

# ◀ IMPORTANT UPDATE ▶

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

| DATE      | TOPIC                                      |
|-----------|--------------------------------------------|
| 6/30/2022 | Phase 2 Launch and Inspection Opcode Added |

*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.

Original Publication Date: September 2, 2021

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

**SAFETY RECALL 21TA06 (Remedy Notice)**

**Certain 2018 - 2021 Model Year Tundra**  
**Potential Increased Risk of Vehicle Fire**  
 NHTSA Recall No. 21V-688

| Model / Years      | Production Period                 | Approximate Total Vehicles | Approximate Stop Sale Dealer Inventory |
|--------------------|-----------------------------------|----------------------------|----------------------------------------|
| 2018 – 2021 Tundra | Early June 2017 – Late March 2021 | 158,500                    | 10                                     |

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On September 2, 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 Safety Recall on certain 2018 - 2021 model year Tundra vehicles.

**Condition**

The subject vehicles are equipped with halogen headlamps that allow the circuits for both the high and low beam bulb filaments to be energized at the same time when the high beams are switched on. Under some conditions, if the high beams are repeatedly left on for an extended period while the vehicle is idling or driving at low speed, there is a possibility that the bulb connector could overheat to a level that can result in an increased risk of a fire that can propagate to other parts of the vehicle.

**Remedy**

Toyota dealers will modify the engine wire harness assembly and inspect the headlight bulb connector, bulb, and headlight assembly. If one or more of these components is found to be damaged due to this overheating condition, the damaged component(s) will be replaced with new ones as needed.

| Phase | Model Years | Region                  | Model  | Approximate Total Vehicles | Estimated Remedy Availability Timing |
|-------|-------------|-------------------------|--------|----------------------------|--------------------------------------|
| 1     | 2018-2021   | California, GST and SET | Tundra | 109,000                    | Remedy Available Now                 |
| 2     | 2018-2021   | All Other               | Tundra | 49,500                     |                                      |

**Covered Vehicles**

**Covered Vehicles**

There are approximately 158,500 vehicles covered by this Safety Recall. Approximately 300 vehicles involved in this Safety Recall were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Refer to the table below for mailing timing.

|                                                             |               |
|-------------------------------------------------------------|---------------|
| Phase 1 Customer Mailing (GST, SET, California)             | April 2022    |
| Phase 2 Customer Mailing (All other States and Territories) | Mid-July 2022 |

*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.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory

There are approximately 10 vehicles in new dealer inventory as of September 1, 2021.



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. Further, 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.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being 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.

#### NOTE:

- ***New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.***
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

**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**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 21TA06" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

**Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have 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.

## Customer Handling, Parts Ordering, and Remedy Procedures

### **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 Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### **Head Unit Notifications**

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Customers who receive head unit notification regarding this Safety Recall are requested to schedule an appointment with their authorized dealer to have this Safety Recall completed.

When these messages are received by the vehicle's Data Communication Module, the head unit will display a pop-up prompt stating that the vehicle has a new Safety Recall. The prompt will contain options to 'Snooze' or to 'View' the message. If a customer chooses 'Snooze', the message will continue to reappear every 20 minutes until the customer chooses 'View'. If a customer views and then closes the message, the message will be available in the Notification App if the customer chooses to review it again. If the vehicle's completion status remains incomplete for a period of 90 days from the message being viewed, the head unit may display a renotification pop-up prompt as an additional reminder to the customer to have this Safety Recall completed.

The message will completely clear from the vehicle once the following conditions are met: The Safety Recall is completed, the dealer has filed a claim, and the claim is approved by Toyota. Then the message will be cleared at the next clearing cycle, which currently happens weekly.

Owners who receive a head unit notification after having this Safety Recall completed can be advised to ignore the message. Owners with additional concerns can be directed to the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### **Salvage Title Vehicles**

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

### **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 Aaron Fowles (469) 292-1097 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

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 |
|-------------|------------------------------------|----------|
| 04001-2410C | Wire, Engine Room Main Repair Kit* | 1        |

**The following parts are only needed based on inspection and if damage is found; it is anticipated that very few vehicles will require these parts.**

| Part Number | Description           | Quantity (As needed) |
|-------------|-----------------------|----------------------|
| 04001-2610C | Connector, Repair Kit | 1*                   |
| 90084-98033 | Bulb                  | 2**                  |
| 81150-0C130 | Headlight Assembly RH | 1**                  |
| 81110-0C130 | Headlight Assembly LH | 1**                  |

\*\* Headlamp Assembly comes with bulb preinstalled, no need to order bulbs if replaced.

**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:

- T652 – Body Electrical Diagnosis

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. 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 Recovery Procedures**

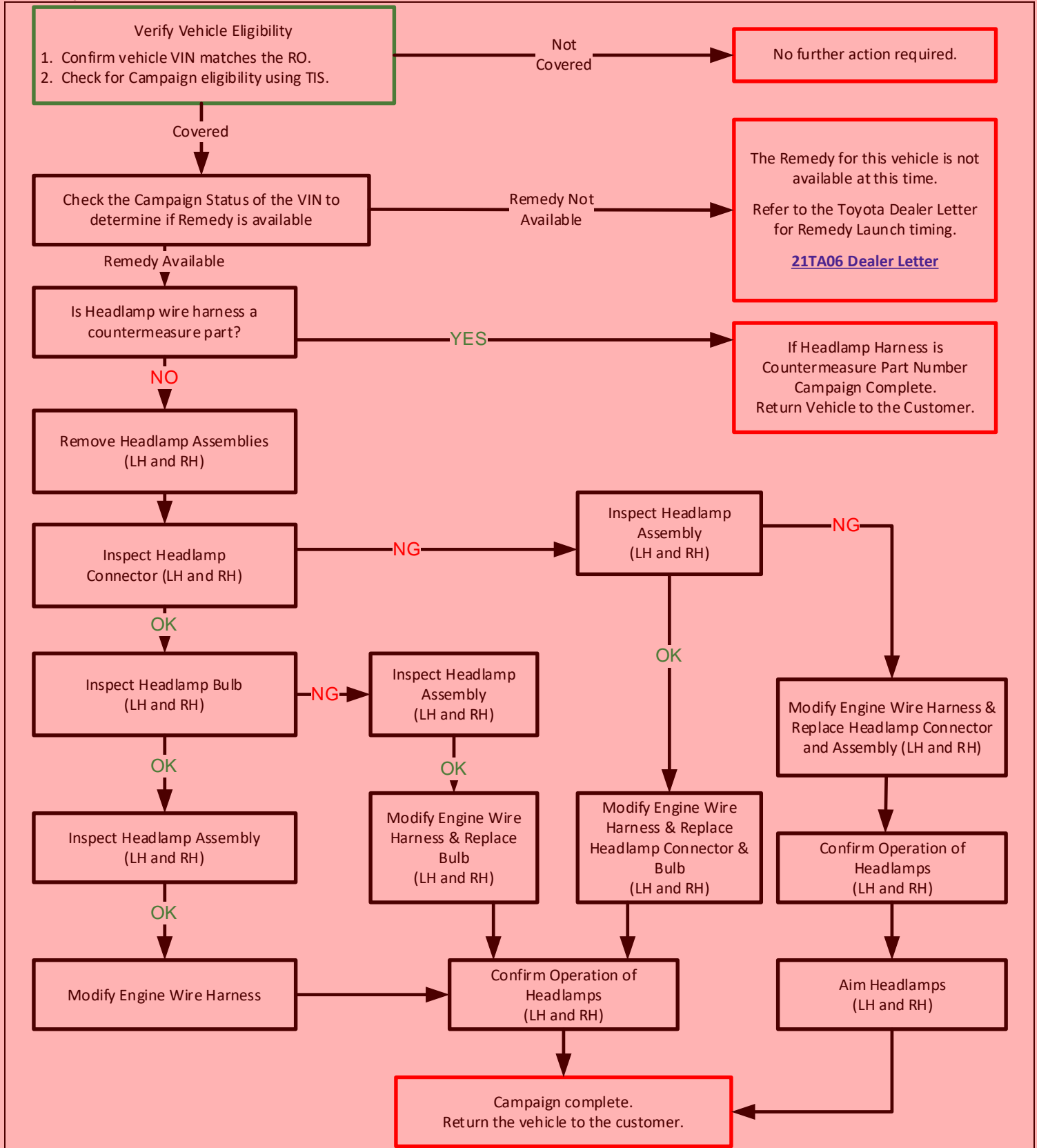
All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

**Warranty Reimbursement Procedure**





| Op Code | Description                                                                 | Flat Rate Hours |
|---------|-----------------------------------------------------------------------------|-----------------|
| 21T06A  | Modify Engine Wire Harness                                                  | 2.2             |
| 21T06B  | Modify Engine Wire Harness + Replace LH and RH Headlamp Connector and Bulb  | 2.3             |
| 21T06C  | Modify Engine Wire Harness + Replace LH and RH Headlamp Assy and Connector. | 3.2             |
| 21T06D  | Modify Engine Wire Harness + Replace LH and RH Headlamp Bulb                | 2.2             |
| 21T06E  | Inspection Only (Remedy Not Required)                                       | 0.2             |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) program can be claimed up to a maximum of 3 days as a sublet type "RT" under Op Code 21T06B, 21T06C, and 21T06D.
  - **For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.**
  - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

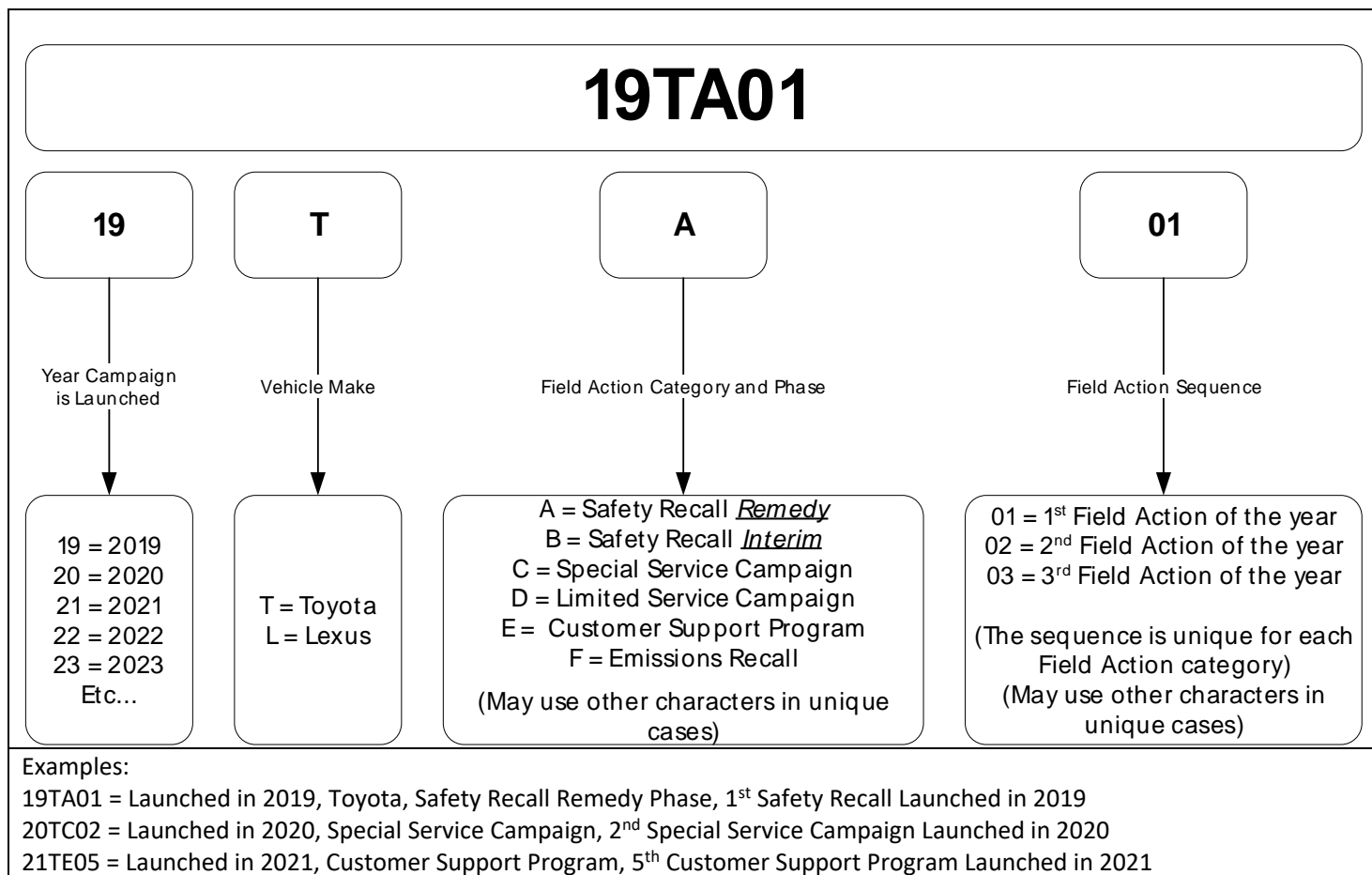
#### **Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

#### **Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**Campaign Designation / Phase Decoder**



**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.



# TOYOTA

## SAFETY RECALL 21TA06 (Remedy Notice)

Certain 2018 – 2021 Model Year Tundra  
Potential Increased Risk of Vehicle Fire

### Frequently Asked Questions

Original Publication Date: September 2, 2021

#### Q1: What is the condition?

A1: The subject vehicles are equipped with halogen headlamps that allow the circuits for both the high and low beam bulb filaments to be energized at the same time when the high beams are switched on. Under some conditions, if the high beams are repeatedly left on for an extended period while the vehicle is idling or driving at low speed, there is a possibility that the bulb connector could overheat to a level that can result in an increased risk of a fire that can propagate to other parts of the vehicle.

#### Q1a: Are there any warnings that this condition exists?

A1a: Yes, customer may see smoke from the headlight assembly.

#### Q1b: Is there anything I can do to avoid this condition before the recall remedy is applied?

A1b: Until the remedy is performed, avoid repeatedly leaving on the high beams while stationary or driving at low speeds for extended periods of time (for example, multiple hours). During these situations, use the low beam if it is safe to do so.

#### Q2: What is Toyota going to do?

A2: Toyota dealers will modify the engine wire harness assembly and inspect the headlight bulb connector, bulb, and headlight assembly. If one or more of these components is found to be damaged due to this overheating condition, the damaged component(s) will be replaced with new ones as needed.

| Phase | Model Years | Region                  | Model  | Approximate Total Vehicles | Estimated Remedy Availability Timing |
|-------|-------------|-------------------------|--------|----------------------------|--------------------------------------|
| 1     | 2018-2021   | California, GST and SET | Tundra | 109,000                    | Remedy Available Now                 |
| 2     | 2018-2021   | All Other               | Tundra | 49,500                     |                                      |

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

A3: There are approximately 158,500 vehicles covered by this Safety Recall. Approximately 300 Vehicles involved in this Safety Recall were distributed to Puerto Rico

| Model Name | Model Year | Production Period                 |
|------------|------------|-----------------------------------|
| Tundra     | 2018-2021  | Early June 2017 – Late March 2021 |

Note: Only Tundra vehicles manufactured in the production period above and equipped with halogen headlamps are involved in this safety recall. Tundra vehicles equipped with LED headlamps are **NOT** involved in this safety recall.

**Q4: *How long will the repair take?***

A4: The repair takes approximately 3 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: *What if I previously paid for repairs related to this Safety Recall?***

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6: *How does Toyota obtain my mailing information?***

A6: 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.

**Q7: *What if I have additional questions or concerns?***

A7: 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.