

Original Publication Date: June 20, 2024

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

SPECIAL SERVICE CAMPAIGN 24TC03 *(Remedy)***Certain 2023 Model Year Toyota Vehicles
Data Communication Module (DCM) Update**

Model / Years	Production Period	Approximate Total Vehicles
2023 Corolla	Early September 2022 to Mid-April 2023	60
2023 Corolla Cross	Late November 2022 to Late March 2023	20
2023 Corolla Hatchback	Early September 2022 to Mid-January 2023	10
2023 Corolla HV	Early September 2022 to Early March 2023	30
2023 GR Corolla	Mid-October 2023 to Early February 2023	10
2023 Crown	Mid-January 2023 to Mid-January 2023	5
2023 Highlander	Mid-October 2022 to Mid-April 2023	90
2023 Highlander HV	Mid-October 2022 to Mid-April 2023	30
2023 Prius	Mid-January 2023 to Early March 2023	10
2023 RAV4	Late October 2022 to Mid-April 2023	120
2023 RAV4 HV	Early November 2022 to Early April 2023	50
2023 RAV4 Prime	Early November 2022 to Late March 2023	15
2023 Venza HV	Late October 2022 to Late March 2023	15

Condition

The Data Communication Module (DCM), which supports Toyota Connected Services in your vehicle, may not have activated properly during vehicle delivery. This results in all connected services becoming inoperative, including Safety Connect features such as the SOS emergency calling feature.

Remedy

Any authorized Toyota dealer will update the data communication module DCM **FREE OF CHARGE**.

Covered Vehicles

There are approximately 470 vehicles covered by this Special Service Campaign. 8 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners Late June 2024. 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 Special 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 Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special 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 Special Service Campaign.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. 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.

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 (**Non-SET and GST dealers:** <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 Special 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 Brand Engagement Center (1-800-331-4331) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

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 the Toyota Newsroom <https://pressroom.toyota.com/>

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 have completed all the following courses:

- TIC 206A – Electrical Repair 1

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 who have completed the above course. 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 always perform this repair.

Remedy Procedures

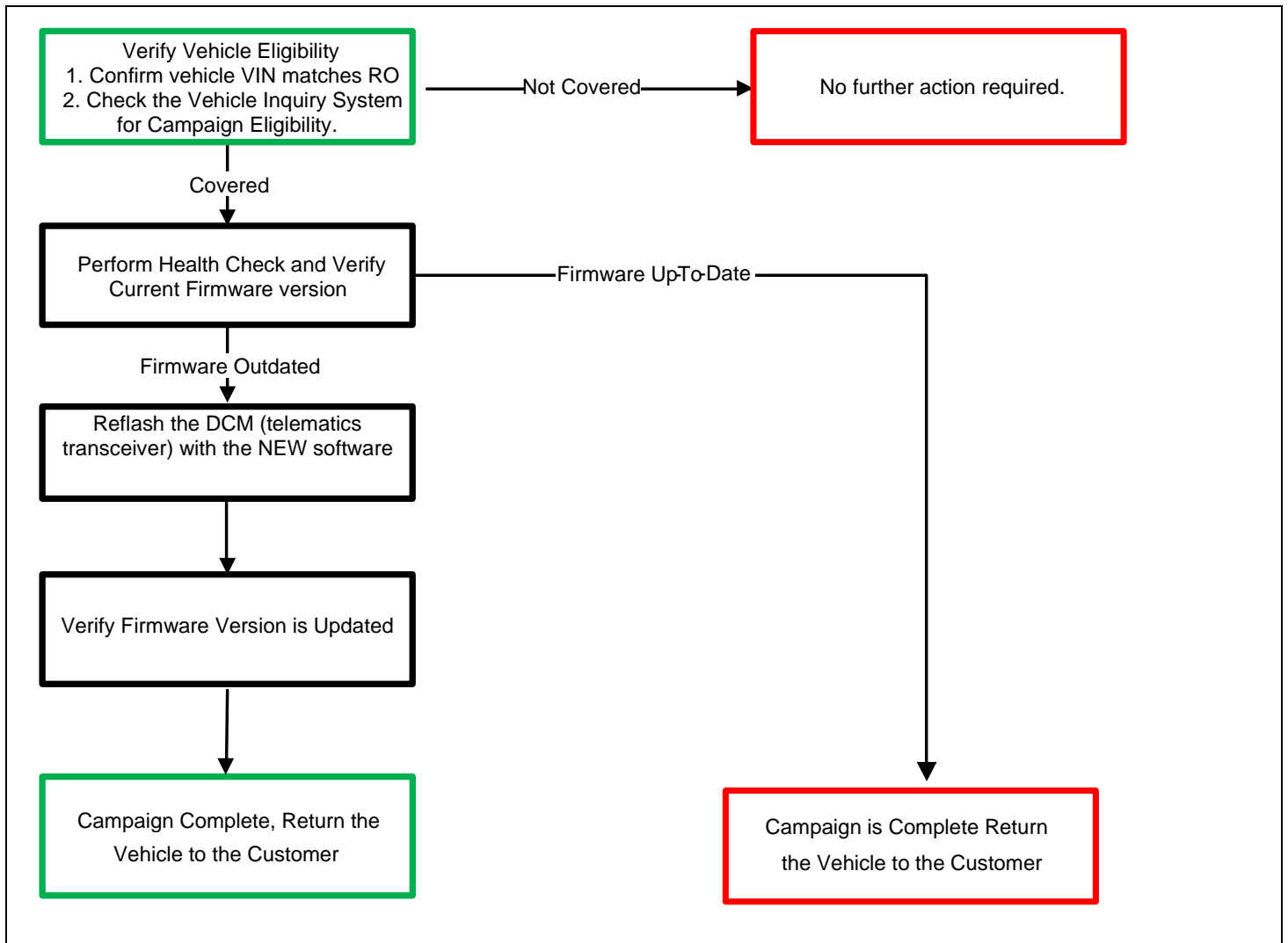
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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
24TC03R1	DCM OTA Reflash	0.8

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the DCM contains the latest calibration ID (no software update needed), use opcode 24TC03R1.

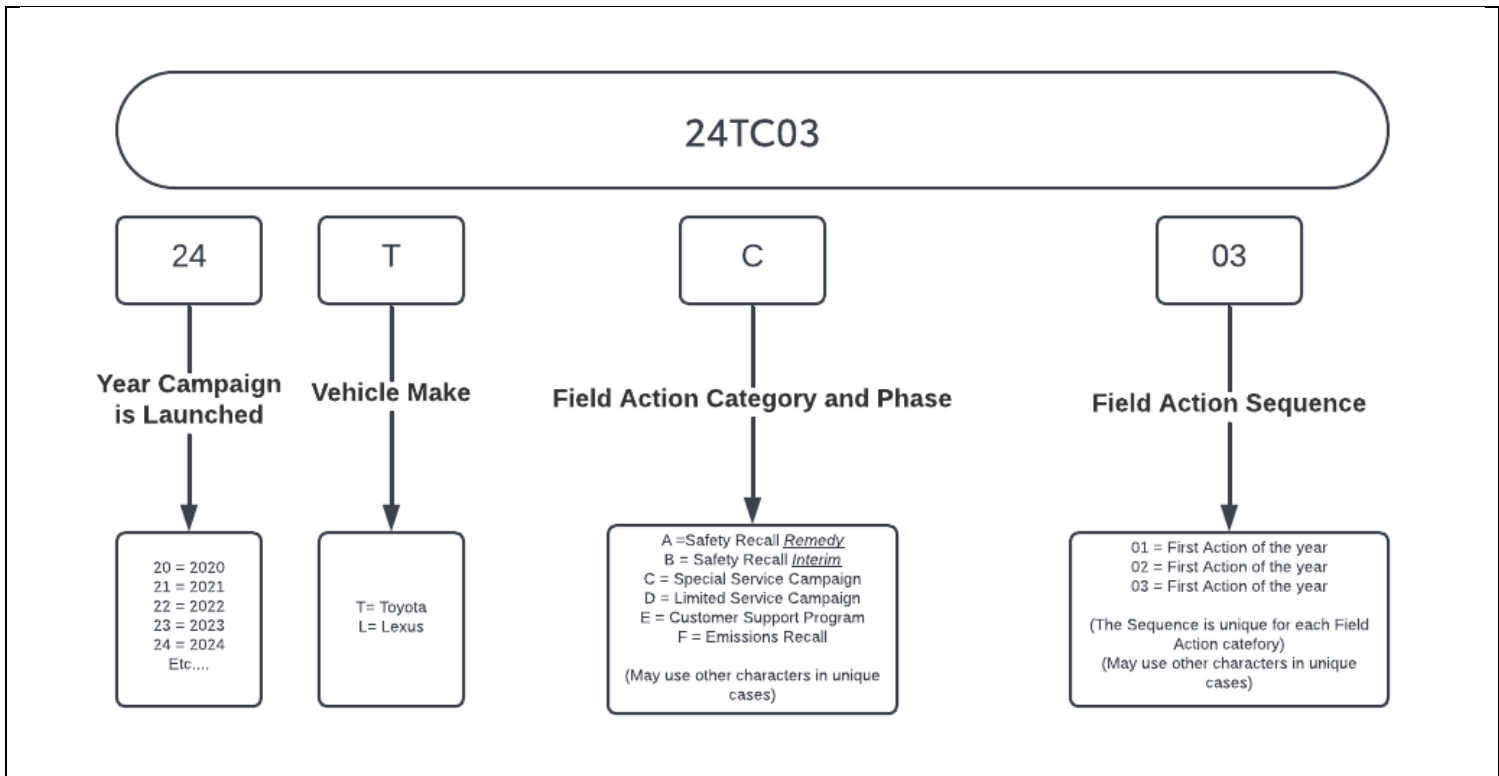
Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Special 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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Examples:

- 19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
- 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
- 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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 Special Service Campaign.

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



TOYOTA

SPECIAL SERVICE CAMPAIGN 24TC03

Certain 2023 Model Year Toyota Vehicles
Data Communication Module (DCM) Update
Special Service Campaign 24TC03

Frequently Asked Questions

Original Publication Date: June 20, 2024

Q1: What is the condition?

A1: The Data Communication Module (DCM), which supports Toyota Connected Services in your vehicle, may not have activated properly during vehicle delivery. This results in all connected services becoming inoperative, including Safety Connect features such as the SOS emergency calling feature.

Q2: What is Toyota going to do?

A2: Any authorized Toyota dealer will update the DCM at **NO CHARGE** to the vehicle owner.

Q3: Which and how many vehicles are covered by this Special Service Campaign?

This Special Service Campaign covers certain Toyota vehicles. There are approximately 470 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Corolla	2023	Early September 2022 to Mid-April 2023
Corolla Cross	2023	Late November 2022 to Late March 2023
Corolla Hatchback	2023	Early September 2022 to Mid-January 2023
Corolla HV	2023	Early September 2022 to Early March 2023
GR Corolla	2023	Mid-October 2023 to Early February 2023
Crown	2023	Mid-January 2023 to Mid-January 2023
Highlander	2023	Mid-October 2022 to Mid-April 2023
Highlander HV	2023	Mid-October 2022 to Mid-April 2023
Prius	2023	Mid-January 2023 to Early March 2023
RAV4	2023	Late October 2022 to Mid-April 2023
RAV4 HV	2023	Early November 2022 to Early April 2023
RAV4 Prime	2023	Early November 2022 to Late March 2023
Venza HV	2023	Late October 2022 to Late March 2023

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

A3a: Yes, Certain 2023 ES250h, ES300h, ES350, LS500, RX350, RX350h, RX500h, RZ450e, and UX250h Lexus vehicles are also covered by Special Service Campaign 24LC02.

Q4: *How long will the repair take?*

To update the DCM, it will take approximately 45 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period depending upon the dealer's schedule.

Q5: *How does Toyota obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-800-331-4331 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



Certain 2023 Model Year Toyota Vehicles
Data Communication Module (DCM) Update
Special Service Campaign 24TC03

[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 Special 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), which supports Toyota Connected Services in your vehicle, may not have activated properly during vehicle delivery. This results in all connected services becoming inoperative, including Safety Connect features such as the SOS emergency calling feature.

What will Toyota do?

Any authorized Toyota dealer will update the DCM **FREE OF CHARGE** to you.

What should you do?

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

Please contact your authorized Toyota dealer to make an appointment to have the Special Service Campaign performed. The remedy will take approximately **45 min.** However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the

address or fax number shown below:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

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.
- ✓ If you require further assistance, you may contact the Toyota Brand Engagement Center at (1-800-331-4331) Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. 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, USA