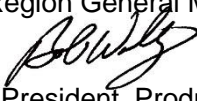


INTEROFFICE MEMORANDUM

Published March 22, 2017

To: All Toyota Region General Managers / Vice Presidents

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

Subject: Special Service Campaign H0E – **Remedy Notice**
Certain 2016-2017 Model Year Mirai
Fuel Cell System Updates

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on March 22, 2017.

Warranty Reimbursement Procedure

If one or both of the reprogrammings fail, the dealer should be instructed to open a TAS case to verify the vehicle condition. After the vehicle condition is verified by TAS, the dealer will be allowed to order the necessary parts following the MAC process. Do not distribute these opcodes to dealers unless the condition has been verified by TAS. Note that Toyota expects these opcodes to be necessary in very limited cases.

| Opcode | Description | Flat Rate Hours |
|--------|--|-----------------|
| GGG22B | Reprogram the FC ECU AND the FC Boost Control ECU & Replace the FC Control ECU due to reprogramming failure | 1.1 |
| GGG22C | Reprogram the FC ECU AND the FC Boost Control ECU & Replace the FC Converter assembly due to reprogramming failure | 7.2 |
| GGG22D | Reprogram the FC ECU AND the FC Boost Control ECU & Replace the FC Control ECU and the FC Converter assembly due to reprogramming failure | 7.5 |

- Dealers may claim the cost for Super Long Life Coolant (Diluted Type (60%) 2.8L per vehicle) and FC Stack Coolant / Dilute water (each 10.0L per vehicle) under opcode GGG22C and GGG22D.
- Rental car cost will be reimbursed for the rental period for a maximum of 2 days and the rental rate maximum cost is US\$35.00 per day under the sublet cost column for the Op. No. GGG22C and GGG22D according to necessity.

DSPM authorization will be required during the processing of claims with these opcodes.

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.