat Removal required
4Runner	2013 - 2019	DCM-12	Yes
Land Cruiser	2011 - 2017	DCM-12	Not Required
Mirai	2016 - 2017	DCM-13/14	Not Required
Prius	2013 - 2017	DCM-12	Yes
Prius V	2012 - 2017	DCM-12	Yes

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Limited Service Campaign. 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.

**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 Limited Service Campaign.*

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



## LIMITED SERVICE CAMPAIGN K0P *(Remedy Notice)*

Multiple Models and Model Years  
Safety Connect System – Vehicle Location Inaccurate

Frequently Asked Questions

Original Publication Date: September 12, 2019

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
12/10/2019	Vehicle total has increased by approximately 1,100 vehicles. Vehicles were moved from Customer Support Program 19TE12 and added to Limited Service Campaign K0P.

*The most recent update will be highlighted with a **red box**.*

**Q1: *What is the condition?***

A1: 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 2<sup>nd</sup>, 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.

**Q1a: *What is the Safety Connect system?***

A1a: Safety Connect is a subscription-based telematics service that uses Global Positioning System (GPS) data and embedded cellular technology to provide Automatic Collision Notification, Emergency Assistance, Enhanced Roadside Assistance, and Stolen Vehicle Locator services to subscribers.

**Q1b: *I'm not sure if I have a Safety Connect subscription; how can I tell if the system is active on my vehicle?***

A1b: Safety Connect service is available by subscription on select, telematics hardware-equipped vehicles. Owners can contact any Toyota dealership or the Toyota Customer Experience Center to see if their vehicle has an active subscription.

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

A2: No. There are no warnings that this condition exists.



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

A3: Owners of the vehicles covered by this Limited Service Campaign will receive an owner notification letter via first class mail starting Mid-September 2019.

**Q3a: How long will this Limited Service Campaign be available?**

A3a: This Limited Service Campaign will be offered **FREE OF CHARGE** until December 1, 2022

**Q4: Which and how many vehicles are covered by this Limited Service Campaign?**

A4: There are approximately **34,400** vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Approximate Total Vehicles	Production Period
4Runner	2013-2019	24,500	Mid-February 2013 – Late January 2019
Land Cruiser	2011-2017	1,830	Mid-September 2011 – Late July 2017
Mirai	2016-2017	2,280	Early July 2015 – Mid-December 2017
Prius	2013-2017	4,410	Early January 2013 – Early November 2017
Prius V	2012-2017	1,350	Early April 2012 – Late November 2017

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign in the U.S.?**

A3a: Yes, the following Lexus vehicles are also covered by Limited Service Campaign KLG. Certain 2011-2017 Model Year CT200h, Certain Model Year 2013-2017 ES300h, Certain 2010-2017 Model Year ES350, Certain 2016-2017 Model Year GS F, Certain 2016-2017 Model Year GS200T, Certain 2011-2017 Model Year GS350, Certain 2013-2017 Model Year GS450h, Certain 2013-2018 Model Year GX460, Certain 2013-2014 Model Year IS F, Certain 2016-2017 Model Year IS200T, Certain 2010-2015 Model Year IS250, Certain 2011-2015 Model Year IS250C, Certain 2016-2017 Model Year IS300, Certain 2013-2017 Model Year IS350, Certain 2013-2015 Model Year IS350C, Certain 2011-2017 Model Year LS460, Certain 2013-2016 Model Year LS600h, Certain 2013-2017 Model Year LX570, Certain 2015-2017 Model Year NX200T, Certain 2015-2017 Model Year NX300h, Certain 2015-2017 Model Year RC F, Certain 2016-2017 Model Year RC200T, Certain 2016-2017 Model Year RC300, Certain 2015-2017 Model Year RC350, Certain 2010-2017 Model Year RX350, Certain 2010-2017 Model Year RX450h.

**Note: Only vehicles which currently have an active Safety Connect subscription or previously had an active Safety Connect subscription at any time on or after 10/1/2017 are involved in this Limited Service Campaign.**

**Q5: How long will the repair take?**

A5: The repair takes approximately two and a half to three hours depending on the model. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: My Safety Connect subscription is not active. Do I need to have this repair completed?**

A6: If you do not have this repair completed, Toyota recommends that you do not activate a Safety Connect subscription in the future.

**Q7:** *How does Toyota obtain my mailing information?*

A7: 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.

**Q8:** *What if I have additional questions or concerns?*

A8: 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.



Multiple Models and Model Years  
Safety Connect System – Vehicle Location Inaccurate  
Limited Service Campaign (Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

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 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 2<sup>nd</sup>, 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.

\*Safety Connect is a subscription-based telematics service that uses Global Positioning System (GPS) data and embedded cellular technology to provide Automatic Collision Notification, Emergency Assistance, Enhanced Roadside Assistance, and Stolen Vehicle Locator services to subscribers.

**What will Toyota do?**

Any authorized Toyota dealer will reprogram the Data Communication Module **FREE OF CHARGE** to you.

**What should you do?**

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the software update **FREE OF CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the software update performed. The remedy will take approximately two and a half to three hours, However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This Program will be offered until 12/01/2022, and will only be available at an authorized Toyota dealer.***

***Note: This repair is only necessary if the vehicle has an active Safety Connect subscription. If your Safety Connect subscription is no longer active and you do not intend to renew it at any point in the future, no action is necessary at this time. Toyota recommends that you save this notice in the glove compartment of your vehicle in case you or a future owner decide to renew your Safety Connect subscription in the future.***

**What if you have other questions?**

- *Your local Toyota dealer will be more than happy to answer any of your questions.*
- For more information on this and other campaigns, please visit [www.toyota.com/recall](http://www.toyota.com/recall).
- 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.

If you would like to update your vehicle ownership or contact information, please visit [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 are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE