
From: Quality Compliance
Sent: Wednesday, January 10, 2018 3:30 PM
Cc: BOSTON_SERVICE; BOSTON_PARTS; BOSTON_PRINCIPAL; BOSTON_GM; CEN_ATLANTIC_PRINCIPAL; CEN_ATLANTIC_GM; CEN_ATLANTIC_SERVICE; CEN_ATLANTIC_PARTS; CEN_ATLANTIC_CSR; Chicago Service & Parts; CHICAGO_PARTS; CHICAGO_GM; CHICAGO_PRINCIPAL; CINCINNATI_SERVICE; CINCINNATI_PARTS; CINCINNATI_GM; CINCINNATI_PRINCIPAL; David Olson; DENVER_SERVICE; DENVER_PARTS; DENVER_GM; DENVER_PRINCIPAL; DENVER_CSR; gmarea1@gstmail.com; gmarea2@gstmail.com; gmarea3@gstmail.com; gmarea4@gstmail.com; gmarea5@gstmail.com; dealerarea1@gstmail.com; dealerarea2@gstmail.com; dealerarea3@gstmail.com; dealerarea4@gstmail.com; dealerarea5@gstmail.com; servicearea1@gstmail.com; servicearea2@gstmail.com; servicearea3@gstmail.com; servicearea4@gstmail.com; servicearea5@gstmail.com; KANSAS_CITY_SERVICE; KANSAS_CITY_PARTS; KANSAS_CITY_GM; KANSAS_CITY_PRINCIPAL; LOS_ANGELES_SERVICE; LOS_ANGELES_PARTS; LOS_ANGELES_GM; LOS_ANGELES_PRINCIPAL; NEW_YORK_SERVICE; NEW_YORK_PARTS; NEW_YORK_GM; NEW_YORK_PRINCIPAL; PORTLAND_SERVICE; PORTLAND_PARTS; PORTLAND_GM; PORTLAND_PRINCIPAL; SAN_FRANCISCO_SERVICE; SAN_FRANCISCO_PARTS; SAN_FRANCISCO_GM; SAN_FRANCISCO_PRINCIPAL; SETDLR_Dealer_Principal@setdealerdaily.com; SETDLR_General_Manager@setdealerdaily.com; SETDLR_Service_Manager@setdealerdaily.com; SETDLR_Customer_Relations_Manager@setdealerdaily.com; SETDLR_Inventory_Manager@setdealerdaily.com; SETDLR_New_Vehicle_Sales_Manager@setdealerdaily.com; SETDLR_Parts_Manager@setdealerdaily.com; SETDLR_Used_Vehicle_Sales_Manager@setdealerdaily.com; SETDLR_Warranty_Manager@setdealerdaily.com; Tom Trisdale (TMS); Howard Abrahams (TMS); rick_taniguchi@toyota.com; Jeff Northrup (TMS); Jason Kistner (TMS); Zachary White (TMS); Justin Edward Peterson (TMNA); Chris Westmoreland (TMNA); candace_fuchino@toyota.com; Claudia Di Juarez-Ambrossio (TMS); Christine Cepelak (TMS); Kota Adachi (TMS); Ray Honore (TMS); Paul Nikstad (TMS); Adam Danos (TMS); Jerome Jones (TEMA); Richard Duffield (TMS); Zack Burr (TMS); Luke Walker (TMS); Tyson Siekiera (TMS); PSD NAPO NAPCC SPECIAL ACTIVITIES; Joe Clarke (TMS); Eriko_Abe@toyota.com; Mike Anderson (TMS); alex.rodriguez@autocentrotoyota.com; daniel.mujica; diaz_polanco toyotadeaguadilla.com; hayala toyotadebayamon.net; j_morales atlantictoyotapr.com; marimer; mstanton@cag.vi; rrobb@caribbeanautomart.com; toyota.nas gmail.com; TDPRTYOYOTA_Service; TDPRTYOYOTA_Principal; TDPRTYOYOTA_GM; TDPRTYOYOTA_Parts; TDPRTYOYOTA_Warranty; SPA_SPAO_CUSTOMER_SUPPORT_LEADERS; Antonio Gonzalez (TMS); Zynthia Franco (TMS); Juan Fernandez (TMS); Thania Velez (TMS); Maricel Ramos (TMS); Jose Mejia (TMNA); 1DD Prod Support
Subject: Special Service Campaign H0X – Remedy Notice - Certain 2016 – 2017 Model Year Toyota Mirai - EV Control ECU Software Update (Dealer)
Attachments: H0X - Dealer Package - Published 1.10.18.pdf; H0X TI Mirai HV ECU Reflash FINAL 1.10.2018.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2016 – 2017 model year Toyota Mirai.

Condition:

The subject vehicles are voluntarily equipped with an event data recorder (EDR). The EDR only collects, stores, and allows retrieval of vehicle event data, including crash events. It **DOES NOT** control the operation of the vehicle or any crash safety systems. Due to a software error, the EDR data for "Accelerator Pedal, % Full" will show a constant value of "0," and will not record another accelerator open position at the time an event is recorded. No other system uses this software output data.

Remedy:

Toyota will send an owner notification by first class mail starting in mid-January 2018, advising owners to make an appointment with their authorized Toyota dealer to have the EV Control ECU software update performed at **NO CHARGE**.

Covered Vehicles:

There are approximately 2,500 vehicles covered by this Special Service Campaign. Also, note that no vehicles covered by this Special Service Campaign were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Mirai	Certain 2016 - 2017	Early March, 2015 – Early October, 2017

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department