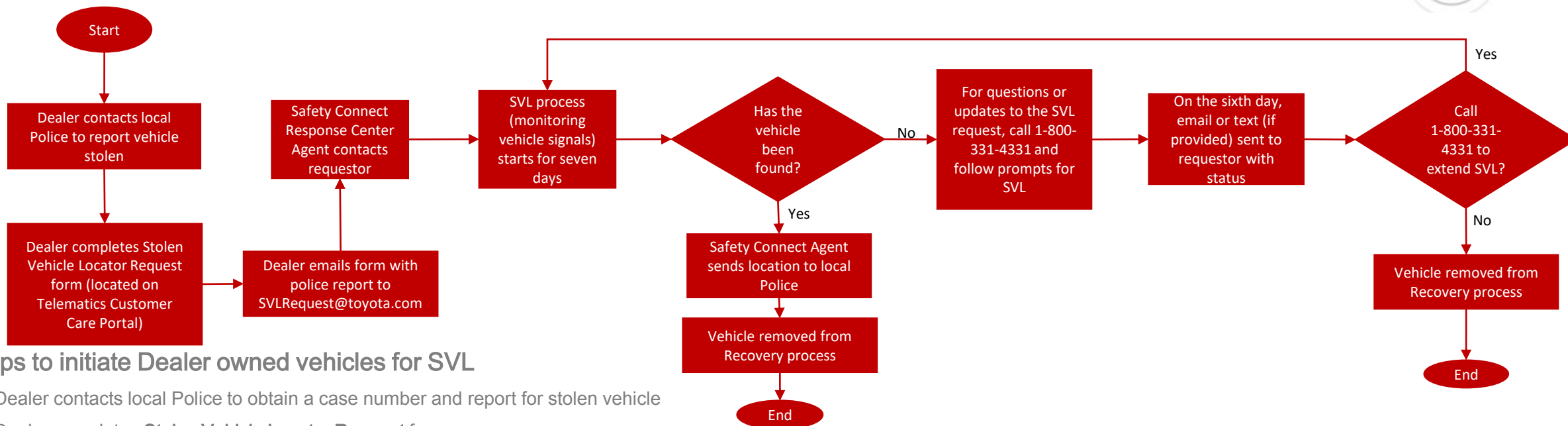


# Stolen Vehicle Locator Process for Dealer Owned Vehicles



## Steps to initiate Dealer owned vehicles for SVL

- ☐ Dealer contacts local Police to obtain a case number and report for stolen vehicle
- ☐ Dealer completes **Stolen Vehicle Locator Request** form
  - Download the pdf form from the **Telematics Customer Care Portal** which can be found under **Resources->Audio Multimedia->Stolen Vehicle Locator Request Form**
- ☐ The completed form is submitted via email to [SVLRequest@toyota.com](mailto:SVLRequest@toyota.com) with Subject line: SVL Request - <INSERT VIN>
- ☐ Once received, a Safety Connect Response Agent will contact the requestor via phone
- ☐ The SVL process begins once the information on the form is validated and the monitoring will be active for a period of seven days
  - In case a customer is associated with the vehicle's subscription, the Dealer will need to submit Proof of Ownership
  - Dealer can opt to share their email or mobile number to receive status updates
  - If dealer has any questions or would like an update regarding the Stolen Vehicle Locator request, call the Safety Connect Response Center at 1-800-331-4331 and follow the prompts for SVL
- ☐ On locating the stolen vehicle, the Safety Connect Response Agent will provide local Police the vehicle's location. Local Police will contact the Dealer regarding the recovery of their vehicle and the vehicle is removed from the monitoring process
- ☐ If the stolen vehicle is not located by the end of the sixth day, the Dealer receives an email or text message at the shared contact information. This contains the vehicle status and a reminder to extend the SVL for another seven days.
- ☐ If Dealer chooses to extend the SVL, they must call **1-800-331-4331** and follow the prompts for SVL so that another iteration of the SVL process can start. If not, the vehicle is removed from the recovery process.