

Original Publication Date: December 23, 2021

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

EQUIPMENT RECALL 21TH01 (Interim Notice)

Potentially Defective Power Steering Gear Service Replacement Assemblies

On December 23, 2021, 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 Equipment Recall on certain Power Steering Gear Assembly service replacement parts made for 2007 - 2021 Tundra vehicles and 2008 – 2022 Sequoia vehicles.

Condition

If an involved service replacement part is installed in a vehicle, it can leak power steering fluid due to a manufacturing error. If a sufficient amount leaks, power steering assist can be suddenly lost. While manual steering remains functional, the loss of power steering assist may increase the steering effort needed and can increase the risk of a crash.

Remedy

Toyota is currently preparing the remedy for this issue. Dealers will receive additional notification in January explaining your degree of involvement for vehicles which may have had an involved steering gear assembly service part installed.

Involved Parts:

There are approximately 150 Power Steering Gear Assemblies involved in this equipment recall, produced from July 26, 2021 to October 21, 2021.

Owner Letter Mailing Date

Toyota will notify the owners of vehicles that could have received the defective parts during service by late February 2022.

Defective Parts in Dealership Inventory

Toyota dealers are requested to inspect their current inventory for any defective parts that may be covered under this equipment recall. Please refer to the attached “Dealer Parts Inventory Inspection Procedure” for further instructions.

Please be advised that it is a violation of Federal law for a dealer to sell any item of motor vehicle equipment covered by this notification.

Thank you for your cooperation.

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



TOYOTA

SAFETY RECALL 21TH01 (Interim Notice)

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Frequently Asked Questions

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Q1: What is the condition?

A1. If an involved service replacement part is installed in a vehicle, it can leak power steering fluid due to a manufacturing error. If a sufficient amount leaks, power steering assist can be suddenly lost. While manual steering remains functional, the loss of power steering assist may increase the steering effort needed and can increase the risk of a crash.

Q1a: Are there any warnings that this condition exists?

A1a: If this condition occurs, some customers may experience a pop sound, grinding noise, increased steering effort, or observe a power steering fluid leak on the ground.

Q1b: What should I do if the condition occurs on my vehicle?

A1b: If a popping sound or grinding noise is heard, and/or you experience increased steering effort while operating the vehicle, stop the vehicle in a safe area at the earliest opportunity and contact your local Toyota dealer for assistance.

Q2: What is Toyota going to do?

A2: Toyota will send a notification to owners of vehicles which could have been repaired using an involved steering gear assembly replacement part. Toyota will send the owner notification by late February. Owners will be requested to identify if they have had a Power Steering Gear Assembly replaced on their vehicle since August 5, 2021 when the involved service replacement assemblies began to be sold.

Q2a: What if I had my Power Steering Gear Assembly replaced since August 5, 2021?

A2a: Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect the power steering gear assembly and, if necessary, replace it **FREE OF CHARGE**.

Q2b: What if I'm not sure if I had my Power Steering Gear Assembly replaced since August 5, 2021?

A2b: When the remedy is available, Toyota dealers will inspect the power steering gear assembly and, if necessary, replace it **FREE OF CHARGE**.

Q2c: What if I know that my Power steering Gear Assembly has not been replaced since August 5, 2021?

A2c: If you have not had the Power Steering Gear Assembly replaced on your vehicle since August 5, 2021, there is no action required.

Q3: Which vehicles may have received a steering gear assembly covered by this Equipment Recall?

A3: The following model and model year vehicles could have received one of approximately 150 involved parts covered by this Equipment Recall.

Model Name	Model Year
Tundra	2007-2021
Sequoia	2008-2022

Q4: What if I have additional questions or concerns?

A4: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

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**Potentially Defective Power Steering Gear Service Replacement Assemblies
Dealer Parts Inventory Inspection Procedure**

Background

Toyota dealers are requested to inspect their current parts inventory for the parts listed below. If any of the following parts are found, please take a photo of the serial number and machine ID mark and send to quality_compliance@toyota.com.

Involved Part Numbers

Part Number	Description
44250-0C121	Gear Assembly, Power Steering
44250-0C131	Gear Assembly, Power Steering
44250-0C160	Gear Assembly, Power Steering
44250-0C170	Gear Assembly, Power Steering

Inspection Procedure

1. CONFIRM PART NUMBER IS IN PARTS LIST



- 2. REMOVE STEERING GEAR FROM BOX AND PREPARE PART FOR INSPECTION**
- 3. IDENTIFY THE SERIAL NUMBER (BOX 1) AND MACHINE ID MARK (BOX 2) LOCATION**



- 4. IDENTIFY SERIAL NUMBER**
 - a. TAKE A PHOTO OF THE SERIAL NUMBER**
- 5. IDENTIFY MACHINE ID MARK**
 - a. TAKE A PHOTO OF THE MACHINE ID Mark**

- 6. EMAIL PHOTOS OF SERIAL NUMBER AND MACHINE ID MARK TO quality_compliance@toyota.com**
- 7. AWAIT RESPONSE FROM QUALITY COMPLIANCE FOR NEXT STEPS**