

Original Publication Date: December 20, 2017

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

Subject: Safety (Noncompliance) Recall H0Z – **Remedy Notice**
Certain 2017 Model Year Sienna, Tacoma Vehicles
Certain 2017 – 2018 Model Year 4Runner, Tundra Vehicles
Certain 2018 Model Year Highlander, RAV4 Vehicles
Load Carrying Capacity Modification Label – Incorrect Information

On December 20, 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 2017 Sienna and Tacoma, certain 2017 – 2018 Model Year 4Runner and Tundra, and certain 2018 Model Year Highlander and RAV4 vehicles.

Condition

Due to a software programming error, the involved vehicles received load carrying capacity modification labels with incorrect information. As a result, the involved vehicles do not meet the Federal Motor Vehicle Safety Standard (FMVSS) requirements for these labels. A vehicle which is loaded beyond its load carrying capacity may have an increased risk of a crash.

Remedy

For all retailed vehicles, a new label with corrected information will be provided at no cost to customers. Some of these customers may come in to an authorized Toyota dealer for assistance in replacing the label. For vehicles in dealership stock, a new label will be provided to the dealership immediately after campaign launch.

Covered Vehicles

There are approximately 600 vehicles covered by this Safety (Noncompliance) Recall. No vehicles covered by this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Model Name	Model Year	Qty	Production Period
Sienna	2017	1	Mid-October 2017
Tacoma		34	Mid-July 2017 – Early November 2017
4Runner	2017 – 2018	24	Mid-July 2017 – Early October 2017
Tundra		543	Mid-July 2017 – Early November 2017
Highlander	2018	2	Late October 2017
RAV4		3	Mid-September 2017

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-January 2018.

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 300 vehicles in new dealer inventory as of December 19, 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 Recall on any used vehicles currently in dealer inventory that are covered by this Safety 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 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 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 (any classification)
- Expert Technician (any classification)
- 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 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.



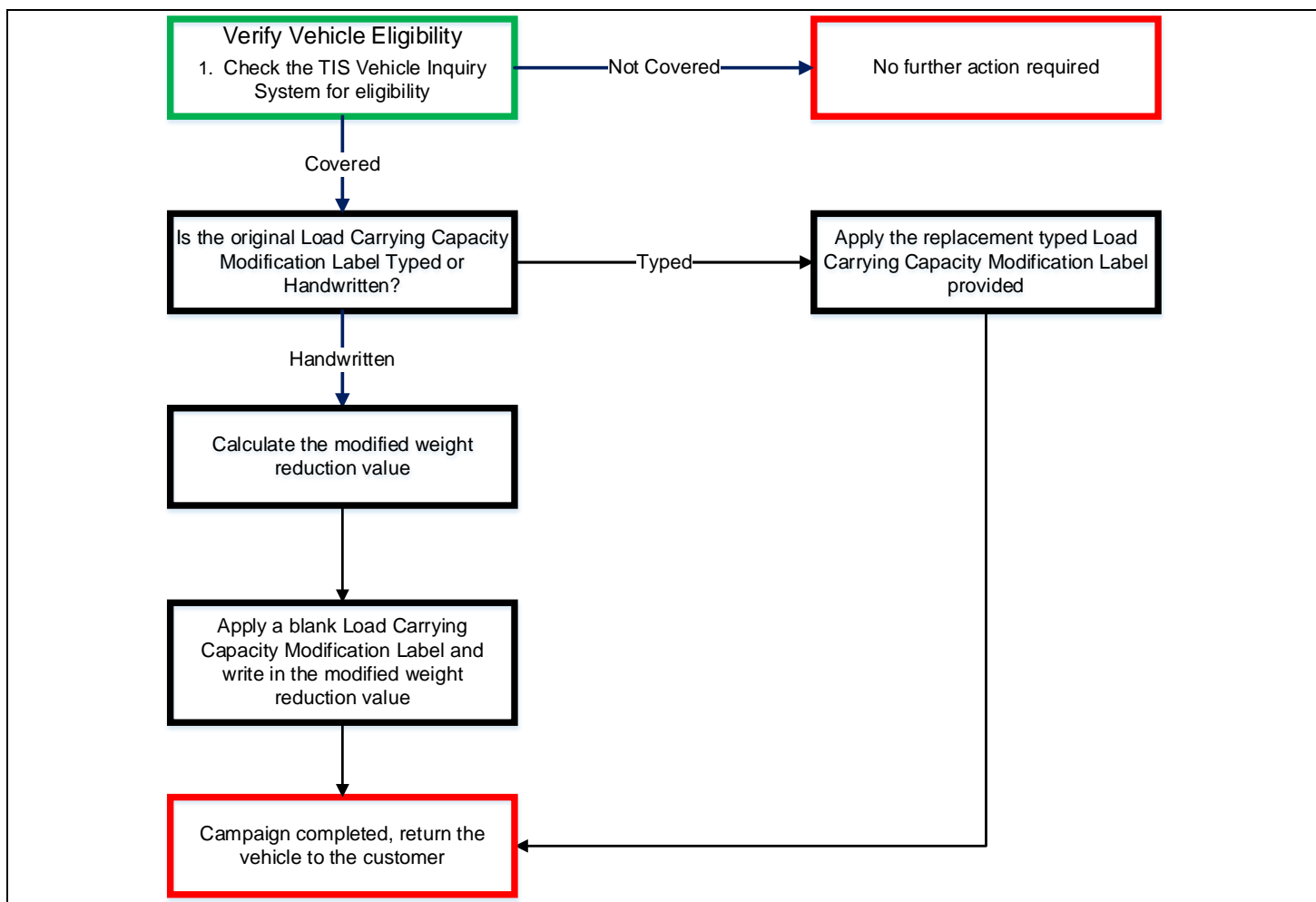
NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

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

Parts Ordering Process - Non SET and GST Parts Ordering Process

At the launch of the campaign, VIN specific AWR Labels will be mailed to dealerships with applicable in-stock vehicles. VIN specific AWR Labels will also be mailed to the owners of retailed vehicles in mid-January. If for any reason, you require a new label and updated weight rating, please contact quality_compliance@toyota.com.

Dealer will be asked to confirm correct installation of label, if required, for vehicles that come in for service.

Warranty Reimbursement Procedure

Toyota is currently finalizing the Op Codes. We request dealers to hold warranty claims until direction is provided (tentatively by 12/23/2017).

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

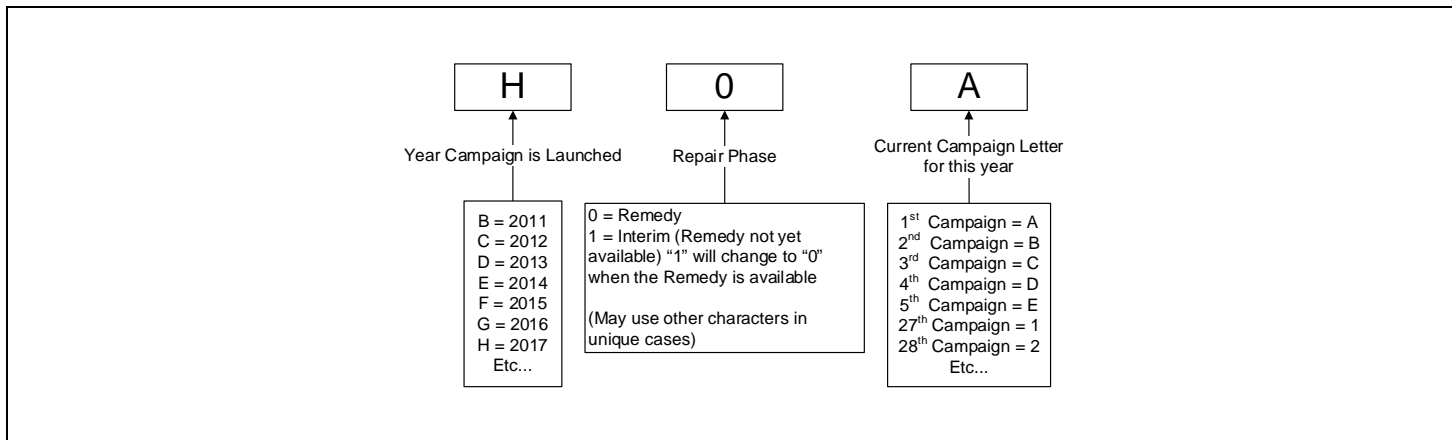
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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 H0Z – *Remedy Notice***Certain 2017 Model Year Sienna, Tacoma Vehicles****Certain 2017 – 2018 Model Year 4Runner, Tundra Vehicles****Certain 2018 Model Year Highlander, RAV4****Load Carrying Capacity Modification Label – Incorrect Information****Frequently Asked Questions****Original Publication Date: December 20, 2017****Q1: *What is the condition?***

A1: Due to a software programming error, the involved vehicles received load carrying capacity modification labels with incorrect information. As a result, the involved vehicles do not meet the Federal Motor Vehicle Safety Standard (FMVSS) requirements for these labels. A vehicle which is loaded beyond its load carrying capacity may have an increased risk of a crash.

Q1a: *What is the load carrying capacity modification label?*

A1a: This is a label placed in the driver's door jamb that shows the amount of reduced carrying capacity due to the addition of any factory, distributor, or dealer vehicle modifications.

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

A2: Toyota will send, starting in mid-January 2018, an owner notification by first class mail, that includes a new label with corrected information, and instructions for installing this label on the vehicle. If a customer feels uncomfortable installing this label, any authorized Toyota dealer can install this label free of charge.

Q3: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?

A3: There are approximately 600 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Qty	Production Period
Sienna	2017	1	Mid-October 2017
Tacoma		34	Mid-July 2017 – Early November 2017
4Runner	2017 – 2018	24	Mid-July 2017 – Early October 2017
Tundra		543	Mid-July 2017 – Early November 2017
Highlander	2018	2	Late October 2017
RAV4		3	Mid-September 2017

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

A3a: Yes. There are approximately 40 2018 Model Year Lexus GX460 vehicles covered by this Safety (Noncompliance) Recall.

Q4: How long will the repair take?

A4: The repair takes approximately 15 minutes. If brought to a dealer, 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.