



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 the Vehicle Identification Number (VIN) into the recall checker tool (<https://www.toyota.com.cy/recall>), if there are any open recalls, a button will appear prompting you to submit the relevant form. Follow the next steps, and we will then contact you to arrange an appointment."

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 complete the relevant form on our website:

(<https://forms.toyota.com.cy/recalls/non-eu-form-en>):

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

Please refer to point 2 above.



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

The relevant authorities have proceeded with cancelling the MOT for vehicles that have not completed the recall of the defective TAKATA airbags by 3 October 2025. With this in mind, the affected vehicles are prohibited from being used until the relevant recall has been completed and MOT certificate issued.

6. Why is there an administrative fee for grey import Toyota vehicles without European Type Approval? What does it cover?

An administrative fee of €149.94 (including VAT) applies only to owners of grey import Toyota vehicles without European Type Approval. This fee is necessary to cover the additional administrative and management costs associated with handling a large number of grey import Toyota vehicles requiring the TAKATA recall process.

The fee covers:

- Identification procedures and management of customer and vehicle data.
- More complex administrative processes and logistics for spare parts handling.
- Time-consuming exceptional requests and approval of claims to Toyota for covering airbag replacement costs.
- Additional staffing, equipment, and tooling to support the increased workload.
- Extra storage and dedicated technical repair facilities required to carry out the TAKATA recall for grey imports.

Toyota Motor Europe and Dickran Ouzounian & Co. Ltd. covers the cost of airbag replacement, labour, and spare parts for grey import vehicles free of charge as a gesture of goodwill.

7. 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>.