

# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
December 10, 2019	Vehicle total has decreased by approximately 1,100 vehicles. Vehicles were moved from Customer Support Program 19TE12 and added to Limited Service Campaign K0P.
November 13, 2019	Opcodes are now available to submit warranty claims on vehicles still under the New Vehicle Limited Warranty (3yrs/36,000 miles).

*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: October 17, 2019

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

## CUSTOMER SUPPORT PROGRAM 19TE12

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

Model / Years	Production Period	Approximate Total Vehicles
2013 – 2019 Model Year 4Runner	Late January 2013 – Late January 2019	146,490
2013 – 2017 Model Year Land Cruiser	Mid-December 2012 – Late July 2017	12,170
2016 – 2017 Model Year Mirai	Early March 2015 – Mid-December 2017	1,060
2013 – 2017 Model Year Prius	Late December 2012 – Early November 2017	28,590
2013 – 2017 Model Year Prius V	Early February 2013 – Late November 2017	7,350

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 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.

**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 K0P. 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.

## Customer Notification

Because this condition will only impact customers who have an active Safety Connect subscription, customers will be notified of this CSP during the reactivation process for Safety Connect and will be provided instructions on how to have the DCM software updated at their local authorized dealer. A copy of the communication that is provided to customers at subscription activation is included for your reference. The DCM software update must be performed in order for certain features of Safety Connect to work as designed.

## 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.

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

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**This Customer Support Program applies to customers who are activating a Safety Connect subscription. If a customer does not have a Safety Connect subscription, this condition does not affect any functions of the customer's vehicle.**

## Covered Vehicles

There are approximately 195,650 vehicles covered by this Customer Support Program. There were no vehicles distributed to Puerto Rico affected by this Customer Support Program.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who are renewing or newly activating their Safety Connect subscription may contact your dealership with questions regarding this Customer Support Program. 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.

### Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

### 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 level 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.

***NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.***

### 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.

## Warranty Reimbursement Procedures

### Reimbursement Procedure

**NOTE:** If the vehicle is still under the New Vehicle Limited Warranty (3yrs/36,000 miles), submit the repair as a **Regular** warranty claim using the Opcodes below TDCM01 - TDCM04. The Original Failed Part OFP will vary depending on model.

Opcode	Description	Time	OFP	T1	T2
TDCM01	Confirm Calibration ID, No Update Needed	0.3	86740 - ***** 86741 - *****	87	74
TDCM02	Confirm Calibration ID and Recalibrate DCM Type 13/14	2.0			
TDCM03	Confirm Calibration ID and Recalibrate DCM Type 12	2.3			
TDCM04	Confirm Calibration ID, Partial Passenger Seat Removal and Recalibrate DCM Type 12	2.5			

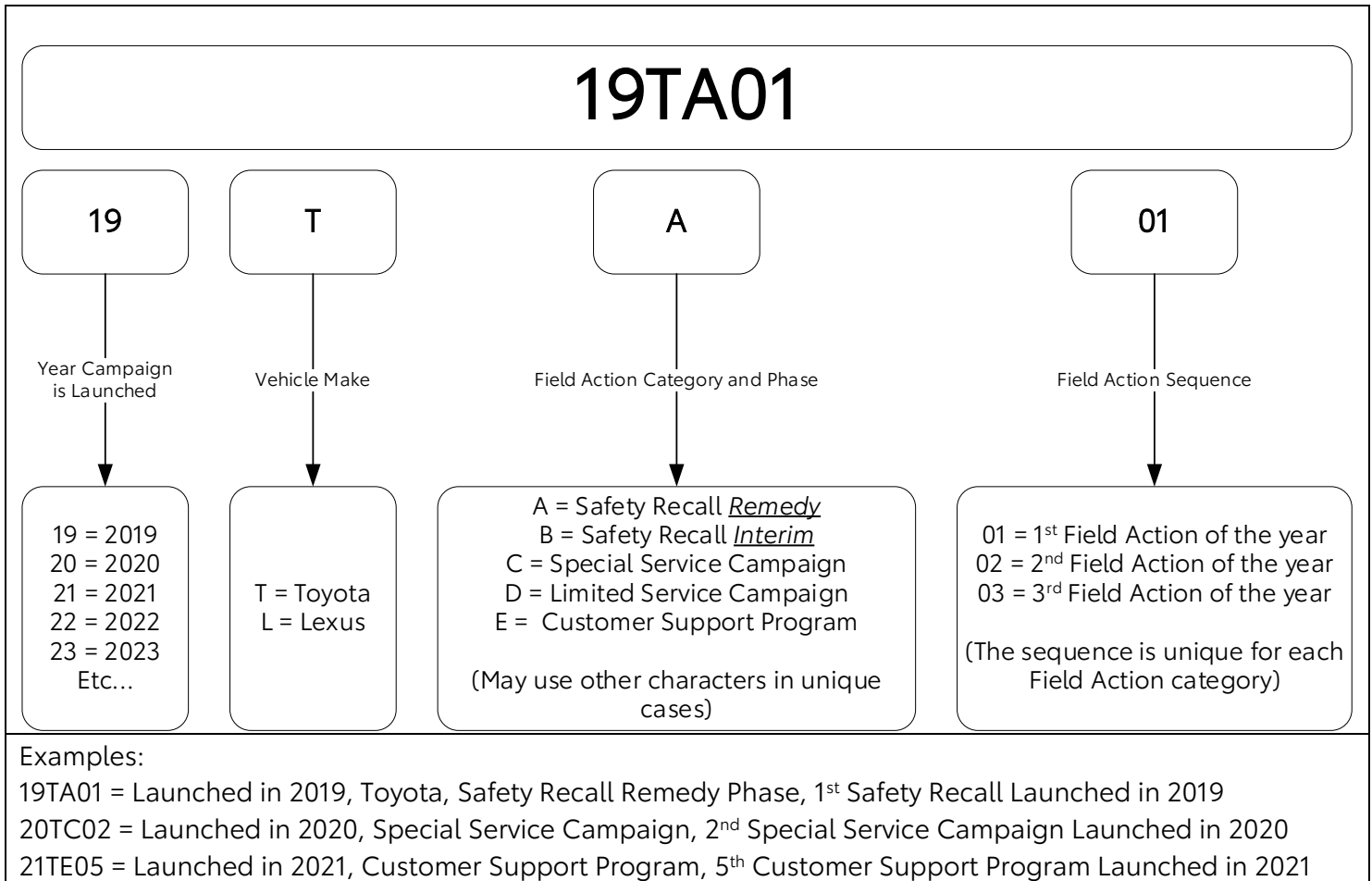
Op Code	Description	Flat Rate Hours
AHH001	Confirm Calibration ID, No Update Needed	0.3
AHH002	Confirm Calibration ID and Recalibrate DCM Type 13/14	2.0
AHH003	Confirm Calibration ID and Recalibrate DCM Type 12	2.3
AHH004	Confirm Calibration ID, Partial Passenger Seat Removal and Recalibrate DCM Type 12	2.5

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

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. 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



***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 Customer Support Program.***

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



## CUSTOMER SUPPORT PROGRAM 19TE12

Multiple Models and Model Years

Coverage for Safety Connect System – Vehicle Location Inaccurate

Frequently Asked Questions

Original Publication Date: October 17, 2019

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
December 10, 2019	Vehicle total has decreased 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 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 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:** *Why are some vehicles involved in this Customer Support Program and others involved in Limited Service Campaign "K0P"? What is the difference?*

A3: 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 K0P. 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).

**Q4:** *My Safety Connect subscription is not active. Do I need to have this repair completed?*

A4: This Customer Support Program applies to customers who are activating a Safety Connect subscription. If a customer is not activating a Safety Connect subscription, it is not necessary to have the repair completed.

**Q5:** *What is Toyota going to do?*

A5: Because this condition will only impact customers who are reactivating their vehicles' Safety Connect subscription, customers will be notified of this CSP during the reactivation process and will be provided instructions on how to have the DCM software updated at their local authorized dealer. A copy of the communication that is provided to customers at subscription activation is included for your reference. The DCM software update must be performed in order for certain features of Safety Connect to work as designed.

**Q6:** *What should I do to have the software update performed?*

A6: If you are activating a Safety Connect subscription, please make an appointment with your local authorized Toyota dealer to have the software update performed FREE OF CHARGE. If you are not activating a Safety Connect subscription, there is no action necessary at this time.



**Q7: Which and how many vehicles are covered by this Customer Support Program?**

A7: There are approximately 195,650 vehicles covered by this Customer Support Program.

Model Name	Model Year	Approximate Total Vehicles	Production Period
4Runner	2013 - 2019	146,490	Late January 2013 - Late January 2019
Land Cruiser	2013 - 2017	12,170	Mid-December 2012 - Late July 2017
Mirai	2016 - 2017	1,060	Early March 2015 - Mid-December 2017
Prius	2013 - 2017	28,590	Late December 2012 - Early November 2017
Prius V	2013 - 2017	7,350	Early February 2013 - Late November 2017

**Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?**

A7a: Yes, the following Lexus vehicles are also covered by Customer Support Program 19LE05. Certain 2011–2017 model year CT200H, certain 2013–2017 model year 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 2010–2018 model year GX460, certain 2013–2014 model year IS-F, certain 2016–2017 model year IS200T, certain 2010–2015 model year IS250, certain 2013–2015 model year IS250C, certain 2016–2017 model year IS300, certain 2013–2017 model year IS350, certain 2013–2015 model year IS350C, certain 2013–2017 model year LS460, certain 2013–2016 model year LS600H, certain 2010–2017 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 and certain 2010–2017 model year RX450H.

**Q8: How long will the repair take?**

A8: 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.

**Q9: What if I have additional questions or concerns?**

A9: 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.

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

Thank you for your interest in Safety Connect! Toyota and Lexus are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to promote customer satisfaction, Toyota and Lexus have initiated a Limited Service Campaign and a Customer Support Program to resolve an issue related to the Safety Connect system. Our records indicate that your vehicle is involved in either the Limited Service Campaign or the Customer Support Program and the repair has not been performed.

Both of these programs provide the same free remedy to correct this issue with Safety Connect. Toyota and Lexus recommend that you have the free remedy performed before reactivating Safety Connect.

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 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.

The Limited Service Campaign and Customer Support Program provide coverage as it applies to incorrectly calculated GPS coordinates due to the Data Communication Module being programmed incorrectly

\*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.

#### Coverage

The Limited Service Campaign and Customer Support Program are available until December 1<sup>st</sup>, 2022

#### What should you do?

If you are reactivating Safety Connect on your vehicle, please contact your authorized Toyota or Lexus dealer to make an appointment to have the Data Communication Module reprogram performed free of charge. 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.

What if you have other questions?

- *Your local Toyota or Lexus dealer will also be more than happy to answer any of your questions.*
- Toyota 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.
- Lexus Customers with additional questions or concerns may contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.

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

Thank you for driving a Toyota or Lexus.

Sincerely,

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

SAMPLE