

Original Publication Date: November 14, 2017

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

Subject: Safety (Noncompliance) Recall H0W – **Remedy Notice**
Certain 2018 Model Year C-HR Vehicles
Electronic Parking Brake (EPB) - Skid Control ECU Reprogram

On November 15, 2017, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2018 model year C-HR vehicles.

Condition

In the involved vehicles, there is a possibility that the Electronic Parking Brake (EPB) may not operate properly. This could cause the parking brake not to disengage after it is applied or prevent it from being applied. If the latter occurs prior to first sale, the vehicle would not meet the requirements of FMVSS No. 135 paragraph S7.12.3. There is a possible risk of a rollaway if the EPB cannot be applied, the EPB warnings are ignored, and the vehicle is parked on a grade without being placed into "Park."

Remedy

For the involved vehicles, any authorized Toyota dealer will reprogram the Skid Control ECU to correct the EPB issue at **NO CHARGE** to the vehicle owner.

Covered Vehicles

There are approximately 28,600 vehicles covered by this Safety (Noncompliance) Recall. Approximately 1,600 vehicles involved in this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
C-HR	2018	Early February 2017 – Mid-October 2017

Owner Letter Mailing Date

Toyota will begin to notify owners in late November 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 (Noncompliance) 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 7,500 vehicles in new dealer inventory as of November 14, 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.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>).

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety (Noncompliance) Recall on any used vehicles currently in dealer inventory that are covered by this Safety (Noncompliance) Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety (Noncompliance) Recall.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>).

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety (Noncompliance) 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 (Noncompliance) 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 (Noncompliance) 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 (Any Specialty)
- Expert Technician (Any Specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair 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 (Noncompliance) 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.

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

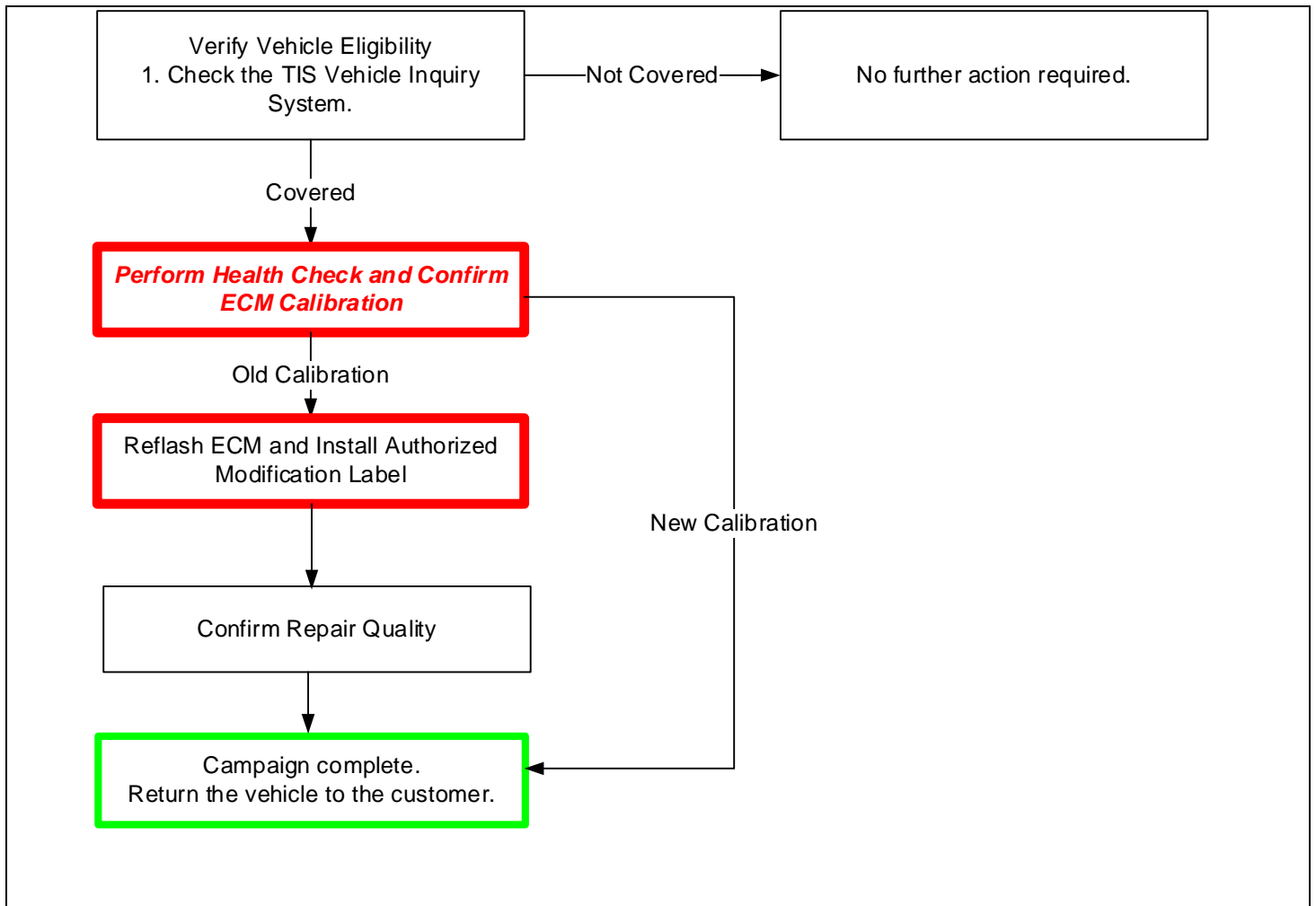
To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy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

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG87A	Inspect Skid Control ECU Calibration ID	0.3 hrs/veh
GGG87B	Inspect Skid Control ECU Calibration ID + Reprogram Skid Control ECU	0.9 hrs/veh

- 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 (Noncompliance) 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

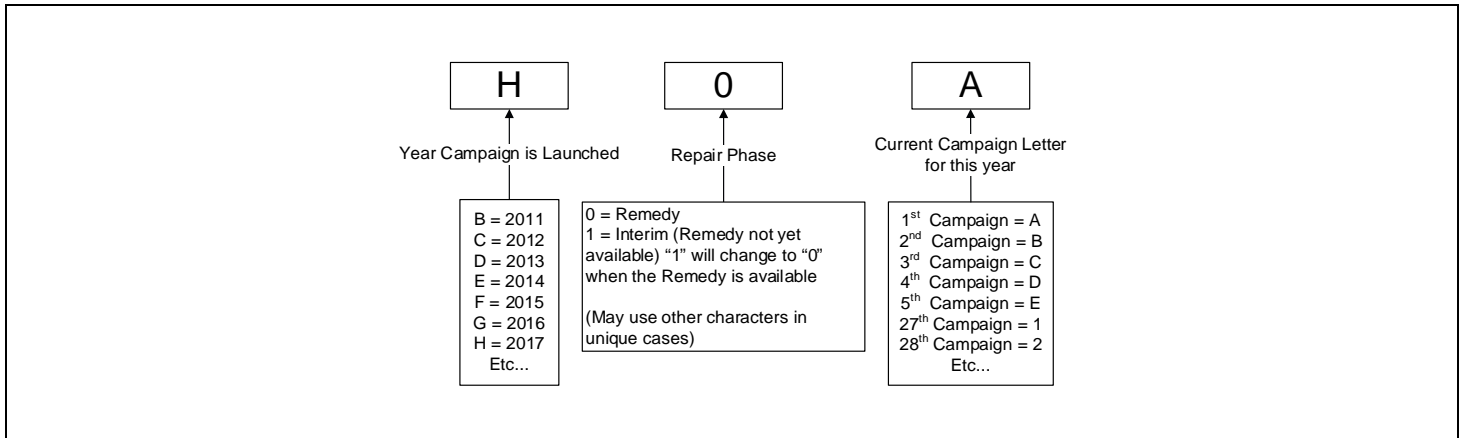
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) 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 (Noncompliance) Recall.

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



Safety (Noncompliance) Recall H0W – *Remedy Notice*
Certain 2018 Model Year C-HR Vehicles
Electronic Parking Brake - Skid Control ECU Reprogram

Frequently Asked Questions

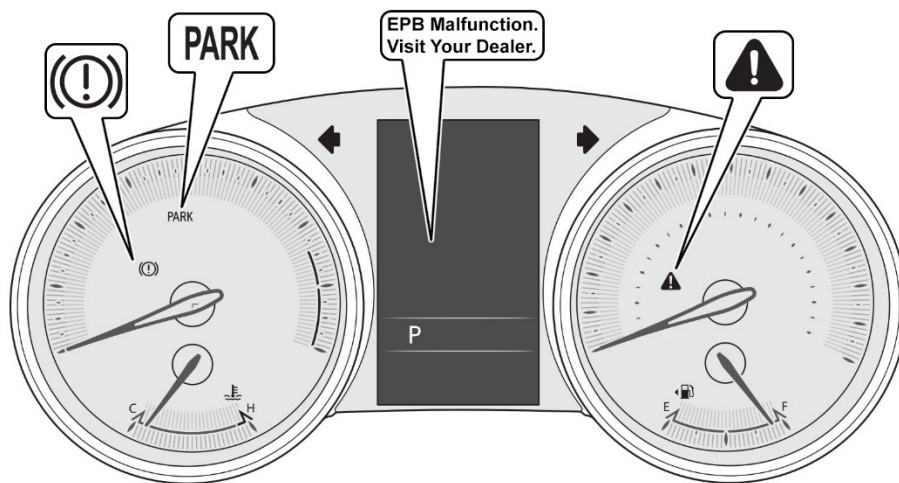
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Q1: *What is the condition?*

A1: In the involved vehicles, there is a possibility that the Electronic Parking Brake (EPB) may not operate properly. This could cause the parking brake not to disengage after it is applied or prevent it from being applied. If the latter occurs prior to first sale, the vehicle would not meet the requirements of FMVSS No. 135 paragraph S7.12.3. There is a possible risk of a rollaway if the EPB cannot be applied, the EPB warnings are ignored, and the vehicle is parked on a grade without being placed into “Park.”

Q2: *What are the symptoms or warnings of this condition?*

A2: If the conditions occurs, the EPB will become inoperable, warning lights will illuminate, and a warning message will be displayed in the instrument cluster. If you see these warnings or experience an inoperable EPB, you should avoid parking your vehicle on an incline and always engage “Park.”



Q3: *What is Toyota going to do?*

A3: Toyota will send starting in late November 2017, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the Skid Control Electronic Control Unit (ECU) reprogrammed to correct the EPB issue at **NO CHARGE**.

Q4: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A4: There are approximately 28,600 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
C-HR	2018	Early February 2017 – Mid-October 2017

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A4a: No. There are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

Q5: *How long will the repair take?*

A5: 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.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: 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.