

TOYOTA

◀ IMPORTANT UPDATE ▶

PRODUCT SUPPORT DIVISION

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

DATE	TOPIC
10/25/2016	<ul style="list-style-type: none">Op Codes have been added for claim submission.

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



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(310) 468-4000

Published October 21, 2016

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

Subject: Safety (Noncompliance) Recall G03 – **Remedy Notice**
Certain 2016 Model Year Highlander
Brake Fluid Reservoir Sensor Connector

On October 21, 2016, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2016 model year Highlander vehicles.

Condition

On the involved vehicles, there is a possibility that the wire harness which attaches to the brake fluid reservoir sensor was not connected during the vehicle assembly process. If this were to occur, the vehicle would not meet a federal safety standard provision requiring a warning light if there is a drop in the brake fluid level. If a warning light does not come on to indicate a drop in fluid level, this could increase the risk of a crash.

Remedy

Toyota dealers will inspect the brake fluid reservoir sensor wire harness and if necessary, connect the harness at **NO CHARGE** to the vehicle owner.

Covered Vehicles

There are approximately 7,100 2016 Highlander vehicles covered by this Safety (Noncompliance) Recall. Approximately 40 vehicles involved in this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Highlander	2016	Late May 2016 – Mid-September 2016

Owner Letter Mailing Date

Toyota will begin to notify owners in November 2016.

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 (Noncompliance) 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 1,300 new vehicles in dealer inventory as of October 21, 2016.



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. In addition, 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.

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.

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

To easily recognize vehicles involved in this Safety (Noncompliance) 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 requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Safety Recall has 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 (Any specialty)
- Expert Technician (Any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall 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.

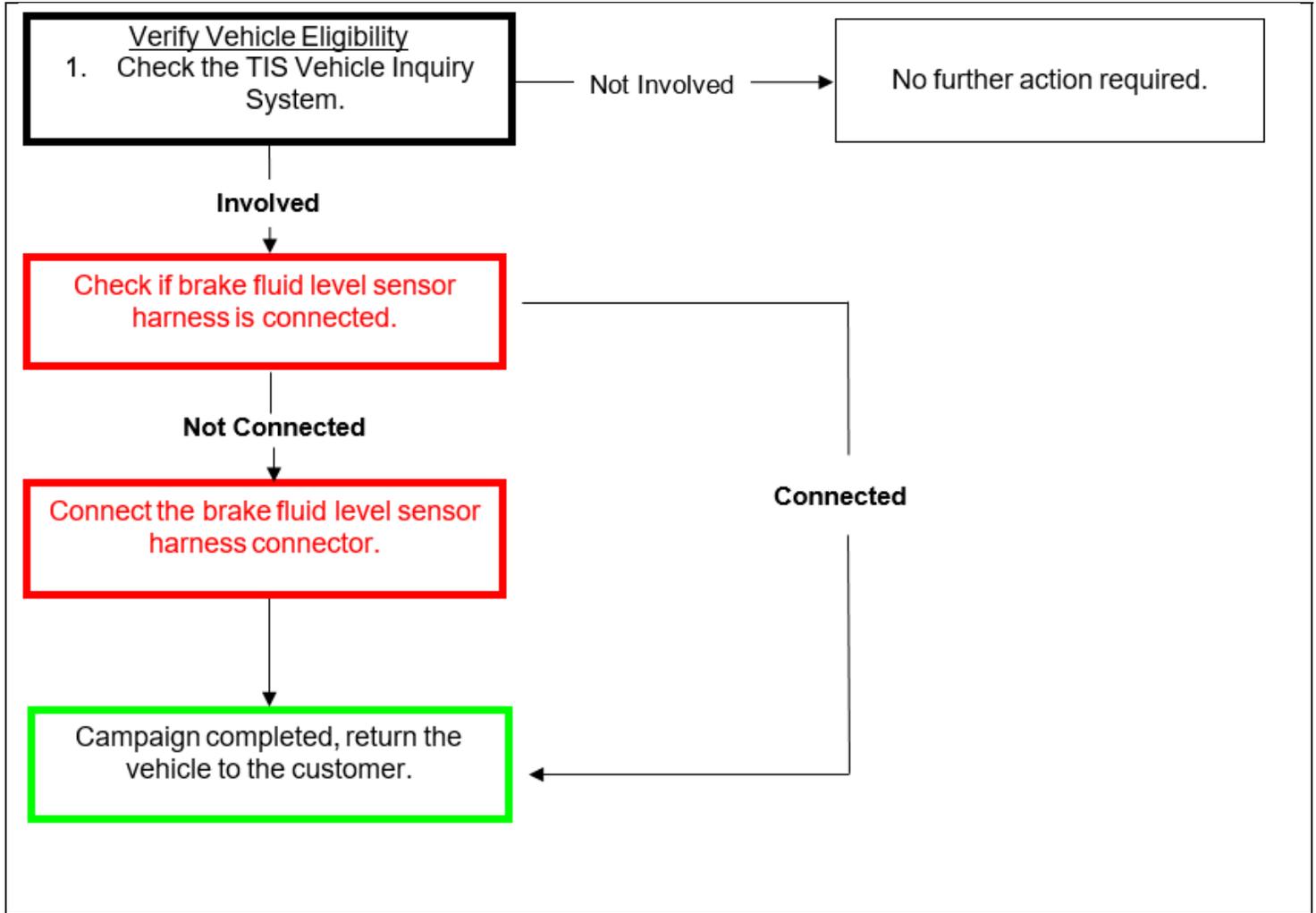
Remedy Procedures

Please 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.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG68A	Inspect Brake Fluid Reservoir Sensor	0.2 hrs/vehicle
CGG68B	Inspect and Connect Brake Fluid Reservoir Sensor	0.2 hrs/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Media Contacts

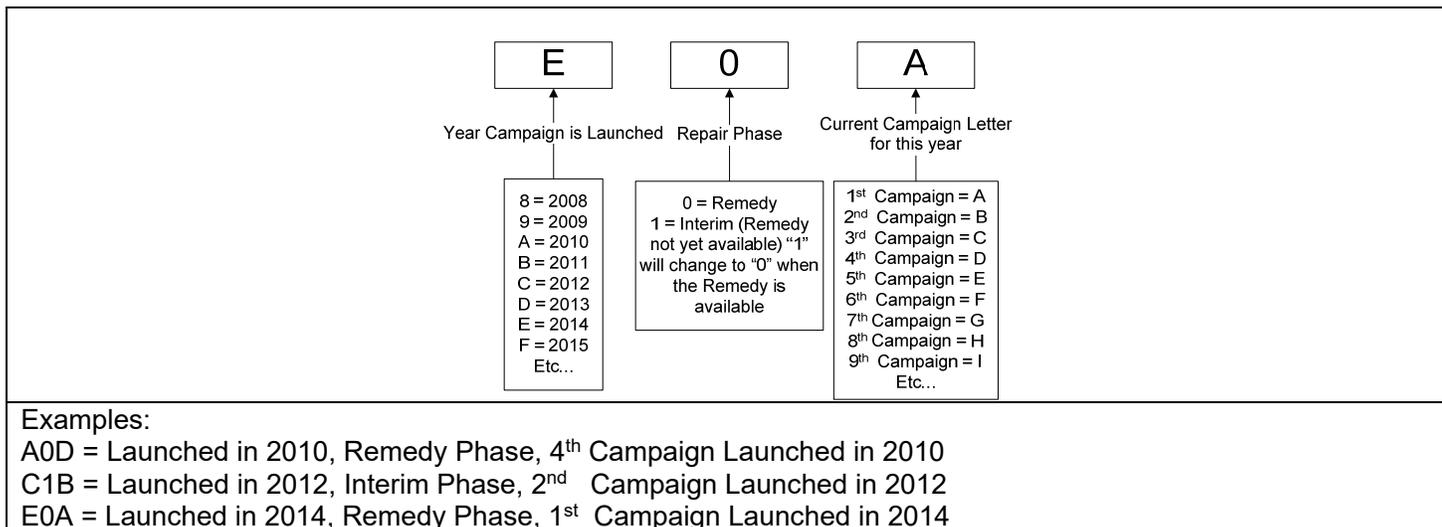
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media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

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) 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



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 (Noncompliance) Recall.

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



Safety (Noncompliance) Recall G03 – *Remedy Notice*
Certain 2016 Model Year Highlander
Brake Fluid Reservoir Sensor Connector

Frequently Asked Questions
Published October 21, 2016

Q1: *What is the condition?*

A1: On the involved vehicles, there is a possibility that the wire harness which attaches to the brake fluid reservoir sensor was not connected during the vehicle assembly process. If this were to occur, the vehicle would not meet a federal safety standard provision requiring a warning light if there is a drop in the brake fluid level. If a warning light does not come on to indicate a drop in fluid level, this could increase the risk of a crash.

Q2: *Are there any warnings that this condition exists?*

A2: No. There are no warnings that this condition exists.

Q3: *Does this condition affect the brake fluid level?*

A3: No. This condition does not affect the brake fluid level.

Q4: *What is Toyota going to do?*

A4: Toyota will send, in November 2016, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to ensure the brake fluid reservoir sensor harness is properly connected at **NO CHARGE**.

Q5: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A5: There are approximately 7,100 2016 Highlander vehicles covered by this Safety (Noncompliance) Recall. Approximately 40 vehicles involved in this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Highlander	2016	Late May 2016 – Mid-September 2016

Q5a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A5a: No. There are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

Q6: *Why are other vehicles equipped with a brake fluid reservoir sensor not covered by this Safety (Noncompliance) Recall?*

A6: This condition only affects vehicles manufactured on a particular assembly line during the production period described above.

Q7: *How long will the repair take?*

A7: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: *How does Toyota obtain my mailing information?*

A8: 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.

Q9: *What if I have additional questions or concerns?*

A9: 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.