

Published October 12, 2015

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

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

Subject: Safety Recall F0T – **Remedy Notice**
306 Specific 2016 Model Year Tacoma Vehicles
Driver's Knee Airbag Module Bolts

On October 13, 2015, 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 306 specific 2016 model year Tacoma vehicles.

Condition

The subject vehicles are equipped with a driver's knee airbag module. There is a possibility that incorrect bolts were used to mount the driver's knee airbag module to the lower instrument panel. Incorrect mounting bolts could result in the bolts loosening over time. A loosened bolt could affect the performance of the knee airbag, increasing the risk of injury during a crash.

Remedy

Any authorized Toyota dealer will replace the driver's knee airbag module bolts at **NO CHARGE**.

Covered Vehicles

There are approximately 306 Tacoma vehicles, manufactured at Toyota Motor Manufacturing de Baja California (TMMBC), covered by this Safety Recall.

Model Name	Model Year	Plant	Production Period
Tacoma	2016	TMMBC	August 20, 2015 through September 10, 2015

Owner Letter Mailing Date

Toyota will begin to notify owners in Mid-November, 2015. A sample of the owner notification letter has been included for your reference.

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 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 32 vehicles in new dealer inventory. Refer to the attached VIN list at the end of this communication.



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. 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

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:

- Toyota Certified (Any Classification)
- Toyota Expert (Any Classification)
- Master
- Master Diagnostic Technicians

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

For Technical Instructions please refer to TIS. 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.

Parts Ordering Process

Due to limited availability, the parts have been placed on Manual Allocation Control (MAC). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

Part Number	Description	Quantity	Order Process
90119-A0105	BOLT, W/WASHER	4	MAC

Non SET and GST MAC Parts Ordering Process

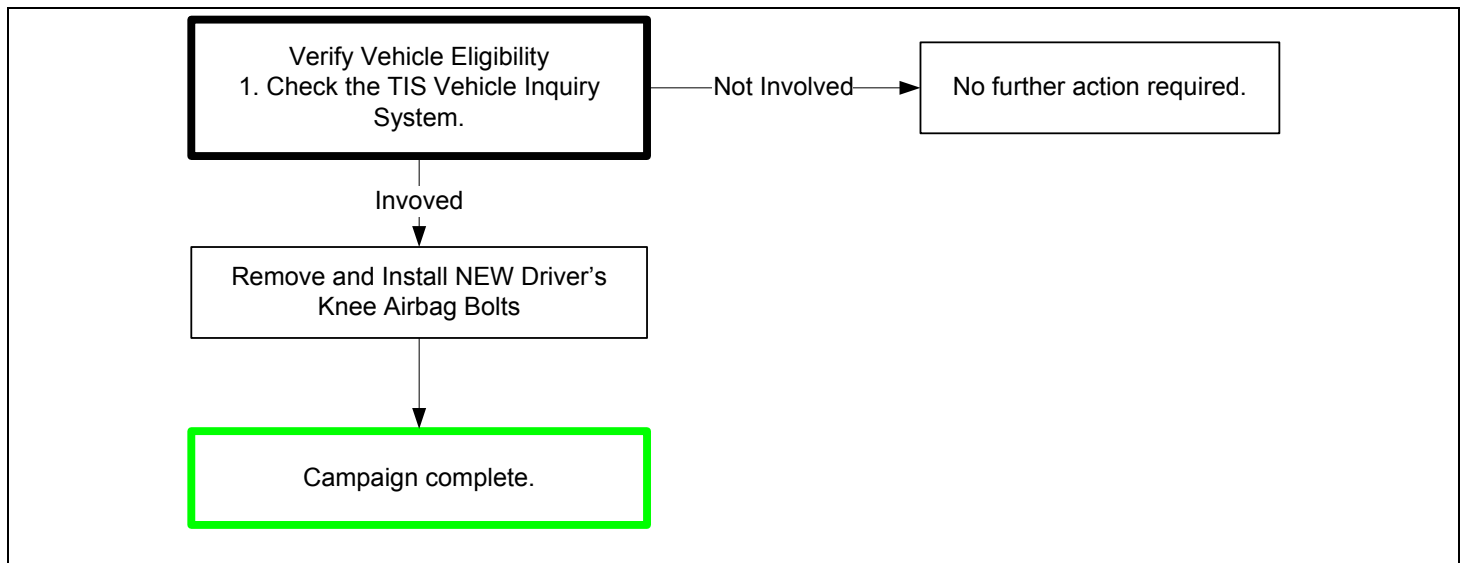
If you require a part that has been placed on MAC, please send an email to PQSS_MAC@Toyota.com with the following information:

- **Subject Line: F0T MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number**
- **Order Reference Number**
- **Order Date**
- **Contact Person and Phone Number**
- **Reason for Order**

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. Please allow 2-3 days for part release after providing the requested information.

Important Notes:

- **Once you have placed your order DO NOT upgrade or change your order status.**
- **Dealerships must provide the above listed information within 48 hours of order placement; failure to provide the information above will result in an order cancellation.**

Warranty Reimbursement Procedure

Opcode	Description	Flat Rate Hours
BGG53A	R&R Driver's Knee Airbag Module Bolts	0.4

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

Media Contacts

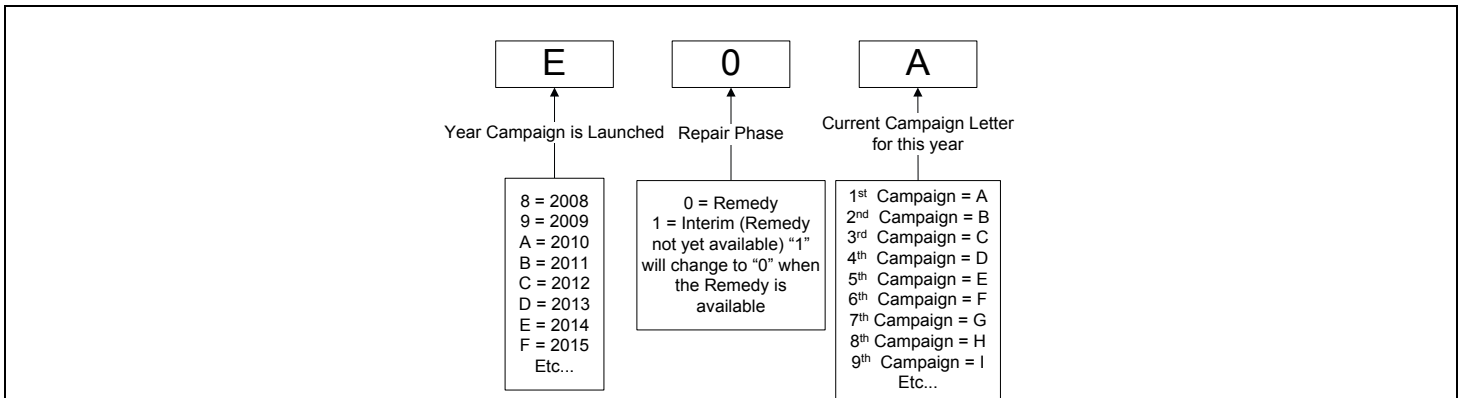
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. 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).

Campaign Designation Decoder



Examples:

A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
 C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2013, Remedy Phase, 1st Campaign Launched in 2013

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 – Dealer Inventory			
3TMAZ5CN4GM001576	3TMAZ5CN6GM001143	3TMAZ5CN2GM001124	3TMAZ5CN0GM001512
3TMAZ5CN7GM001409	3TMAZ5CN6GM002602	3TMAZ5CN6GM002227	3TMAZ5CN1GM001485
3TMAZ5CN5GM001991	3TMAZ5CN8GM002021	3TMAZ5CN8GM002374	3TMAZ5CN4GM002341
3TMAZ5CN7GM001765	3TMAZ5CN8GM002620	3TMDZ5BN9GM001037	3TMAZ5CN7GM001698
3TMAZ5CN1GM001647	3TMBZ5DN1GM001070	3TMBZ5DN0GM001089	3TMAZ5CN5GM001232
3TMAZ5CN1GM001678	3TMCZ5AN2GM001474	3TMAZ5CN0GM001235	3TMAZ5CNXGM001243
3TMAZ5CN3GM001326	3TMCZ5AN3GM001368	3TMAZ5CN4GM002100	3TMBZ5DN3GM001006
3TMAZ5CN3GM001455	3TMCZ5AN4GM001427	3TMAZ5CN5GM001957	3TMAZ5CN1GM002555



Safety Recall F0T – **Remedy Notice**
 306 Specific 2016 Model Year Tacoma Vehicles
 Driver’s Knee Airbag Module Bolts
 FAQ

Customer Frequently Asked Questions
 Published October 12, 2015

Q1: What is the condition?

A1: The subject vehicles are equipped with a driver’s knee airbag module. There is a possibility that incorrect bolts were used to mount the driver’s knee airbag module to the lower instrument panel. Incorrect mounting bolts could result in the bolts loosening over time. A loosened bolt could affect the performance of the knee airbag, increasing the risk of injury during a crash.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the bolts replaced at **NO CHARGE**.

Q3: Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists. **However, the condition does not cause the airbag to activate when it should not.** Also, the front driver’s knee airbag is designed to inflate only in certain moderate to severe crashes.

Q4: Are there concerns with other airbags in the vehicle?

A4: No, this condition only applies to the driver’s knee airbag module. Other airbags in the vehicle are not affected by this condition.

Q5: Which and how many vehicles are covered by this campaign?

A5: There are approximately 306 Tacoma vehicles, manufactured at Toyota Motor Manufacturing de Baja California (TMMBC), covered by this Safety Recall.

Model Name	Model Year	Plant	Production Period
Tacoma	2016	TMMBC	August 20, 2015 through September 10, 2015

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

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5b: Why are other vehicles equipped with driver’s knee airbag not covered by this Recall Campaign?

A5b: The condition is not present in other vehicles. This condition only occurred during a specific manufacturing period and at a specific plant.

Q6: How long will the repair take?

A6: The repair takes approximately one hour; however, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I have addition questions or concerns?

A7: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

306 Specific 2016 Model Year Tacoma Vehicles
Driver's Knee Airbag Module Bolts
IMPORTANT SAFETY RECALL NOTICE (Remedy Notice)
NHTSA Recall: 15V-656

[VIN]

Dear Toyota Customer:

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 306 specific 2016 Model Year Tacoma Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles are equipped with a driver's knee airbag module. There is a possibility that incorrect bolts were used to mount the driver's knee airbag module to the lower instrument panel. Incorrect mounting bolts could result in the bolts loosening over time. A loosened bolt could affect the performance of the knee airbag, increasing the risk of injury during a crash.

What will Toyota do?

Any authorized Toyota dealer will replace the driver's knee airbag module bolts at **NO CHARGE**.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- 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 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., 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>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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.