



# **COVID-19 SERVICE RECEPTION & DELIVERY PROCESS**

  
APRIL 2020

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In order to continue servicing our customers while supporting their safety, the safety of employees, and respecting the social distancing and other recommendations of the Centers for Disease Control and Prevention (CDC) and Environmental Protection Agency (EPA), we provide the following information for consideration in supplementing existing Standard Operating Procedures.

The National Automobile Dealers Association (NADA) has published a “Dealer Guide To Safely Operating Your Dealership During A Pandemic” and also makes a “Coronavirus Hub” available to its members. TMNA refers your dealership to those NADA resources for information that you can use to make decisions during the COVID-19 Pandemic. Toyota is issuing this document and the accompanying materials to provide you with information focused on Toyota vehicles (cleaning and disinfecting) and the Toyota dealership processes for appointments, service reception and service delivery.

This document and the accompanying materials do not provide, and are not intended to constitute, legal or compliance advice. They also do not address all 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, and with dealership operations, 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 to dealership operations.

Thank you for your continued efforts to support our customers in these challenging and unprecedented times.

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1. Vehicle Cleaning & Disinfecting

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## REFERENCES

1. NADA - A Dealer Guide to Safely Operating Your Dealership During a Pandemic
2. TSD Software Rental/Loaner Agreement – COVID-19 Process
3. Social Distancing Floor Markings
4. “Sneeze Guard” Shields
5. Toyota Rewards Visa and Toyota Credit Card

# VEHICLE CLEANING & DISINFECTING

- Toyota recommends disinfecting vehicles when a vehicle is brought in for service, when it is returned to a customer, when a vehicle is taken from inventory for a test drive, and when a used vehicle is taken into the dealership as a trade or from auction.
- If a vehicle may have been exposed to someone with COVID-19 do not touch it for 24 hours, then disinfect it.
- Utilize steering wheel, seat, gear shift, and floor mat covers in customer vehicles.
- Toyota is issuing this document to provide you with guidance on products that you can use to clean and disinfect high touch areas in the interior and on the exterior of the vehicle.

## RELEVANT TERMS (Source CDC as of 4/23/20) [CLICK FOR CDC LINK](#)

### Cleaning:

Refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.

### Disinfection:

Works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

## CLEANING & DISINFECTING GUIDELINES

### Cleaning:

- Use products and procedures for cleaning the vehicle as found in the vehicle manuals.
- Follow the instructions on those products for use and any additional policies procedures instituted by your dealership, including any instructions to wear gloves or other personal protective equipment (PPE).
  - PPE can be found on the Toyota Approved Dealer Equipment site ([toyotaade.snapon.com](http://toyotaade.snapon.com)).

## Disinfection:

- Use appropriate material(s) for disinfection of high-touch areas. The disinfection products in the **“Suitable Disinfecting Product Types”** have been selected for their compatibility with Toyota vehicle exteriors and interiors and based on current guidelines of the CDC and EPA.
- Follow the instructions on those products for use and any additional policies/procedures instituted by your dealership, including any instructions to wear gloves or other PPE.
- Focus on the following high touch areas shown below

## KEY INTERIOR TOUCH POINT AREAS

- + Interior Door Levers/Window & Door Lock Controls
- + Upper Door Trims /Armrest
- + 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/Maps Lamps & Various Buttons (SOS/Home Link/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 TOUCH POINT AREAS

- + All Exterior Handles
- + Fuel Lid/Gas Cap
- + Trunk or Tailgate Button/Pull
- + Keyfob
- + Front Hood Area/Lever (If Vehicle Serviced)









# SUITABLE DISINFECTING PRODUCT TYPES

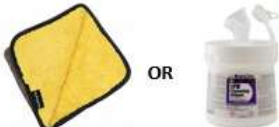
A. Below is a matrix of commercial and consumer product types that are suitable for cleaning (first row – detergent solution) and disinfecting (subsequent rows) vehicle interior/exterior surfaces.

## IMPORTANT:

**Follow carefully the manufacturer's product label instructions for cleaning and disinfecting, as these vary by product.**

Cleaning and Disinfecting Solution Matrix						
Least Restrictive Cleaning and Disinfecting Solutions - SUITABLE FOR ALL INTERIOR AND EXTERIOR SURFACES						
Type of Solution	Active Ingredient	Preparation Instructions	Product Examples	Vehicle Applicable Areas	Application Instructions	Image Example
Neutral Detergent & Water Solution	Surface-active agent with concentration of 16% or more of Linear Alkylbenzene Sulphorated (LAS) or Alkyl Ether Sulfate Sodium	5-10CC Neutral detergent per 1Liter of water (1fl oz Neutral detergent per 1 Gallon of water)	Dawn Palmolive AJAX	All interior and exterior surfaces	1. Soak a clean microfiber cloth in detergent/water solution 2. Wipe high touch areas inside/outside the vehicle vigorously while being careful not to damage fragile components 3. Allow the detergent/water solution to sit on the surface for 20-30 seconds before proceeding to the next step 4. Use a fresh microfiber cloth damp with water and wipe any previously treated area to remove detergent/water solution	
Quaternary Ammonium	Quaternary Ammonium	Dilutable or Ready to use - Refer to Package preparation instructions	ZEP Lysol (Spray Bottle)	All interior and exterior surfaces	1. Apply the ammonia disinfecting solution to a microfiber cloth 2. Wipe high touch areas inside/outside the vehicle 3. Wipe off excess disinfecting solution if necessary with a new cloth	
Silver ion; Citric acid	Silver ion; Citric acid	Dilutable or Ready to use - Refer to Package preparation instructions	Awen(R) 30 Sdc3a	All interior and exterior surfaces	1. Apply the Silver ion/Citric Acid disinfecting solution to a microfiber cloth 2. Wipe high touch areas inside/outside the vehicle 3. Wipe off excess disinfecting solution if necessary with a new cloth	
More Restrictive Disinfecting Solutions - NOT FOR ALL SURFACES						
Isopropyl Alcohol (IPA) & Water Solution*	Isopropyl Alcohol (IPA)	70% IPA/Water Mixture	70% Isopropyl Alcohol (IPA)	All interior surfaces <b>EXCEPT:</b> - Painted IP surfaces - Painted IP/door trim panels - Painted center consoles panels - Touch Screens	1. Apply the IPA disinfecting solution to a microfiber cloth (or use ready wipe) in the IPA/water solution 2. Wipe high touch areas inside the vehicle (do not use on painted surfaces) 3. Do not wipe more than twice on the same area or leave copious amount of solution on vehicle surface for extended time (>1Min)	
Quaternary ammonium & Ethanol Mixture*	Quaternary ammonium; Ethanol	Dilutable or Ready to use - Refer to Package preparation instructions	ASEPTICARE™ TB II OPTI-CIDE3	All interior surfaces <b>EXCEPT:</b> - Painted IP surfaces - Painted IP/door trim panels - Painted center consoles panels - Touch Screens	1. Apply the quaternary ammonium & ethanol disinfecting solution to a microfiber cloth (or use ready wipe) in the IPA/water solution 2. Wipe high touch areas inside the vehicle (do not use on painted surfaces) 3. Do not wipe more than twice on the same area or leave copious amount of solution on vehicle surface for extended time (>1Min)	
L-Lactic Acid**	L-Lactic Acid	Dilutable or Ready to use - Refer to Package preparation instructions	Fangio Gurney	All interior & exterior surfaces <b>EXCEPT:</b> - Synthetic leather material such as: Thermoplastic Polyurethane (TPU) Polyvinyl chloride (PVC) synthetic leather seat covers	1. Apply the L-Lactic Acid disinfecting solution to a microfiber cloth 2. Wipe high touch areas inside/outside the vehicle (do not use on synthetic leather seat cover material) 3. Wipe off excess disinfecting solution if necessary with a new cloth	

\* Isopropyl Alcohol (IPA) and Ethanol are not recommended for painted surfaces - Reduce exposure to painted surfaces as damage may occur. IPA/water solution MUST contain 70% IPA by volume  
\*\* L-Lactic Acid is not recommended for Thermoplastic Polyurethane (TPU) or Polyvinyl chloride (PVC) synthetic leather seat covers

Helpful Recommendations for Disinfecting Vehicle Surfaces Using a Microfiber Cloth or Ready Wipe	
Ancillary Cleaning Material	Best Practice Guidelines
 <p>Microfiber Cloth or Ready Wipe</p>	<ol style="list-style-type: none"> <li>To reduce risk of cross-contamination, do not use the same microfiber cloth/wipe on the entire vehicle; instead:</li> <li>It is recommended to use one microfiber cloth/wipe per vehicle occupant side (e.g., Driver side-front=1 Cloth)</li> <li>If wiping excess disinfecting solution is required, use a clean microfiber cloth (do not rinse and reuse)</li> <li>Dirty microfiber cloths must be washed with appropriate disinfecting laundry cleaner and dry before reusing</li> </ol>

## **\*\*DO NOT USE THE FOLLOWING CHEMICALS\*\***

Disinfecting product that contain Hydrogen Peroxide, Sodium Chlorite, Sodium Hypochlorite (chlorine bleach), Glycol Acid, Octanoic Acid, Hypochlorous Acid

*and any cleaning solution that contains silicone are not recommended on Toyota vehicle surfaces.*

*Any disinfectant product dispersed by a pressurized aerosol container is not recommended. Similarly, the use of steam or direct spray of liquids onto vehicle's interior panels, electronics components or permeable material is not recommended.*

- B.** EPA publishes a comprehensive list of registered/approved disinfecting solutions that have been deemed effective against Human Coronavirus. Because not all EPA approved disinfecting solutions are compatible with Toyota vehicle interior/exterior materials, Toyota compiled an excerpt list of EPA approved disinfecting product types that are suitable for our vehicles. An excerpt of Toyota suitable disinfecting solutions can be found below\* (PAGE 7)

\* This excerpt list was compiled on 4/21/2020. The EPA may review and modify this list from time to time. Please refer to the EPA communication channels and reference material for the most up to date information.



As of 4/21/2020 Excerpt of EPA Approved Disinfecting Product Suitable for Toyota/Lexus Vehicles*						
EPA Registration Number	Active Ingredient/s	Product Name	Company	Follow the disinfection directions and preparation for the following virus	Contact Time (in minutes)	Formulation Type
10324-59	Quaternary ammonium	Maquat 64	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-63	Quaternary ammonium	Maquat 10	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-71	Quaternary ammonium	Maquat 280	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-72	Quaternary ammonium	Maquat 615-HD	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-80	Quaternary ammonium	Maquat 5.5-M	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-81	Quaternary ammonium	Maquat 7.5-M	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-85	Quaternary ammonium	Maquat 86-M	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-93	Quaternary ammonium	Maquat 64-PD	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-94	Quaternary ammonium	Maquat 20-M	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-96	Quaternary ammonium	Maquat 50-DS	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-99	Quaternary ammonium	Maquat 10-PD	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-105	Quaternary ammonium	Maquat 128 PD	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-108	Quaternary ammonium	Maquat 256-MN	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-112	Quaternary ammonium	Maquat 128-MN	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-113	Quaternary ammonium	Maquat 64-MN	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-114	Quaternary ammonium	Maquat 32-MN	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-115	Quaternary ammonium	Maquat 750-M	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-117	Quaternary ammonium	Maquat 710-M	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-140	Quaternary ammonium	Maquat MQ2525M-CPV	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-141	Quaternary ammonium	Maquat 256-NHQ	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-142	Quaternary ammonium	Maquat MQ2525M-14	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-154	Quaternary ammonium	Maquat 64-NHQ	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-155	Quaternary ammonium	Maquat 128-NHQ	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-156	Quaternary ammonium	Maquat 512-NHQ	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-157	Quaternary ammonium	Maquat 32-NHQ	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-164	Quaternary ammonium	Maquat 256 PD	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-166	Quaternary ammonium	Maquat 32	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-167	Quaternary ammonium	Maquat 32 PD	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-177	Quaternary ammonium	Maquat 705-M	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-194	Quaternary ammonium	Maquat 2420-10	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-198	Quaternary ammonium	Maquat 702.5-M	Mason Chemical Company	Human coronavirus	10	Dilutable
61178-1	Quaternary ammonium	D-125	Microgen Inc	Human coronavirus	10	Dilutable
61178-5	Quaternary ammonium	CCX-151	Microgen Inc	Human coronavirus	10	Dilutable
62472-2	Quaternary ammonium	Kennelsol HC	Alpha Tech Pet Inc.	Human coronavirus	10	Dilutable
67619-10	Quaternary ammonium	CPPC Everest	Clorox Professional Products Company	Human coronavirus	10	Dilutable
70385-6	Quaternary ammonium	QGC	Prostore Products	Human coronavirus	10	Dilutable
70627-15	Quaternary ammonium	Warrior	Diversey Inc	Human coronavirus	10	Dilutable
70627-23	Quaternary ammonium	Virex II/ 64	Diversey Inc	Human coronavirus	10	Dilutable
70627-35	Quaternary ammonium	Envy Foaming Disinfectant Cleaner	Diversey Inc	Human coronavirus	3	Dilutable
70627-63	Quaternary ammonium	512 Sanitizer	Diversey Inc	Human coronavirus	10	Dilutable
85343-1	Quaternary ammonium	Tecare Control	Talley Environmental Care Limited	Human coronavirus	10	Dilutable
90287-1	Quaternary ammonium	Maquat 25.6-PDX	VI-JON INC	Human coronavirus	10	Dilutable
1839-169	Quaternary ammonium	BTC 885 Neutral Disinfectant Cleaner-64	Stepan Company	Human coronavirus	10	Dilutable
777-82	Quaternary ammonium	Lysol Brand Deodorizing Disinfectant Cleaner	Reckitt Benckiser	Human coronavirus	10	Dilutable
1677-256	Quaternary ammonium	FSC 35K	Ecolab Inc	Human coronavirus	5	Dilutable
1839-78	Quaternary ammonium	NP 3.2 Detergent/ disinfectant	Stepan Company	Human coronavirus	10	Dilutable
1839-79	Quaternary ammonium	NP 4.5 Detergent/ disinfectant	Stepan Company	Human coronavirus	10	Dilutable
1839-81	Quaternary ammonium	NP 9.0 Detergent/	Stepan Company	Human coronavirus	10	Dilutable
1839-86	Quaternary ammonium	BTC 2125 M 10% Solution	Stepan Company	Human coronavirus	10	Dilutable
1839-94	Quaternary ammonium	NP 3.2 (D & F) Detergent/disinfectant	Stepan Company	Human coronavirus	10	Dilutable
1839-96	Quaternary ammonium	NP 9.0 (D & F) Detergent/disinfectant	Stepan Company	Human coronavirus	10	Dilutable
1839-155	Quaternary ammonium	BTC 2125M 20% Solution	Stepan Company	Human coronavirus	10	Dilutable
1839-166	Quaternary ammonium	BTC 885 NDC-128	Stepan Company	Human coronavirus	10	Dilutable
1839-167	Quaternary ammonium	BTC 885 Neutral Disinfectant Cleaner-64	Stepan Company	Human coronavirus	10	Dilutable
1839-168	Quaternary ammonium	BTC 885 NDC-32	Stepan Company	Human coronavirus	10	Dilutable
1839-176	Quaternary ammonium	Liquid-pak Neutral Disinfectant Cleaner	Stepan Company	Human coronavirus	10	Dilutable
1839-211	Quaternary ammonium	SC-AHD-64	Stepan Company	Human coronavirus	5	Dilutable
1839-212	Quaternary ammonium	SC-AHD-256	Stepan Company	Human coronavirus	5	Dilutable
1839-213	Quaternary ammonium	SC-AHD-128	Stepan Company	Human coronavirus	5	Dilutable
1839-214	Quaternary ammonium	SC-NDC-256	Stepan Company	Human coronavirus	5	Dilutable
1839-215	Quaternary ammonium	SC-NDC-128	Stepan Company	Human coronavirus	5	Dilutable
1839-233	Quaternary ammonium	SC-5:64N	Stepan Company	Human coronavirus	5	Dilutable
1839-235	Quaternary ammonium	SC-5:256N	Stepan Company	Human coronavirus	5	Dilutable
1839-236	Quaternary ammonium	SC-5:128N	Stepan Company	Human coronavirus	5	Dilutable
1839-244	Quaternary ammonium	SC-5:64HN	Stepan Company	Human coronavirus	5	Dilutable
1839-245	Quaternary ammonium	SC-5:256HN	Stepan Company	Human coronavirus	5	Dilutable
1839-246	Quaternary ammonium	SC-5:128HN	Stepan Company	Human coronavirus	5	Dilutable
3862-191	Quaternary ammonium	Assure	ABC Compounding Co Inc	Human coronavirus	10	Dilutable
6198-4	Quaternary ammonium	Q. A. Concentrated Solution	National Chemicals Inc	Human coronavirus	10	Dilutable
6836-233	Quaternary ammonium	BARDAC 205M-50	Lonza LLC	Human coronavirus	1	Dilutable
6836-381	Quaternary ammonium	Lonzagard R-82G	Lonza LLC	Human coronavirus	1	Dilutable
10324-57	Quaternary ammonium	Maquat 42	Mason Chemical Company	Human coronavirus	10	Dilutable
10324-58	Quaternary ammonium	Maquat 128	Mason Chemical Company	Human coronavirus	10	Dilutable
88494-1	Quaternary ammonium; Ethanol	Wedge Disinfectant	North American Infection Control LTD	Human coronavirus	1	Dilutable
4822-606	L-Lactic Acid	Fangio	S.C. Johnson & Son Inc	Human coronavirus	10	Ready to Use
4822-608	L-Lactic acid	Gurney	S.C. Johnson & Son Inc	Human coronavirus	5	Ready to Use
11346-4	Quaternary ammonium	Clorox Q5	The Clorox Company	Human coronavirus	2	Ready to Use
70627-2	Quaternary ammonium	Disinfectant D.C. 100	Diversey Inc	Human coronavirus	2	Ready to Use
777-66	Quaternary ammonium	Lysol® Brand All Purpose Cleaner	Reckitt Benckiser	Human coronavirus	2	Ready to Use
777-91	Quaternary ammonium	Lysol® Kitchen Pro Antibacterial Cleaner	Reckitt Benckiser	Human coronavirus	2	Ready to Use
1839-225	Quaternary ammonium	SC-RTU-TB	Stepan Company	Human coronavirus	5	Ready to Use
4822-607	Quaternary ammonium	Lauda	S.C. Johnson & Son Inc	Human coronavirus	5	Ready to Use
4822-609	Quaternary ammonium	Stewart	S.C. Johnson & Son Inc	Human coronavirus	3	Ready to Use
4822-613	Quaternary ammonium	Gertrude	S.C. Johnson & Son Inc	Human coronavirus	5	Ready to Use
5813-73	Quaternary ammonium	Clorox Everest	The Clorox Company	Human coronavirus	0.5	Ready to Use
42964-17	Quaternary ammonium; Ethanol	Aspicare	Airkem professional products	Human coronavirus	2	Ready to Use
70144-5	Quaternary ammonium; Ethanol	Opti-cide Max	Micro-Scientific LLC	Human coronavirus	2	Ready to Use
72977-3	Silver ion; Citric acid	Axen(R) 30	ETI H2O Inc	Human coronavirus	3	Ready to Use
72977-5	Silver ion; Citric acid	Sdk3a	ETI H2O Inc	Human coronavirus	1	Ready to Use
777-130	Quaternary ammonium	Caterpillar	Reckitt Benckiser	Human coronavirus	2.5	Wipe
1839-190	Quaternary ammonium	Stepan Disinfectant Wipe	Stepan Company	Human coronavirus	10	Wipe
6836-336	Quaternary ammonium	Lonza Disinfectant Wipes Plus	Lonza LLC	Human coronavirus	4	Wipe
6836-372	Quaternary ammonium	Nugen 2m Disinfectant Wipes	Lonza LLC	Human coronavirus	2	Wipe
6836-382	Quaternary ammonium	Nugen Low Streak Disinfectant Wipes	Lonza LLC	Human coronavirus	4	Wipe
9480-5	Quaternary ammonium	Sani-cloth Germicidal Disposable Cloth	Professional Disposables International Inc.	Human coronavirus	3	Wipe

\*This is a partial list of products pre-approved/registered by the U.S. Environmental Protection Agency (EPA) for use against emerging enveloped viral pathogens and can be used during the 2019 novel coronavirus outbreak (COVID-19) per the Centers for Disease Control and Prevention (CDC), or EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19 (List N). This list may be updated or modified by the EPA at any time. Refer to the EPA "List N" for the most updated information.