


DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL17-16 Date: 10/30/2017 Page: 1 of 5
--	--	---

**SUBJECT: CUSTOMER SUPPORT PROGRAM (ZH2):
PROPELLER SHAFT UNIVERSAL JOINTS ON CERTAIN
2005–2011 MY TACOMA VEHICLES**

Background

Toyota has received reports in which 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.

Applicability

The Propeller Shaft is covered by Toyota's New Vehicle Limited Warranty* under the Powertrain Warranty for 5 years or 60,000 miles, whichever occurs first. However, Toyota is announcing a Customer Support Program to cover repairs related to the propeller shaft.

Primary Coverage offers the Customer Support Program until **April 30, 2019, with no mileage limitation.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **12 (twelve) years from the date of first use, with no mileage limitation.**

Verify VIN applicability for this Customer Support Program by checking TIS (Technical Information System) before completing any repairs.

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

****This Customer Support Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or by this Customer Support Program (see, for example, Warranty Policy 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty").***

Covered Vehicles

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

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:

- Expert Drivetrain Technician
- Master Technician
- Master Diagnostic Technician (MDT)

Claims for repairs that were performed by non-qualified technicians are subject to debit.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Claim Submission

Claim Type: Repair Program

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Opcode	OFP	Description	Labor Time
CHG38A	04371-04030	Replace a universal joint for 2WD	0.9 hr./vehicle
CHG38B	04371-04030	Replace a universal joint for 4WD	0.8 hr./vehicle
	04371-04090		
CHG38C	04371-04030	Replace 2 universal joints for 2WD	1.2 hr./vehicle
CHG38D	04371-04030	Replace 2 universal joints for 4WD	1.0 hr./vehicle
	04371-04090		
CHG38E	04371-04030	Replace 3 universal joints for 2WD	2.1 hr./vehicle
CHG38F	04371-04030	Replace 3 universal joints for 4WD	1.8 hr./vehicle
	04371-04090		
CHG38G	37100-04350	Replace propeller shaft assy	0.5 hr./vehicle
	37100-04370		
	37100-04330		
	37100-04340		
	37100-04360		
	37100-04380		
	37100-04270		
	37100-04280		
	37100-04290		
	37100-04300		
	37100-04390		
	37100-04310		
	37100-04320		
	37110-04180		
	37110-04190		
	37110-04170		
	37110-04200		
	37110-04220		

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Model/Model Year	Service Kit Part Number	CSP Kit Part Number	Description	Quantity
All	04371-04030	04007-13104	Spider Kit for 3 Joint Type Propeller Shaft (w/ center support)	1
	04371-04092	04007-13204	Spider Kit for 2 Joint Type Propeller Shaft (w/ out center support)	

Note:

- Propeller shaft part numbers can be found using superseding part numbers in the electronic parts catalog.
- **ONLY** CSP universal joint part numbers may be used for repairs under ZH2, universal joint service parts **WILL NOT** be accepted on claims.

Photo Requirements and Parts Retention

Toyota requires photo documentation of replaced propeller shaft assemblies to be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage to the propeller shaft yoke.

A photo must also be taken with a time and date stamp and the propeller shaft assembly in the background. Photos must be made available for TMS Warranty Department review upon request.

Replaced propeller shaft assemblies not requested for return in PRS or inspection by District Service and Parts Managers (DSPMs) or Field Technical Specialists (FTS) may be scrapped after they are listed on the scrap report.

Note: Toyota expects a majority of vehicles, exhibiting this condition **WILL NOT** require propeller shaft replacement. Photo requirements and part retention are only necessary if replacing the propeller shaft.

Technical Instructions (Repair Procedures)

For Tacoma, technical instructions can be found in T-SB-0302-17. Please refer to TIS for additional information.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.