

Original Publication Date: December 13, 2018

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

**SAFETY RECALL J06 (Interim Notice J16)****Certain 2018 – 2019 Model Year Tacoma  
Front Brake Performance Could Be Reduced**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2018 – 2019 Tacoma	Mid-February 2018 – Mid-November 2018	44,100	1,630

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On December 13, 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 2018 – 2019 model year Tacoma vehicles.

**Condition**

Due to improper manufacturing processes by a part supplier, a seal in certain brake master cylinders may become damaged over time and leak brake fluid internally. The brake pedal feel could change, and front brake performance could be suddenly reduced. This could result in increased vehicle stopping distance and may increase the risk of a crash.

**Remedy**

Toyota is currently preparing the remedy for this condition. When the remedy becomes available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the brake master cylinder replaced with a new one not affected by this condition **FREE OF CHARGE**.

**Covered Vehicles**

There are approximately 44,100 vehicles covered by this Safety Recall. There are 1,100 vehicles distributed to Puerto Rico involved in this Safety Recall.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory

There are approximately 1,630 vehicles in new dealer inventory as of December 12, 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 4 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**

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

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 J06/J16" 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 4 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.

## Customer Handling, Parts Ordering, and Remedy Procedures

**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.

**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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Warranty Reimbursement Procedures**

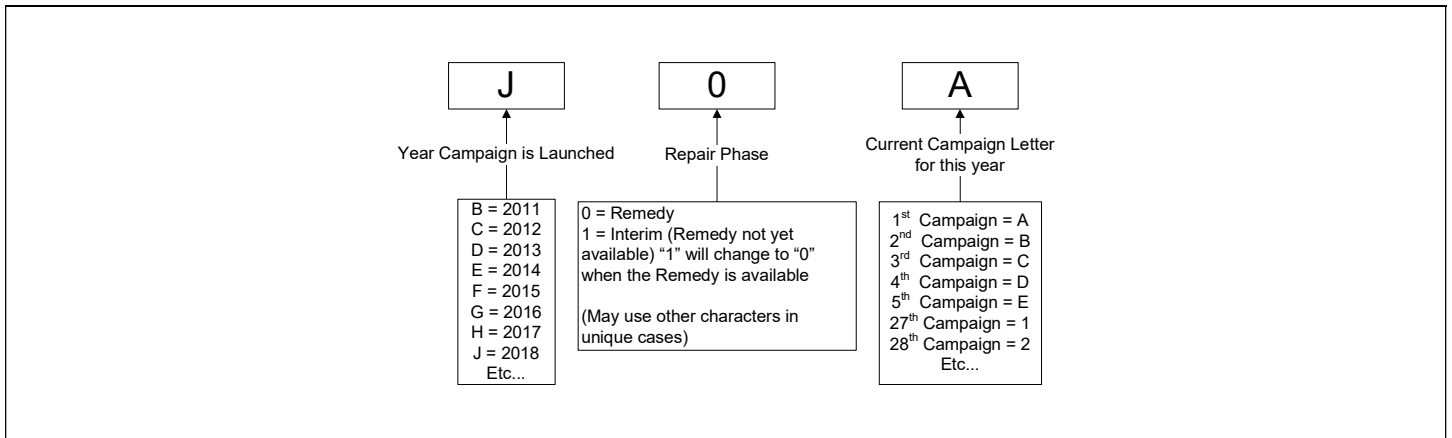
**Loaner Vehicle Reimbursement Procedure**

If a customer is uncomfortable driving their vehicle during the interim phase, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

Op Code	Description
TBD	Vehicle Rental 1-7 Days

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

**Campaign Designation / Phase 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 J06 (Interim Notice J16J)

### Certain 2018 – 2019 Model Year Tacoma Front Brake Performance Could Be Reduced

#### Frequently Asked Questions

Original Publication Date: December 13, 2018

**Q1: What is the condition?**

A1: Due to improper manufacturing processes by a part supplier, a seal in certain brake master cylinders may become damaged overtime and leak brake fluid internally. The brake pedal feel could change, and front brake performance could be suddenly reduced. This could result in increased vehicle stopping distance and may increase the risk of a crash.

**Q1a: What is the brake master cylinder?**

A1a: When the brakes are applied, the master cylinder converts the pressure that the driver applies to the brake pedal into hydraulic pressure that the braking system uses to apply the brakes and slow the vehicle.

**Q2: What is Toyota going to do?**

A2: Toyota is currently preparing the remedy for this condition. When the remedy becomes available, Toyota will send an owner notification by first class mail advising affected owners to make an appointment with their authorized Toyota dealer to have the brake master cylinder replaced with a new one **FREE OF CHARGE**.

**Q3: Are there any warnings that this condition exists?**

A3: No. There are no warnings that this condition exists. However, if this condition occurs, the customer could experience a change in the brake pedal feel and front brake performance could be suddenly reduced.

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

A4: There are approximately 44,100 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Tacoma	2018 - 2019	Mid-February 2018 – Mid-November 2018

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

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q4b: Are all Tacoma vehicles in the production period described above covered by this Safety Recall in the U.S.?**

A4b: No. The Tacoma vehicles involved in this Safety Recall were built with affected brake master cylinders that were produced with combinations of improper part machining operations at one supplier facility and casting variations at another of its facilities. Some Tacoma vehicles built within the production period mentioned above are not involved in this Safety Recall because they were not built with affected brake master cylinders.

**Q5: What if I have additional questions or concerns?**

A5: 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 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

<b>Customer Name</b> _____	<b>Customer Email</b> _____
<b>Customer Address</b> _____	<b>Home Phone #</b> _____
_____	<b>Mobile Phone #</b> _____
_____	<b>Date</b> _____

*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

<b>Dealer Name/Address</b> _____	<b>Dealer Code</b> _____
_____	<b>Dealer Phone Number</b> _____
_____	<b>Dealer Staff Name</b> _____
_____	<b>Dealer Staff Signature</b> _____