



Properly cleaning and disinfecting vehicles is critical to supporting the safety of your employees and your customers.

# TOYOTA VEHICLE SANITIZATION

## HELP KEEP YOUR CUSTOMERS SAFE

The COVID-19 crisis has changed how shops do business in so many ways. To help support you, Toyota has shared some best practices that help promote the safety of your customers and your shop employees. This information focuses on cleaning and disinfecting Toyota vehicles. It is intended to supplement your shop's existing protocols, processes and procedures specific to the current pandemic.<sup>1</sup>

### EVERY VEHICLE, EVERY TIME

In addition to respecting social distancing and other recommendations from the Center for Disease Control and Prevention (CDC) and the Environmental Protection Agency (EPA), Toyota recommends that shops follow these basic actions with every customer vehicle:

- Disinfect the vehicle when it's brought into your shop, test-driven and before it's returned to the customer.
- If a vehicle may have been exposed to someone with COVID-19, don't touch the vehicle for 24 hours; then, disinfect it.
- Always use steering wheel, seat, gear shift and floor mat covers in customer vehicles.

### CLEANING AND DISINFECTING GUIDELINES

Properly cleaning and disinfecting vehicles are critical to supporting the safety of your employees and customers. Toyota recommends concentrating on all high-touch areas in the interior and exterior of the vehicle, following these guidelines:

#### Cleaning:

1. Use products and procedures for cleaning the vehicle as found in the Owner's Manual.
2. Follow the instructions for use on those products, as well as any additional policies and procedures instituted by your shop, including instructions to wear gloves or any other personal protective equipment (PPE).
3. PPE can be found on the Toyota Approved Dealer Equipment site: <https://toyotaade.snapon.com/>

#### Disinfection:

1. Use appropriate material(s) for disinfection of high-touch areas. [CLICK HERE](#) for a list of suitable disinfecting product types, selected for their compatibility with Toyota vehicle exteriors and interiors and adherence to current CDC and EPA guidelines.
2. Follow the instructions for use on those products and any additional policies and procedures instituted by your shop, including instructions to wear PPE.
3. Focus on the high-touch areas illustrated in the photos above.

## KEY INTERIOR TOUCHPOINTS

- Interior Door Levers/Window & Door Lock Controls
- Upper Door Trims/Armrests
- Power Seat Switches
- HVAC Vents/Controls
- Steering Wheel/Buttons
- Lower IP Various Buttons
- Hood Release
- Ignition Switch
- Multifunction Levers
- Radio Various Buttons
- Center Console & Glove Box Buttons/Handle
- Cup Holders
- Shift Lever
- Seat Belt Adjusters/ Buckles/Locks
- Seats If Necessary
- Inner Mirror/Visors/Assist Handles/Moonroof Shade Handle/Map Lamps & Various Buttons (SOS/HomeLink/Sunroof)

**NOTE:** IF REPAIRS ARE PERFORMED ON INTERIOR PARTS OR COMPONENTS NOT LISTED ABOVE, PLEASE ENSURE THAT THOSE SURFACES ARE ALSO WIPED DOWN FOLLOWING THE GUIDELINES PROVIDED.

## KEY EXTERIOR TOUCHPOINTS

- All Exterior Handles
- Fuel Lid/Gas Cap
- Trunk or Tailgate Button/Pull
- Key Fob
- Front Hood Area/Lever



## TO USE OR NOT TO USE

When cleaning and disinfecting vehicles, it's important to use suitable commercial and/or consumer product types. [CLICK HERE](#) for a matrix of suitable cleaning and disinfecting solutions. Important: Carefully follow the manufacturer's product label instructions for cleaning and disinfecting, as these vary by product.

DO NOT use disinfecting products that contain any of the following chemicals:

- Hydrogen Peroxide
- Sodium Chlorite
- Sodium Hypochlorite (chlorine bleach)
- Glycol Acid
- Octanoic Acid
- Hypochlorous Acid

## REDUCE RISK OF CROSS-CONTAMINATION

To reduce the risk of cross-contamination when disinfecting a vehicle, do not use the same microfiber cloth or wipe on the entire vehicle; instead:

1. Use one microfiber cloth/wipe per vehicle occupant side (e.g., driver's side front = one cloth).
2. If wiping excess disinfecting solution is required, do not rinse and reuse: use a clean microfiber cloth/wipe.
3. Dirty microfiber cloths must be washed with appropriate disinfecting laundry cleaner and dried before reusing.

## BE SAFE, BE THOROUGH AND STAY CURRENT

Toyota remains optimistic that our world will soon thrive again. We are committed to supporting you during these challenging times. We will continue to provide updates, which you can access in the "What's New" section of TIS. 📄

## VEHICLE SANITIZATION RELEVANT TERMS

**Cleaning:** Refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs, but removing the germs reduces the risk of spreading infection.

**Disinfection:** Works by using EPA-registered disinfectant chemicals to kill germs on surfaces. This process doesn't necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

## [CLICK HERE FOR CDC CLEANING AND DISINFECTING GUIDELINES](#)

(Source: CDC as of 4/23/20)





**DISCLAIMER:** THIS TRAINING IS JUST ONE RESOURCE AVAILABLE TO DEALERS AND THEIR ASSOCIATES. COLLISION REPAIR CENTERS ARE FREE TO USE OR NOT USE THIS RESOURCE. OF COURSE, OUR DEALERS ARE RESPONSIBLE FOR ALL EMPLOYMENT DECISIONS RELATING TO THEIR EMPLOYEES INCLUDING ALL RECRUITING, HIRING, RETENTION, DEVELOPMENT, DISCIPLINE AND TERMINATION DECISIONS.

## FOOTNOTE for TOYOTA VEHICLE SANITIZATION

1. This article and the accompanying materials do not provide, and are not intended to constitute, legal or compliance advice. They also do not address all the legal or compliance issues, such as occupational health and safety or other requirements that may apply to the issues discussed. Consult an attorney familiar with the federal, state and/or local laws at issue to obtain specific advice with respect to specific legal matters. Also, many state and local governments have instituted emergency COVID-19 related measures that impose requirements or restrictions on automotive collision repair facility operations

## FOOTNOTES for 2021 TOYOTA VENZA:

1. Toyota Safety Sense™ effectiveness is dependent on many factors including road, weather, and vehicle conditions. Drivers are responsible for their own safe driving. Always pay attention to your surroundings and drive safely. See Owner's Manual for additional limitations and details.
2. The TSS Pre-Collision System is designed to help avoid or reduce the crash speed and damage in certain frontal collisions only. It is not a substitute for safe and attentive driving. System effectiveness is dependent on many factors, including road, weather, and vehicle conditions. Feature availability may vary by vehicle and trim.
3. Dynamic Radar Cruise Control (DRCC) is designed to assist the driver and is not a substitute for safe and attentive driving. System effectiveness is dependent on many factors, including road, weather, and vehicle conditions. Feature availability may vary by vehicle and trim.
4. Lane Departure Alert (LDA) is designed to read visible lane markers under certain conditions and provide visual and audible alerts when lane departure is detected. It is not a collision-avoidance system or a substitute for safe and attentive driving. System effectiveness is dependent on many factors, including road, weather, and vehicle conditions.
5. Automatic High Beams operate at speeds above 25 mph. Factors such as a dirty windshield, weather, lightning, and terrain limit effectiveness, requiring the driver to manually operate the high beams. Feature availability may vary by vehicle and trim.
6. Lane Tracing Assist (LTA) is designed to read visible lane markers and detect other vehicles under certain conditions. It is only operational when DRCC is engaged.
7. Do not rely exclusively on Road Sign Assist (RSA). It is not a substitute for safe and attentive driving. System effectiveness is dependent on many factors, including road, weather, and vehicle conditions. Feature availability may vary by vehicle and trim.
8. Do not rely exclusively on the Blind Spot Monitor. Always look over your shoulder and use your turn signal. There are limitations to the function, detection and range of the monitor.
9. Do not rely exclusively on the Rear Cross-Traffic Alert system. Always look over your shoulder and use your mirrors to confirm rear clearance. There are limitations to the function, detection and range of the system.
10. At speeds of 9 mph or less, Front and Rear Parking Assist with Automatic Braking (PA w/AB) is designed to assist drivers in avoiding potential collisions with nearby static objects when the vehicle is in Drive or Reverse and approaching crossing vehicles when the vehicle is in Reverse. Do not overly rely on PA w/AB. Always look around outside the vehicle and use mirrors to confirm clearance. Certain vehicle and environmental factors, including an object or vehicle's shape, size and composition, may affect the system's effectiveness.
11. The Bird's-Eye-View Camera does not provide a comprehensive view of the area surrounding the vehicle. You should also look around outside your vehicle and use your mirrors to confirm surrounding clearance. Environmental conditions may limit effectiveness and view may become obscured.
12. The backup camera does not provide a comprehensive view of the rear area of the vehicle and you should also look around the vehicle, using mirrors to confirm rearward clearance. Environmental conditions may limit effectiveness and view may become obscured.

## FOOTNOTES for TOYOTA SAFETY SENSE:

1. Toyota Safety Sense™ effectiveness is dependent on many factors including road, weather and vehicle conditions. Drivers are responsible for their own safe driving. Always pay attention to your surroundings and drive safely. See Owner's Manual for additional limitations and details.
2. The TSS Pre-Collision System is designed to help avoid or reduce the crash speed and damage in certain frontal collisions only. It is not a substitute for safe and attentive driving. System effectiveness is dependent on many factors, including road, weather, and vehicle conditions. See Owner's Manual for additional limitations and details. Feature availability may vary by vehicle and trim
3. Dynamic Radar Cruise Control (DRCC) is designed to assist the driver and is not a substitute for safe and attentive driving. System effectiveness is dependent on many factors, including road, weather, and vehicle conditions. Feature availability may vary by vehicle and trim.
4. Lane Departure Alert (LDA) is designed to read visible lane markers under certain conditions, and provide visual and audible alerts when lane departure is detected. It is not a collision-avoidance system or a substitute for safe and attentive driving. System effectiveness is dependent on many factors, including road, weather, and vehicle conditions.
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7. Lane Tracing Assist (LTA) is designed to read visible lane makers and detect other vehicles under certain conditions. It is only operational when DRCC is engaged.

## CONTRIBUTING DEPARTMENTS:

Toyota Collision Repair & Refinish Training  
Toyota Certified Collision Centers  
Toyota Genuine Parts  
Toyota Wholesale Parts & Certified Collision Department

## REFER ALL CORRESPONDENCE TO:

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## TECHNICAL WEBSITES

[www.toyotapartsandservice.com](http://www.toyotapartsandservice.com)  
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<https://techinfo.toyota.com>  
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