



TOYOTA

SAFETY (NONCOMPLIANCE) RECALL 20TA13 *(Remedy Notice)*

Certain 2020 Model Year Supra
Headlamp Adjustment Plugs Installed in Incorrect Locations

Frequently Asked Questions

Original Publication Date: August 27, 2020

Q1: *What is the condition?*

A1: The plug which covers the headlamp's horizontal adjustment mechanism may have been inserted into the space for the vertical plug, and vice-versa. This can enable horizontal adjustment of the headlamp beam and may not meet a Federal requirement.

Q2: *Are there any warnings that this condition exists?*

A2: There are no warnings that the headlamp adjustment plugs have been installed in the incorrect locations.

Q3: *What is Toyota going to do?*

A3: Toyota will send an owner notification by first class mail starting in mid-September 2020, advising owners to make an appointment with their authorized Toyota dealer to have the headlamp adjustment plugs removed and reinstalled into the correct positions **FREE OF CHARGE**.

Q4: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A4: There are approximately 1,500 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Supra	2020	Early March 2019 – Late July 2020

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

Q5: *How long will the repair take?*

A5: The repair takes approximately forty-five minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: 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.