

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

Subject: Safety Recall E0Z – **Remedy Notice**
Certain 2014 Model Year Tundra Double Cab and CrewMax Vehicles
Curtain Shield Airbag

On September 11, 2014, 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 2014 Model Year Tundra Double Cab and CrewMax vehicles. **As a result, new vehicles in dealer inventory must not be delivered until corrected.**

Condition

The subject vehicles are equipped with side Curtain-Shield-Airbags (CSA) which deploy from the roof rails in the event of certain types of collisions. Due to a possible mis-installation of a garnish on the center roof pillars, the garnish could interfere with a CSA and not allow it to achieve its intended inflation shape. In some situations, this could increase the risk of injury to an occupant in the event of a crash.

Remedy

Toyota dealers will inspect the garnishes. If a garnish is found to be mis-installed, it will be replaced. The inspection and remedy procedure will be performed at **No Charge** to the vehicle's owner. For additional information on inspection and remedy procedures, please refer to TIS.

This following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in late September, 2014.

Toyota makes significant effort to obtain current customer name and address information 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 a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) 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. 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

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. 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	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

3. 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 vehicle has been remedied.

4. Number and Identification of Covered Vehicles

There are approximately 133,000 Tundra Double Cab and CrewMax vehicles (2014 model year) covered by this Safety Recall in the US.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

5. Parts Ordering



Toyota anticipates a very limited number of vehicles will require a new garnish. Garnishes should only be replaced based on vehicle inspection results and should not be ordered for dealer stock.

To ensure availability the parts have been placed on Manual Allocation Control (MAC). If you require a part that has been placed on MAC, please send an email to PQSS_MAC@Toyota.com with the following information:

- **Subject Line: E0Z MAC Release Request (Dealer Code)**
- **Inspection result**
- **Dealer Code**
- **VIN Number**
- **Part Number**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership.

Important Notes:

- ***Once you have placed your order DO NOT upgrade or change your order status.***
- ***Failure to provide the above information within 48 hours will result in an order cancellation.***

Part Number	Part Description	Quantity
62410-0C040-B2	Passenger Side B-pillar Garnish, RH (Gray)	1
62410-0C040-E2	Passenger Side B-pillar Garnish, RH (Sand Beige)	1
62420-0C040-B2	Driver's Side B-pillar Garnish, LH (Gray)	1
62420-0C040-E2	Driver's Side B-pillar Garnish, LH (Sand Beige)	1

6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- **Toyota Expert (any classifications)**
- **Master**
- **Master Diagnostic Technicians**

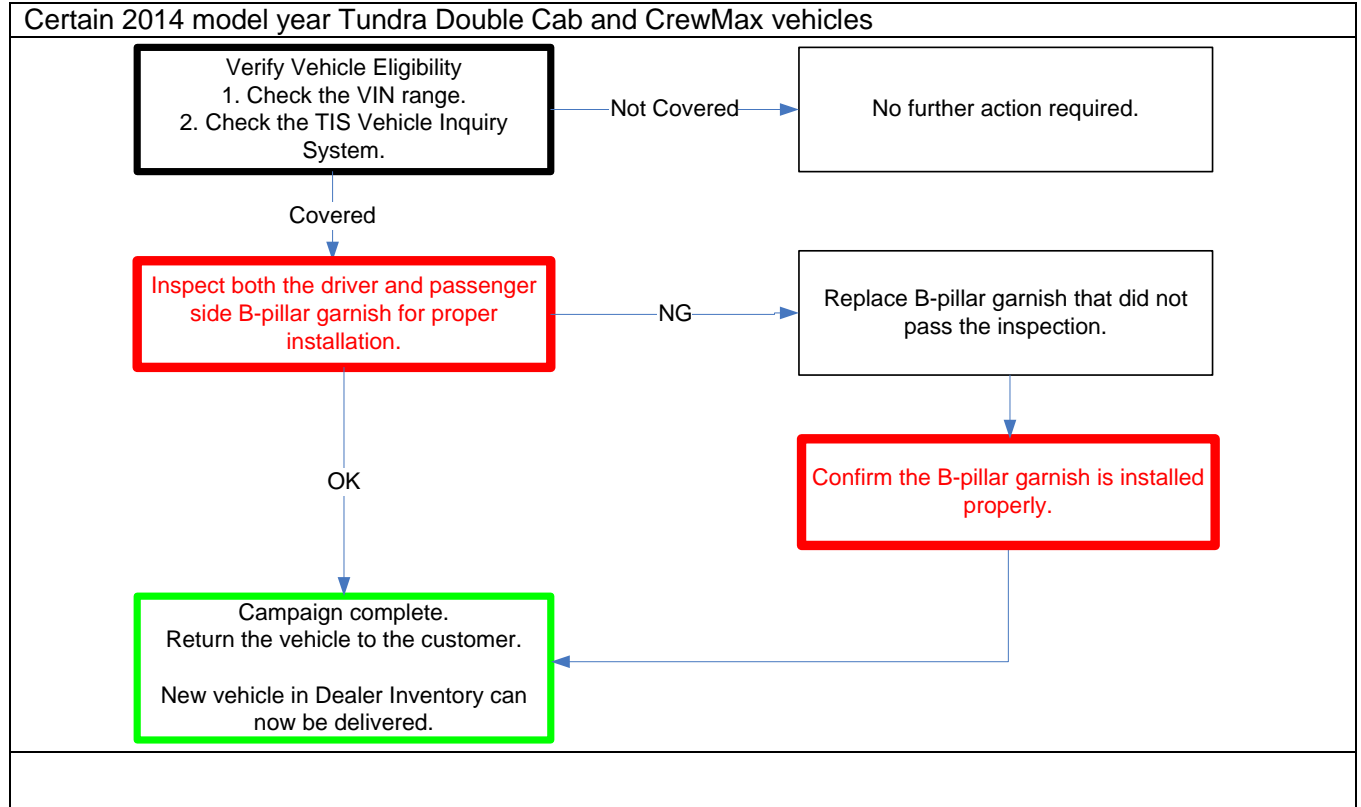
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

7. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
Tundra Double Cab and CrewMax	AGG93A	Inspect both garnishes for proper installation	0.2 hour/vehicle
	AGG93B	Inspect both garnishes for proper installation and replace the garnish on one side.	0.6 hour/vehicle
	AGG93C	Inspect both garnishes for proper installation and replace the garnish on both sides.	0.9 hour/vehicle

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

Note: Warranty claim filing will be available starting Monday, September 15, 2014.

9. 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.

10. Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. **In the event you are contacted by the News media**, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers.)

11. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

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.