

Toyota Motor Sales, USA, Inc.
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Plano, TX 75024
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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 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.

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 1st, 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.