

2/26/2015: Operation Code Added

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Safety (Noncompliance) Recall F0G – **Remedy Notice**
18 Specific 2015 Model Year Tacoma Vehicles **Distributed to Puerto Rico ONLY**
Tire and Loading Information Label – TRD Accessory Wheels and Light Truck Tires

On February 17, 2015, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that 18 specific 2015 model year Tacoma vehicles distributed to Puerto Rico equipped with TRD Accessory Wheels and Light Truck (LT) tires do not conform to the requirements of FMVSS 110: Tire Selection and Rims and Motor Home/Recreation Vehicle Trailer Load Carrying Capacity Information. **As a result, new vehicles in dealer inventory must not be delivered until the Safety (Noncompliance) Recall is corrected.**

Condition

The subject vehicles are equipped with TRD Accessory Wheels and Light Truck (LT) tires which were installed at a Toyota processing center. During the installation, an overlay label with the correct tire size and tire pressure for the accessory wheels and LT tires was not installed over the existing Tire and Loading Information label. An incorrect Tire and Loading Information label, at the time of first retail sale, fails to meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 110: Tire Selection and Rims and Motor Home/Recreation Vehicle Trailer Load Carrying Capacity Information. A tire inflated to the improper tire pressure could increase the risk of a crash.

Remedy

In early March, 2015, Toyota will send an owner notification letter by first class mail to owners of the vehicles covered by this Safety (Noncompliance) Recall. The letter will include a label for the owner's manual, a Tire and Loading Information overlay label, and instructions on how to apply both labels.

If a vehicle owner requires assistance performing the label installation, any authorized Toyota dealer will assist at **No Charge** to the vehicle's owner.

This following information is being provided to inform you of the owner notification and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in early March, 2015.

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 (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 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.

3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

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	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

4. 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 Noncompliance has been remedied.

5. Number and Identification of Covered Vehicles

There are 18 specific 2015 model year Tacoma vehicles distributed to Puerto Rico covered by this Safety (Noncompliance) Recall. A VIN list has been provided on page 4.

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.

6. Parts Ordering

Owners of vehicles that have these accessory wheels and LT tires installed by Toyota prior to first retail sale will receive an owner’s manual label and updated overlay label with their notification. If an owner does not have the labels or requests assistance, refer to TIS for the appropriate Technical Instructions.

Owner’s manual labels and Tire and Loading Information overlay labels can be ordered through the Materials Distribution Center (MDC).

Description	MDC Part #	Qty	Frequency
Owner Manual Label	00602-35061	5	Weekly
Tire and Loading Information Overlay Label	00602-35152	5	Weekly

7. 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 Certified (Any Specialty)**
- **Toyota Expert (Any Specialty)**
- **Master**
- **Master Diagnostic Technician**

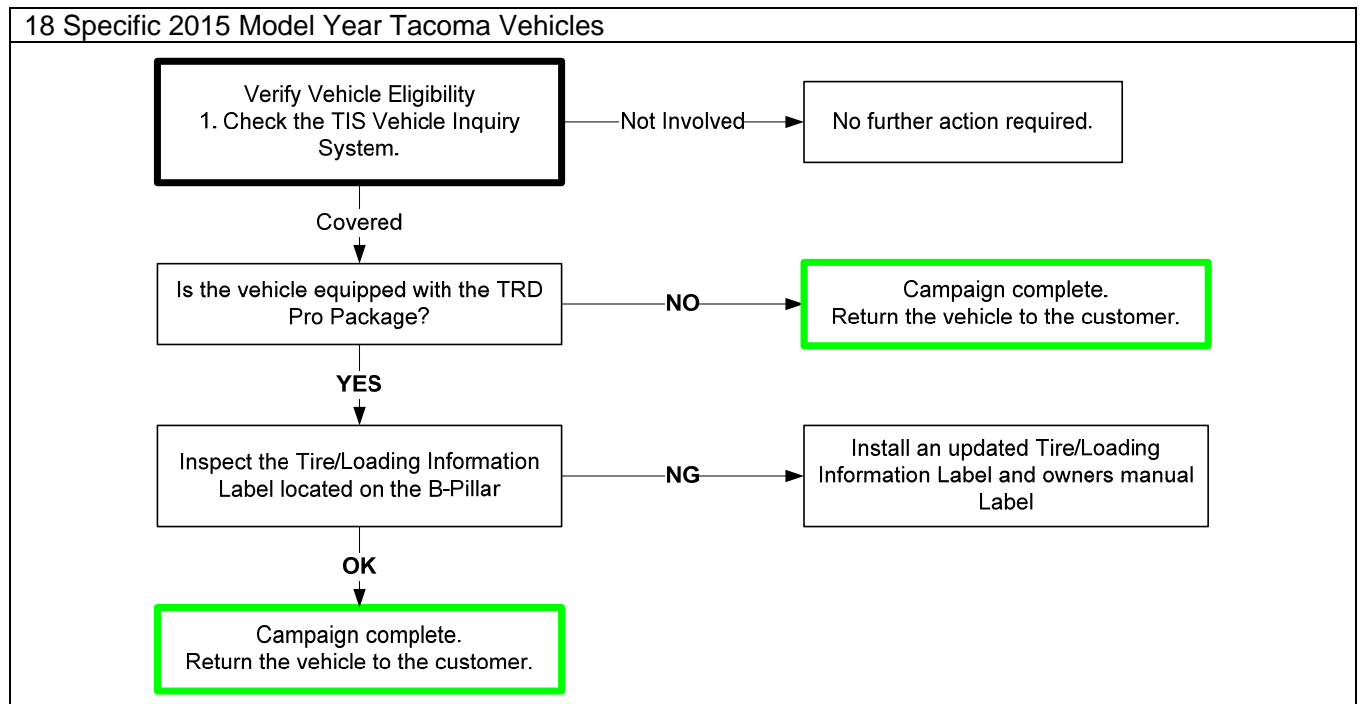
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off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

8. Remedy Procedures

Please refer to TIS for Technical Instructions on this repair.

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

9. Warranty Reimbursement Procedure



Model Name	Op Code	Description	Flat Rate Hour
Tacoma	BGG08A	Inspect Vehicle – Install Owner’s Manual Label and Tire and Loading Information Overlay Label to B-Pillar	0.2

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

10. 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.

11. 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.)

12. 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.

VIN List		
5TFLU4EN [REDACTED]	5TFLU4 [REDACTED]	5TFLU4E [REDACTED]
5TFLU4E [REDACTED]	5TFLU [REDACTED]	5TFLU4E [REDACTED]
5TFLU4E [REDACTED]	5TFLU [REDACTED]	5TFLU4 [REDACTED]
5TFLU4E [REDACTED]	5TFLU4 [REDACTED]	5TFLU4 [REDACTED]
5TFLU4E [REDACTED]	5TFLU4 [REDACTED]	5TFLU4E [REDACTED]
5TFLU4EN [REDACTED]	5TFLU4 [REDACTED]	5TFLU4 [REDACTED]



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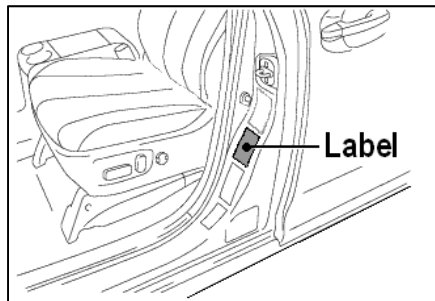
Customer Frequently Asked Questions

Published Mid-February, 2015

Q1: What is the condition?

A1: The subject vehicles are equipped with TRD Accessory Wheels and Light Truck (LT) tires which were installed at a Toyota processing center. During the installation, an overlay label with the correct tire size and tire pressure for the accessory wheels and LT tires was not installed over the existing Tire and Loading Information label. An incorrect Tire and Loading Information label, at the time of first retail sale, fails to meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 110: Tire Selection and Rims and Motor Home/Recreation Vehicle Trailer Load Carrying Capacity Information. A tire inflated to the improper tire pressure could increase the risk of a crash.

**Tire and Loading Information Label
Located on Driver Side B-pillar**



Q1a: Why are only these 18 vehicles distributed to Puerto Rico covered by this Safety (Noncompliance) Recall?

A1a: These 18 Tacoma vehicles were missing an accessory code used by the Toyota processing center to identify vehicles that require an overlay label. Other Tacoma vehicles with these accessory wheels and LT tires received an overlay label with the correct information.

Q2: What is Toyota going to do?

A2: In early March, 2015, Toyota will send an owner notification letter by first class mail to owners of the vehicles covered by this Safety (Noncompliance) Recall. The letter will include a label for the owner's manual, a Tire and Loading Information overlay label, and instructions on how to apply both labels.

If a vehicle owner requires assistance performing the label installation, any authorized Toyota dealer will assist at **No Charge** to the vehicle's owner.

Q2a: How does Toyota obtain my mailing information?

A2a: 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.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: No, you do not need an owner letter to have this Safety (Noncompliance) Recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Q2c: Do I need my updated Tire and Loading Information overlay label to have the remedy performed by a Toyota dealer?

A2c: To avoid any inconvenience in the event the dealer does not have a label available at the time of your visit, please bring the label included with your letter.

Q3: Which and how many vehicles are involved in this Safety (Noncompliance) Recall?

A3: There are 18 specific 2015 model year Tacoma vehicles distributed to Puerto Rico covered by this Safety (Noncompliance) Recall.

Q3a: Are there any other Lexus/Toyota vehicles covered by this Safety (Noncompliance) Recall in the U.S.?

A3a: No, there are no other Toyota, Lexus, or Scion vehicles involved in this Safety (Noncompliance) Recall.

Q4: How long will the repair take?

A4: Owners of included vehicles can complete the remedy without visiting a Toyota dealer.

If an owner would like a Toyota dealer to assist, installing the labels will take approximately 45 minutes (including service wait time). However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.