

INTEROFFICE MEMORANDUM

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To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross
Vice-President, Product Quality and Service Support**SAFETY RECALL RENOTIFICATION
CUSTOMER RENOTIFICATION CAMPAIGN 20R001**

Toyota plans to conduct Safety Recall follow-up notifications to owners whose vehicles have not yet had the following Safety Recall repairs completed. Please note the following information for Regional and PD associates.

Campaigns Covered in the Renotification

Campaign	Model and Model Year	Approximate Renotification UIO	Approximate Renotification PR UIO	Renotification Schedule
F0S	2009-2012 RAV4 2012-2014 RAV4 EV	85,000	50	Mid July 2020
J0U	2011-2016 Scion tC 2008-2015 Scion xB	50,000	1,000	Late July 2020
K0F	2015-2017 Yaris	28,000	5,000	Late July 2020
J05	2008-2019 Landcruiser	19,000	100	Early July 2020-Late September 2020

Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification(s) will begin in late July 2020. Owner notifications will be mailed over a period of several weeks consistent with parts availability.

Customer Handling and Dealership Follow-Up

Toyota encourages dealerships to follow-up with their customers by telephone to encourage them to complete this Safety Recall. A word track has been provided in the dealer letter for this purpose. To assure a consistent and accurate description of the campaign is communicated to the customer, dealership associates are requested to refer to the specific campaign Q&A (available in TIS) to answer any specific customer questions.

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 Owner Renotification of Non-Completed Safety Recall.

Thank you for your cooperation.

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