

Published March 22, 2017

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

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

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

Owner Letter Mailing Date

Toyota will notify owners in late March 2017.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Toyota requests that dealers conduct this Special Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Special Service Campaign has been completed on that vehicle.

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:

- Certified Technician (Any specialty)
- Expert Technician (Any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Vehicles Emission Recall Proof of Correction Form (California only)

As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by June, 30, 2017. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form has a header with the title. Below the header, there are fields for "License Number", "Make", "Year Model", "Body Type", and "Vehicle Identification Number". The "Vehicle Identification Number" field is a long grid of boxes. Below these fields, there are lines for "Manufacturer" and "Recall Number". A statement reads: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." Below this, there are fields for "Dealer's Name" and "Address, City, State and Zip". At the bottom, there are fields for "Date" and "Dealership's Authorized Signature". A footer note says: "Return this certificate to DMV only when required – otherwise retain for your records." and a small number "100410-92007" is visible in the bottom right corner.

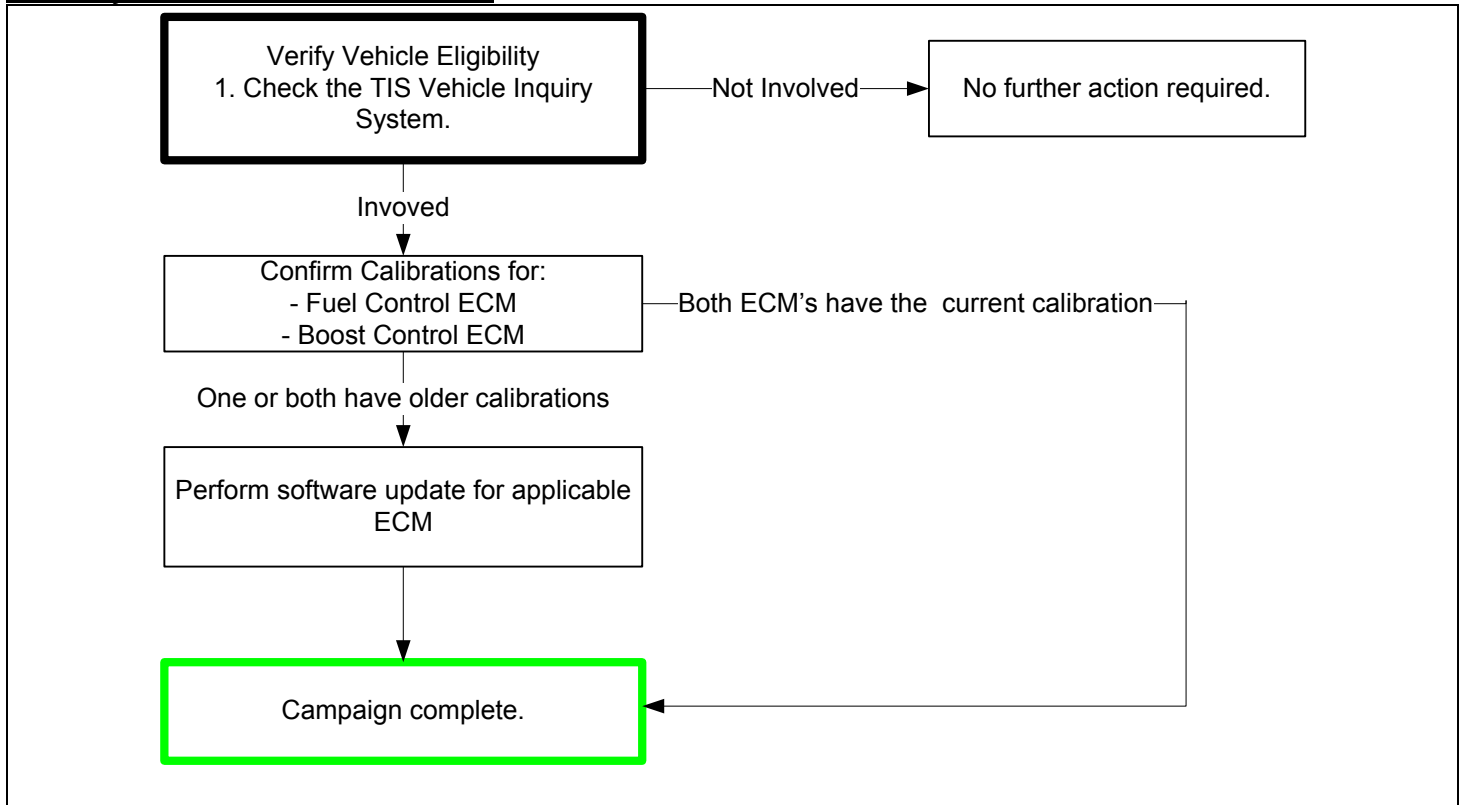
Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG22A	Reprogram the FC ECU AND the FC Boost Control ECU	0.8

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Media Contacts

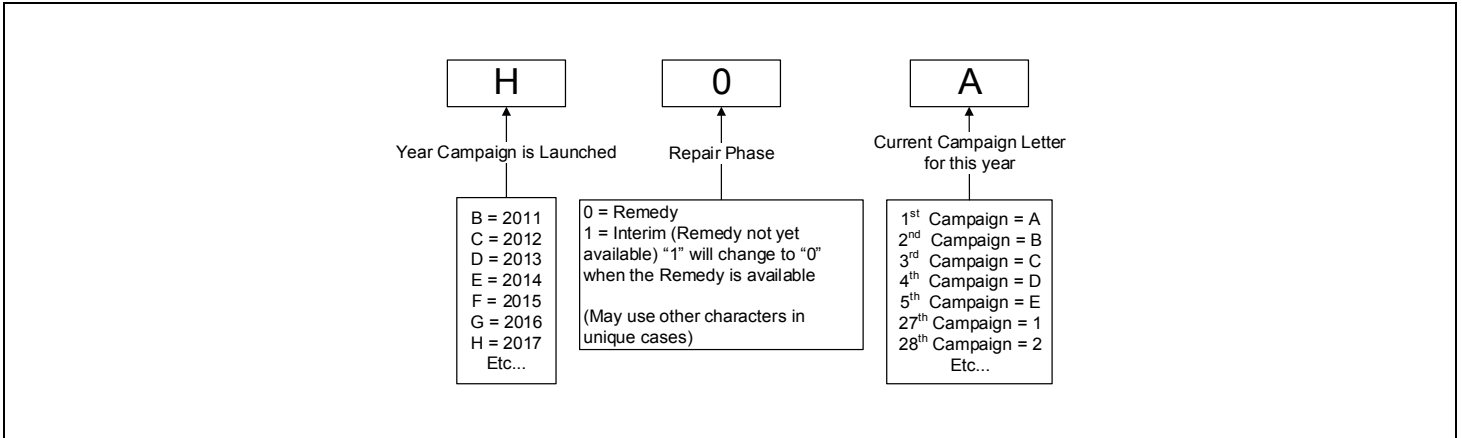
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



Examples:

A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
 C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

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

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

Frequently Asked Questions
Published March 22, 2017



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 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.

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 condition occurs while driving the vehicle, the master warning light flashes, the fuel cell System Malfunction warning message is displayed on a Multi-Information Display, and a buzzer sounds.

	
<p>Master Warning Light</p>	<p>FC System Malfunction Warning message</p>

If the condition occurs during vehicle refueling , the master warning light flashes, the electric assisted power steering is disabled, 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.

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

Q3: What is Toyota going to do?

A3: Toyota will send an owner notification by first class mail in late March 2017, advising owners to make an appointment with their authorized Toyota dealer to have fuel cell system software updates installed at **NO CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A4: There are approximately 1,200 vehicles covered by this 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 Special Service Campaign in the U.S.?

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

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

A4b: No other Toyota/Lexus/Scion vehicles are equipped with a fuel cell system.

Q5: How long will the repair take?

A5: The repair takes approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: How does Toyota obtain my mailing information?

A6: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q7: What if I have additional questions or concerns?

A7: 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

**Certain 2016 – 2017 Model Year Mirai
Fuel Cell System Updates
Special Service Campaign (Remedy Notice)**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the 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.

What will Toyota do?

Any authorized Toyota dealer will install fuel cell system software updates at **NO CHARGE** to you.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the fuel cell system software updates at **NO CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the fuel cell system software updates performed. The remedy will take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you live in California and don't have this Special Service Campaign performed?

The state of California requires the completion of Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may 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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE