

Original Publication Date: June 8, 2017

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

Subject: **Emission Noncompliance Recall H0I (Interim H1I) – *Interim Notice***
Certain 2018 Model Year Toyota C-HR
Vehicle Emission Control Information (VECI) Label

Condition

The Vehicle Emission Control Information (VECI) Labels on the involved vehicles were printed with an incorrect evaporative emissions system description. Due to this error, the involved vehicles do not comply with a federal regulation.

Remedy

Toyota is currently preparing the corrected labels. When the remedy becomes available, any authorized Toyota dealer will install a correct VECI label at **NO CHARGE** to the vehicle owner.

Covered Vehicles

There are approximately 5,200 vehicles covered by this Emission Noncompliance Recall. Approximately 500 of these vehicles were distributed in Puerto Rico.

Model Name	Model Year	Production Period
C-HR	2018	Early February 2017 – Early May 2017

Owner Letter Mailing Date

When the remedy becomes available, Toyota will notify owners in Late-July, 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 Noncompliance Recall 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 Vehicles in Dealership Inventory

There are approximately 1,950 vehicles in new dealer inventory as of June 7, 2017.

Dealers ARE NOT to deliver any new vehicles in dealer inventory that are covered by this Emission Noncompliance Recall unless the corrected label has been applied.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Emission Noncompliance Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by this Emission Noncompliance Recall unless the corrected label has been applied.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by this Emission Noncompliance Recall until the corrected label has been applied.

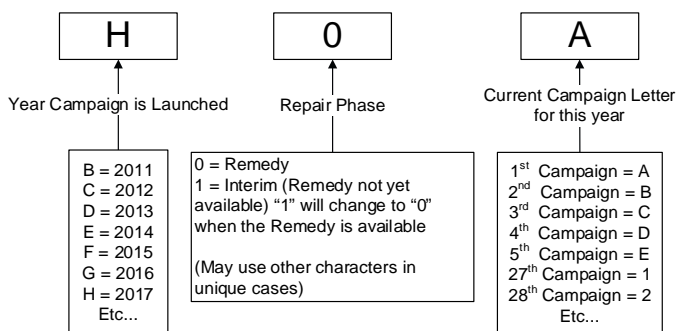
Media Contacts

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.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Emission Noncompliance Recall. 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:**

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

H0A = Launched in 2017, Remedy Phase, 1st Campaign Launched in 2017.

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 Emission Noncompliance Recall.

Thank you for your cooperation.

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



Emission Noncompliance Recall H01 (Interim H11) – **Interim Notice**
Certain 2018 Model Year Toyota C-HR
Vehicle Emission Control Information (VECI) Label

Frequently Asked Questions
Original Publication Date: June 8, 2017

Q1: What is the condition?

A1: The Vehicle Emission Control Information (VECI) Labels on the involved vehicles were printed with an incorrect evaporative emissions system description. Due to this error, the involved vehicles do not comply with a federal regulation.

Q1a: Does this condition affect vehicle performance?

A1a: No, the vehicle's performance is not affected.

Q2: What is Toyota going to do?

A2: Toyota is currently preparing the corrected labels. When the remedy becomes available, Toyota will send an owner notification by first class mail in Late-July, 2017, advising owners to make an appointment with their authorized Toyota dealer to have a corrected VECI label installed at **NO CHARGE**.

Q3: Which and how many vehicles are covered by this Emission Noncompliance Recall?

A3: There are approximately 5,200 vehicles covered by this Recall. Approximately 500 of these vehicles were distributed in Puerto Rico.

Model Name	Model Year	Production Period
C-HR	2018	Early February 2017 – Early May 2017

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Emission Noncompliance Recall in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Emission Noncompliance Recall.

Q4: How does Toyota obtain my mailing information?

A4: 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.

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.