

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
12/21/2017	The claim filing opcode has been changed.

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: December 20, 2017

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

Subject: Special Service Campaign H0Y – **Remedy Notice**
Certain 2018 Model Year Sequoia
Certain 2018 Model Year Tundra
Center Air Bag Sensor Assembly Software Update

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 crash safety systems. Due to a software error in the air bag ECU where EDR data is stored, the EDR data for “Frontal Airbag Deployment, Time to 1st Stage Deployment,” and “Frontal Airbag Deployment Time to 2nd Stage Deployment,” will show the same value at the time an event is recorded. This software error has no effect on the actual air bag’s deployment times for both stages. Both air bags operate as designed.

Remedy

Toyota will send an owner notification by first class mail starting in early January 2018, advising owners to make an appointment with their authorized Toyota dealer to have the center air bag sensor assembly software update performed at **NO CHARGE**.

Covered Vehicles

There are approximately 38,400 vehicles covered by this Special Service Campaign. There were approximately 30 vehicles distributed to Puerto Rico involved in this Special Service Campaign.

Model Name	Model Year	Production Period
Sequoia	2018	Early August, 2017 – Late November, 2017
Tundra	2018	Late February, 2017 – Early December, 2017

Owner Letter Mailing Date

Toyota will begin to notify owners in early January 2018. A sample of the owner notification letter has been included for your reference.

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 Vehicles in Dealership Inventory

There are approximately 17,700 vehicles in new dealer inventory as of December 19, 2017.



These vehicles do not conform to the EDR regulation. A dealer should not sell, offer for sale, or otherwise deliver to a customer a new motor vehicle covered by this Special Service Campaign if the dealer has not completed the remedy for this campaign on that vehicle.

The completion of this Special Service Campaign should be verified through TIS. We request your assistance to ensure that involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>).

Pre-owned Vehicles in Dealership Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form H0Y" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>).

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 a Safety Recall unless the defect has been remedied.

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:

- Toyota Certified (any classifications)
- Toyota Expert (any classifications)
- Master
- Master Diagnostic Technicians

Always check which technicians can perform the repair 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.

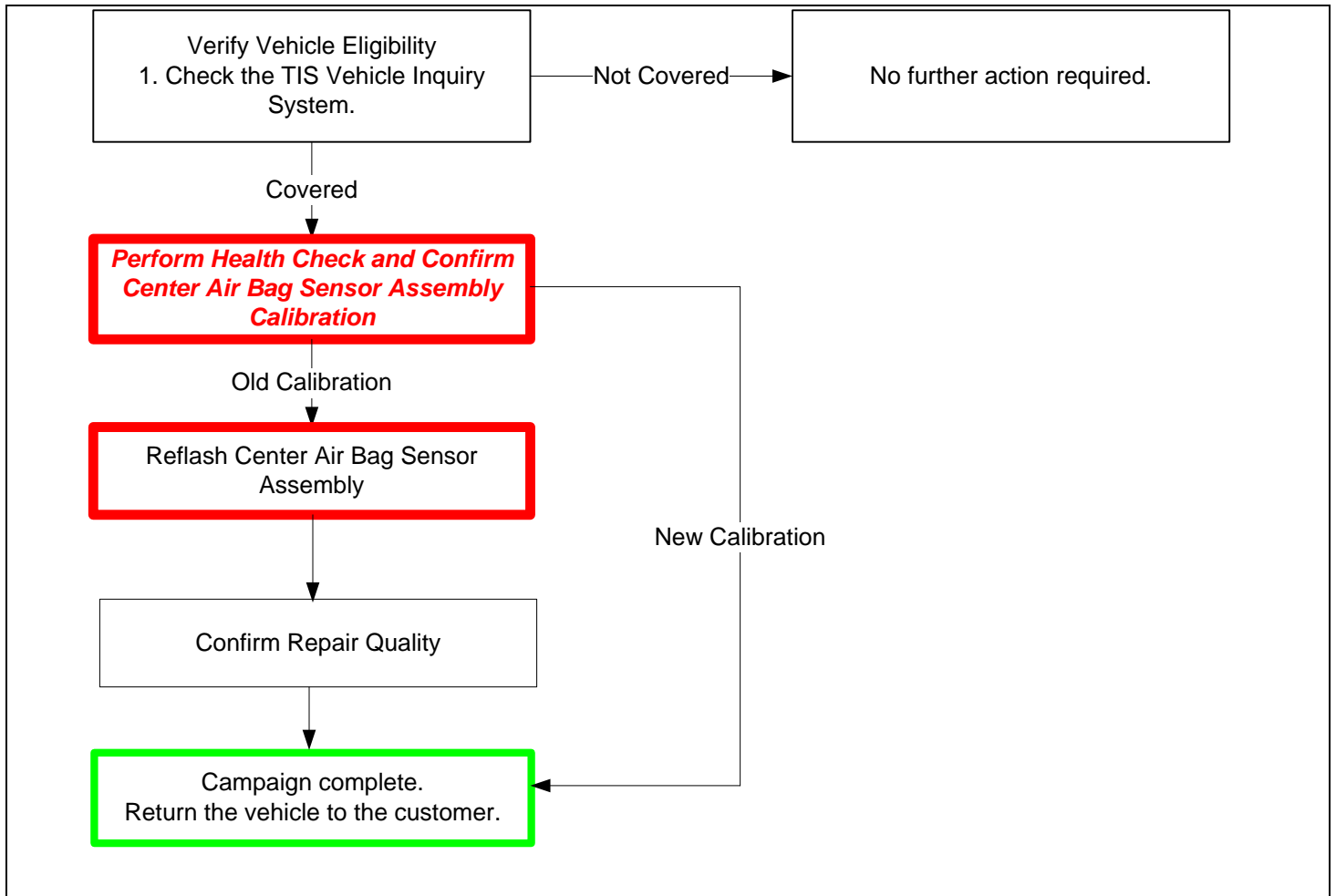
Remedy Procedures

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
H0Y213	Reflash Center Air Bag Sensor Assembly	0.8

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

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

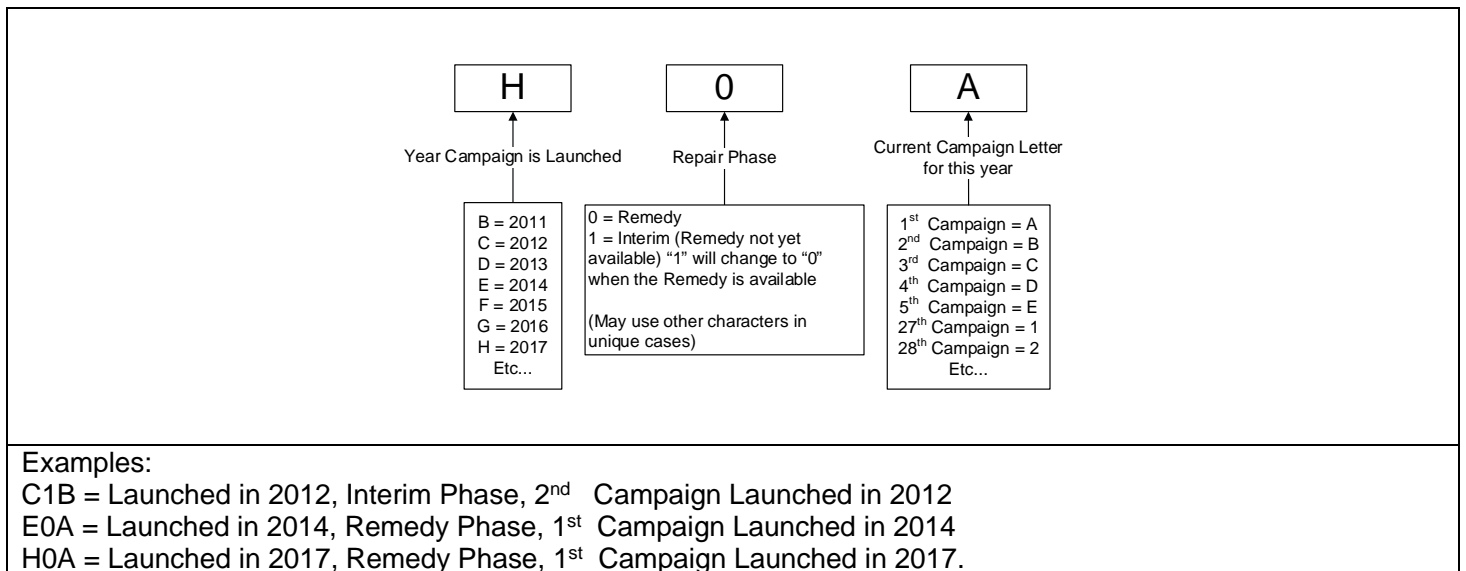
Media Contacts

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 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

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 H0Y – *Remedy Notice*
Certain 2018 Model Year Sequoia
Certain 2018 Model Year Tundra
Center Air Bag Sensor Assembly Software Update

Frequently Asked Questions
Original Publication Date: December 20, 2017

Q1: *What is the condition?*

A1: In these vehicles, there is a software error that causes the event data recorder (EDR) to record an incorrect value for one data item. The EDR records data for various events, including crashes, and is used to help investigate those events. It does not control the operation of any vehicle systems.

Q1a: *What are the technical details of this issue?*

A1a: 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 crash safety systems. Due to a software error in the air bag ECU where EDR data is stored, the EDR data for “Frontal Airbag Deployment, Time to **1st Stage** Deployment,” and “Frontal Airbag Deployment Time to **2nd Stage** Deployment,” will show the same value at the time an event is recorded. **This software error has no effect on the actual air bag’s deployment times for both stages. Both air bags operate as designed.**

Q1b: *What is the Event Data Recorder (EDR)?*

A1b: The EDR collects, stores, and allows retrieval of specific vehicle sensor data in a crash or near-crash event. The EDR **DOES NOT** control the operation of the vehicle or the crash safety systems.

Q2: *What are the symptoms of this condition?*

A2: After a recorded event, if someone retrieves the data recorded in the EDR, the frontal airbag deployment time to 2nd stage will show an inaccurate reading.

Q3: *What is Toyota going to do?*

A3: Toyota will send an owner notification by first class mail starting in early January 2018, advising owners to make an appointment with their authorized Toyota dealer to have the center air bag sensor assembly software update performed at **NO CHARGE**.

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

A4: There are approximately 38,400 vehicles covered by this Special Service Campaign. There were approximately 30 vehicles distributed to Puerto Rico involved in this Special Service Campaign.

Model Name	Model Year	Production Period
Sequoia	2018	Early August, 2017 – Late November, 2017
Tundra	2018	Late February, 2017 – Early December, 2017

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q5: *How long will the repair take?*

A5: The repair takes approximately one 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.

TOYOTA

**Certain 2018 Model Year Sequoia
Certain 2018 Model Year Tundra
Center Airbag Sensor Assembly Software Update
Special Service Campaign H0Y – *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?

In these vehicles, there is a software error that causes the event data recorder (EDR) to record an incorrect value for one data item. The EDR records data for various events, including crashes, and is used to help investigate those events. It does not control the operation of any vehicle systems.

What will Toyota do?

Toyota wants to make sure that the EDR records the correct information in case you ask us to help investigate an issue in the future. A software update will help us do so. Any authorized Toyota dealer will perform the software update to correct this error at **NO CHARGE** to you.

What should you do?

Any authorized Toyota dealer will perform the Airbag ECU software update at **NO CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the center airbag sensor assembly software update performed. The remedy will take approximately one 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 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.



Published December 20, 2017

Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Special Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____