

# TOYOTA CUSTOMER SERVICES

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☒ Action  
☒ Retain  
☐ Information

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS1  
VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*  
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

SUBJECT: SPECIAL SERVICE CAMPAIGN (NON-COMPLIANCE RECALL) – 70A  
(2003 THROUGH MID-2005 TUNDRA ACCESS CAB CHILD RESTRAINT ANCHORAGE  
SYSTEM CAUTION LABEL INSTALLATION)

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Toyota will initiate a Special Service Campaign (Non-Compliance Recall) to install a Caution Label on certain 2003 through mid-2005 Model Year Tundra Access Cab vehicles. There are approximately 156,000 vehicles involved nationwide.

Due to a design error, the 2003 through mid-2005 Model Year Tundra Access Cab vehicles are equipped with an **Airbag** Manual On-Off Switch to disable the front passenger airbag, but do not have a child restraint anchorage system in the front passenger seat. Because the front passenger seat has the **airbag** on-off switch but does not have the child restraint anchorage system, the vehicle does not comply with the Federal Motor Vehicle Safety Standard (FMVSS 225). Rather than remove the **Airbag** Manual On-Off Switch from the subject vehicles, Toyota has worked with the National Highway Traffic Safety Administration (NHTSA) to develop a program to remind owners that the rear seat is the safest place for their children and that their vehicle is already equipped with two child restraint anchorage systems in the rear seat. Therefore, this campaign will entail mailing an Owner Letter with a Caution Label to be installed on the vehicle by the customer.

The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early January, 2007.

2. Owner Notification Mailing Date

The owner notification which includes the Caution Label will commence in early January, 2007, approximately one week after the dealer notification. Owners will be requested to install the label on their vehicle. We request the assistance of Toyota dealerships if customers request assistance in affixing the label.

Please note that only owners of the affected vehicles will be notified.

3. Region/District Summary Reports

As the **airbag** caution label will be mailed directly to the vehicle owner, summary reports will not be included for this SSC.

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4. **Installation of a Child Restraint Anchorage System in the Front Passenger Seat**

Both the National Highway Traffic Safety Administration (NHTSA) and Toyota strongly believe that the safest place to install a Child Restraint is in the rear seat. Despite the fact that the rear seat is the safest place for children and that the customer's vehicle is already equipped with two child restraint anchorage systems in the rear seat, customers may wish to install a Child Restraint System Anchorage in the front seat. For example, some customers may have more than two children who require a child restraint system or may have a child with a medical condition that requires constant monitoring. To accommodate owners who decide that they want the child restraint anchorage system in the front seat, Toyota will offer to install, at no charge, a third child restraint anchorage system, located in the front passenger seat, as soon as parts become available.

Owners who have this desire may fill out and return the request form enclosed with the Owner Letter and Caution Label to Toyota. Owners will receive another owner letter when the parts for their vehicle become available. ***This may take three to six months from the date of their request*** A second campaign will be launched to provide additional information when the Child Restraint System Anchorages are ready for these specific owners that have completed and returned the form to Toyota.

In the meantime, if there is an immediate need to transport a child in the front seat with a child restraint, owners are requested to utilize the front passenger **seatbelt** for child restraint installation and use the **Airbag Manual On-Off Switch** as explained in the vehicle owner's manual.

Owners that do not desire this remedy at this time, will be requested to insert the request form in their owner's manual so it is available for them or a subsequent owner's use in the future.

Please refer to the attached Dealer letter for additional information.

***Please review this entire SSC with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.***

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A, INC.

Enclosures



Toyota Motor Sales, U.S.A., Inc.  
15001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

TO: ALL TOYOTA DEALER PRINCIPALS,  
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (NON-COMPLIANCE RECALL) – 70A  
(2003 THROUGH MID-2005 TUNDRA ACCESS CAB CHILD RESTRAINT ANCHORAGE  
SYSTEM CAUTION LABEL INSTALLATION)

Toyota will initiate a Special Service Campaign (Non-Compliance Recall) to install a Caution Label on certain 2003 through mid-2005 Model Year Tundra Access Cab vehicles. There are approximately 156,000 vehicles involved nationwide.

Due to a design error, the 2003 through mid-2005 Model Year Tundra Access Cab vehicles are equipped with an **Airbag** Manual On-Off Switch to disable the front passenger **airbag**, but do not have a child restraint anchorage system in the front passenger seat. Because the front passenger seat has the **airbag** on-off switch but does not have the child restraint anchorage system, the vehicle does not comply with the Federal Motor Vehicle Safety Standard (FMVSS 225). Rather than remove the **Airbag** Manual On-Off Switch from the subject vehicles, Toyota has worked with the National Highway Traffic Safety Administration (NHTSA) to develop a program to remind owners that the rear seat is the safest place for their children and that their vehicle is already equipped with two child restraint anchorage systems in the rear seat. Therefore, this campaign will entail mailing an Owner Letter with a Caution Label to be installed on the vehicle by the customer.

The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

**1. Owner Notification Letter Mailing Date**

The owner notification which includes the Caution Label will commence in early January, 2007, approximately one week after the dealer notification. Owners will be requested to install the label on their vehicle. We request the assistance of Toyota dealerships if customers request assistance in affixing the label.

Please note that only owners of the affected vehicles will be notified.

**2. Dealer/Owner Lists**

As the **airbag** caution label will be mailed directly to the vehicle owner, **dealer/owner** lists will not be included for this SSC.

**3. Number and Identification of Involved Vehicles**

There are approximately 156,000 Tundra Access Cab (2003 through mid-2005 Model Year) vehicles involved in the U.S.

### 3. ***Number and Identification of Involved Vehicles (continued...)***

Model	WMI	Year	VIN Range	
			VDS	Range
Tundra	5TB	2003	BN441	S341226 – S434010
			BT441	S341052 – S439612
			BT481	S341040 – S439613
			RN341	S339997 – S436915
			RT341	S340175 – S439732
			RT381	S339193 – S439716
		2004	BN441	S434011 – S436017
			BT441	S439036 – S456080
			BT481	S439615 – S456067
			RN341	S436916 – S449758
			RT341	S439161 – S456394
			RT381	S439739 – S456380
		2005	BT441	S450912 – S468966
			BT481	S447181 – S468940
			RT341	S447755 – S468390
			RT381	S450422 – S468394
			RU341	S442176 – S452602

### 4. ***Parts Ordering***

Dealerships ***do not need*** to order additional Caution Labels. Owners of the specific 2003 through mid-2005 Model Year Tundra Access Cab vehicles will have the label mailed directly to them.

### 5. ***Installation of a Child Restraint Anchorage System in the Front Passenger Seat***

Both the National Highway Traffic Safety Administration (NHTSA) and Toyota strongly believe that the safest place to install a Child Restraint is in the rear seat. Despite the fact that the rear seat is the safest place for children and that the customer's vehicle is already equipped with two child restraint anchorage systems in the rear seat, customers may wish to install a Child Restraint System Anchorage in the front seat. For example, some customers may have more than two children who require a child restraint system or may have a child with a medical condition that requires constant monitoring. To accommodate owners who decide that they want the child restraint anchorage system in the front seat, Toyota will offer to install, at no charge, a third child restraint anchorage system, located in the front passenger seat, as soon as parts become available.

Owners who have this desire may fill out and return the request form enclosed with the Owner Letter and Caution Label to Toyota. Owners will receive another owner letter when the parts for their vehicle become available. ***This may take three to six months from the date of their request.*** A second campaign will be launched to provide your dealership additional information when the Child Restraint System Anchorages are ready for these specific owners that have completed and returned the form to Toyota.

In the meantime, if there is an immediate need to transport a child in the front seat with a child restraint, please request owners to utilize the front passenger seatbelt for child restraint installation and use the Airbag Manual On-Off Switch as explained in the vehicle owner's manual.

Owners that do not desire this remedy at this time, will be requested to insert the request form in their owner's manual so it is available for them or a subsequent owner's use in the future.

6. **Warranty Processor Instructions**

The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
70A	7508A1	Affix the Caution Label if installation assistance is requested by the customer. Caution Labels are enclosed with the owner letter.	0.2 Hr/Veh

NOTE:

- The above flat rate time(s) include 0.1 hour in each campaign for administrative cost per unit for the dealership.

**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 Special Service Campaign.**

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

2003 through mid-2005 Model Year Tundra Access Cab  
**Non-Compliance Recall - Child Restraint Anchorage Systems**

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2003 through mid-2005 Model Year Toyota Tundra Access Cab vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 225, "Child restraint anchorage systems."

What is the problem?

Due to a design error, the 2003 through mid-2005 Model Year Tundra Access Cab vehicles are equipped with an Airbag Manual On-Off Switch to disable the front passenger airbag, but do not have a child restraint anchorage system in the front passenger seat. Such a system consists of two lower anchorages (metal bars between the seat and the seat back) and a tether anchorage and is intended to help ensure proper securement of Child Restraint Devices, some of which have hooks or buckles designed to latch onto the lower anchorages. Because the front passenger seat has the airbag on-off switch but does not have the lower anchorages, the vehicle does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 225.

Both the National Highway Traffic Safety Administration (NHTSA) and Toyota strongly believe that the safest place to install a Child Restraint is in the rear seat. In the worst case, the vehicle owner may misinterpret the existence of the Airbag Manual On-Off Switch as an "invitation" to install a Child Restraint System in the front passenger seat even though two anchorage systems are already available in the rear seat. Owners who install a child restraint in the front seat of the vehicle as it is currently built would not have the benefit of using an anchorage system.

What should **you** do?

We request your assistance in affixing the enclosed warning label to the inside of your glove box as indicated in the attached instruction sheet. The warning label describes the configuration of your vehicle and the location of the two child restraint anchorage systems in the rear seat. The label also recommends installing your Child Restraint System in the rear seat which is the safest place for your children.

Once you have affixed the label or had a Toyota dealer do that for you, you do not need to take any further action now if you do not anticipate using a Child Restraint System in the front passenger seat under any circumstances. However, if you do anticipate such a need, please read the section below entitled, "What if you have a reason to install a Child Restraint System in the front passenger seat?"

If you prefer, your local Toyota dealer will be more than happy to assist you in installing the label into your vehicle at NO CHARGE. If you choose to have the Toyota dealer affix the new label, please present this notice and the enclosed label to the dealer at the time of your appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage paid form, providing us with the name and address of the new owner.

What if **you** have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the recall. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the noncompliance within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., 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>.

**What if you have a reason to install a Child Restraint System in the front passenger seat?**

Toyota cares about you and your family. We apologize for any inconvenience this condition may have caused. Toyota understands that, despite the fact that the rear seat is the safest place for your children and that your vehicle is already equipped with two child restraint anchorage systems in the rear seat, you may wish to install a Child Restraint System in the front seat. For example, some customers may have more than two children who require a child restraint system or may have a child with a medical condition that requires constant monitoring. To accommodate owners who decide that they want the child restraint anchorage system in the front seat, Toyota is offering to install, at no charge, a third child restraint anchorage system, located in the front passenger seat, as soon as parts become available.

Please fill out and return the enclosed request form to Toyota if you desire the installation of the child restraint anchorage system in the front seat at this time. You will receive another owner letter when the parts for your vehicle become available. This may take three to six months from the date of your request. In the meantime, if there is an immediate need to transport a child in the front seat with a child restraint, please utilize the front passenger seatbelt for child restraint installation and use the Airbag Manual On-Off Switch as explained in the vehicle owner's manual.

If you do not desire this remedy at this time, please insert the request form (enclosed with this letter) in your owner's manual so it is available for you or a subsequent owner's use in the future.

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.

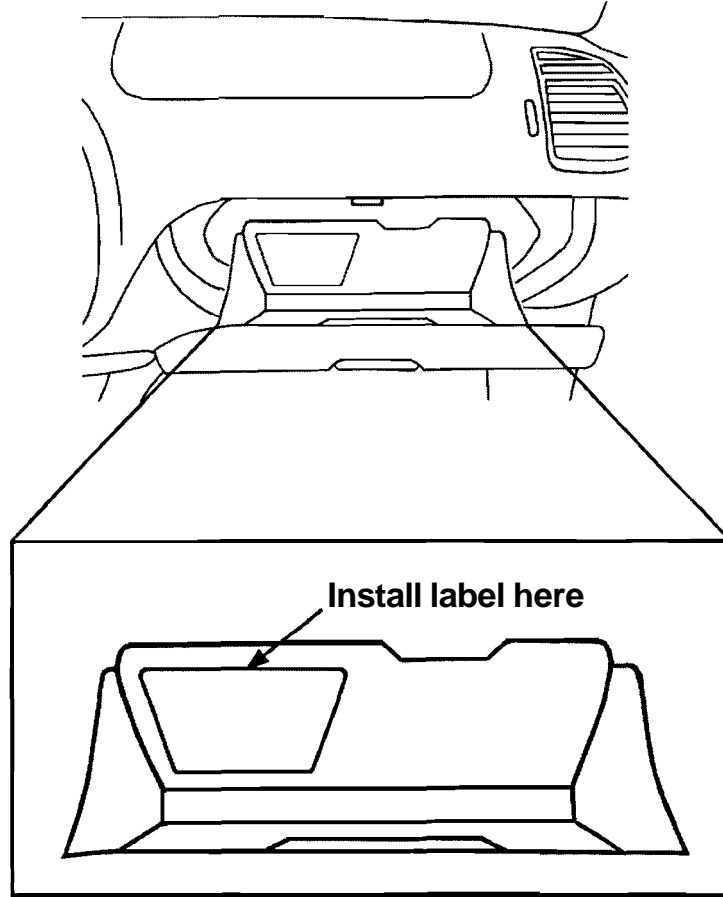
Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

## Warning Label Installation Instructions

1. Warning label installation location, see illustration below.



2. Wipe the area where the warning label will be affixed with a clean, dry cloth to remove any dust or dirt.

3. Affix the warning label at the indicated location while smoothing out any air bubbles in the new label.

If you prefer, your local Toyota dealer will be more than happy to assist you in installing the label.

If you choose to have the Toyota dealer affix the CRS label, please present this notice and the enclosed warning label to the dealer at the time of your appointment.





***2003 through mid-2005 Model Year Tundra Access Cab  
Child Restraint Anchorage System Caution Label Installation Q&A***

**Q1: What is the condition?**

A1: The 2003 through mid-2005 Model Year Tundra Access Cab vehicles are equipped with an Airbag Manual On-Off Switch to disable the front passenger **airbag**, but do not have a child restraint anchorage system in the front passenger seat. This specification does not meet the requirements outlined in the Federal Motor Vehicle Safety Standards (FMVSS). Other versions of the Tundra vehicle (Regular Cab and Double Cab) are not involved.

Rather than remove the Airbag Manual On-Off Switch from the subject vehicles, Toyota has worked with the National Highway Traffic Safety Administration (NHTSA) to develop a program to remind owners that the rear seat is the safest place for their children and that their vehicle is already equipped with two child restraint anchorage systems in the rear seat. Therefore, this campaign will entail mailing an Owner Letter with a Caution Label to be installed on the vehicle by the customer.

**Q2: What is the cause of this condition?**

A2: Due to a design error, the 2003 through mid-2005 Model Year Tundra Access Cab vehicles are equipped with an Airbag Manual On-Off Switch to disable the front passenger **airbag**, but do not have a child restraint anchorage system in the front passenger seat.

**Q3: Which and how many vehicles are involved?**

A3: The 2003 through mid-2005 Model Year Tundra Access Cab vehicles are involved. There are approximately 156,000 vehicles involved in the U.S.

**Q4: What is the production range of the involved vehicles?**

A4: The affected Tundra Access Cab vehicles were produced from September, 2002 to late April, 2005.

**Q5: Are there any other Lexus or Toyota vehicles involved?**

A5: No, this condition only affects certain 2003 through mid-2005 Model Year Tundra Access Cab vehicles.

**Q6: How many consumer complaints have been reported for this condition?**

A6: There have been no consumer complaints of this condition reported in the affected vehicles.

**Q7: Have there been any accidents or injuries reported?**

A7: There have been no reported accidents in the affected vehicles which relate to this condition.

**Q8: What is Toyota going to do?**

A8: Owners of the involved vehicles will receive a Special Service Campaign notification letter along with a Caution Label by first class mail. The Caution Label will inform owners that the vehicle is equipped with an Airbag Manual On-Off Switch, but does not have a Child Restraint System Anchorage in the front passenger seat. The Caution Label will also advise owners that the vehicle is equipped with two Child Restraint Lower Anchorage Systems in the rear seat and that the rear seat is the safest place for the installation of a child restraint.

**Q9: What if a customer visits the Dealership for this condition?**

A9: Please assist the customer in installing the caution label to the inside of the glove box as indicated in the owner letter.

**Q10: How long will the installation of the label take?**

A10: The installation of the label will take approximately five minutes.

**Q11: What if a customer has special necessities that require the use of the front passenger seat for the installation of a Child Restraint Svstem?**

A11: Although Toyota strongly believes that the safest place to install a Child Restraint is in the rear seat, Toyota will launch a separate Special Service Campaign to have a Child Restraint System Anchorage installed on the vehicles of customers who ask to have it installed. The second campaign should be launched in three to six months. Owners who have this desire may fill out and return the request form enclosed with the Owner Letter and Caution Label to Toyota.

**Q12: When will the Child Restraint Svstem Anchorage for the front passenger seat become available?**

A12: Toyota is currently in the process of developing the Child Restraint System Anchorage for the front passenger seat. It will be several months before they will be ready. Once the Child Restraint System Anchorage is ready, Toyota will send a second owner letter to those owners that have submitted the form indicating they desire the installation of a Child Restraint System Anchorage in the front passenger seat. The second owner letter should be mailed in three to six months to those owners that have submitted the form.

**Q13: What should an owner do if they are concerned about this condition?**

A13: If customers have any concerns at all they should feel free to contact our Toyota Customer Experience Center at 1-800-331-4331.

**Q14: What if a customer is utilizing a Child Restraint Svstem with the front seat belt in the front passenger seat and using the Airbag Manual On-Off Switch?**

A14: Both the NHTSA and Toyota strongly believe that the safest place to install a Child Restraint is in the rear seat. We request that the customer install the Child Restraint System in one of the rear seats utilizing the Child Restraint Lower Anchorage System.

**TECHNICAL INSTRUCTIONS**

**FOR**

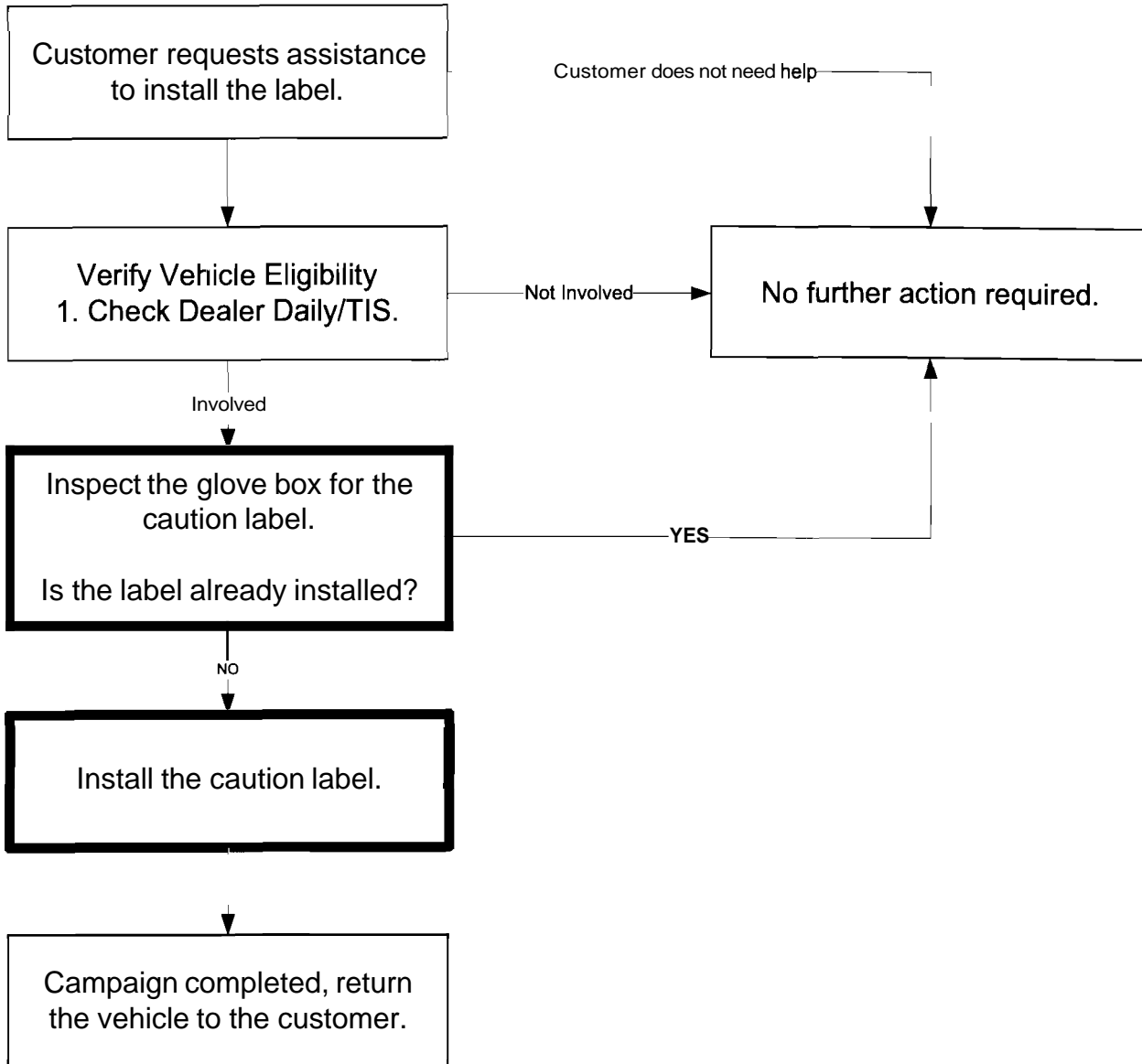
**SPECIAL SERVICE CAMPAIGN 70A  
(NON-COMPLIANCE RECALL)**

**2003 THROUGH MID-2005 MODEL YEAR 'TUNDRA ACCESS CAB  
CHILD RESTRAINT ANCHORAGE CAUTION LABEL**

***NOTE:***

***Owners will be directly mailed the label for this issue. Please assist  
any owner with label installation if requested.***

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. AFFECTED VINS

- Check Dealer Daily/TIS to confirm the VIN is involved in this SSC. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

## III. PREPARATION

### A. PARTS

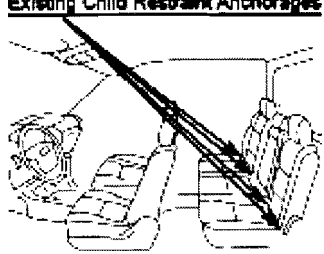
- The caution label will be included in the owner letter for customer vehicles.

## IV. WORK PROCEDURE

### A. INSPECT THE GLOVE BOX FOR THE CAUTION LABEL

**⚠ CAUTION**

Existing Child Restraint Anchorages



This vehicle is equipped with an Airbag Manual On-Off Switch, but without a child restraint anchorage system in the front passenger seat.

Toyota strongly recommends installing your Child Restraint System in the rear seat(s) which is the safest place for your children. There are two child restraint anchorage systems in the rear seats. (See diagram)

If you wish to use a Child Restraint System in the front seat (see request form for details), a Toyota dealer will install a child restraint anchorage system in the front passenger seat free of charge if you so request. Please fill out and return the request form inserted in your owner's manual. If the request form is not available, please contact the Toyota Customer Experience Center at 1-888-270-9371 or 1-800-331-4331 and a request form will be mailed to you.

**[NOTE: Actual Label is Yellow]**

1) Is the label already installed?

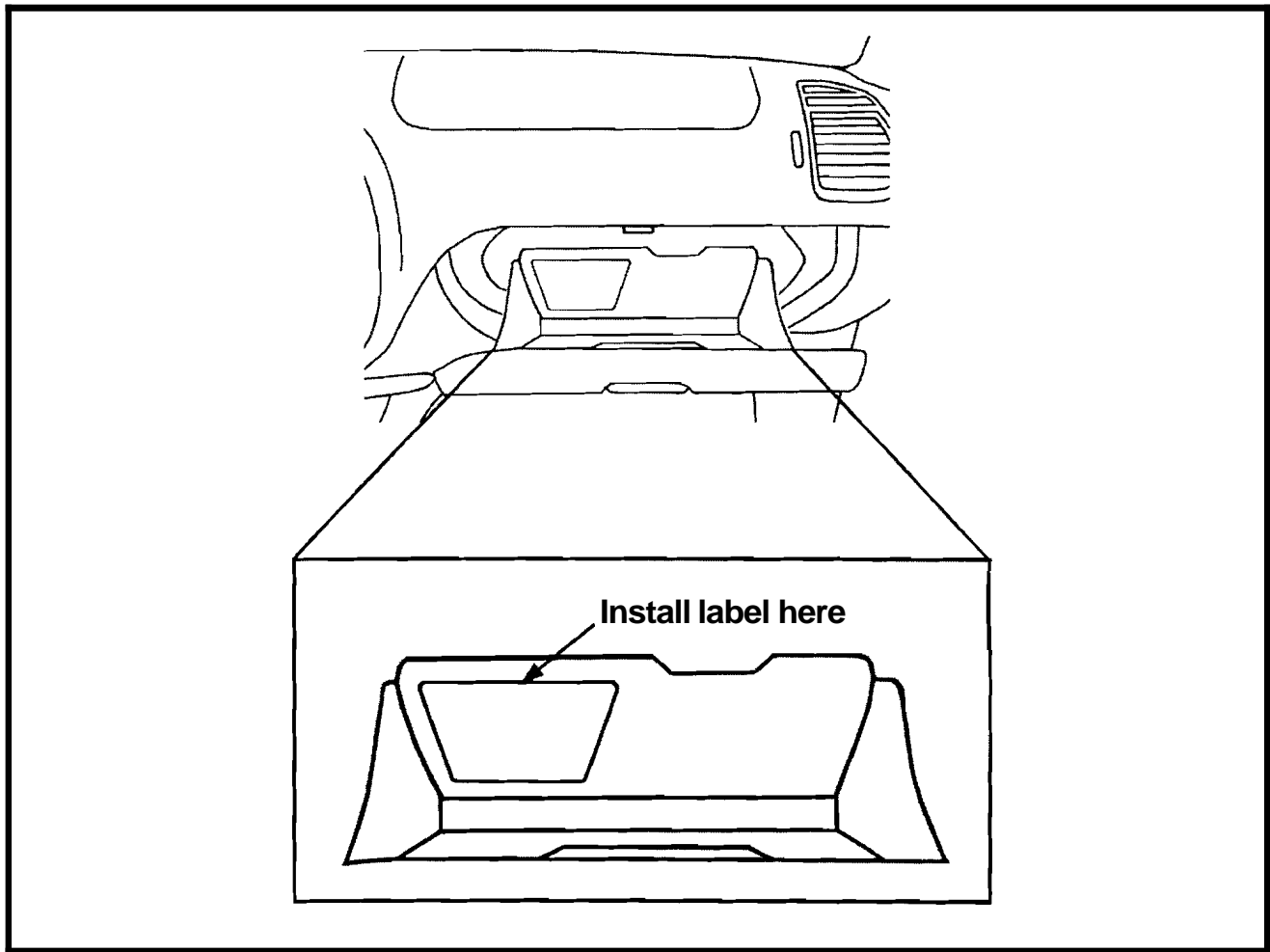
**YES**

- No further action required

**NO**

- Proceed to "**B. INSTALL THE CAUTION LABEL.**"

## B. INSTALL THE CAUTION LABEL



- 1) Wipe the area where the caution label will be affixed with a clean, dry cloth to remove any dust or dirt.
- 2) Affix the label at the indicated location while smoothing out any air bubbles in the new label.