
From: Quality Compliance
Sent: Wednesday, December 20, 2017 3:32 PM
Subject: Special Service Campaign HOY – Remedy Notice - Certain 2018 Model Year Sequoia - Certain 2018 Model Year Sequoia - Center Air Bag Sensor Assembly Software Update (Internal)
Attachments: HOY - RL - Published 12.20.17.pdf; HOY - Dealer Package - Published 12.20.17.pdf; HOY-TI-Pub 12.20.17.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2018 model year Sequoia, and certain 2018 model year Tundra vehicles.

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

Please reference the attachments for additional details.

Dealers will be notified on December 20, 2017 at approximately 4:00 pm Central time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department