



◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
October 5, 2020	A watermark has been added to the Dealer Letter to indicate that Limited Service Campaign H0J has expired as of October 5, 2020.

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: September 13, 2017

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

Subject: **GUAM AND SAIPAN MARKET ONLY**
Limited Service Campaign H0J – **Remedy Notice**
Certain 2007 – 2014 Model Year FJ Cruiser Vehicles
Fuel Tank Replacement

Condition

Due to extreme ultraviolet (UV) and high humidity conditions unique to Guam and Saipan, material of the inlet portion of the fuel tank may degrade, resulting in surface cracks. These cracks may grow over time due to stress and high temperatures. As a result, a Malfunction Indicator Lamp (MIL) may illuminate and fuel seepage may occur around the fuel tank inlet.

Remedy

Toyota dealers will replace the fuel tank. The remedy will be performed at **NO CHARGE**.

Covered Vehicles

There are approximately 900 vehicles in Guam and Saipan covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
FJ Cruiser	2007 - 2014	Late January 2006 – Mid July 2014

Owner Letter Mailing Date

Toyota will begin to notify owners in early-September. 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 Limited 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 conduct this Limited Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery.

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

Always check which technicians can perform the remedy 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.

This Limited Service Campaign will be available until September 30, 2020 and is only available at an authorized Toyota dealer.

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.

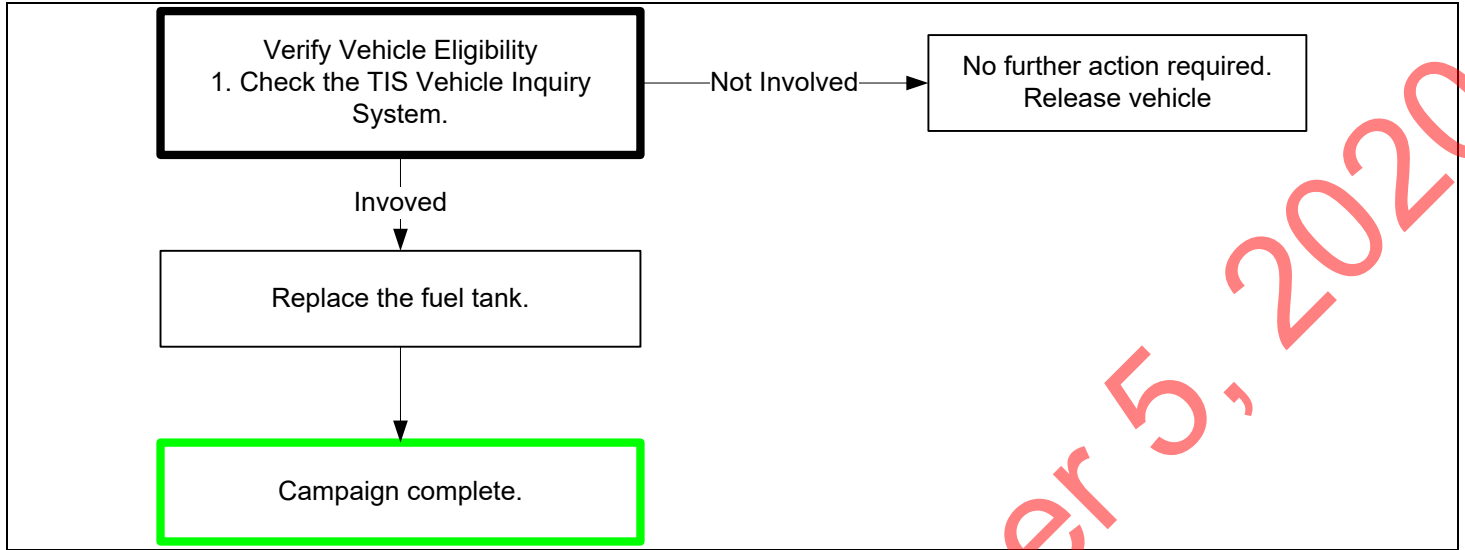
Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
77001-3D551	Fuel Tank	1
77144-35010	Fuel Pump Retainer	1
77169-30050	Fuel Suction Tube Gasket	1
77651-35070	Fuel Tank Cushion No. 1	1
77652-35060	Fuel Tank Cushion No. 2	1
77653-35050	Fuel Tank Cushion No. 3	1
77654-35010	Fuel Tank Cushion No. 4	1

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG56A	Replace Fuel Tank	2.3

- 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 Limited 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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Media Contacts

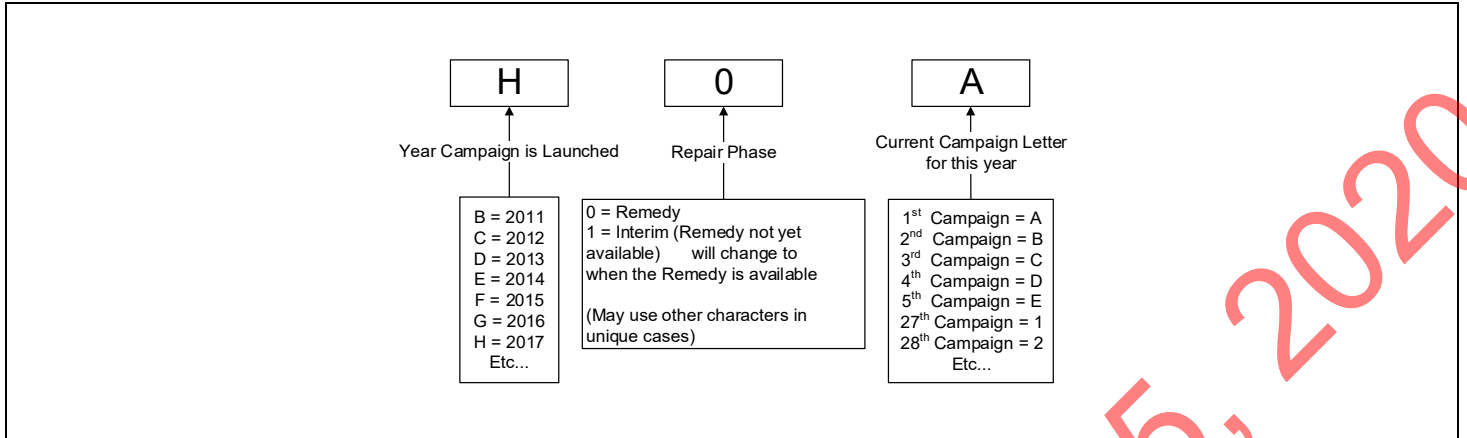
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited 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, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 H0A = Launched in 2017, Remedy Phase, 1st 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 Limited Service Campaign.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.

H0J Expired on October 5, 2020



GUAM AND SAIPAN MARKET ONLY

Limited Service Campaign H0J – *Remedy Notice*
Certain 2007 – 2014 Model Year FJ Cruiser Vehicles
Fuel Tank Replacement

Frequently Asked Questions

Original Publication Date: September 12, 2017

Q1: *What is the condition?*

A1: Due to extreme ultraviolet (UV) and high humidity conditions unique to Guam and Saipan, material of the inlet portion of the fuel tank may degrade, resulting in surface cracks. These cracks may grow over time due to stress and high temperatures. As a result, a Malfunction Indicator Lamp (MIL) may illuminate and fuel seepage may occur around the fuel tank inlet.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail starting in mid-September 2017 to all affected customers in Guam and Saipan. Further, Toyota dealers will replace the fuel tank. The remedy will be performed at **NO COST** to vehicle owners.

Q2a: *Are there any warnings that this condition exists?*

A2a: In some instances, the engine MIL in the dash may illuminate and fuel may seep around the fuel tank inlet, causing a potential fuel odor.

Q2b: *How long will this Limited Service Campaign be available?*

A2b: This Limited Service Campaign will be offered at **NO CHARGE** until September 30, 2020

Q3: *Which and how many vehicles are covered by this Limited Service Campaign?*

A3: There are approximately 900 vehicles in Guam and Saipan covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
FJ Cruiser	2007 - 2014	Late January 2006 – Mid-July 2014

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

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

Q4: *How long will the repair take?*

A4: The repair takes approximately two and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *What if I previously paid for repairs related to this Limited Service Campaign?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

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.

GUAM AND SAIPAN MARKET ONLY
Certain 2007 – 2014 Model Year FJ Cruiser Vehicles
Fuel Tank Replacement
Limited 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 Limited 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?

Due to extreme ultraviolet (UV) and high humidity conditions unique to Guam and Saipan, material of the inlet portion of the fuel tank may degrade, resulting in surface cracks. These cracks may grow over time due to stress and high temperatures. As a result, a Malfunction Indicator Lamp (MIL) may illuminate and fuel seepage may occur around the fuel tank inlet.

What will Toyota do?

Any authorized Toyota dealer will replace the fuel tank at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to have the Fuel Tank replaced. The remedy will take approximately two and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This Program will be offered until September 30, 2020 and will only be available at an authorized Toyota dealer.***

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

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

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.