

Original Publication Date: May 24, 2018

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

Subject: Safety Recall J0M – **Remedy 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. This may cause the vehicle to run rough, create an abnormal sound, emit smoke from the exhaust, and illuminate warning lights and messages. Also, a reduction of power may occur and the engine could stop running. A vehicle's engine which stops while driving can increase the risk of a crash.

Remedy

Any authorized Toyota dealer will complete 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. A sample of the owner notification letter has been included for your reference

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.

New Vehicles in Dealership Inventory – Post Repair Handling

All vehicles in new dealer inventory should be inspected and repaired as outlined in the Technical Instructions. If engine assembly replacement is not required based on inspection results, the vehicle can be offered for sale after the repair is completed.

If engine assembly replacement is required, due to the extent of the repair, Toyota will repurchase these vehicles from the dealer and replace that inventory with another similar vehicle. For vehicles that require engine assembly replacement, follow the instructions outlined below:

1. Complete engine assembly replacement and file the campaign claim;
2. Contact the regional vehicle supply manager after the campaign is completed.

The region will administer the vehicle repurchase and replace that inventory with another similar vehicle.

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

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.

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. 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.

Vehicles Emission Recall Proof of Correction Form (California only)

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by Early December 2018. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". It contains several fields for data entry: License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). Below these fields are sections for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. A note states: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." At the bottom, it says "Return this certificate to DMV only when required – otherwise retain for your records." and includes a small logo.

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:

- **Expert Technician (Engine)**
- **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.

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.

| Part Number | Description | Quantity |
|-------------|------------------------------|----------|
| 04008-01133 | Full Engine Assembly Kit | 1 |
| 04008-19133 | Engine Ancillary Repair Kit* | 1 |

*The kit above includes the following parts:

| Part Number | Part Description | Quantity |
|-------------|--|----------|
| 17173-F0010 | Exhaust Manifold to Head Gasket | 1 |
| 90177-08003 | Exhaust Manifold to Cylinder Head Nuts | 7 |
| 90917-A6002 | Exhaust Manifold to Exhaust Pipe Gasket | 1 |
| 90177-10005 | Exhaust Manifold to Exhaust Pipe Nuts | 2 |
| 90069-08007 | Cooler Refrigerant Discharge No. 1 Hose O-Rings | 1 |
| 90069-08009 | Cooler Refrigerant Suction O-Ring | 1 |
| 90468-14016 | Transmission Control Cable Clip | 1 |
| 90105-10585 | Exhaust Pipe Bolts | 2 |
| 90917-A6004 | Exhaust Pipe Gasket | 1 |
| 90080-17238 | Axle Shaft Nut | 2 |
| 95381-03025 | Tie Rod End Cotter Pin | 2 |
| 90430-A0003 | Straight screw plug O ring (Transmission oil check and drain plug) | 2 |
| 90430-12031 | Engine oil drain plug gasket | 1 |

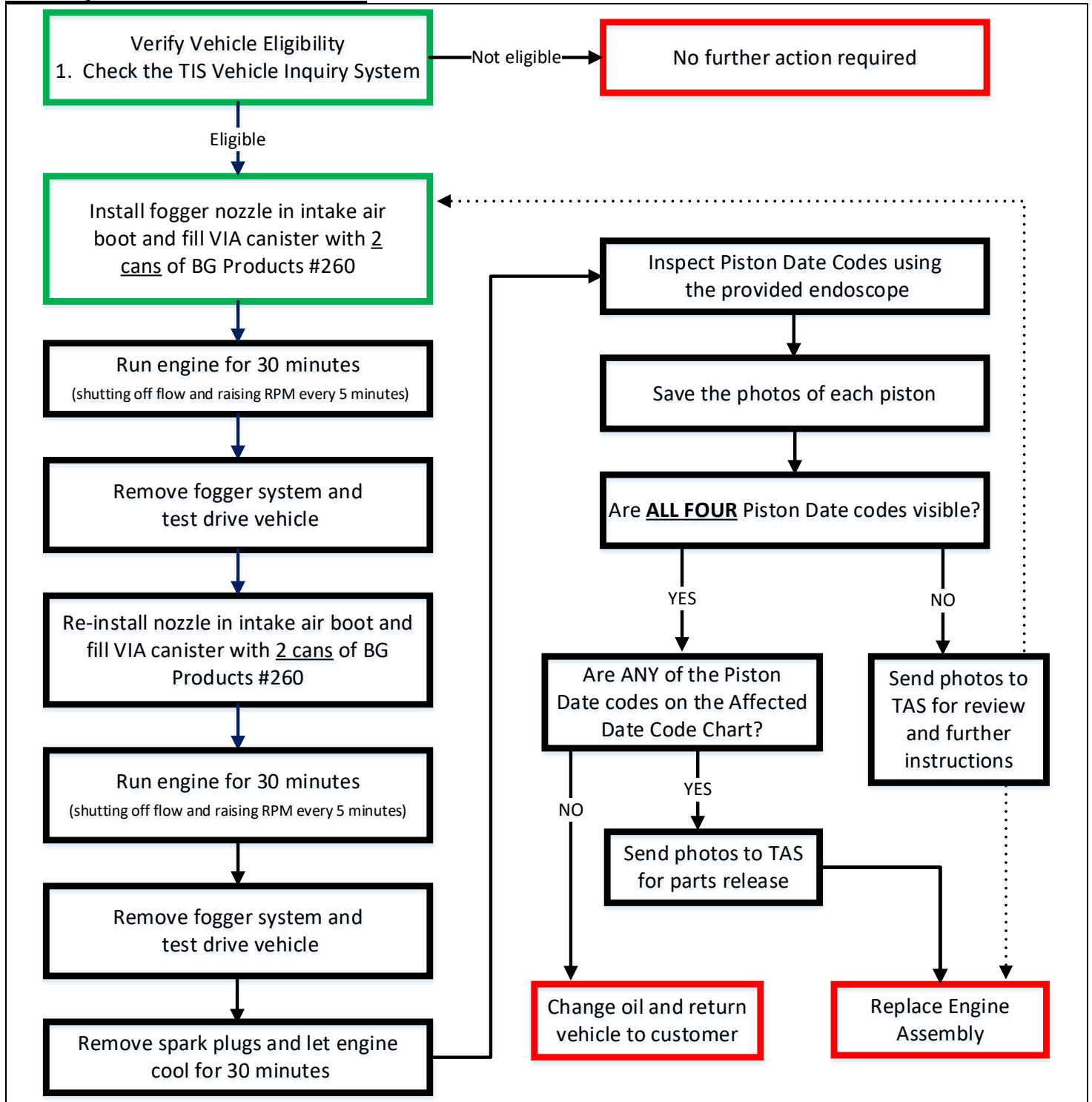
Loaner Vehicle Reimbursement Procedure

If a customer was provided a loaner vehicle during the interim, or if dealer is waiting for parts to arrive for inspection or engine replacement, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

| Op. Code | Description |
|----------|---------------------------|
| LGG33A | Vehicle Rental 1-30 Days |
| LGG33B | 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.

Warranty Reimbursement Procedure



Warranty Reimbursement Procedure Continued...

| Opcode | Description | Flat Rate Hours |
|--------|---|-----------------|
| LGG29A | Inspect the date code of pistons with cleaning (de-carbon) one time + Replace the engine oil (Engine replacement deemed not necessary) | 3.8 |
| LGG29B | Inspect the date code of pistons with cleaning (de-carbon) two times + Replace the engine oil (Engine replacement deemed not necessary) | 7.0 |
| LGG29C | Inspect the date code of pistons with cleaning (de-carbon) one time + Replace the engine assembly | 16.3 |
| LGG29D | Inspect the date code of pistons with cleaning (de-carbon) two times + Replace the engine assembly | 19.5 |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **Opcode LGG29B - TAS Case Number required in Authorization Info Tab, in the Technical Assistance Case No. field.**

Sublets

- Opcode LGG29A: BG #260 GDI Intake Valve Cleaner (4qty), Engine Oil(4.8L) @ \$104 max. Sublet Type "OF"
- Opcode LGG29B:
 - BG #260 GDI Intake Valve Cleaner (8qty), Engine Oil(4.8L) @ \$170 max. Sublet Type "OF"
 - Vehicle Rental, max of 2 Days @ \$35/day. Sublet Type "RT"
- Opcode LGG29C:
 - BG #260 GDI Intake Valve Cleaner (4qty), Engine Oil(4.8L), Long Life Coolant(7.3L) and AT Fluid(7.7L) @ \$125 max. Sublet Type "OF"
 - Vehicle Rental, max of 3 Days @ \$35/day. Sublet Type "RT"
- Opcode LGG29D:
 - BG #260 GDI Intake Valve Cleaner (8qty), Engine Oil(4.8L), Long Life Coolant(7.3L) and AT Fluid(7.7L) @ \$185 max. Sublet Type "OF"
 - Vehicle Rental max of 4 Days @ \$35/day. Sublet Type "RT"

NOTE: Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).

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

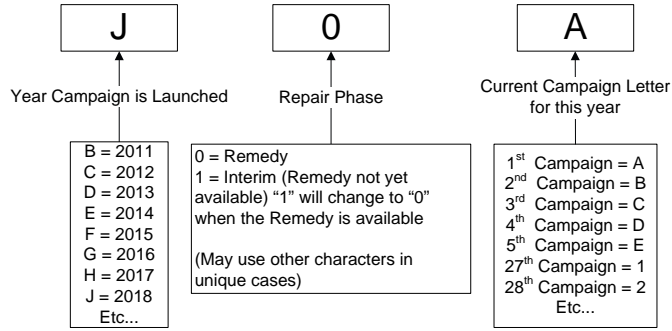
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the 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, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 J0A = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 – **Remedy Notice**
Certain 2018 Model Year Camry
Oversized Pistons


Frequently Asked Questions
Original Publication Date: May 24, 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. This may cause the vehicle to run rough, create an abnormal sound, emit smoke from the exhaust, and illuminate warning lights and messages. Also, a reduction of power may occur and the engine could stop running. A vehicle's engine which stops while driving 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" |  CHECK |
| Warning Message | Warning/Indicator Lights |

Q3: What is Toyota going to do?

A3: Toyota will send an owner notification by first class mail by late May 2018, advising owners to make an appointment with their authorized Toyota dealer to have an inspection of the pistons and, **IF NECESSARY**, replacement of the engine assembly at **NO CHARGE** to the customer.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Safety Recall the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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.

| Model Name | Model Year | Production Period |
|------------|------------|---------------------------------------|
| 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: How long will the repair take?

A5: The repair takes approximately eight hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. Due to the time required for inspection and, if necessary, engine assembly replacement, a loaner vehicle or alternative transportation may be made available.

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.

TOYOTA

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

Certain 2018 Model Year Camry
Oversized Pistons
IMPORTANT SAFETY RECALL (Remedy Notice)
NHTSA Recall No. 18V200

Dear Toyota Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in Certain 2018 Model Year Camry 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 involved vehicle's engine may be equipped with pistons from a particular production period that were produced with a diameter larger than the specification. This may cause the vehicle to run rough, create an abnormal sound, emit smoke from the exhaust, and illuminate warning lights and messages. Also, a reduction of power may occur and the engine could stop running. A vehicle's engine which stops while driving can increase the risk of a crash.

What will Toyota do?

Any authorized Toyota dealer will inspect the pistons and, **IF NECESSARY**, replace the engine assembly at **NO CHARGE**.


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.

The remedy will take approximately eight hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. Due to the time required for inspection and, if necessary, engine assembly replacement, a loaner vehicle or alternative transportation may be made available.

If your vehicle is running rough, creating an abnormal sound, emitting smoke from the exhaust, and/or illuminating warning lights and display messages, your vehicle may be experiencing symptoms related to this Safety Recall. **Please contact your local authorized Toyota dealer promptly for diagnosis. If the condition is related to this Safety Recall, a loaner vehicle will be available until the remedy is performed at NO CHARGE to you.**

| | |
|---------------------------------------|---|
| "Engine Oil Level Low Add or Replace" |  CHECK |
| Warning Message | Warning/Indicator Lights |

If the vehicle is experiencing the condition described and you are unable to drive the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.

What if you live in California and don't have this Safety Recall Campaign performed?

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Want to learn more?

For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN – Located at the top of this letter) to review information specific to your vehicle.

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 or without charge, 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/owners. 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 Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

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 or 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 or contact us at 1-888-270-9371.

Dealer Information

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