
From: Quality Compliance
Sent: Wednesday, March 22, 2017 3:31 PM
Subject: Special Service Campaign H0E - Certain 2016-2017 Model Year Mirai - Fuel Cell System Updates (Internal)
Attachments: H0E-Region Letter-Published 3.22.2017.pdf; H0E-TI-Published 3.22.2017.pdf; H0E-Dealer Package-Published 3.22.2017.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (H0E) on certain 2016– 2017 model year Mirai vehicles.

Condition:

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 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, also disabling the electric power assisted steering. The vehicle can then be restarted after this occurs.

Remedy:

The fuel cell system software in the fuel cell boost control module and the fuel cell control module will be updated at **NO CHARGE**.

Covered Vehicles:

There are approximately 1,200 vehicles covered by this Special Service Campaign. Also note that vehicles covered by this Special Service Campaign were not distributed to Puerto Rico.

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

Please reference the attachments for additional details.

Dealers will be notified on March 22, 2017 at approximately 4:00 pm Pacific time.

Thank you for your support,

Quality Compliance Department
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-5516
Fax 310-381-8095



We are unified in our passion
to provide the finest ownership



TOYOTA



LEXUS



NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.