

Original Publication Date: October 5, 2017

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

Subject: Special Service Campaign H0P – **Remedy Notice**  
Certain 2017 Model Year Yaris Vehicles  
Instrument Panel Wire Harness

### **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.

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

### **Owner Letter Mailing Date**

Beginning in October 2017, Toyota will send an owner notification letter to owners of vehicles involved in Phase 1. A sample of the owner notification letter is included for your reference. Toyota will begin to notify the owners involved in Phase 2 approximately three weeks after the vehicles involved in Phase 2 are opened for the remedy.

*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 and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any new or 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 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.

**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:

- Certified Technician (Electrical)
- Expert Technician (Any Specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform this 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.

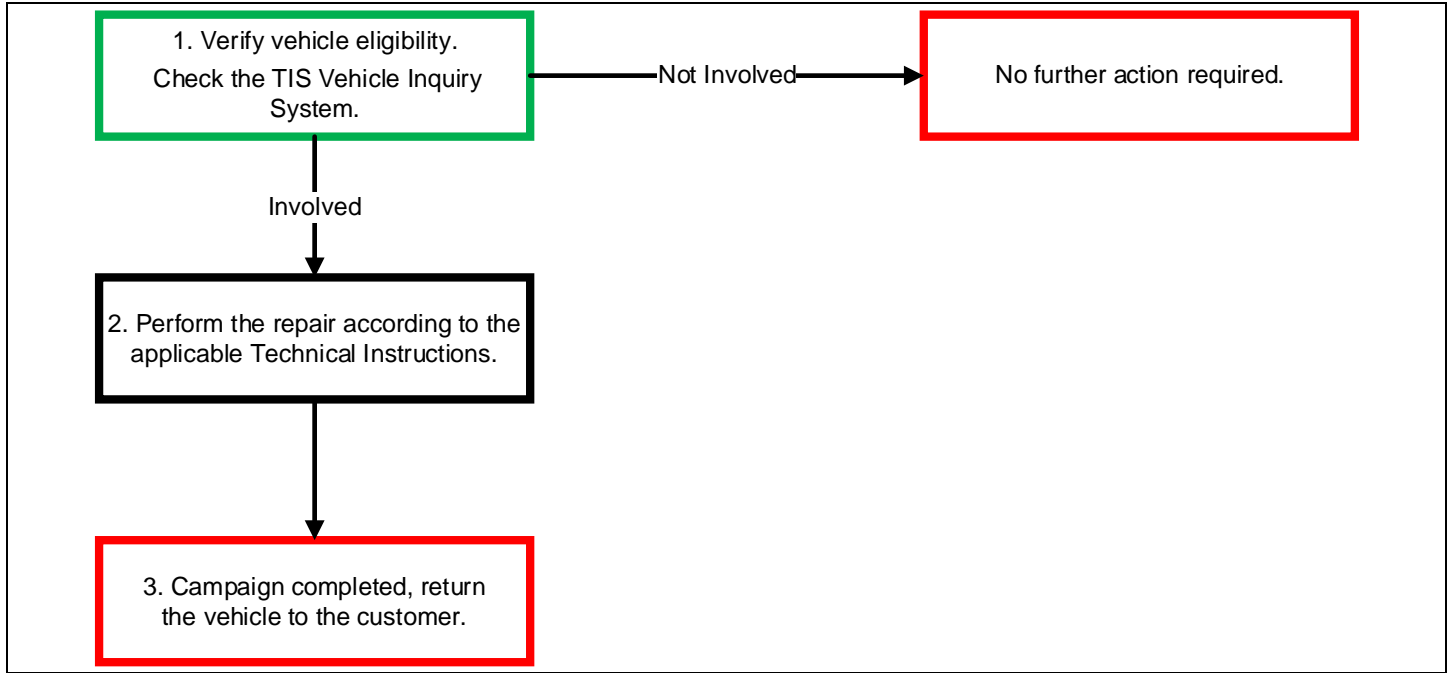
**Remedy Procedures**

Refer to TIS for Technical Instructions on the 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**



Vehicle Phase	Opcode	Description	Flat Rate Hours
1	GGG78B	Repair the instrument panel wire harness.	1.1

- The flat rate time includes 0.1 hours for administrative cost per unit for the dealership.
- For vehicles involved in Phase 1 (vehicles equipped with an automatic transmission), dealers may claim the total cost of buying the nylon closed-end crimp connectors and vinyl electrical tape necessary to repair the instrument panel wire harness. Claim this cost as sublet type "ZZ" under op code GGG78B at a maximum rate of \$0.60 per vehicle.

**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.

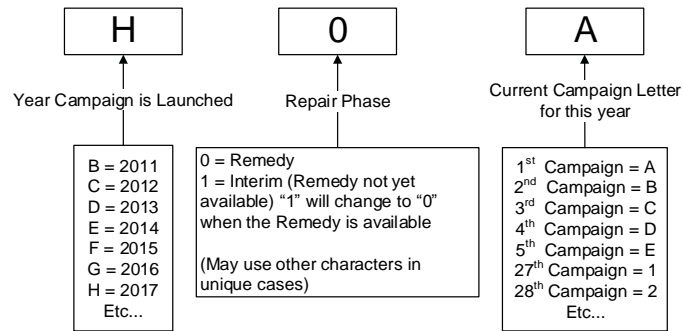
**Media Contacts**

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 owner 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****Examples:**

C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014

H0A = Launched in 2017, Remedy Phase, 1<sup>st</sup> 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 Special Service Campaign.***

Thank you for your cooperation.

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



**Special Service Campaign H0P – *Remedy Notice***  
**Certain 2017 Model Year Yaris Vehicles**  
**Instrument Panel Wire Harness**

**Frequently Asked Questions**  
**Original Publication Date: October 5, 2017**

**Q1: *What is the condition?***

A1: 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.

**Q1a: *What is the Automatic High Beam?***

A1a: The Automatic High Beam uses the front sensor to assess the brightness of streetlights, the lights of oncoming and preceding vehicles, etc., and automatically turns the high beam on or off as necessary. Refer to your vehicle's Owner's Manual for additional information about the Automatic High Beam.

**Q1b: *What is the Pre-Collision system?***

A1b: The Pre-Collision system uses the front sensor to detect when vehicles are in front of your vehicle. When the system determines that the possibility of a frontal collision with a vehicle is high, a warning operates to urge the driver to take evasive action and the potential brake pressure is increased to help the driver avoid or reduce the severity of the collision. If the system determines that the possibility of a frontal collision with a vehicle is extremely high, the brakes are automatically applied to help avoid or reduce the severity of the collision. Refer to your vehicle's Owner's Manual for additional information about the Pre-Collision system.

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

A2: If the high beams do not automatically turn on/off when the Automatic High Beam system is activated, your Pre-Collision system may also be inoperative. If the condition is present, both the Automatic High Beam and Pre-Collision systems will be inoperative.

**Q3: *What is Toyota going to do?***

A3: 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, Toyota will send, beginning in October 2017, an owner notification letter by first class mail advising owners to make an appointment with their authorized Toyota dealer to 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. Toyota will begin to notify the owners involved in Phase 2 approximately three weeks after the vehicles involved in Phase 2 are opened for the remedy. The remedy applicable to vehicles involved in Phase 1 **IS NOT** compatible with, and **MUST NOT** be performed on, vehicles involved in Phase 2.

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

A4: There are approximately 2,300 vehicles covered by this Special Service Campaign.

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

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?**

A4a: 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 and a half hours for vehicles equipped with an automatic transmission and approximately five and a half hours for vehicles equipped with a manual transmission. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

**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.

**Certain 2017 Model Year Yaris Vehicles  
Instrument Panel Wire Harness  
Special Service Campaign (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 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.

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

If the high beams do not automatically turn on/off when the Automatic High Beam system is activated, your Pre-Collision system may also be inoperative. If the condition is present, both the Automatic High Beam and Pre-Collision systems will be inoperative.

**What will Toyota do?**

Depending on your vehicle's transmission type, any authorized Toyota dealer will repair or replace the instrument panel wire harness to assure the Automatic High Beam and Pre-Collision system operate as designed at **NO CHARGE** to you.

**What should you do?**

Before you are inconvenienced by this condition, please contact your authorized Toyota dealer to make an appointment to have the applicable repair performed at **NO CHARGE**. The repair will take approximately one and a half hours for vehicles equipped with an automatic transmission and approximately five and a half hours for vehicles equipped with a manual transmission. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

**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](http://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.