

◄ IMPORTANT UPDATE ►

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

DATE	TOPIC
04/20/2017	The Opcode section has been modified to clarify the opcode descriptions.
08/07/2017	Warranty Reimbursement Procedure has been updated.

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.



Originally Published April 13, 2017

- To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers
- Subject: Safety Recall H0C *Remedy Notice* Certain 2016 - 2017 Model Year Tundra Resin Rear Bumper Reinforcement Brackets

On January 24, 2017 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 2016 - 2017 model year Tundra vehicles.

Condition

The involved vehicles are equipped with resin rear step bumpers and reinforcement brackets at each corner. In the event of an impact to the corner of the bumper, the resin bracket may become damaged but not be noticed. If a person steps on the corner of the bumper that is damaged, a portion of it may break away, increasing the risk of injury.

Remedy

Any authorized Toyota dealer will replace the resin rear bumper reinforcement brackets with steel reinforcement brackets at **NO CHARGE.** The rear bumper pad and rear bumper plates will also be replaced.

Covered Vehicles

There are approximately 73,000 vehicles covered by this Safety Recall. Approximately 200 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Tundra	2016 and 2017	Late July 2015 – Late December 2016

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-April 2017.

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 5,600 vehicles in new dealer inventory as of January 24, 2017.



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 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 <u>prohibits</u> 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 <u>https://www.uotdealerreports.com</u>. 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

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.

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, 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.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
04007-0910C	Rear bumper reinforcement kit - without sonar	1
04007-0920C	Rear bumper reinforcement kit - with sonar	1

Note: Each vehicle will only require one repair kit, order the correct kit based on vehicle configuration.

Parts Pre-Deployment

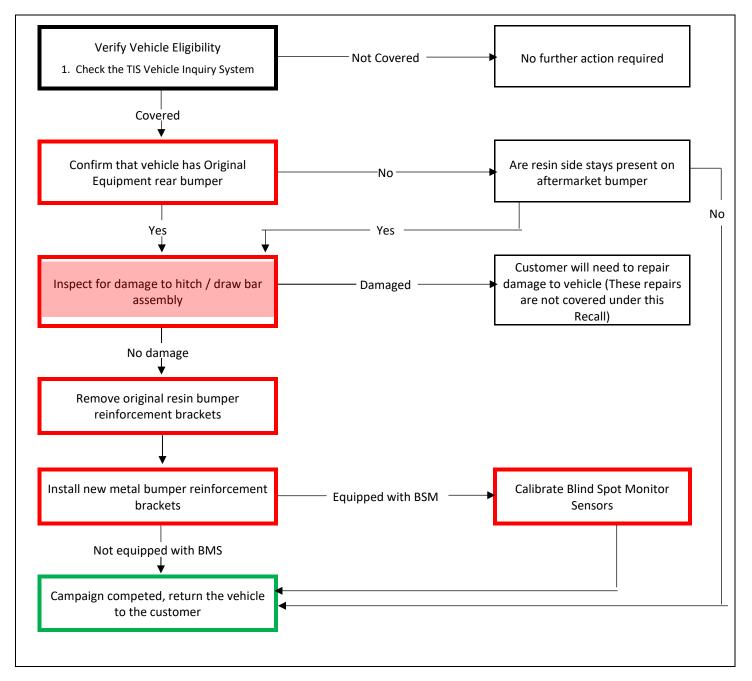
To enable dealers to repair vehicles involved in the Safety Recall when the remedy is launched, Toyota is currently pre-deploying an initial stock of remedy parts kits in preparation for the launch of the remedy. Depending on dealer location, these parts will begin to arrive at dealers starting on April 10, 2017.

Dealers should use the **Parts Ordering Process**, described above, to order additional remedy parts as necessary.

Old/Removed Parts

Dealers **DO NOT** need to keep/store the old/removed parts, they can be scrapped.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG19A	Install bumper reinforcement kit - without Blind Spot Monitor	1.7
GGG19B	Install bumper reinforcement kit - with Blind Spot Monitor	2.3
GGG19C	Inspection only – Aftermarket bumper identified	0.3

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

If a loaner vehicle or alternate transportation through Toyota-Rent-A-Car (TRAC) was provided during the interim phase, this can be claimed as a sublet type "RT" using the op codes below.

Op. Code	Description	DSPM Authorization
GGG20A	Vehicle Rental 1-30 Days	
GGG20B	Vehicle Rental 31-60 Days	Required
GGG20C	Vehicle Rental 61-90 Days	

Media Contacts

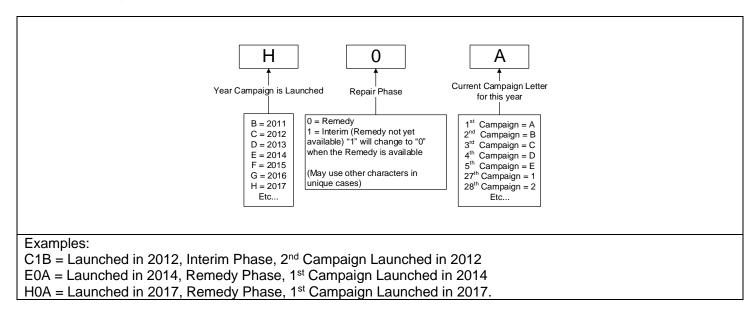
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media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

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety 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 stepby-step procedures required to implement this Safety Recall.

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

ΤΟΥΟΤΑ

Safety Recall H0C – *Remedy Notice* Certain 2016 - 2017 Model Year Tundra Resin Rear Bumper Reinforcement Brackets

Frequently Asked Questions Original Publication Date April 13, 2017

Q1: What is the condition?

A1: The involved vehicles are equipped with resin rear step bumpers and reinforcement brackets at each corner. In the event of an impact to the corner of the bumper, the resin bracket may become damaged but not be noticed. If a person steps on the corner of the bumper that is damaged, a portion of it may break away, increasing the risk of injury.

Q1a: Are there any warnings that this condition occurs?

A1a: There are no advanced warnings prior to the occurrence of this condition. However, in some instances, damage to the rear bumper may be visible after an impact. To avoid the risk of injury, Toyota recommends that customers not step on the rear bumper until the remedy is complete.

Q2: What is Toyota going to do?

A2: Toyota will send (in phases consistent with parts availability and repair capacity) starting in early April 2017, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the resin rear bumper replaced at **NO CHARGE.**

Q3: Which and how many vehicles are covered by this Safety Recall?

A3: There are approximately 73,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Tundra	2016 and 2017	Late July 2015 – Late December 2016

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

- A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.
- Q3b: Why are other Tundra models equipped with a steel rear bumper not covered by this Safety Recall?
- A3b: Tundra models with a steel rear bumper are equipped with steel reinforcement brackets. This condition only involves Tundra models with resin rear bumpers and reinforcement brackets at the outboard corners.

Q4: How long will the repair take?

A4: The repair takes approximately two and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: How does Toyota obtain my mailing information?

A5: 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.

Q6: What if I have additional questions or concerns?

A6: 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.

Certain 2016 - 2017 Model Year Tundra Resin Rear Bumper Reinforcement Brackets IMPORTANT SAFETY RECALL (*Remedy Notice*)

This notice applies to your vehicle: [VIN] NHTSA Recall No. 17V051 URGENT SAFETY RECALL This is an important Safety Recall. The remedy will be performed at NO CHARGE to you.

Dear Toyota Customer:

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 certain 2016 - 2017 Model Year Tundra 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 involved vehicles are equipped with resin rear step bumpers and resin reinforcement brackets at each corner. In the event of an impact to the corner of the bumper, the resin bracket may become damaged but not be noticed. If a person steps on the corner of the bumper that is damaged, a portion of it may break away, increasing the risk of injury.

What will Toyota do?

Any authorized Toyota dealer will replace the resin reinforcement brackets with steel ones at **NO CHARGE**. The rear bumper pad and rear bumper plates will also be replaced.

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.

Until the remedy is performed, do not step on the rear bumper, especially if it appears to be damaged in any way.

The remedy will take approximately two and a half hours. 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, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 (ITY: 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 <u>www.toyota.com/ownersupdate</u>. 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.