

Original Publication Date: December 20, 2018

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

## SAFETY RECALL J06 (Remedy Notice)

### Certain 2018 – 2019 Model Year Tacoma Front Brake Performance Could Be Reduced NHTSA Recall No. 18V-888

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2018 – 2019 Tacoma	Mid-February 2018 – Mid-November 2018	44,100	1,630



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.**

*Refer to Dealer Inventory Procedures section for more details.*



On December 13, 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 – 2019 model year Tacoma vehicles.

#### Condition

Due to improper manufacturing processes by a part supplier, a seal in certain brake master cylinders may become damaged over time and leak brake fluid internally. The brake pedal feel could change, and front brake performance could be suddenly reduced. This could result in increased vehicle stopping distance and may increase the risk of a crash.

#### Remedy

Any authorized Toyota dealer will replace the brake master cylinder with a new one not affected by this condition **FREE OF CHARGE.**

#### Covered Vehicles

There are approximately 44,100 vehicles covered by this Safety Recall. There are 1,100 vehicles distributed to Puerto Rico involved in this Safety Recall.

#### Owner Letter Mailing Date

Toyota will begin to notify owners in late January 2019. 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.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory

There are approximately 1,630 vehicles in new dealer inventory as of December 12, 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 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 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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form J06/J16" 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 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.

## 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 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.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on TIS or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC 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.

**Remedy Parts Kit:**

**Note: Only one part number is needed per vehicle.**

Vehicle Transmission Type	Part Number	Description	Quantity
Automatic (AT)	04008-56204	Brake Master Cylinder Sub-Assembly <b>(AT)</b>	1
Manual (MT)	04008-56104	Brake Master Cylinder Sub-Assembly <b>(MT)</b>	1

**Fluids:**

Description	Part Number	Quantity
Brake Fluid (SAE J1703 or FMVSS No.116 DOT3)	00475-1BF03	3*

\*00475-1BF03 is one 12 ounce can of brake fluid and the repair will take slightly under 36 ounces of brake fluid. Therefore, 3 cans are needed per repair.

**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 (Chassis)
- Expert Technician (Chassis)
- 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**

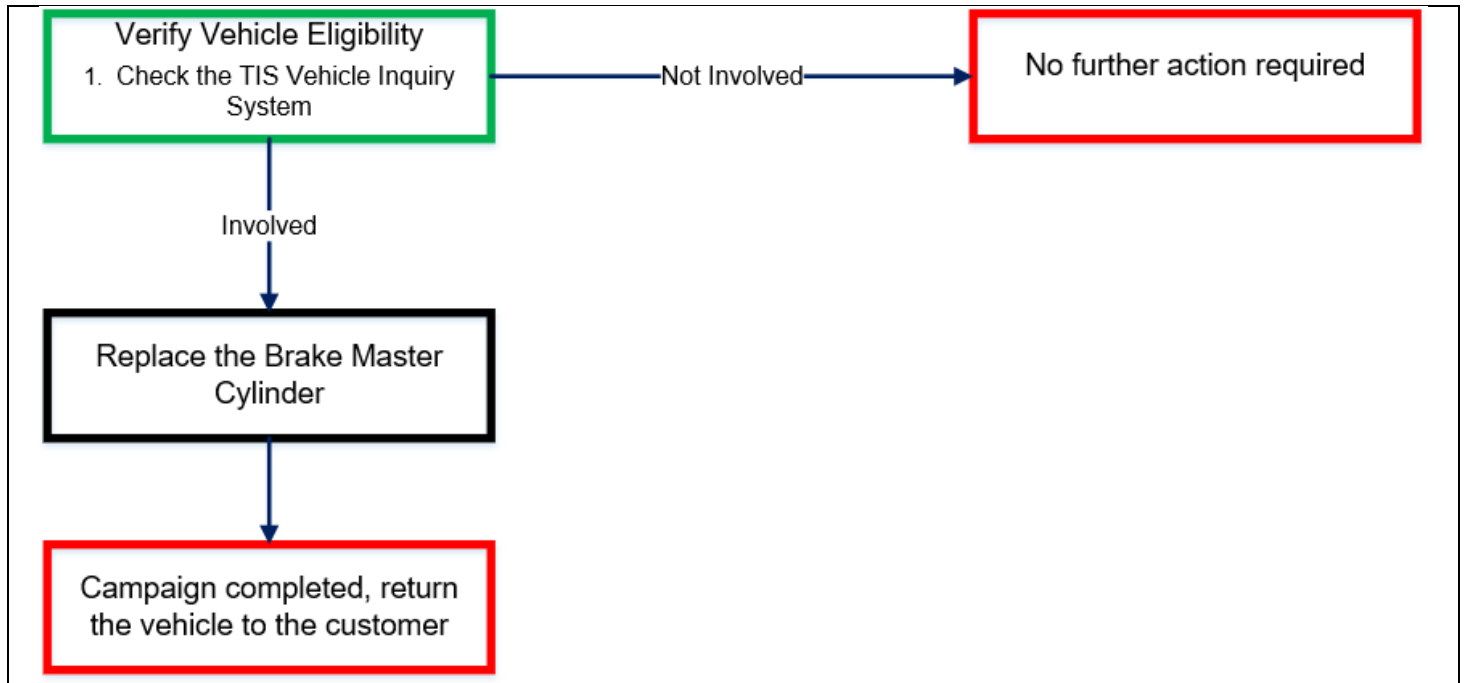
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**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.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
J06001	Replace the brake master cylinder sub-assembly	1.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

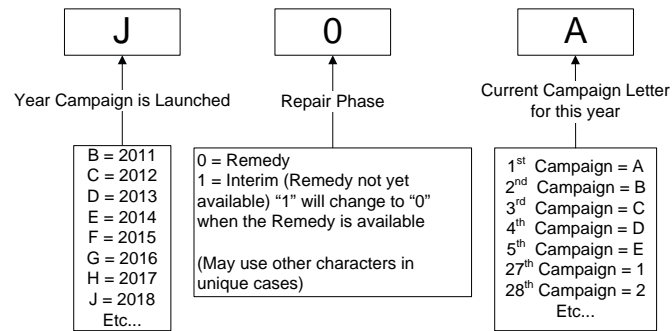
#### **Sublets:**

- If parts are unavailable, a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 7 days as a sublet type "RT" under Op Code J06001.
  - Rentals greater than 7 days or \$60.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
  - Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under Op Code LGGA2A for a maximum of \$250 as sublet type "TW" in the event the customer requests vehicle pickup. Towing invoice is required to be attached to the claim.

#### **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 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, 2<sup>nd</sup> Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014

J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> 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 J06 (Remedy Notice)

### Certain 2018 – 2019 Model Year Tacoma Front Brake Performance Could Be Reduced

NHTSA Recall No. 18V-888

#### Frequently Asked Questions

Original Publication Date: December 20, 2018

**Q1: What is the condition?**

A1: Due to improper manufacturing processes by a part supplier, a seal in certain brake master cylinders may become damaged over time and leak brake fluid internally. The brake pedal feel could change, and front brake performance could be suddenly reduced. This could result in increased vehicle stopping distance and may increase the risk of a crash.

**Q1a: What is the brake master cylinder?**

A1a: When the brakes are applied, the master cylinder converts the pressure that the driver applies to the brake pedal into hydraulic pressure that the braking system uses to apply the brakes and slow the vehicle.

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

A2: Toyota will send an owner notification by first class mail starting in late-January 2019, advising owners to make an appointment with their authorized Toyota dealer to have the brake master cylinder replaced with a new one not affected by this condition **FREE OF CHARGE**.

**Q3: Are there any warnings that this condition exists?**

A3: No. There are no warnings that this condition exists. However, if this condition occurs, the customer could experience a change in the brake pedal feel and front brake performance could be suddenly reduced.

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

A4: There are approximately 44,100 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Tacoma	2018 - 2019	Mid-February 2018 – Mid-November 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.

**Q4b: Are all Tacoma vehicles in the production period described above covered by this Safety Recall in the U.S.?**

A4b: No. The Tacoma vehicles involved in this Safety Recall were built with affected brake master cylinders that were produced with combinations of improper part machining operations at one supplier facility and casting variations at another of its facilities. Some Tacoma vehicles built within the production period mentioned above are not involved in this Safety Recall because they were not built with affected brake master cylinders.

**Q5: How long will the repair take?**

A5: The repair takes approximately one and one-half hours. 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.



# TOYOTA

This notice applies to your vehicle:  
[VIN]

## URGENT SAFETY RECALL

This is an important Safety Recall.  
The remedy will be performed  
**FREE OF CHARGE** to you.

## IMPORTANT SAFETY RECALL (Remedy Notice)

**Certain 2018 – 2019 Model Year Tacoma  
Front Brake Performance Could Be Reduced  
NHTSA Recall No. 18V-888**

Dear (customer's First/Last name)

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 - 2019 model year Tacoma 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?**

Due to improper manufacturing processes by a part supplier, a seal in certain brake master cylinders may become damaged over time and leak brake fluid internally. The brake pedal feel could change, and front brake performance could be suddenly reduced. **This could result in increased vehicle stopping distance, increasing the risk of a crash.**

### **What should you do?**

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. Your local Toyota dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ 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.

### **What will Toyota do?**

Any authorized Toyota dealer will replace the brake master cylinder with a new one not affected by this condition **FREE OF CHARGE** to you.

### **This is an important Safety Recall**

The remedy will take approximately one and one half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Note that if this condition occurs, you could experience a change in the brake pedal feel and front brake performance could be suddenly reduced. ***Please schedule an appointment with any authorized Toyota dealer immediately to have the remedy performed.***

If you are uncomfortable driving your vehicle or if your 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 are not the owner or operator of this vehicle?**

***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.

***If you know the current owner or operator***, please forward this letter to them.

***If you would like to update your vehicle ownership or contact information***, you may do so by registering at [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA



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](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 

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Campaign Code 

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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	_____