

Original Publication Date: October 19, 2017

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

Subject: Limited Service Campaign HOT – **Remedy Notice**
Certain 2018 Model Year Camry Vehicles
Rear Wheel Arch Sealer Gap

Condition

In the subject vehicles, the inner portion of the right rear fender arch may have an improper sealer application. In these vehicles, water and salt may enter and cause rust spots, paint blistering, or perforation of the rear fender arch. This condition is most likely to occur in areas with heavy road salt application.

Remedy

Any authorized Toyota dealer will inspect the right rear fender arch and, if necessary, apply the necessary sealer.

This LSC will be offered until March 31, 2019, and will only be available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 1,300 vehicles covered by this Limited Service Campaign. There are approximately 60 vehicles in Puerto Rico involved in this Limited Service Campaign.

Model Name	Model Year	Production Period
Camry	2018	Mid-June 2017 – Late July 2017

Owner Letter Mailing Date

Toyota will begin to notify owners in late October 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 complete 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. 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 Limited Service Campaign.

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

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 (any level)**
- **Expert Technician (any level)**
- **Master Technician**
- **Master Diagnostic Technician**

Always check which technicians can perform the recall remedy 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.

This Limited Service Campaign will be available until 03/31/2019, and is only available at an authorized Toyota dealer.

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

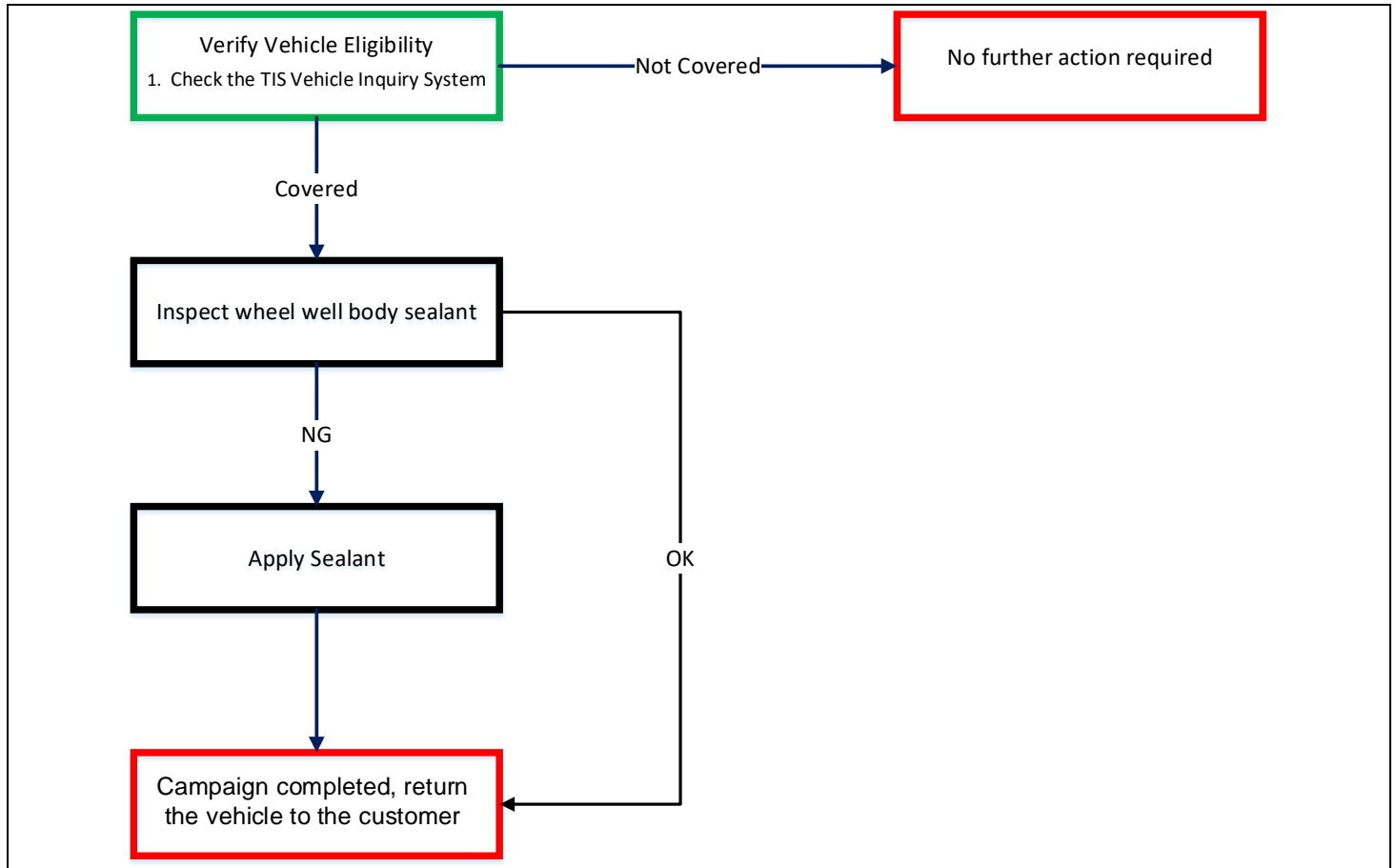
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most 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.

Dealers are responsible for ordering the 3M® part below, which is available at most auto parts stores and online. One tube can repair up to 10 vehicles.

Part Number	Description	Quantity
08405	Flexiclear Body Seam Sealer 	1

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG81A	Body Sealant Inspection – OK, No Further Action Required	.4 hrs/vehicle
GGG81B	Body Sealant Inspection + Seam Sealer Application	.6 hrs/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for the Seam Sealer under opcode GGG81B at a maximum of \$30.00 per vehicle as sublet type SL.
- This Limited Service Campaign expires on 03/31/2019.

Claim Filing Accuracy and Correction Requests

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

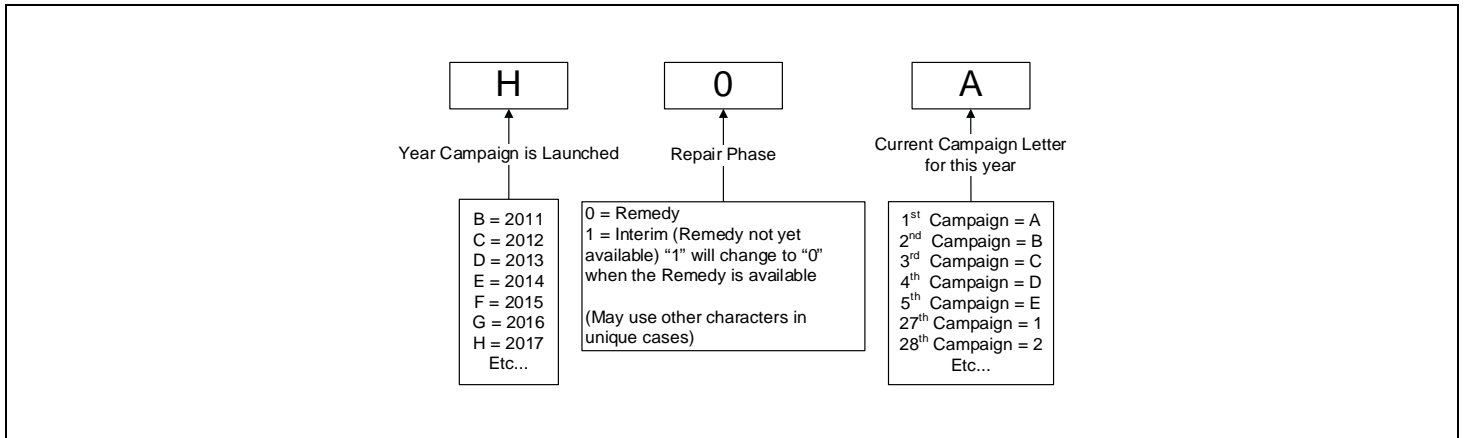
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the 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 H0T – **Remedy Notice**
Certain 2018 Model Year Camry Vehicles
Rear Wheel Arch Sealer Gap

Frequently Asked Questions
Original Publication Date: October 19, 2017

Q1: What is the condition?

A1: In the subject vehicles, the inner portion of the right rear fender arch may have an improper sealer application. In these vehicles, water and salt may enter and cause rust spots, paint blistering, or perforation of the rear fender arch. This condition is most likely to occur in areas with heavy road salt application.

Q1a: What is the cause of this condition?

A1a: Misalignment of the sealer application tool at the assembly plant caused an improper sealer application along the right rear fender arch.

Q1b: Does this condition affect the left rear fender arch?

A1b: No. This condition only affects the right rear fender arch.

Q2: Are there any warnings that this condition exists?

A2: No. There is no advanced warning prior to the occurrence of this condition.

Q3: What is Toyota going to do?

A3: Toyota will send, starting in late October, 2017, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to inspect the right rear fender arch, and, if necessary, apply sealer at **NO CHARGE**.

Q3a: How long will this LSC be available?

A3a: This Limited Service Campaign will be offered at **NO CHARGE** until March 31, 2019.

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

A4: There are approximately 1,300 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
Camry	2017	Mid-June 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 repair take?

A5: The repair takes approximately 1 hour. 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.

**Certain 2018 Model Year Camry
Rear Wheel Arch Sealer Gap
Limited Service Campaign (Remedy Notice)**

[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 condition?

In the subject vehicles, the inner portion of the right rear fender arch may have an improper sealer application. In these vehicles, water and salt may enter and cause rust spots, paint blistering, or perforation of the rear fender arch. This condition is most likely to occur in areas with heavy road salt application.

What will Toyota do?

Any authorized Toyota dealer will inspect the right rear fender arch, and, if necessary, apply sealer at **NO CHARGE** to you.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the inspection, and, if necessary, repair the right rear fender arch at **NO CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the right rear fender arch inspected. The remedy will take approximately 1 hour. 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 March 31, 2019, 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 condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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