



Frequently Asked Questions and Guidelines for Toyota Recalls

1. How can I check if my vehicle is affected by a Takata airbag recall?

Please visit the following link: <https://www.toyota.com.cy/recall> and follow the instructions displayed on the screen, depending on whether your vehicle is:

- **Non-European spec without European Type Approval** (usually an imported used vehicle from a non-European country such as Japan, Singapore, Thailand, Australia, etc.): Please **check the Road Transport Department (RTD) website** to see if your vehicle is **listed as affected by the Takata airbag recall**.
- **European spec with European Type Approval** (usually an imported used vehicle from the UK or Ireland): Please visit <https://www.toyota.com.cy/recall> and follow the instructions displayed on the screen.

2. My vehicle with European Type Approval has open recalls according to the Toyota Cyprus website. What should I do?

After entering your VIN number in the recall checker (<https://www.toyota.com.cy/recall>), if your vehicle has an open recall, a button will appear prompting you to submit a form. Follow the steps and submit your details along with the following documents:

- A copy of your vehicle's registration certificate.
- A copy of the owner's identity card (front and back).

*If you purchased your vehicle from our company – **Dickran Ouzounian & Co. Ltd.** – or have visited one of our authorised service centres in the last 10 years, and your details, as well as those of your vehicle, are already registered in our database, please contact your preferred authorised service centre directly (https://www.toyota.com.cy/#/publish/my_toyota_my_dealers) to schedule an appointment for the repair. Alternatively, send an email with your request to: <https://www.toyota.com.cy/contact>.*

3. My Non-European spec vehicle is listed on the RTD website with a pending Takata airbag recall. What should I do?

Please submit the following documents via the relevant form on our website (<https://forms.toyota.com.cy/recalls/non-eu-form-en>):

- A copy of your vehicle's registration certificate.
- A copy of the owner's identity card (front and back).



4. It has been several days since I sent copies of my registration certificate and identity card, but no one has contacted me.

We have received your documents; however, due to an exceptionally high volume of requests, there may be delays. Please rest assured that we are working diligently to process the information we have received from numerous vehicle owners. We kindly ask for your patience and understanding and assure you that we will contact you as soon as possible to arrange an appointment for the repair.

5. I received a letter informing me that my vehicle is involved in recall campaigns. What should I do?

Please refer to point 2 above.

6. I have sent multiple follow-up messages but have not received a response. Why am I being ignored?

Please be assured that you are not being ignored. We are working intensively to respond to all requests as quickly as possible. We hope you understand that the high volume of requests we are handling requires time, and we appreciate your patience and understanding.

7. My vehicle is affected by a Takata recall. Can I continue to use it until it is repaired?

To date, no authority or manufacturer has issued a directive to stop using vehicles involved in this recall. However, vehicles equipped with Takata airbags may have a potential manufacturing defect in the airbag inflator system, which could cause the airbags to deploy improperly. In extreme cases, this defect could increase the risk of injury or death to the occupants.

8. I paid the administrative fee related to the Takata recall process for my non-European spec vehicle without European Type Approval, but I have not received any updates. What is happening?

We have received your request, however, due to a high volume of requests, there may be delays. Please rest assured that we are making every effort to respond as quickly as possible to schedule an appointment. We kindly ask for your patience and understanding. We will contact you as soon as possible with further updates and instructions.



9. I have been calling your company, but no one is answering. What should I do?

The only telephone number that can assist you with inquiries about whether your vehicle is involved in recall campaigns and the steps you need to take is our customer support centre at **22285700**. For these matters and to ensure the best possible service, please call only this number.

10. I am a customer of Dickran Ouzounian & Co. Ltd. (I purchased my vehicle or have visited one of your authorised service centres within the last 10 years), and my details are registered in your database. I have received a letter stating that my vehicle is involved in recall campaigns, or the recall checker tool at <https://www.toyota.com.cy/forms/recall-checker> shows that my vehicle is involved in recall campaigns.

Please contact your preferred authorised service centre (https://www.toyota.com.cy/#/publish/my_toyota_my_dealers) to schedule an appointment for the repair. Alternatively, send an email with your request to <https://www.toyota.com.cy/contact>.