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**SUBJECT: *CUSTOMER SUPPORT PROGRAM (ZH2):  
PROPELLER SHAFT UNIVERSAL JOINTS ON CERTAIN  
2005–2011 MY TACOMA VEHICLES***

**Background**

Toyota has received reports in which customers have indicated that there is a drivetrain vibration and/or drivetrain noise. If the vehicle continues to be driven with the aforementioned condition, there is risk of severe damage to the propeller shaft.

**Applicability**

The Propeller Shaft is covered by Toyota’s New Vehicle Limited Warranty\* under the Powertrain Warranty for 5 years or 60,000 miles, whichever occurs first. However, Toyota is announcing a Customer Support Program to cover repairs related to the propeller shaft.

**Primary Coverage** offers the Customer Support Program until **April 30, 2019, with no mileage limitation.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **12 (twelve) years from the date of first use, with no mileage limitation.**

Verify VIN applicability for this Customer Support Program by checking TIS (Technical Information System) before completing any repairs.

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, “Warranty Solicitation.” Non-compliance of this policy may result in a claim debit.

***\*This Customer Support Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled” is not covered by the New Vehicle Limited Warranty or by this Customer Support Program (see, for example, Warranty Policy 4.17, “What Is Not Covered by the Toyota New Vehicle Limited Warranty”).***

### **Covered Vehicles**

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

### **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:

- Expert Drivetrain Technician
- Master Technician
- Master Diagnostic Technician (MDT)

Claims for repairs that were performed by non-qualified technicians are subject to debit.

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**Claim Submission**

Claim Type: Repair Program

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

<b>Opcode</b>	<b>Description</b>	<b>Labor Time</b>
CHG38A	Replace a universal joint for 2WD	0.9 hr./vehicle
CHG38B	Replace a universal joint for 4WD	0.8 hr./vehicle
CHG38C	Replace 2 universal joints for 2WD	1.2 hr./vehicle
CHG38D	Replace 2 universal joints for 4WD	1.0 hr./vehicle
CHG38E	Replace 3 universal joints for 2WD	2.1 hr./vehicle
CHG38F	Replace 3 universal joints for 4WD	1.8 hr./vehicle
CHG38G	Replace propeller shaft assy	0.5 hr./vehicle

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**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

To determine the correct U-joint kit part #, confirm the current driveshaft part number using the Electronic Parts Catalog (EPC) then use the reference table below to determine applicable U-joint kit part #.

Model / Model Year	Driveshaft Part #		Description	CSP U-Joint Kit Part #	Description	Quantity
	Previous (Zerk)	Current (Pre-Lube)				
All	37100-04351	37100-04352	Propeller Shaft (w/ center support)	04007-13104	Spider Kit, Universal Joint	1~3
	37100-04370	37100-04371	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04331	37100-04332	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04342	37100-04343	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04362	37100-04363	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04381	37100-04382	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04272	37100-04273	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04281	37100-04282	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04290	37100-04291	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04301	37100-04302	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04392	37100-04393	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04310	37100-04311	Propeller Shaft (w/ center support)	04007-13104		1~3
	37100-04320	37100-04321	Propeller Shaft (w/ center support)	04007-13104		1~3
	37110-04181	37110-04182	Propeller Shaft (w/ out center support)	04007-13104		1~2
	37110-04190	37110-04191	Propeller Shaft (w/ out center support)	04007-13104		1~2
	37110-04171	37110-04172	Propeller Shaft (w/ out center support)	04007-13204		1~2

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**Replacement Parts Continued**

Model / Model Year	Driveshaft Part #		Description	CSP U-Joint Kit Part #	Description	Quantity
	Previous (Zerk)	Current (Pre-Lube)				
All	37110-04200	37110-04201	Propeller Shaft (w/ out center support)	04007-13104	Spider Kit, Universal Joint	1~2
	37110-04222	37110-04223	Propeller Shaft (w/ out center support)	04007-13204		1~2

**Note:**

- **ONLY** CSP universal joint part numbers may be used for repairs under ZH2, universal joint service parts **WILL NOT** be accepted on claims.

**Photo Requirements and Parts Retention**

Toyota requires photo documentation of replaced propeller shaft assemblies to be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage to the propeller shaft yoke.

A photo must also be taken with a time and date stamp and the propeller shaft assembly in the background. Photos must be made available for TMS Warranty Department review upon request.

Replaced propeller shaft assemblies not requested for return in PRS or inspection by District Service and Parts Managers (DSPMs) or Field Technical Specialists (FTS) may be scrapped after they are listed on the scrap report.

**Note:** Toyota expects a majority of vehicles, exhibiting this condition **WILL NOT** require propeller shaft replacement. Photo requirements and part retention are only necessary if replacing the propeller shaft.

**Technical Instructions (Repair Procedures)**

For Tacoma, technical instructions can be found in T-SB-0302-17. Please refer to TIS for additional information.

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**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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