

Product Quality and Service Support, Quality Compliance
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To: All Toyota Dealers
From: Product Support Division

**Customer Support Program ZH2
Certain 2005 – 2011 Model Year Tacoma
Coverage for Propeller Shaft Universal Joints**

- If the ZH2 condition is present for an extended period it can lead to damage of the propeller shaft.
- **ONLY** if there is damage to the propeller shaft should a new propeller shaft be ordered.
- For release of a propeller shaft by the PTSG (Parts Technical Support Group) refer to the requirements listed in the MAC report.

Based on the MAC submissions received to date there have been some common errors in requests, please review the following for clarification:

- ***The propeller shaft should NOT be replaced if there is no propeller shaft damage, and universal joints can be replaced to remedy the condition.***
- ***Photo documentation required in MAC submission should clearly illustrate damage to propeller shaft (examples shown below).***
- ***Propeller shaft orders without MAC submission will be cancelled.***
- ***Propeller shaft orders that do not include proper photo documentation will not result in part release.***

Example of Proper Photo Documentation	Example of Improper Photo Documentation
	

Refer to the Dealer Letter on TIS for additional information.

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