

From: Quality Compliance
Sent: Thursday, October 05, 2017 2:25 PM
Subject: Special Service Campaign HOP – Remedy Notice Certain 2017 Model Year Yaris Vehicles Instrument Panel Wire Harness (Internal)
Attachments: HOP_Dealer_Letter_Published_9.5.2017.pdf; HOP_Region_Letter_Published_10.5.2017.pdf; HOP_Technical_Intructions_Published_9.5.2017.pdf

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

Condition:

In the subject vehicles, an incorrect instrument panel wire harness may have been installed during the vehicle assembly process. The incorrect instrument panel wire harness may not be compatible with the Pre-Collision system front sensor. As a result, the Automatic High Beam and Pre-Collision system may be inoperative.

Remedy

Toyota is beginning a two-phase implementation of the remedy.

PHASE 1

Phase 1 involves vehicles equipped with an **automatic transmission**. The remedy is currently available for these vehicles. For vehicles involved in Phase 1, any authorized Toyota dealer will repair the instrument panel wire harness to assure the Automatic High Beam and Pre-Collision system operate as designed at **NO CHARGE**.

PHASE 2

Phase 2 involves vehicles equipped with a **manual transmission**. The remedy for these vehicles is still under development and is anticipated to be available in November 2017. The remedy applicable to vehicles involved in Phase 1 **IS NOT** compatible with, and **MUST NOT** be performed on, vehicles involved in Phase 2.

Covered Vehicles

There are approximately 2,300 vehicles covered by this Special Service Campaign. Approximately 200 vehicles covered by this Special Service Campaign were distributed to Puerto Rico.

Phase	Transmission Type	Approximate UIO	Production Period
1	Automatic	2,260	Late August 2016 – Mid-October 2016
2	Manual	40	Late August 2016 – Early October 2016

Please reference the attachments for additional details.

Dealers will be notified on October 5, 2017 at approximately 3:00 PM Central Time.

Thank you for your support,

Quality Compliance Department
Toyota Motor Sales, U.S.A., Inc.
Tel. (469) 292-4000



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