

Original Publication Date: March 28, 2018

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

Subject: Safety Recall J0M (J1M) – **Interim Notice**  
Certain 2018 Model Year Camry  
Oversized Pistons

On March 28, 2018, 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 2018 model year Camry vehicles.

#### **Condition**

The involved vehicle's engine may be equipped with pistons from a particular production period that were produced with a diameter larger than the specification. In certain conditions, this may cause the vehicle to run rough, create an abnormal sound, emit smoke from the exhaust, and illuminate warning lights and messages. In some cases, a reduction of power may occur and the engine could stop running. A vehicle's engine which stops while driving at higher speeds can increase the risk of a crash.

#### **Remedy**

Toyota is currently preparing the remedy. The remedy, when available, will involve an inspection of the pistons and, **IF NECESSARY**, replacement of the engine assembly at **NO CHARGE** to the customer.

#### **Covered Vehicles**

There are approximately 1,700 vehicles covered by this Safety Recall. There are no vehicles which were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Camry	2018	Late December 2017 – Mid-January 2018

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

Toyota will notify owners by late May 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 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 290 vehicles in new dealer inventory as of March 26, 2018.



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. Further, 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.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60 day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being 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/>). The Vehicle Inventory Summary may take up to 24 hours to populate information for newly launched campaigns.

**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 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 J0M/J1M" and include the VIN.

**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/>). The Vehicle Inventory Summary may take up to 24 hours to populate information for newly launched campaigns.

**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 Vehicles**

For customers who are uncomfortable driving their vehicle during the interim phase or for customers who's vehicle has been identified as having the condition described, a loaner vehicle or alternative transportation through Toyota Rent-A-Car (TRAC) can be provided.

<b>Op. Code</b>	<b>Description</b>
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days

**NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

**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.

***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 J0M (J1M) – *Interim Notice***  
**Certain 2018 Model Year Camry**  
**Oversized Pistons**

**Frequently Asked Questions**  
**Original Publication Date: March 28, 2018**

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

A1: The involved vehicle's engine may be equipped with pistons from a particular production period that were produced with a diameter larger than the specification. In certain conditions, this may cause the vehicle to run rough, create an abnormal sound, emit smoke from the exhaust, and illuminate warning lights and messages. In some cases, a reduction of power may occur and the engine could stop running. A vehicle's engine which stops while driving at higher speeds can increase the risk of a crash.

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

A2: If the condition occurs, this may cause the vehicle to run rough, create an abnormal sound, emit smoke from the exhaust, and/or illuminate warning lights and display messages. Over time, this condition may result in stopping of the engine.

"Engine Oil Level Low Add or Replace"	 <b>CHECK</b>
<b>Warning Message</b>	<b>Warning/Indicator Lights</b>

**Q3: *What is Toyota going to do?***

A3: Toyota is currently preparing the remedy. The remedy, when available, will involve an inspection of the pistons and, **IF NECESSARY**, replacement of the engine assembly at **NO CHARGE** to the customer.

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

A4: There are approximately 1,700 vehicles covered by this Safety Recall. There are no vehicles which were distributed to Puerto Rico.

<b>Model Name</b>	<b>Model Year</b>	<b>Production Period</b>
Camry	2018	Late December 2017 – Mid-January 2018

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

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

**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.

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and 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 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 _____