

Original Publication Date: May 3, 2018

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

Subject: Safety Recall J0K – **Remedy Notice**  
Certain 2017 Model Year Sienna and Tacoma Vehicles  
Certain 2018 Model Year Camry and Highlander Vehicles  
Vacuum Pump

On April 3, 2018, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2017 model year Sienna and Tacoma vehicles, and certain 2018 model year Camry and Highlander vehicles.

### Condition

The involved vehicles are equipped with a vacuum pump assembly, which provides braking assist. A component in the vacuum pump assembly may have been manufactured incorrectly. This condition could lead to the illumination of a warning light, a warning message, an audible tone, and result in the sudden loss of braking assist. A sudden loss of braking assist while driving could increase the risk of a crash.

### Remedy

Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the vacuum pump replaced at **NO CHARGE** to the customer.

### Covered Vehicles

There are approximately 5,900 vehicles covered by this Safety Recall. None of the vehicles covered by this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Approximate UIO	Production Period
Sienna	2017	1,000	Early October 2017 – Late October 2017
Tacoma	2017	800	
Camry	2018	400	Early October 2017 – Early November 2017
Highlander	2018	3,700	

### Owner Letter Mailing Date

Toyota will begin to notify owners in mid-May 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 Safety Recall 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 400 vehicles in new dealer inventory as of April 2, 2018.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60 day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**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/>). The Vehicle Inventory Summary may take up to 24 hours to populate information for newly launched campaigns.

**Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock**

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

**Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall 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 Safety Recall.

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](mailto:quality_compliance@toyota.com). In the subject line of the email, state "Disclosure Form J0K" 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/>). The Vehicle Inventory Summary may take up to 24 hours to populate information for newly launched campaigns.

**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:

- Certified Technician (Engine)
- Expert Technician (Engine)
- Master Technician
- Master Diagnostic Technician

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.

**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.

Model	Part Number	Description	Quantity
Sienna/Camry/Highlander	29300-0P011	PUMP ASSY, VACUUM	1
Tacoma	29300-0P021	PUMP ASSY, VACUUM	1
All	22271-0P020	GASKET, THROTTLE BODY	1
All	90105-A0127	BOLT, FLANGE	3

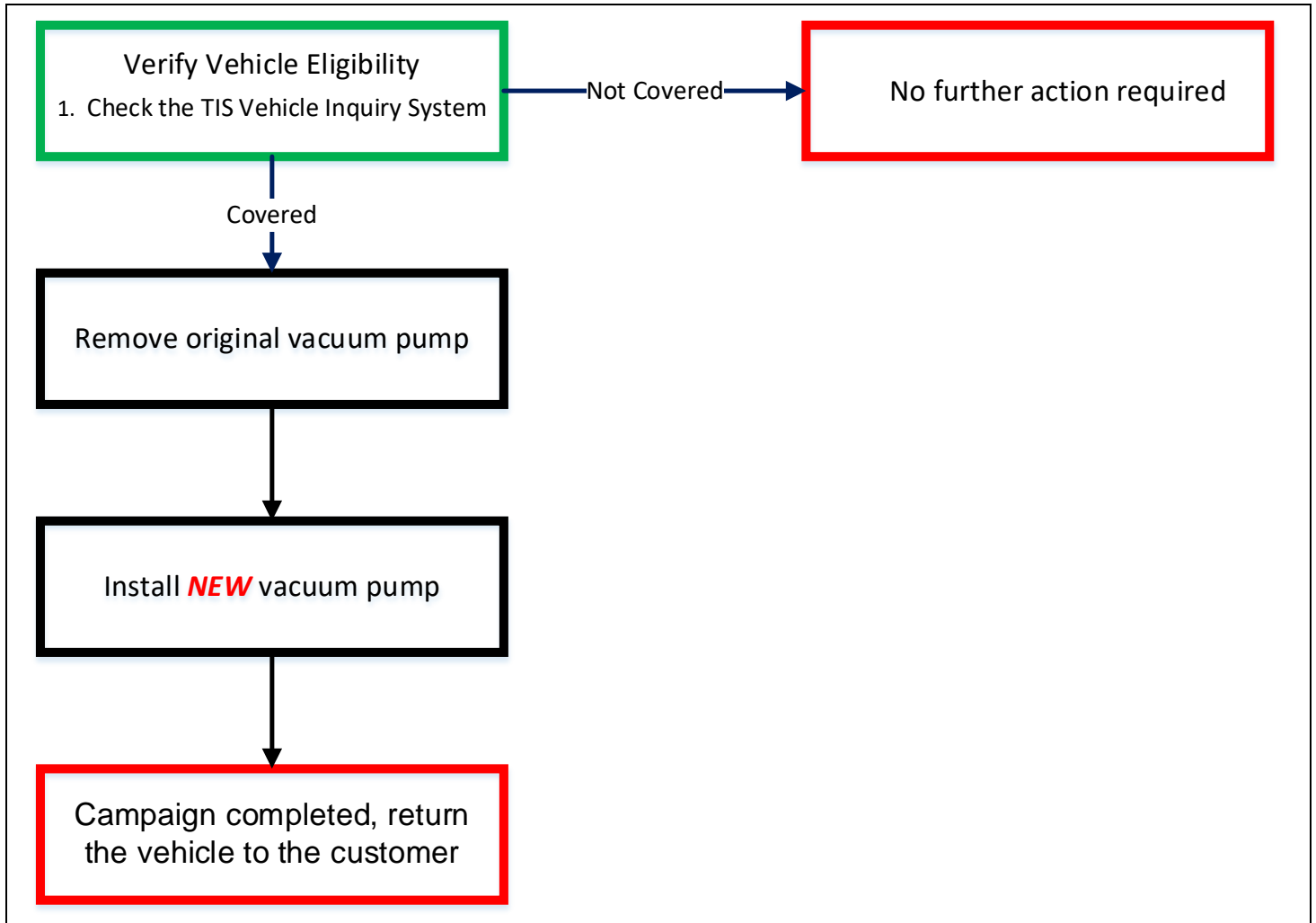
**Loaner Vehicle Reimbursement Procedure**

For customers who request loaner vehicle or alternative transportation in the interim phase, a loaner vehicle or alternative transportation can be claimed up to \$35 per day.

Op. Code	Description
LGG38A	Vehicle Rental 1-30 Days

**NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

**Warranty Reimbursement Procedure**



Model	Opcode	Description	Flat Rate Hours
Highlander	LGG35A	Replace the vacuum pump	1.3
Sienna	LGG35B	Replace the vacuum pump	1.3
Tacoma	LGG35C	Replace the vacuum pump	1.6
Camry	LGG35D	Replace the vacuum pump	1.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of Toyota Genuine Adhesive 1324, Three Bond 1324 or equivalent thread sealer (not thread locker) can be claimed as sublet type “OF” under OP Codes LGG35A, LGG35B, LGG35C or LGG35D at a maximum cost of \$0.25 per vehicle.

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. 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**

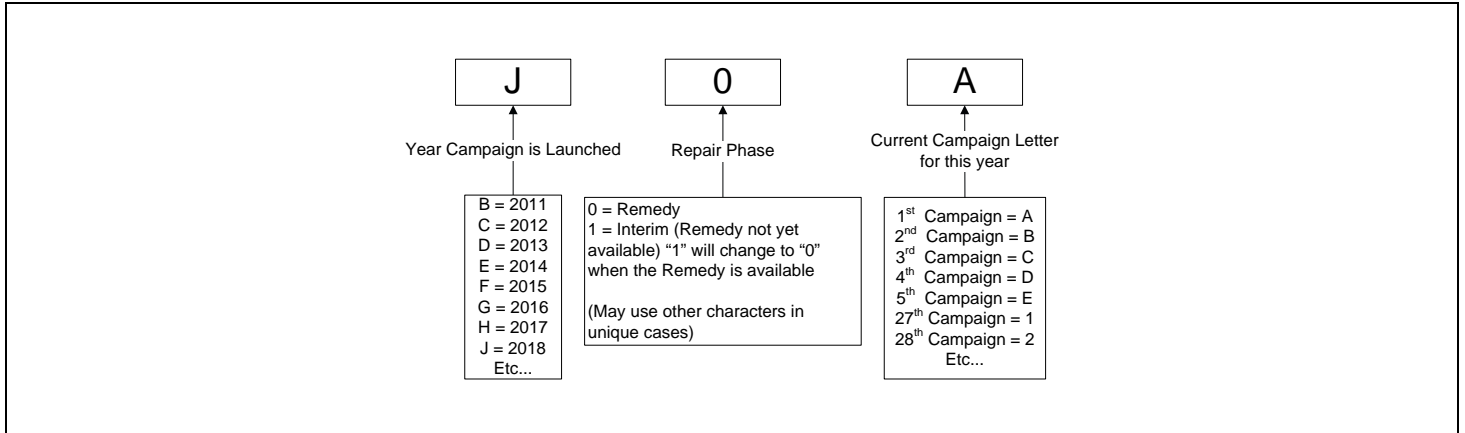
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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  
 J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2018.

***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 Safety Recall.***

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



**Safety Recall J0K – *Remedy Notice***  
**Certain 2017 Model Year Sienna and Tacoma Vehicles**  
**Certain 2018 Model Year Camry and Highlander Vehicles**  
**Vacuum Pump**

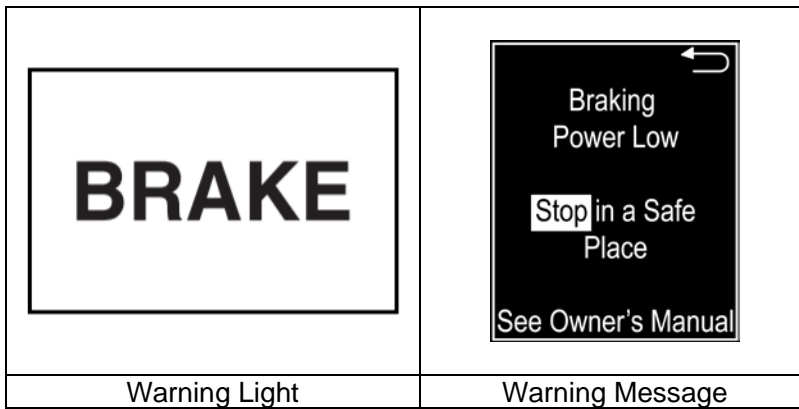
**Frequently Asked Questions**  
**Original Publication Date: May 3, 2018**

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

A1: The involved vehicles are equipped with a vacuum pump assembly, which provides braking assist. A component in the vacuum pump assembly may have been manufactured incorrectly. This condition could lead to the illumination of a warning light, a warning message, an audible tone, and result in the sudden loss of braking assist. A sudden loss of braking assist while driving could increase the risk of a crash.

**Q2: *Are there any warnings that this condition has occurred?***

A2: If this condition occurs, it could lead to the illumination of a warning light, a warning message, an audible tone, and a harder pedal feel. In Sienna and Highlander vehicles, the brake pedal may feel “over-sensitive” at lower vehicle speeds.



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

A3: Toyota will send an owner notification by first class mail, starting by late May 2018, advising owners to make an appointment with their authorized Toyota dealer to have the vacuum pump replaced at **NO CHARGE**.

**Q4: *Which and how many vehicles are covered by this Safety Recall?***

A4: There are approximately 5,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Approximate UIO	Production Period
Sienna	2017	1,000	Early October 2017 – Early November 2017
Tacoma	2017	800	
Camry	2018	400	
Highlander	2018	3,700	

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

A4a: Yes, there are approximately 200 2017 model year Lexus RX350 vehicles covered by this Safety Recall.

**Q5: *How long does the repair take?***

A5: The repair takes approximately two hours. 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

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This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

**Certain 2017 Model Year Sienna Vehicles  
Certain 2018 Model Year Highlander Vehicles  
Vacuum Pump  
IMPORTANT SAFETY RECALL (Remedy Notice)  
NHTSA Recall No. 18V-211**

Dear Toyota Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 model year Sienna vehicles and certain 2018 Highlander vehicles.

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?**

The involved vehicles are equipped with a vacuum pump assembly, which provides braking assist. A component in the vacuum pump assembly may have been manufactured incorrectly. This condition could lead to the illumination of a warning light, a warning message, an audible tone, and result in the sudden loss of braking assist. A sudden loss of braking assist while driving could increase the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace the vacuum pump at **NO CHARGE** to you.

## What should you do?

### ***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

Until the remedy is performed, be alert to any lights or other warnings that may indicate that this or other conditions affecting the brakes may be present.

If this condition has occurred, a warning message may illuminate in addition to the illumination of the Brake Warning Light and an audible tone. See the images below. Also, the brake pedal may become "over-sensitive" at lower vehicle speeds or you may notice that you have to press harder on the brake pedal to stop the vehicle.

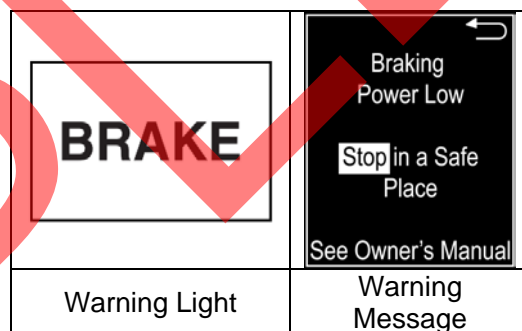
The Brake Warning Light is designed to come on when the engine switch is turned to the "ON" position as a function check. Under normal operation, it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed\*\*.

If the Brake Warning Light remains illuminated after the check period, the parking brake may not be fully released.

If the Brake Warning Light (1) does not illuminate or (2) illuminates or remains illuminated after the check period, **and** the parking brake is fully released, your brake system may not be operating as designed. Please contact your local authorized Toyota dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and potential repair will be performed at no charge to you.

\*\*Please refer to the Owner's Manual for additional operation details related to this system.

The remedy will take approximately two hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.



## Want to learn more?

For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN – Located at the top of this letter) to review information specific to your vehicle.

## 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 believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**If you are a vehicle lessor**, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.

# TOYOTA

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This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

**Certain 2017 Model Year Tacoma Vehicles**  
**Certain 2018 Model Year Camry Vehicles**  
**Vacuum Pump**  
**IMPORTANT SAFETY RECALL (Remedy Notice)**  
NHTSA Recall No. 18V-211

Dear Toyota Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 model year Tacoma vehicles and certain 2018 model year Camry vehicles.

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?**

The involved vehicles are equipped with a vacuum pump assembly, which provides braking assist. A component in the vacuum pump assembly may have been manufactured incorrectly. This condition could lead to the illumination of a warning light, a warning message, an audible tone, and result in the sudden loss of braking assist. A sudden loss of braking assist while driving could increase the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace the vacuum pump at **NO CHARGE** to you.

## What should you do?

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Until the remedy is performed, be alert to any lights or other warnings that may indicate that this or other conditions affecting the brakes may be present.

If this condition has occurred a warning message may illuminate in addition to the illumination of the Brake Warning Light and an audible tone. See the images below. Also, you may notice that you have to press harder on the brake pedal to stop the vehicle

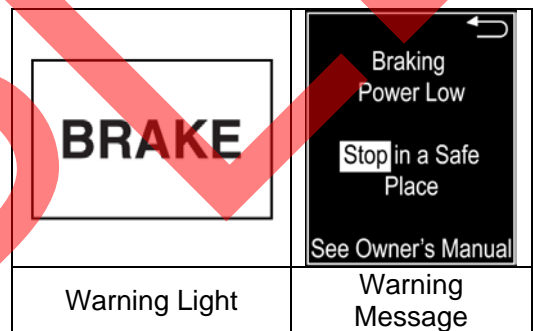
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\*\*Please refer to the Owner's Manual for additional operation details related to this system.

The remedy will take approximately two hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.



## Want to learn more?

For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN – Located at the top of this letter) to review information specific to your vehicle.

## What if you have other questions?

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- 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.

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**If you are a vehicle lessor**, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.



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 new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. 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](http://www.toyota.com/recall) or [www.safercar.gov](http://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](http://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 _____