

Product Quality and Service Support, Quality Compliance
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Toyota Motor Sales, USA, Inc.
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To: All Toyota Dealers
From: Product Support Division

UPCOMING Special Service Campaign
Certain 2016 – 2017 Model Year Mirai
Fuel Cell Systems Updates

Background:

At 9:00 P.M. Pacific time on February 14, 2017, Toyota announced a Campaign in Japan and other international markets covering certain Toyota Mirai vehicles. The campaign will provide software updates to the fuel cell control systems in the involved vehicles. Toyota is currently preparing to launch a Special Service Campaign (SSC) in the United States and expects the updates to be released approximately mid-March, 2017.

Currently there is no action required by dealers. However, you may receive questions from customers related to this issue. For reference, additional details regarding this upcoming Special Service Campaign are provided below.

As a reminder, 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 associates.

Q1: What are the conditions?



A1: Under unique driving conditions, such as if the accelerator pedal is depressed to the wide open throttle position after driving on a long descent, while using cruise control, there is a possibility that the output voltage generated by the fuel cell boost converter could exceed the maximum expected voltage. If this were to occur, a warning light will illuminate, a message will be displayed on the instrument panel, and the fuel cell system will stop running. If the fuel cell system stops running, electric power steering and the brakes will function normally. The fuel cell system can be restarted after the vehicle is stopped.

Also, if the fuel cell system is turned on immediately after refueling, the fuel cell control module may improperly determine that the vehicle is still being refueled and turn off the fuel cell system. The vehicle can then be restarted after this occurs.




Software updates to be released in Mid-March address both of these conditions.

Q2: Are there any warnings that these conditions exists?

A2: No, there are no advanced warnings prior to the occurrence of these conditions. However, if the fuel cell boost converter condition has occurred, the master warning light flashes, the fuel cell System Malfunction warning message is displayed on a Multi-Information Display, and a buzzer sounds.

	
Master Warning Light	FC System Malfunction Warning message

If the Fuel Cell control module related condition has occurred, the master warning light flashes, the Electric power steering system warning light comes on, the warning message of “FC system Stopped – Steering Power Low” is displayed on a Multi-Information Display, and a buzzer sounds.

	 (Red/Yellow)	
Master Warning Light	Electric power steering system warning light	FC System Stopped Steering Power Low Warning message

Q3: What is Toyota going to do?

A3: Toyota expects to launch this Special Service Campaign in mid-March, 2017. The remedy when available, will involve reprogramming of the fuel cell system.

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

A4: There are approximately 1,200 vehicles covered by this upcoming Special Service Campaign.

Model Name	Model Year	Production Period
Mirai	2016 - 2017	Mid-March 2015 – Mid-December 2016

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

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

Q4b: Why are other vehicles equipped with fuel cell system not covered by this upcoming Special Service Campaign?

A4b: Toyota has confirmed that other models are not affected because the fuel cell control systems are different.

Q5: What if I have additional questions or concerns?

A5: 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.

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