

**◀ IMPORTANT UPDATE ▶**

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
July 24, 2017	The technician training requirements have been updated.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: July 24, 2017

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

Subject: Safety Recall H0H – **Remedy Notice**  
Certain 2016-2017 Model Year Tacoma  
Crankshaft Position Sensor

On June 1, 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 V6 engine crankshaft timing rotor in the involved vehicles may have been produced with excessive anti-corrosion coating. This could cause the crankshaft position sensor to malfunction. If this occurs, the vehicle may display a Malfunction Indicator Light (MIL), run roughly, misfire, or in some instances, stall. A stalling condition while driving at higher speeds may increase the risk of a crash.

#### **Remedy**

Any Toyota dealer will replace the crankshaft position sensor with a new one of an improved design at no cost to customers.

#### **Covered Vehicles**

There are approximately 32,000 vehicles covered by this Safety Recall. Approximately 370 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Tacoma	2016 - 2017	Mid-September 2015 – late October 2016

#### **Owner Letter Mailing Date**

Toyota will begin to notify owners in mid-July. A sample of the owner notification letter has been included for your reference.

*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 7 vehicles in new dealer inventory as of June 1, 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.

**Loaner Vehicle Reimbursement Procedure**

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

Opcode	Description
H0H316	Vehicle Rental 1-30 Days
H0H317	Vehicle Rental 31-60 Days

***Rentals greater than 4 days or \$60.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).***

### 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 (Engine)
- Expert Technician (Engine)
- 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.

### Vehicles Emission Recall Proof of Correction Form (California only)

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by August 31, 2017. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

### 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.

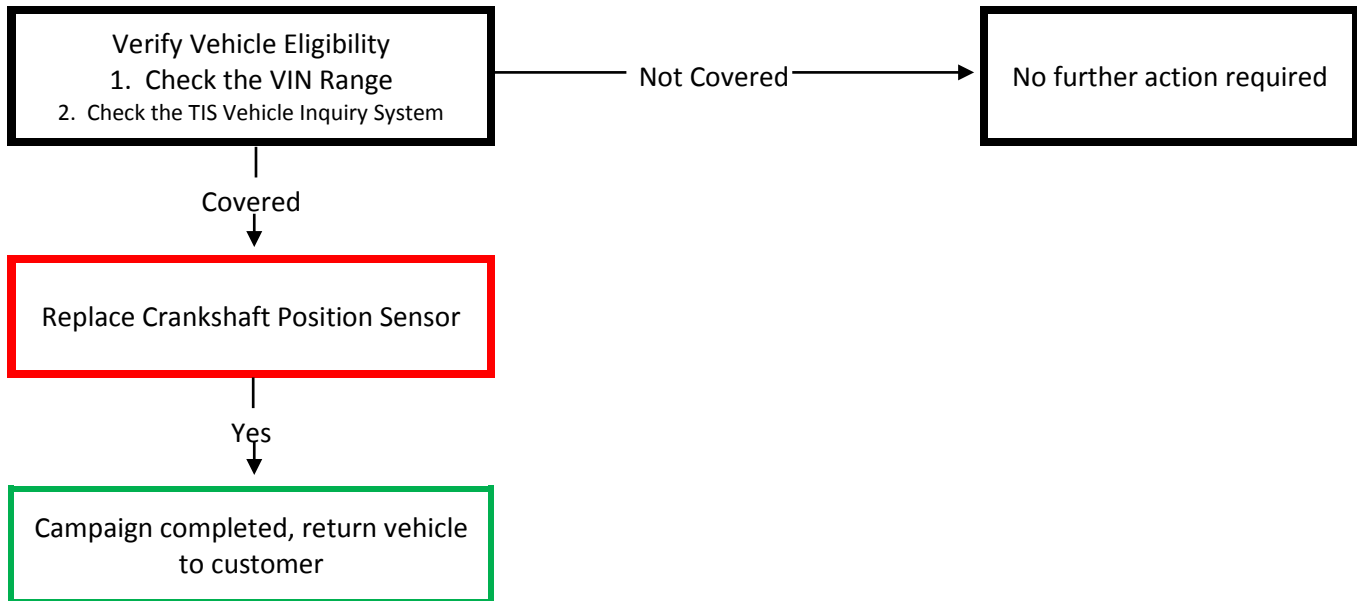
### Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

*All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to [PANT Bulletin 2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.*

Part Number	Description	Quantity
90919-05098	Sensor, Crank Position	1

**Warranty Reimbursement Procedure**



Opcode	Description	Flat Rate Hours
GGG54A	Replace crankshaft position sensor	0.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under Op. Code GGG54A for a maximum of \$250 as sublet type “TW” in the event the customer requested vehicle pickup.

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to [Warranty Procedure Bulletin PRO17-03](#) to correct the claim.

**Media Contacts**

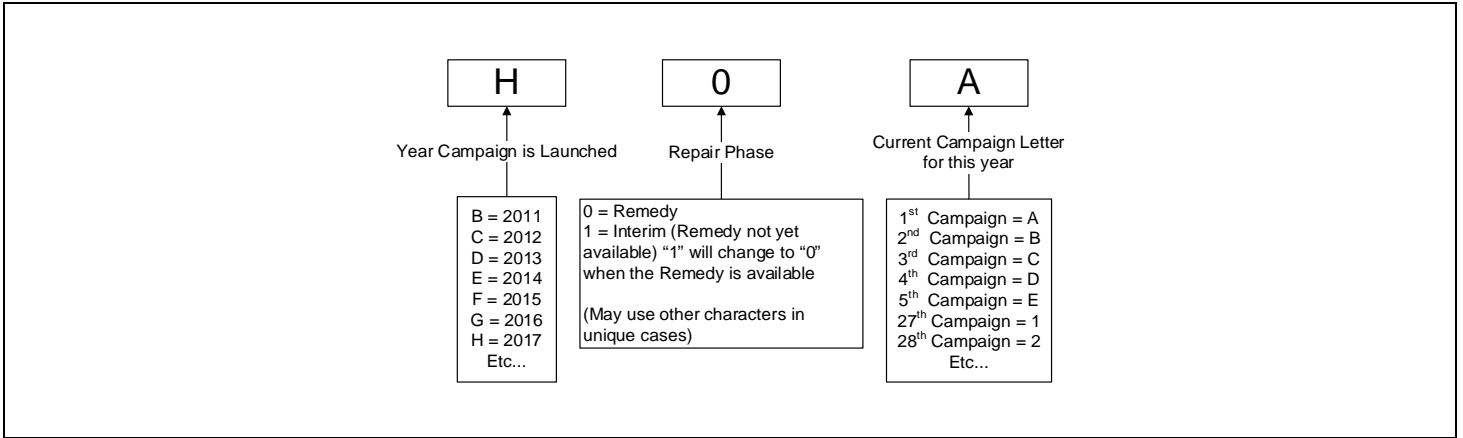
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**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, 2<sup>nd</sup> Campaign Launched in 2012  
 E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014  
 H0A = Launched in 2017, Remedy Phase, 1<sup>st</sup> 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 H0H – **Remedy Notice**  
Certain 2016-2017 Model Year Tacoma  
Crankshaft Position Sensor

**Frequently Asked Questions**  
**Original Publication Date: July 24, 2017**

**Q1: What is the condition?**

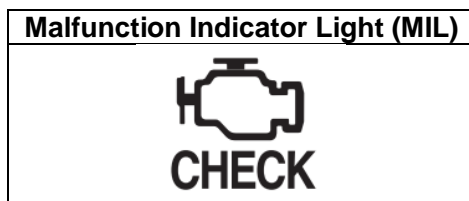
A1: The V6 engine crankshaft timing rotor in the involved vehicles may have been produced with excessive anti-corrosion coating. This could cause the crankshaft position sensor to malfunction. If this occurs, the vehicle may display a Malfunction Indicator Light (MIL), run roughly, misfire, or in some instances, stall. A stalling condition while driving at higher speeds may increase the risk of a crash.

**Q1a: What are the crankshaft timing rotor and the crankshaft position sensor?**

A1a: The crankshaft timing rotor is attached to the crankshaft of engine and has teeth. The crankshaft position sensor monitors the position of rotor by detecting the teeth, and outputs the crankshaft rotation signal into the engine control computer.

**Q1b: Are there any warnings that this condition exists?**

A1b: If the condition occurs, the vehicle may run roughly, misfire, or in some instances, stall. A Malfunction Indicator Light (MIL) illumination may also illuminate.



**NOTE:** These symptoms can occur for issues unrelated to this Safety Recall.

**Q2: What is Toyota going to do?**

A2: Toyota will send an owner notification by first class mail starting in mid-July, 2017, advising owners to make an appointment with their authorized Toyota dealer to have the crankshaft position sensor replaced at **NO CHARGE**.

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Safety Recall the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A3: There are approximately 32,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Tacoma	2016 - 2017	Mid-September 2015 – late October 2016

**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.

**Q3b: Why are other vehicles equipped with the same V6 engine not covered by this Recall?**

A3b: Although there are other vehicles equipped with the same V6 engine, they are not involved because they have a different coating for the crankshaft timing rotor or they are using anti-electrification crankshaft position sensor.

**Q4: How long will the repair take?**

A4: The repair takes approximately one hour. 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.



Certain 2016 – 2017 Model Year Tacoma  
Crankshaft Position Sensor  
**IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: [VIN]  
NHTSA Recall No. [17V-356]

**URGENT SAFETY RECALL**  
This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 – 2017 Model Year Tacoma Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

The V6 engine crankshaft timing rotor in the involved vehicles may have been produced with excessive anti-corrosion coating. This could cause the crankshaft position sensor to malfunction. If this occurs, the vehicle may display a Malfunction Indicator Light (MIL), run roughly, misfire, or in some instances, stall. A stalling condition while driving at higher speeds may increase the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace the crankshaft position sensor with a new one of an improved design. We will provide this remedy at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall.***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

If your vehicle has a Malfunction Indicator Light (MIL) illuminated, is running roughly, is misfiring, or is stalling, your vehicle may be experiencing symptoms related to this Safety Recall. Please schedule an appointment with any authorized Toyota dealer immediately.

The remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you live in California and don't have this Safety Recall Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may 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.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

***If you are a vehicle lessor***, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

SAMPLE