

Published April 27, 2017

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Safety Recall H0G – **Remedy Notice**
Certain 2016-2017 Model Year Tacoma
Rear Differential Leak

On April 27, 2017, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2016 – 2017 model year Tacoma vehicles.

Condition

The involved vehicles have rear differentials that may leak oil. If the vehicle is continuously operated in this condition, the rear differential could become damaged, which can result in noise and reduced propulsion. In some cases the rear differential could seize, resulting in a loss of control of the vehicle and increasing the risk of a crash.

Remedy

The remedy will involve an inspection to determine if a leak is present between the rear differential and the rear axle. If the vehicle has no signs of a leak, all fasteners will be re-tightened. If a leak is identified, the rear differential carrier gasket will be replaced with a new one, and new fasteners will be installed. If rear differential components are damaged, the rear differential carrier assembly will be replaced with a new one. This remedy will be at no cost to customers.

NOTE: Toyota expects that less than 1% of vehicles will exhibit a leak. Toyota is currently preparing the parts necessary to remedy these vehicles and will provide an update when that information becomes available. Until that update is provided, customers with vehicles that have been identified as having a leak should be provided a loaner vehicle. If a dealer identifies a vehicle with a leak in their new or used stock, these vehicles should be held until the remedy is performed. For vehicles without a leak that are in a dealer's new vehicle stock (and covered by this recall), a dealer must perform the retightening of the fasteners before the vehicle can be sold.

Covered Vehicles

There are approximately 228,000 vehicles covered by this Safety Recall. Approximately 5,700 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Tacoma	2016 - 2017	Mid-August 2015 – late March 2017

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-June 2017.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

New Vehicles in Dealership Inventory

There are approximately 12,900 vehicles in new dealer inventory as of April 26, 2017.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Chassis)
- Expert Technician (Chassis)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

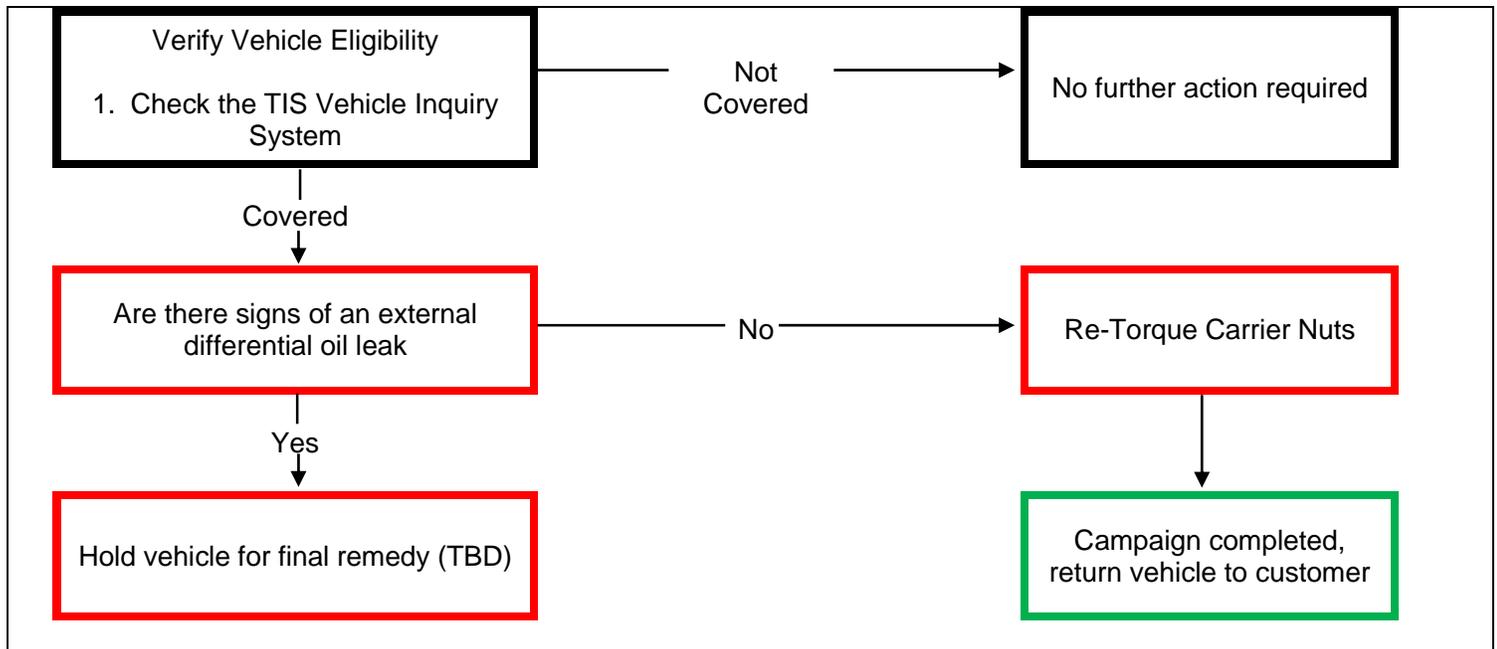
Loaner Vehicle Reimbursement Procedure

For customer vehicles that have been identified as having a leak, a loaner vehicle or alternative transportation through Toyota Rent-A-Car (TRAC) can be provided.

Opcode	Description	DSPM Authorization
GGG43A	Vehicle Rental 1-30 Days	Required
GGG43B	Vehicle Rental 31-60 Days	

Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG41A	Inspection, NO LEAK FOUND, re-tighten	0.3
H0G316	Inspection, LEAK FOUND, vehicle held	0.0

- The flat rate time for opcode GGG41A includes 0.1 hours for administrative cost per unit for the dealership.

NOTE: Toyota is currently preparing the additional remedy. Toyota expects to update the dealer letter with these warranty claim filing details in several weeks. In the meantime, it is critical that dealers file opcode H0G316 for any vehicles identified with a leak, as this information will be used to support Toyota's parts preparation activities.

Media Contacts

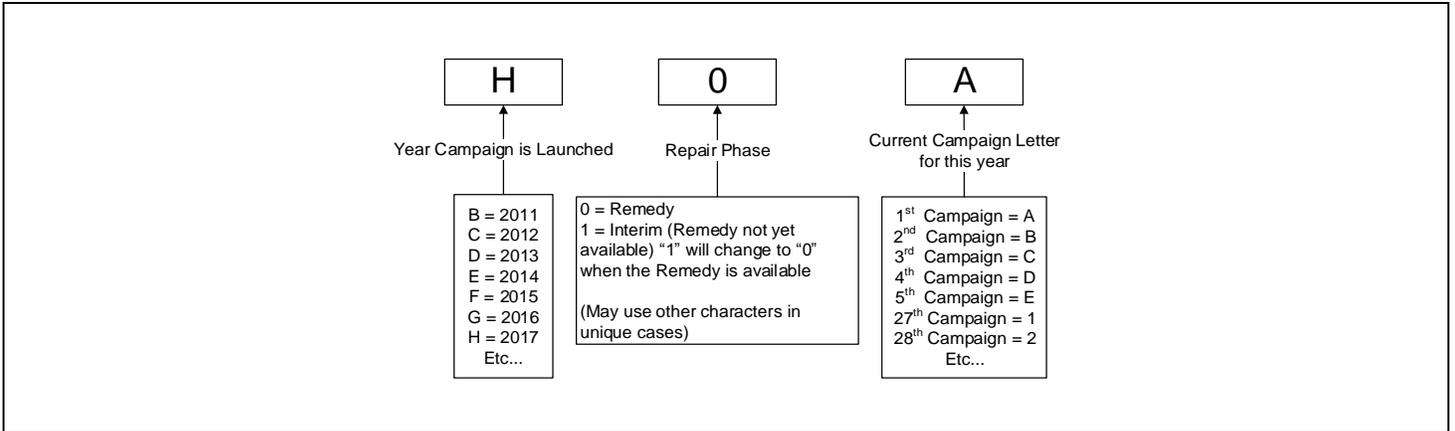
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

H0A = Launched in 2017, Remedy Phase, 1st Campaign Launched in 2017.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall H0G – *Remedy Notice*
Certain 2016-2017 Model Year Tacoma
Rear Differential Leak

Frequently Asked Questions
Original Publication Date April 27, 2017

Q1: *What is the condition?*

A1: The involved vehicles have rear differentials that may leak oil. If the vehicle is continuously operated in this condition, the rear differential could become damaged, which can result in noise and reduced propulsion. In some cases the rear differential could seize, resulting in a loss of control of the vehicle and increasing the risk of a crash.

Q1a: *Are there any warnings that this condition exists?*

A1a: Yes. If the rear differential is leaking, oil leaks can be observed. Unusual noise and reduced propulsion can also occur.

Q2: *What is Toyota going to do?*

A2: Starting in mid-June 2017, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer. Toyota dealers will check the rear differential for any oil leakage. If no leaks are found, all fasteners will be re-tightened. If leakage is found, the rear differential carrier gasket will be replaced with a new one, and new fasteners will be installed. If rear differential components are damaged, the rear differential carrier assembly will be replaced with a new one. This remedy will be at no cost to customers.

Q3: *Which and how many vehicles are covered by this Safety Recall?*

A3: There are approximately 228,000 vehicles covered by this Safety Recall. Approximately 5,700 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Tacoma	2016 - 2017	Mid-August 2015 – late March 2017

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q4: *How long will the repair take?*

A4: If the vehicle does not have a leak present the repair will take approximately 45 minutes. If the leak condition is present the repair will take approximately three and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *How does Toyota obtain my mailing information?*

A5: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.