

HOW TO USE THE AIRBAG RECALL APP

The Airbag Recall app lets you check a vehicle's recall status using the license plate or VIN. It also prompts anyone who scans an affected vehicle to schedule a repair. It's free on the App Store and Google Play.

1



DOWNLOAD THE FREE APP

Download the Airbag Recall app for your device through the App Store or Google Play.



2

CHECK VEHICLE

You can either use the license plate or Vehicle Identification Number (VIN) to check the vehicle.

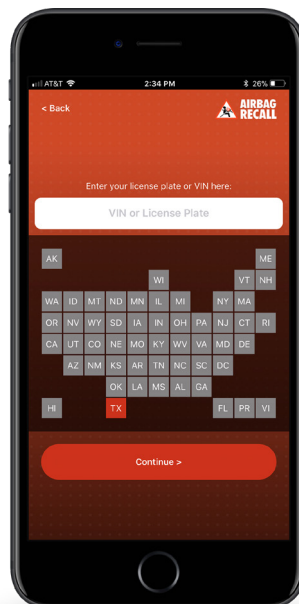
LICENSE PLATE – PICTURE (RECOMMENDED)

Align the license plate in the red outline. The plate number and state will load automatically be loaded on the next screen. Check to make sure it is correct and hit Continue.



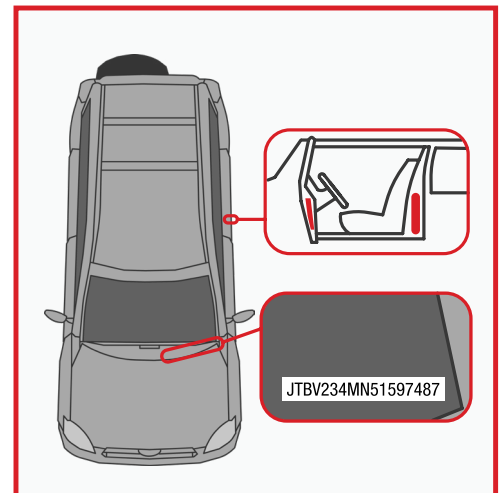
LICENSE PLATE – MANUAL ENTRY

Hit the Enter Plate or VIN Manually button on the home screen. Type the plate number and select the issuing state from the map. Hit Continue.



VIN – MANUAL ENTRY

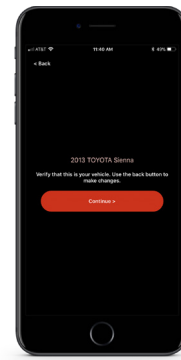
Hit the Enter Plate or VIN Manually button on the home screen. Type the VIN number. The VIN is a 17-digit alphanumeric code that can be found on a label in the driver's door jam or from outside of the vehicle at the bottom of the windshield on the driver's side (see picture below).



3 CONFIRM VEHICLE

The app will display the model and model year of the vehicle based on the information entered. Verify the model and model year is correct and hit Continue.

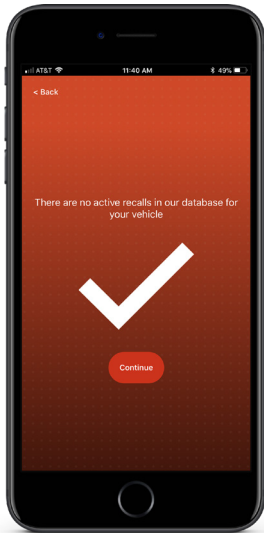
If the model or model year is not correct, hit Back. If license plate was used, try using VIN. If VIN was used, confirm the VIN was typed correctly.



4 RECALL CHECK RESULTS

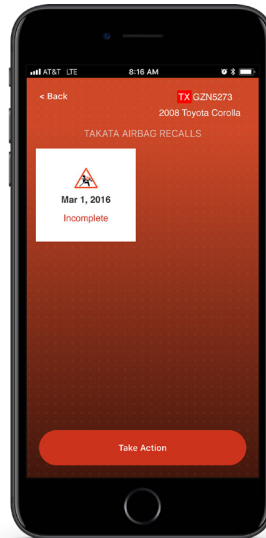
NO OPEN RECALLS

If the vehicle has no open recalls, a large check mark will appear and will provide the user an option to check other vehicles or share the results on social media.



VEHICLE UNDER RECALL

If there are open recalls on the vehicle, the app will list all of the relevant recalls. If the vehicle has an open Takata recall, a special icon will display.



5 NEXT STEPS

Click on the recall. For the Takata recall, inform the owner by saying, "You have an open Takata recall. This recall is very dangerous as sharp metal fragments could spray out of the airbag at occupants when the airbag deploys, potentially causing injury or even death. You should have this free repair performed immediately."

For other recalls, simply read the Safety Risk Description section to the owner.



6 SCHEDULE REPAIR

HIT BACK AND THEN HIT TAKE ACTION.

- This will provide a list of local dealers based on the vehicle's brand and the location of the device using the app.
- Ask the customer which dealer is closest to them or which they prefer and provide contact information. Encourage the owner to call right away to schedule their **FREE** repair.

- If the owner has a language barrier and you cannot communicate in their preferred language, please assist the owner by calling the Toyota Customer Experience Center (1-888-270-9371) or the Lexus Customer Assistance Center (1-800-255-3987).

COMMUNICATING ABOUT OPEN RECALLS

- Ensure owner understands the safety risk posed by the recall.
- Express the urgency to act immediately.

- Emphasize that the repairs are **FREE**.
- Provide next steps so owner can act immediately (dealer phone number and location).
- Toyota and Lexus Owners who need assistance making a repair appointment can also call the Toyota Customer Experience Center or the Lexus Customer Assistance Center.
Toyota: 1-888-270-9371
Lexus: 1-800-255-3987

