

# ◀ IMPORTANT UPDATE ▶

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

August 1, 2017	A sample owner letter has been attached.
July 26, 2017	The warranty reimbursement procedure section has been updated with the remedy op codes.

*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 20, 2017

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

Subject: **Safety Recall H0M – *Remedy Notice***  
**Certain 2016 Avalon HV**  
**Certain 2016 Camry HV**  
**Front Drive Shaft Replacement**

On July 20, 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 model year Avalon HV vehicles and certain 2016 model year Camry HV vehicles.

### Condition

The front drive shaft assembly in the involved vehicles may have been misassembled. This could cause vehicle vibration and certain components in the drive shaft assembly to separate, resulting in a loss of propulsion while driving, and the transmission not holding the vehicle when shifted into the “Park” position. A loss of propulsion while driving at higher speeds could increase the risk of a crash. Additionally, if the driver exits the vehicle without applying the parking brake, the vehicle could roll away with the transmission in “Park”, increasing the risk of a crash.

### Remedy

Any Toyota dealer will inspect the front drive shafts to determine if the vehicle is equipped with an affected part. If so, the affected drive shafts will be replaced at **NO CHARGE** to customers. For additional information on inspection and remedy procedures, refer to the technical instructions on TIS.

### Covered Vehicles

There are approximately 700 vehicles covered by this Safety Recall. There are no vehicles which were distributed to Puerto Rico.

Model Name	Model Year	Approximate UIO	Production Period
Avalon HV	2016	300	Mid-January, 2016 – Early February, 2016
Camry HV	2016	400	Mid-January, 2016 – Late January, 2016

### Owner Letter Mailing Date

Toyota will begin to notify owners in early August 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 4 vehicles in new dealer inventory as of July 20, 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.

**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 (Drivetrain)**
- **Expert Technician (Drivetrain)**
- **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.

**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.*

***NOTE: Remedy inspection website will provide further parts ordering information, if it is determined part replacement is required.***

**Campaign Special Service Tools**

**A 2D Barcode Scanner is required to complete the remedy inspection process.** These scanners have been provided to dealers as part of previous recalls. These scanners **ARE NOT** available through normal Toyota parts or tool channels.

Name	Sample Image
2D Barcode Scanner	

**Remedy Procedure**

Please refer to TIS for Technical Instructions on the inspection and repair process.

**Remedy Inspection Website**

The Technical Instructions will direct you to a website as part of the inspection procedure. **The Remedy Inspection website will be available starting July 20, 2017 at 12PM PST.** For your reference, the website and default password is listed below:

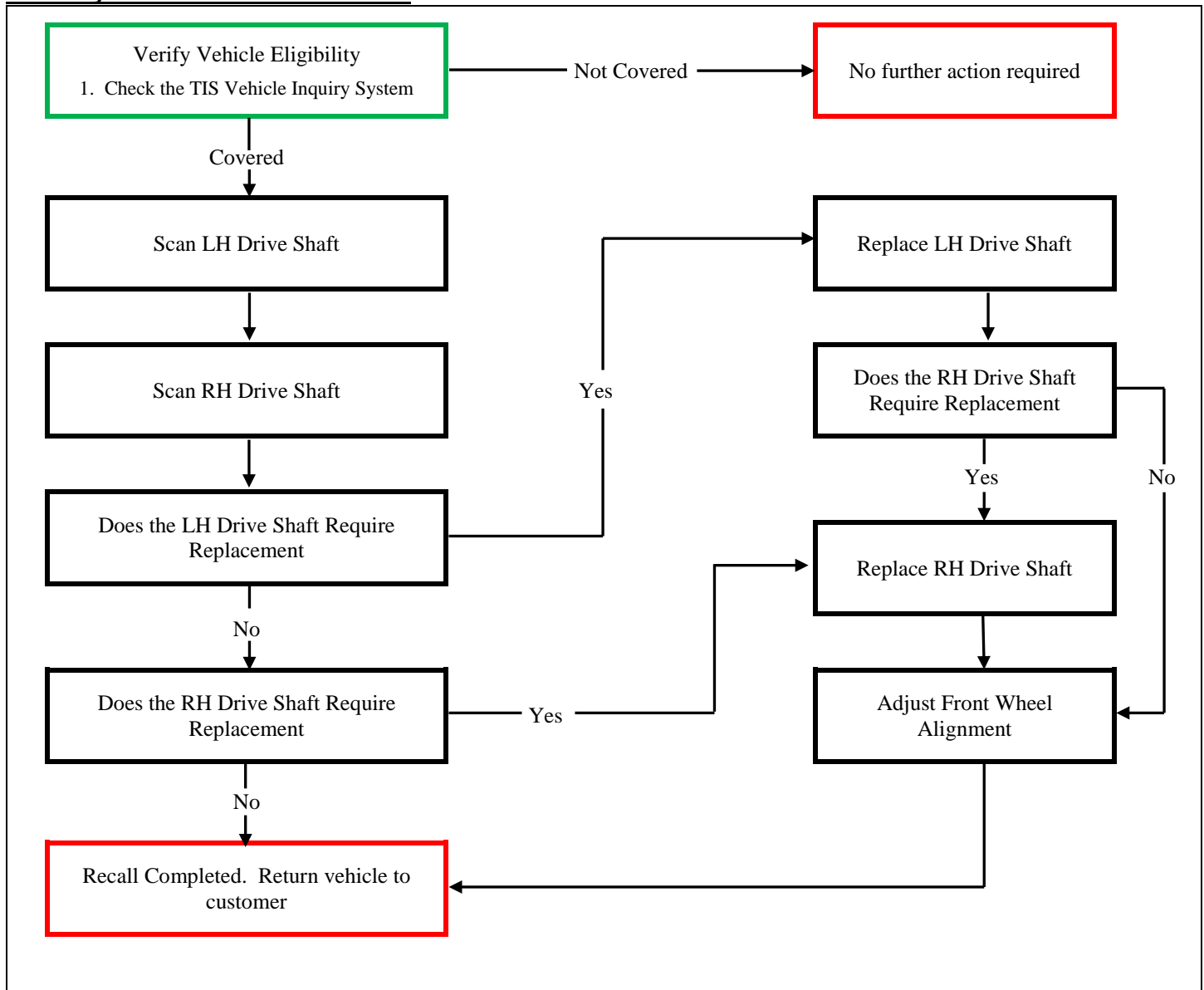
<https://toyota-h0m-avalon-camry.imagespm.info>

Username: Dealer Code

Default Password: xxxxx

Each dealer only has a single account; please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

**Warranty Reimbursement Procedure**



Opcode	Description	Flat Rate Hours
GGG71A	Inspect <b>BOTH</b> front drive shafts – <b>NO REPLACEMENT NEEDED</b>	0.3
GGG71B	Inspect <b>BOTH</b> front drive shafts – Replace LH <b>OR</b> RH front driveshaft	2.1
GGG71C	Inspect <b>BOTH</b> front drive shafts – Replace LH <b>AND</b> RH front driveshafts	2.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**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**

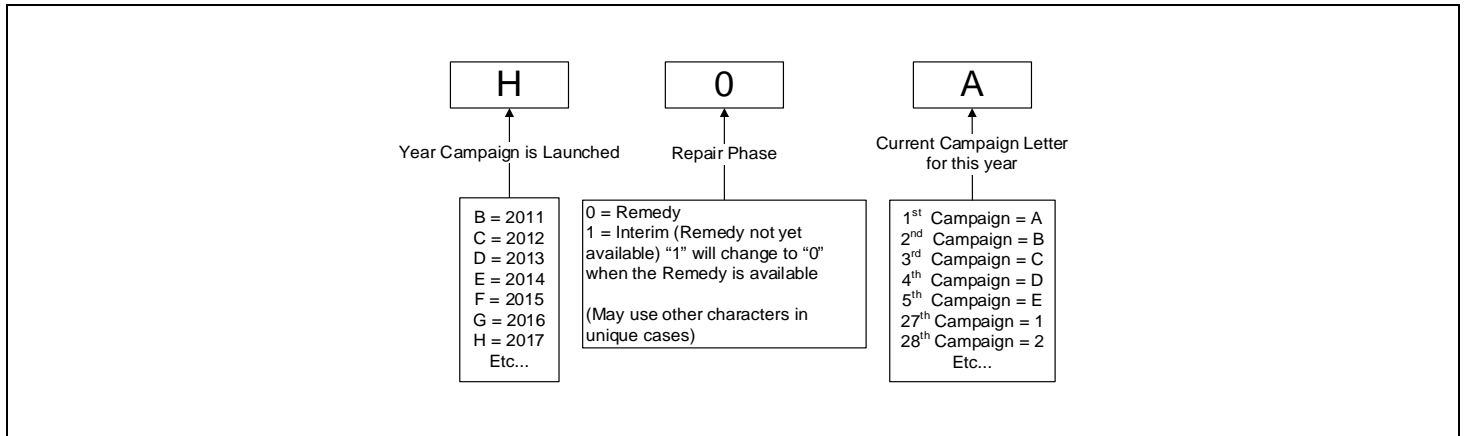
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. 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 H0M – *Remedy Notice***

**Certain 2016 Avalon HV**

**Certain 2016 Camry HV**

**Front Drive Shaft Replacement**

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

A1: The front drive shaft assembly in the involved vehicles may have been misassembled. This could cause vehicle vibration and certain components in the drive shaft assembly to separate, resulting in a loss of propulsion while driving, and the transmission not holding the vehicle when shifted into the “Park” position. A loss of propulsion while driving at higher speeds could increase the risk of a crash. Additionally, if the driver exits the vehicle without applying the parking brake, the vehicle could roll away with the transmission in “Park”, increasing the risk of a crash.

**Q1a: *Are there any warning signs that this condition occurs?***

A1a: In some instances, the driver may experience noise and/or vibration while driving.

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

A2: Toyota will send an owner notification by first class mail starting in early August, 2017, advising owners to make an appointment with their authorized Toyota dealer. The dealer will inspect and, if necessary replace the front drive shaft(s) at **NO CHARGE**.

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

A3: There are approximately 700 vehicles covered by this Safety Recall.

<b>Model Name</b>	<b>Model Year</b>	<b>Approximate UIO</b>	<b>Production Period</b>
Avalon HV	2016	300	Mid-January, 2016 – Early February, 2016
Camry HV	2016	400	Mid-January, 2016 – Late January, 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.

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

A4: If the vehicle does not require driveshaft replacement, the repair will take approximately 45 minutes. If the vehicle requires driveshaft replacement, the repair will take approximately 3 hours. However, depending on the dealer’s work schedule, it may be necessary to make your 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 Model Year Avalon HV  
Certain 2016 Model Year Camry HV  
Front Drive Shaft Replacement  
**IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: [VIN]  
NHTSA Recall No. 17V-462

**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 Model Year Avalon Hybrid and Camry Hybrid 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 front drive shaft assembly in the involved vehicles may have been misassembled. This could cause vehicle vibration and certain components in the drive shaft assembly to separate, resulting in a loss of propulsion while driving, and the transmission not holding the vehicle when shifted into the "Park" position. A loss of propulsion while driving at higher speeds could increase the risk of a crash. Additionally, if the driver exits the vehicle without applying the parking brake, the vehicle could roll away with the transmission in "Park", increasing the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will inspect and, if necessary, replace the front drive shaft(s) 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 you hear an unusual noise or feel a vibration in your steering wheel, or if the vehicle can roll when in "Park", your vehicle may be experiencing symptoms related to this Safety Recall. Please schedule an appointment with any authorized Toyota dealer immediately.

If the vehicle does not require driveshaft replacement, the repair will take approximately 45 minutes. If the vehicle requires driveshaft replacement, the repair will take approximately 3 hours. 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 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.

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

SAMPLE