

Original Publication Date: September 11, 2017

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

Subject: Limited Service Campaign HOL
Certain 2018 Model Year C-HR
Electronic Parking Brake Switch Cover

Program Details

Momentary activation of the electronic parking brake (EPB) can occur in limited circumstances if the driver moves the shift lever from the drive position into the manual downshift position when a rigid object of a specific size is placed in the EPB switch finger well. Momentary activation while driving will result in the vehicle slowing slightly, warning lights appearing on the instrument panel, a "PKB Applied" display message, and audible buzzing.

Any authorized Toyota dealer will install a cover to reduce the size of the EPB switch opening.

Covered Vehicles

There are approximately 20,600 vehicles covered by this Limited Service Campaign. Approximately 1,400 vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

Model Name	Model Year	Production Period
C-HR	2018	Early February 2017 – Late July 2017

Owner Letter Mailing Date

Toyota will begin to notify owners in late September 2017. 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 Limited Service Campaign 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 and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Toyota requests that dealers conduct this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery.

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.

Technician Training Requirements

Quality of covered vehicle service is extremely important to Toyota. All dealership Maintenance technicians performing this service 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 service performed correctly; technicians performing this service are required to currently hold at least one of the following certification levels:

- Maintenance Technician
- Certified Technician (Any specialty)
- Expert Technician (Any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the service campaign 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 service. Carefully review your resources, the technician skill level, and ability before assigning technicians to this service. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this service at all times.

Service Procedures

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

This Limited Service Campaign will be available until 09/30/2020, and is only available at an authorized Toyota dealer.

Service Quality Confirmation

Quality of covered vehicle service is extremely important to Toyota. To help ensure that all vehicles have the service performed correctly, please designate at least one associate (someone other than the individual who performed the service) to verify the service quality of every vehicle prior to customer delivery.

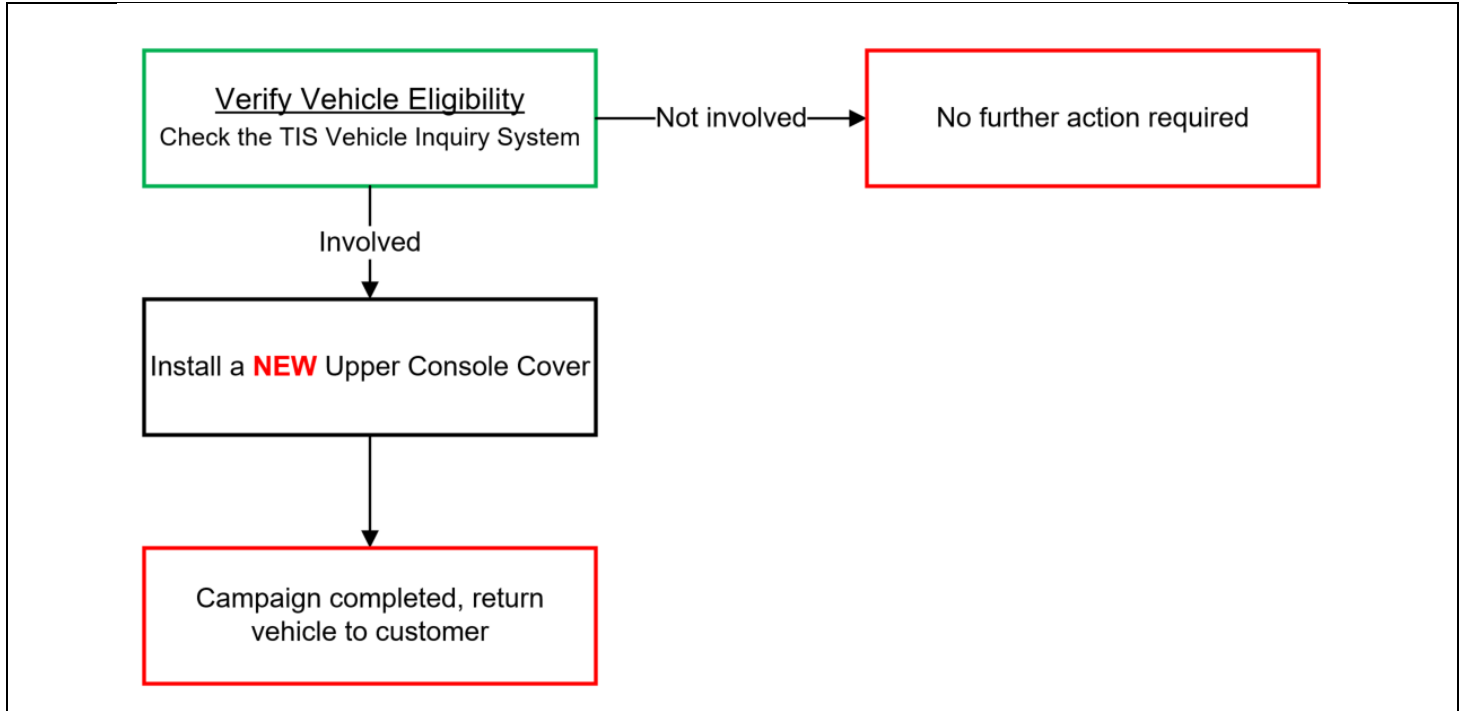
Parts Ordering Process - Non SET and GST Parts Ordering Process

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
04007-37110	Console Upper Cover	1

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG62A	Install parking brake switch cover	0.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- This Limited Service Campaign expires on 09/30/2020.

Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Limited Service Campaign. 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

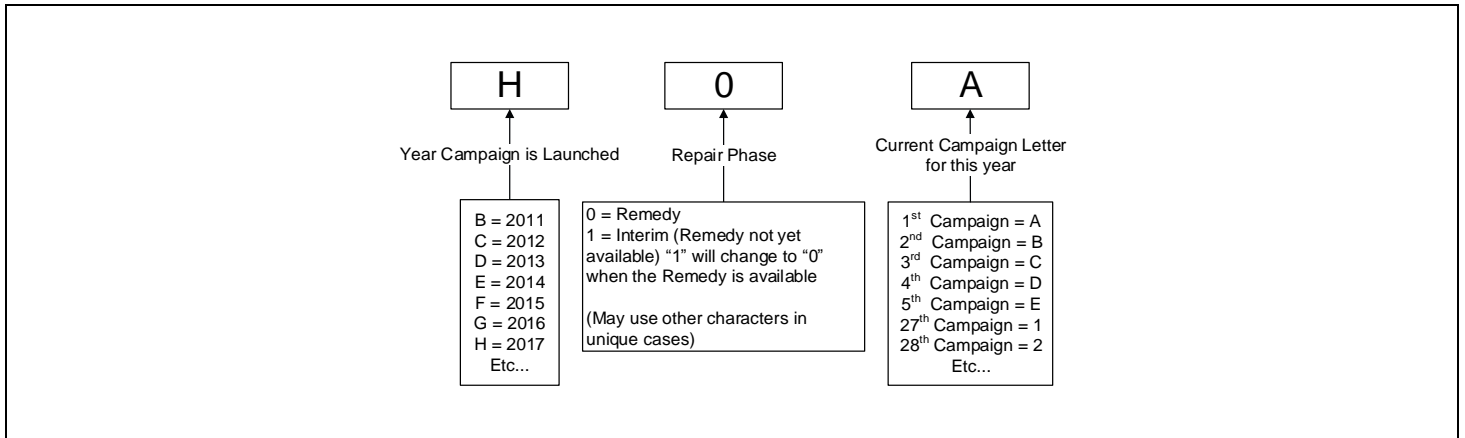
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. 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 Limited Service Campaign.

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



Limited Service Campaign H0L –
Certain 2018 Model Year C-HR
Electronic Parking Brake Switch Cover

Frequently Asked Questions

Original Publication Date: September 11, 2017

Q1: Why is Toyota conducting this Limited Service Campaign?

A1: Momentary activation of the electronic parking brake (EPB) can occur in limited circumstances if the driver moves the shift lever from the drive position into the manual downshift position when a rigid object of a specific size is placed in the EPB switch finger well. Momentary activation while driving will result in the vehicle slowing slightly, warning lights appearing on the instrument panel, a “PKB Applied” display message, and audible buzzing.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting in late September 2017, advising owners to make an appointment with their authorized Toyota dealer to have a cover installed to reduce the size of the EPB switch opening at **NO CHARGE**.

Q1a: What is the purpose of the electronic parking brake switch cover?

A1a: The electronic parking brake switch cover is designed to prevent an object from engaging the electronic parking brake switch when the shift selector is moved into the manual downshift position.

Q3: How long will this Limited Service Campaign be available?

A3: This Limited Service Campaign will be offered an **NO CHARGE** until **September 30, 2020**.

Q4: Which and how many vehicles are covered by this Limited Service Campaign?

A4: There are approximately 20,600 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
C-HR	2018	Early February 2017 – Late July 2017

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign in the U.S.?

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign.

Q5: How long will the service take?

A5: The service takes approximately 45 minutes. 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 Tim

**Certain 2018 Model Year C-HR
Electronic Parking Brake Switch Cover
Limited Service Campaign**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

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 reason for this Program?

Toyota would like to install a console cover on the electronic parking brake (EPB) switch to reduce the chance that it could be momentarily activated by certain size objects. Any authorized Toyota dealer will install this cover at **NO CHARGE** to you.

Momentary activation of the EPB could occur in limited circumstances if the driver moves the shift lever from the drive position into the manual downshift position when a rigid object of a specific size is placed in the EPB switch finger well. Momentary activation while driving will result in the vehicle slowing slightly, warning lights appearing on the instrument panel, a "PKB Applied" display message, and audible buzzing.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to have the finger well cover installed. This will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

This Program will be offered until 09/30/2020, and will only be available at an authorized Toyota dealer.

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

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this may cause you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.