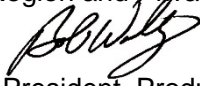

INTEROFFICE MEMORANDUM

Original Publication Date: October 30, 2017

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Bob Waltz 
Group Vice-President, Product Quality and Service Support

Subject: Customer Support Program ZH2
Certain 2005 – 2011 Model Year Tacoma
Coverage for Propeller Shaft Universal Joints

Specific information for Region support is provided below.

Condition

Toyota has received a number of reports regarding Propeller Shaft Universal Joints on certain 2005 – 2011 model year Tacoma vehicles. In these reports, customers have indicated that there is a drivetrain vibration and/or drivetrain noise. If the vehicle continues to be driven with the aforementioned condition, there is risk of severe damage to the propeller shaft.

Although the Propeller Shaft Universal Joints are covered by Toyota's Powertrain Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now providing coverage for repairs related to this condition.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on October 30, 2017.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.