

Original Publication Date: June 1, 2017

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

Subject: Safety Recall H0H (Interim H1H) – **Interim 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**

Toyota is currently preparing the remedy for this condition. When the remedy becomes available, Toyota dealers 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**

When the remedy becomes available, Toyota will send an owner notification by first class mail starting in mid-July, 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 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 typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Pre-Owned-Safety Recall Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form H0H/H1H" and include the VIN.

**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.

***Rental reimbursement procedures are currently being developed by Toyota and will be provided as soon as they are available.***

**Media Contacts**

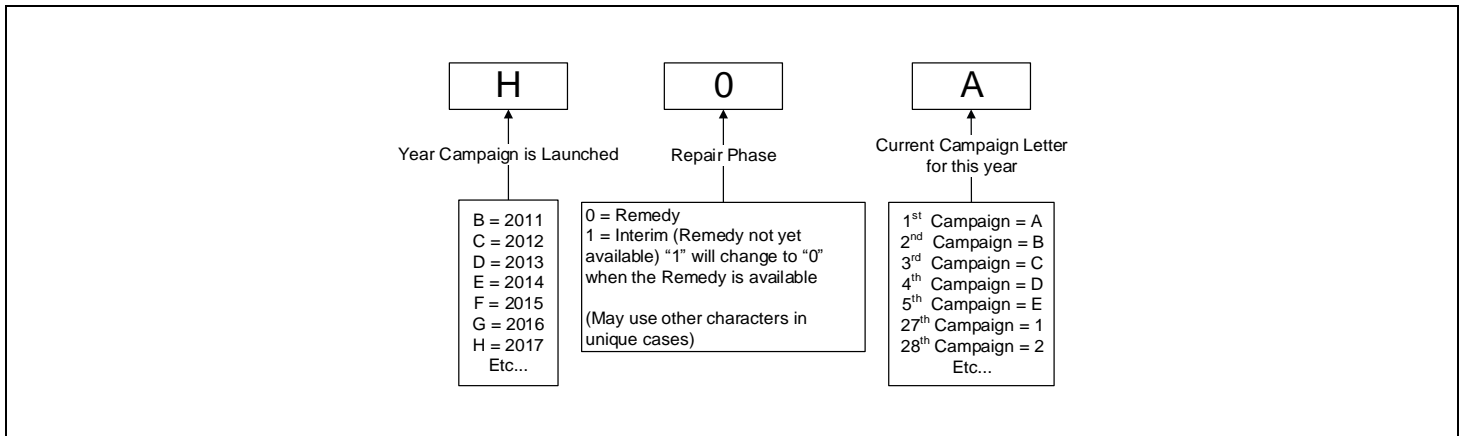
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**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.***

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.

**Safety Recall H0H (Interim H1H) – *Interim Notice***  
**Certain 2016-2017 Model Year Tacoma**  
**Crankshaft Position Sensor**

**Frequently Asked Questions**  
**Original Publication Date: June 1, 2017**

**Q1: *What is the condition?***

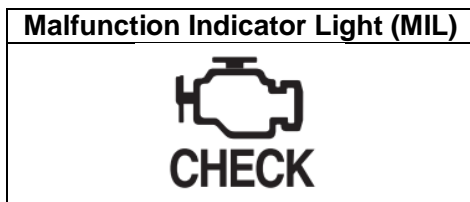
A1: The V6 engine crankshaft timing rotor in the involved vehicles may have been produced with excessive anti-corrosion coating. This could cause the crankshaft position sensor to malfunction. If this occurs, the vehicle may display a Malfunction Indicator Light (MIL), run roughly, misfire, or in some 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 is currently preparing the remedy for this condition. When the remedy becomes available, 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 with a new one of an improved design at **NO CHARGE**.

**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 does Toyota obtain my mailing information?***

A4: 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.

**Q5: *What if I have additional questions or concerns?***

A5: 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.



Published June 1, 2017

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## PRE-OWNED – SAFETY RECALL CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

Pre-Owned Vehicles **ONLY** (Not Applicable for TCUV units)

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for Safety Recall and other campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____