

Original Publication Date: October 5, 2018

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

SAFETY (NONCOMPLIANCE) RECALL J0X (Remedy Notice)

Certain 2019 Model Year Avalon
Certain 2019 Model Year Avalon HV
Certain 2018 – 2019 Model Year Sequoia
Certain 2018 – 2019 Model Year Tundra
SRS Sensor Software Update

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Avalon 2018	Late April 2018 – Late September 2018	13,800	6,500
Avalon HV 2018	Late April 2018 – Late September 2018	4,100	1,600
Sequoia 2018 – 2019	Early August 2017 – Late September 2018	12,600	2,500
Tundra 2018 – 2019	Early August 2017 – Late September 2018	137,700	23,600

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On October 4, 2018, 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 – 2019 model year Sequoia and Tundra vehicles and certain 2019 model year Avalon vehicles.

Condition

Due to inappropriate programming in the airbag electronic control unit (ECU), a fault may be erroneously detected during vehicle startup which would disable one or more of the sensors used to detect crashes. This could result in the side and curtain shield airbags and/or front and knee airbags not deploying as designed in a crash. As a result, there is an increased risk of injury in the event of a crash and regulatory requirements in certain markets may not be met.

NOTE: This condition will set one of the following Diagnostic Trouble Codes: B1610, B1615, B1630, B1635, B1690, or B1695.

Remedy

For the involved vehicles, any authorized Toyota dealer will perform a software update on the center airbag sensor assembly **FREE OF CHARGE** to the customer.

NOTE: The remedy for J0X addresses the H0Y condition, the J0H condition, and the J0X condition. As a result, J0H is no longer active as of October 5, 2018 (note that H0Y is no longer active as of February 20, 2018, due to the launch of J0H). All vehicles involved in J0H and H0Y (whether or not J0H and/or H0Y were completed) are now included in Safety (Noncompliance) Recall J0X.

Covered Vehicles

There are approximately 168,200 vehicles covered by this Safety (Noncompliance) Recall. Approximately 540 vehicles involved in this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in late October 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.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 34,200 vehicles in new dealer inventory as of October 4, 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 (noncompliance) recall was sold without first being remedied.

Vehicle Safety (Noncompliance) 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 4 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 (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

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.

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 J0X" 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 4 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 (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.

Customer Handling, Parts Ordering, and Remedy Procedures

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.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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 (Noncompliance) 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

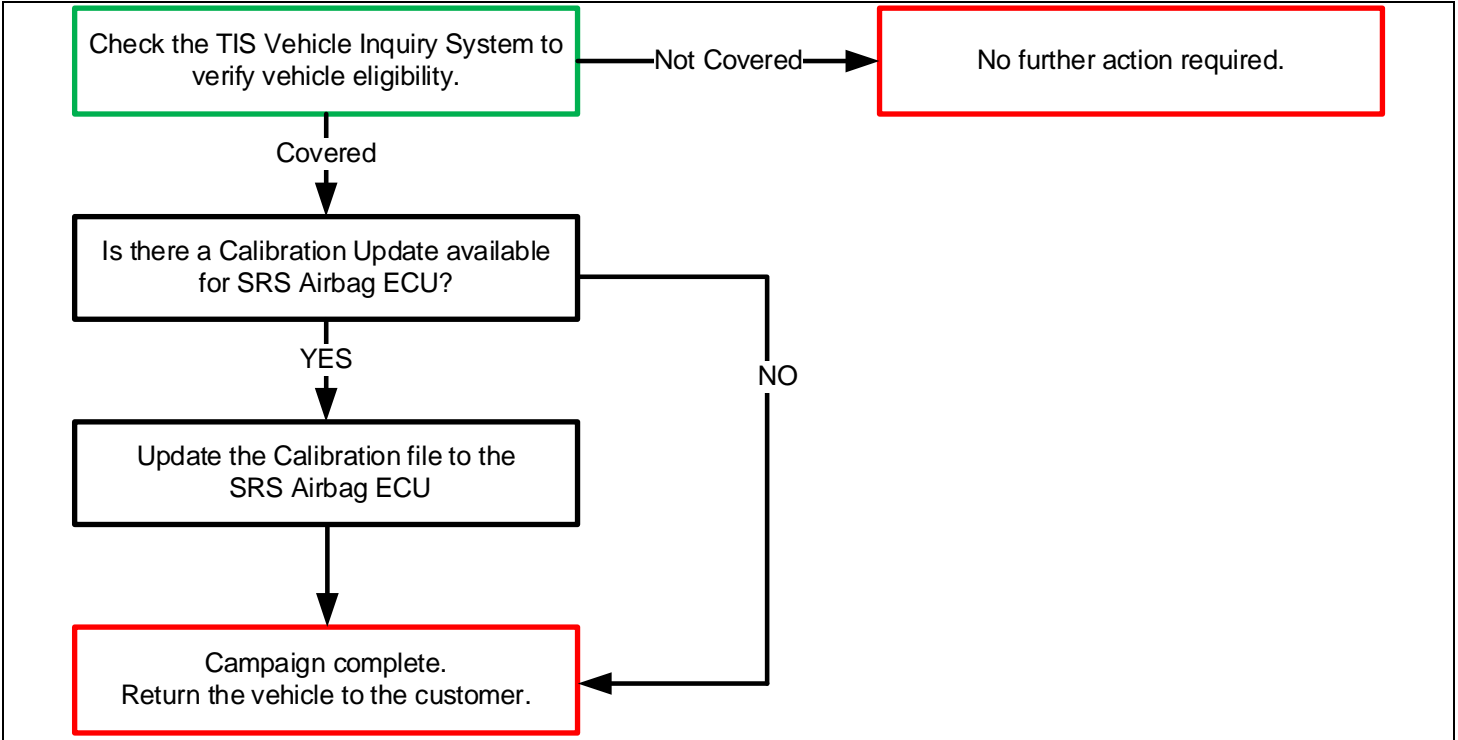
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety (Noncompliance) Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



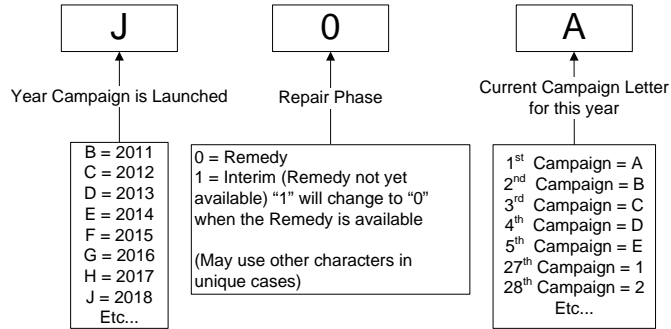
Op Code	Description	Flat Rate Hours
TBD	Reflash SRS ECU Assembly	0.8

- **Warranty claim filing will be available by 10/18/2018**
- Until warranty claim filing is available, stop sale units may be sold to customers after the remedy is performed if the remedy is documented on an RO.
- In rare cases that the SRS ECU contains the latest calibration ID (no software update needed), use opcode TBD.
- 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 Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase 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 (Noncompliance) Recall.

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

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 SRS Sensor Software Update

Frequently Asked Questions
Original Publication Date: October 5, 2018

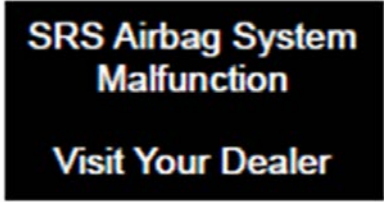
Q1: What is the condition?

A1: Due to inappropriate programming in the airbag electronic control unit (ECU), a fault may be erroneously detected during vehicle startup which would disable one or more of the sensors used to detect crashes. This could result in the side and curtain shield airbags and/or front and knee airbags not deploying as designed in a crash. As a result, there is an increased risk of injury in the event of a crash and regulatory requirements in certain markets may not be met.

NOTE: This condition will set one of the following Diagnostic Trouble Codes: B1610, B1615, B1630, B1635, B1690, or B1695.

Q1a: Are there any warnings that this condition exists?

A1a: If this condition has occurred, warning lights and messages will illuminate in addition to a warning chime. As a result, if you see these warning lights and messages, you may be experiencing the condition described above. You should contact your local authorized Toyota dealer for diagnosis and appropriate repair as soon as possible.

SRS Warning Light	Master Warning Light	Multi-Information Display Message
		

Q2: What should I do if my Airbag Warning Light illuminates?

A2: The Airbag Warning Light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. Under normal operation, it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed.** If the Airbag Warning Light (1) does not illuminate or (2) illuminates or remains illuminated after the few second check period, you may be experiencing this condition, and the side and curtain shield airbags and/or front and knee airbags may not deploy as designed in a crash. Please contact your local authorized Toyota dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and potential repair will be performed at no charge to you.

** Please refer to the Owner’s Manual for additional operation details related to this system.

Q3: What is Toyota going to do?

A3: Toyota will send an owner notification by first class mail starting in late October 2018, advising owners to make an appointment with their authorized Toyota dealer to have a software update performed to correct this condition **FREE OF CHARGE**.

Q4: I previously received letters from Toyota about software updates for my vehicle. Do I still need to get this update completed?

A4: Yes. **This is an important Safety (Noncompliance) Recall.** The previous software changes (Safety (Noncompliance) Recall designated by Toyota as “J0H” and Special Service Campaign designated by Toyota as “H0Y”) address different issues relating to the Vehicle Stability Control System, and an incorrect value being recorded for one data item in the Event Data Recorder. This recall revises the software in the Center Airbag Sensor Electronic Control Unit for all of these conditions.

Q4a: If I had Safety (Noncompliance) Recall J0H and/or Special Service Campaign H0Y performed, do I still have to get this recall performed?

A4a: Yes. **This is an important Safety (Noncompliance) Recall.** The software update in both Safety (Noncompliance) Recall J0H and Special Service Campaign H0Y does not address the condition in this Safety (Noncompliance) Recall.

Q4b: If I have this Safety (Noncompliance) Recall J0X completed, do I still have to complete Safety (Noncompliance) Recall J0H and/or Special Service Campaign H0Y?

A4b: No. The updated software that Toyota developed for Safety (Noncompliance) Recall J0X also addresses the condition in Safety (Noncompliance) Recall J0H and Special Service Campaign H0Y.

Q5: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?

A5: There are approximately 168,200 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Avalon	2019	Late April 2018 – Late September 2018
Avalon HV	2019	Late April 2018 – Late September 2018
Sequoia	2018 - 2019	Early August 2017 – Late September 2018
Tundra	2018 - 2019	Early August 2017 – Late September 2018

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

Q6: How long will the repair take?

A6: 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.

Q7: How does Toyota obtain my mailing information?

A7: 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.

Q8: What if I have additional questions or concerns?

A8: 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 (Noncompliance) 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 _____