

**◀ IMPORTANT UPDATE ▶**

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

DATE	TOPIC
2/18/2022	<ul style="list-style-type: none"><li>• The remedy for Phase 2 vehicles is now available.</li><li>• Parts Table has been updated.</li><li>• Opcode table has been updated for Phase 2 vehicles.</li></ul>

*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: January 20, 2022

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

**SAFETY RECALL 21TA10 (Remedy Notice)**

**Certain 2007-2021 Model Year Tundra Vehicles  
Certain 2008, 2010-2015, 2017, 2019, 2021-2022 Model Year Sequoia Vehicles  
Potential Sudden Loss of Power Steering Assist  
NHTSA Recall No. 21V-920**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Tundra 2007-2021	Mid-January 2007 to Mid-October 2021	21,400	650
Sequoia 2008, 2010-2015, 2017, 2019, 2021-2022	Early February 2008 to Late October 2021	1,250	50



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.**

*Refer to Dealer Inventory Procedures section for more details.*



On December 23, 2021, Toyota amended a previously filed Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA). The amended Defect Information Report (DIR) added approximately 200 model year 2007-2021 Tundra and model year 2008, 2010-2015, 2017, 2019, 2021-2022 Sequoia vehicles.

**Note:** When this Safety Recall was first announced on November 23, 2021, there were approximately 22,500 vehicles covered.

**Condition**

The subject vehicles have a power steering system that makes it easier to turn the steering wheel, especially at lower speeds. Due to a manufacturing error, a component of this system can leak power steering fluid. 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 dealers will inspect the power steering gear assembly and if necessary, replace it **FREE OF CHARGE**.

Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status and dates that Toyota estimates the remedy will become available for each vehicle model.

**Important Note:** The dates specified in this table are estimates and are subject to change.

Phase	Model Years	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	2021	Tundra	21,200	Remedy Available Now
	2021-2022	Sequoia	1,300	
2	2007-2021	Tundra	170	
	2008, 2010-2015, 2017,2019	Sequoia	30	

**Covered Vehicles**

There are approximately 22,700 vehicles covered by this Safety recall. Approximately 85 vehicles involved in this Safety Recall were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Toyota will notify phase 1 owners by late January 2022. Toyota will begin to notify phase 2 owners by late February 2022. 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.

## Dealer Inventory Procedures

**New Vehicles in Dealership Inventory**

There are approximately 700 vehicles in new dealer inventory as of November 23, 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 21TA10" 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 daily.

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.*

**NOTE: PARTS ARE NEEDED BASED ON VEHICLE INSPECTION***Refer to the Technical Instructions for more details.***2021 Tundra**

Part Number	Part Description	Quantity
The parts below are only needed <b>if the Steering Gear Assembly was found to be affected</b> during inspection.		
44250-0C131	Power Steering Gear Assembly	1
90252-04003	Cotter Pin	2
95381-04050	*Cotter Pin <b>(4WD Only)</b>	2*
43425-0C010	*Ring, Shaft Snap (For Front Drive Inner Shaft Outer)	2*
90430-24017	*Gasket (For Front Differential Drain Plug)	1*
12157-10010	*Gasket (For Front Differential Fill Plug)	1*
00718-ATF00	Power Steering Fluid (Quarts)	3
PT938-34140-HW	**Hardware Kit <b>(Only If TRD Skid Plate Equipped)</b>	1
The parts below are only needed <b>if damage is found during inspection</b> . (A photo of damage will be required)		
44360-0C050	Reservoir Assy, Vane Pump Oil	1
44402-0C012	Cooler Sub-Assy, Power Steering Oil, No.1	1
44348-0C060	Hose, Oil Reservoir To Pump, No.1	1
44410-0C180	Tube Assy, Pressure Feed	1
44310-0C090	Pump Assy, Vane	1
16492-21050	O-Ring (For Radiator Drain Cock)	1
00272-SLLC2	Coolant	3 Gallons
44327-30040	Gasket, Pressure Port, No 1	1

\*Parts only required for Four Wheel Drive

\*\*Parts only required for TRD Skid Plate

**2021-2022 Sequoia**

Part Number	Part Description	Quantity
The parts below are only needed <b>if the Steering Gear Assembly was found to be affected</b> during inspection.		
44250-0C121	Power Steering Gear Assembly	1
90252-04003	Cotter Pin	2
95381-04050	*Cotter Pin <b>(4WD Only)</b>	2*
43425-0C010	*Ring, Shaft Snap (For Front Drive Inner Shaft Outer)	2*
90430-24017	*Gasket (For Front Differential Drain Plug)	1*
12157-10010	*Gasket (For Front Differential Fill Plug)	1*
00718-ATF00	Power Steering Fluid (Quarts)	3
PT938-34140-HW	**Hardware Kit <b>(Only If TRD Skid Plate Equipped)</b>	1
The parts below are only needed <b>if damage is found during inspection</b> . (A photo of damage will be required)		
44360-0C050	Reservoir Assy, Vane Pump Oil	1
44402-0C012	Cooler Sub-Assy, Power Steering Oil, No.1	1
44348-0C060	Hose, Oil Reservoir to Pump, No.1	1
44410-0C151	Tube Assy, Pressure Feed	1
44310-0C110	Pump Assy, Vane	1
16492-21050	O-Ring (For Radiator Drain Cock)	1
00272-SLLC2	Coolant	4 Gallons
44327-30040	Gasket, Pressure Port, No 1	1

\*Parts only required for Four Wheel Drive

\*\*Parts only required for TRD Skid Plate

**2020 MY and older**

Due to the wide range of model years involved, Toyota requests that dealers search for the applicable parts below using the EPC to ensure the correct part numbers are ordered.

Part Number	Part Description	Quantity
The parts below are only needed <b>if the Steering Gear Assembly was found to be affected</b> during inspection.		
Use EPC for Exact Part Number	Power Steering Gear Assembly	1
	Cotter Pin (Tie Rod Ends)	2
	*Cotter Pin <b>(4WD Only)</b>	2*
	*Front Axle Snap Rings <b>(4WD Only)</b>	2
	*Front Differential Drain Plug Gasket <b>(4WD Only)</b>	1*
	*Front Differential Fill Plug Gasket <b>(4WD Only)</b>	1*
	**Hardware Kit <b>(Only If TRD Skid Plate Equipped)</b>	1
00718-ATF00	Power Steering Fluid (Quarts)	3
The parts below are only needed <b>if damage is found during inspection</b> .		
Use EPC for Exact Part Number	Reservoir Assy, Vane Pump Oil	1
	Cooler Sub-Assy, Power Steering Oil, No.1	1
	Hose, Oil Reservoir To Pump, No.1	1
	Tube Assy, Pressure Feed	1
	Pump Assy, Vane	1
	Gasket, Pressure Port, No 1	1
	O-Ring (For Radiator Drain Cock)	1
Tundra	Coolant	3 Gallons
Sequoia	Coolant	4 Gallons

\*Parts only required for Four Wheel Drive

\*\*Parts only required for TRD Skid Plate

**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:

- T453 Toyota Suspension, Steering, and Handling

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.

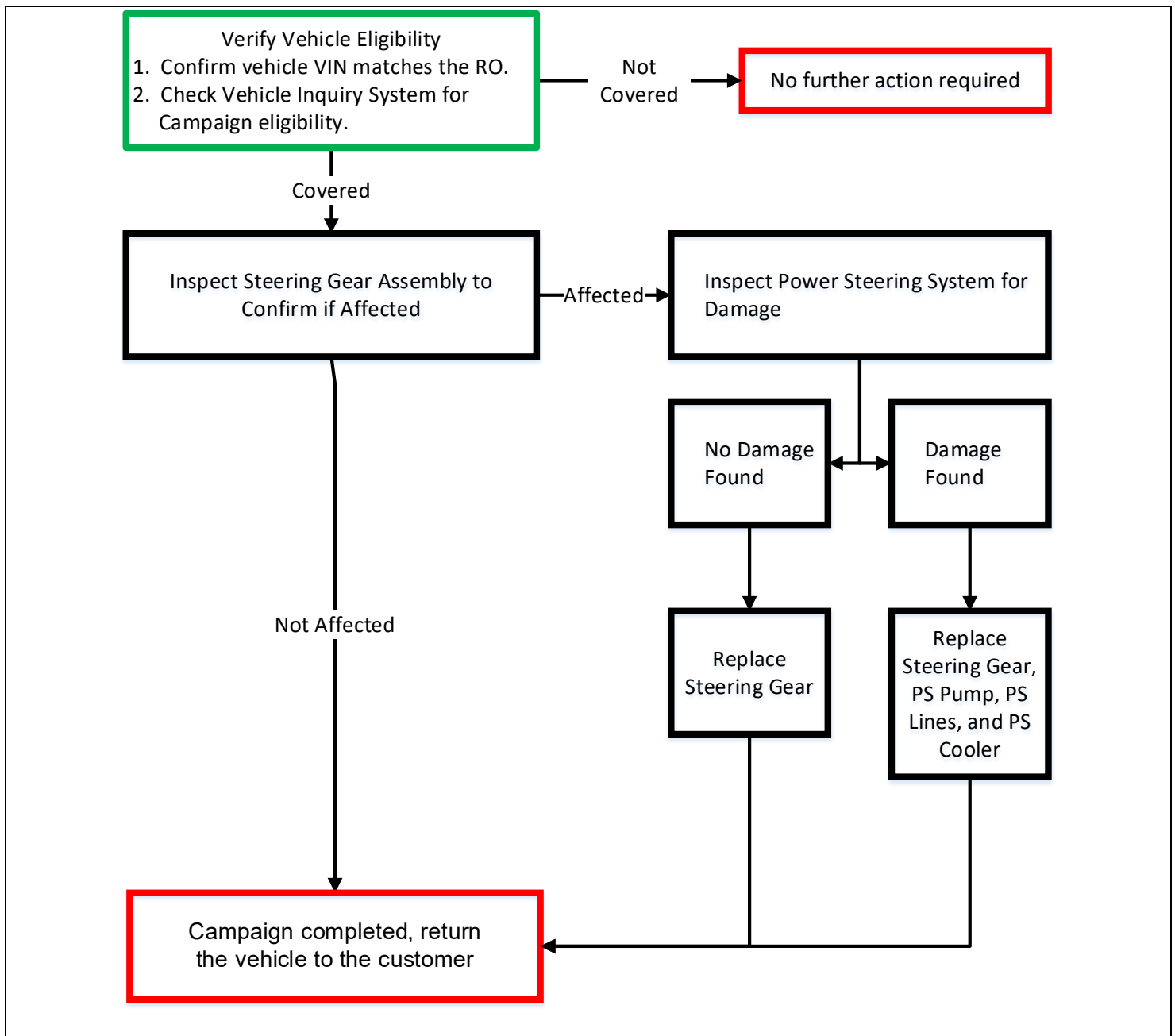
To help minimize dealer storage challenges, Toyota recommends that dealers:

- 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 Procedures**

**Warranty Reimbursement Procedure**





## Inspection Only

Op Code	Description	Flat Rate Hours
21T10C	Inspect Steering Gear Assembly – Not Affected (All model/MYs)	0.4

## Repair Op Codes

Note: The Op Codes are grouped by model, model year, and drivetrain. Please locate the type of vehicle in **red text** in the table first, then pick the applicable repair OP codes.

Op Code	Description	Flat Rate Hours
<b>Tundra 2WD 07-09MY</b>		
21T101	Inspect + Replace Steering Gear (Tundra 2WD 07MY-09MY)	10.7
21T105	Inspect + replace Steering Gear + PS Pump/ Lines/ Cooler (Tundra 2WD 07MY-09MY)	14.5
<b>Tundra 2WD 10MY-21MY</b>		
21T10D	Inspect + Replace Steering Gear (Tundra 2WD 10MY-21MY)	3.7
21T10H	Inspect + replace Steering Gear + PS Pump/ Lines/ Cooler (Tundra 2WD 10MY-21MY)	7.5
<b>Sequoia 2WD 08MY-09MY</b>		
21T102	Inspect + Replace Steering Gear (Sequoia 2WD 08MY-09MY)	11.4
21T106	Inspect + replace Steering Gear + PS Pump/ Lines/ Cooler (Sequoia 2WD 08MY-09MY)	15.5
<b>Sequoia 2WD 10MY-22MY</b>		
21T10E	Inspect + Replace Steering Gear (Sequoia 2WD 10MY-22MY)	3.9
21T10J	Inspect + replace Steering Gear + PS Pump/ Lines/ Cooler (Sequoia 2WD 10MY-21MY)	8.0
<b>Tundra 4WD 07MY-09MY</b>		
21T103	Inspect + Replace Steering Gear (Tundra 4WD 07MY-09MY)	11.1
21T107	Inspect + replace Steering Gear + PS Pump/ Lines/ Cooler (Tundra 4WD 07MY-09MY)	14.9
<b>Tundra 4WD 10MY-21MY</b>		
21T10F	Inspect + Replace Steering Gear (Tundra 4WD 10MY-21MY)	4.9
21T10K	Inspect + replace Steering Gear + PS Pump/ Lines/ Cooler (Tundra 4WD 10MY-21MY)	8.7
<b>Sequoia 4WD 08MY-09MY</b>		
21T104	Inspect + Replace Steering Gear (Sequoia 4WD 08MY-09MY)	11.4
21T108	Inspect + replace Steering Gear + PS Pump/ Lines/ Cooler (Sequoia 4WD 08-09MY)	15.5
<b>Sequoia 4WD 10MY-22MY</b>		
21T10G	Inspect + Replace Steering Gear (Sequoia 4WD 10MY-22MY)	5.5
21T10L	Inspect + replace Steering Gear + PS Pump/ Lines/ Cooler (Sequoia 4WD 10MY-22MY)	9.6

- 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 2 days as a sublet type “RT” under Op Code 21T10D, 21T10E, 21T10F, 21T10G, 21T10H, 21T10J, 21T10K, 21T10L, 21T101, 21T102, 21T103, 21T104, 21T105, 21T106, 21T107, and 21T108
  - **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.**
- Towing can be claimed under Op Code 21T10D, 21T10E, 21T10F, 21T10G, 21T10H, 21T10J, 21T10K, 21T10L, 21T101, 21T102, 21T103, 21T104, 21T105, 21T106, 21T107, and 21T108 for a maximum of \$250 as sublet type “TW” in the event the customer requests vehicle pickup.
  - **Towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**

**Loaner Vehicle or Alternative Transportation Reimbursement Procedure**

A loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$60 per day if one was provided during the interim period when the remedy was not available.

Op Code <b>Submit Under 21TB10</b>	Description
21T10A	Vehicle Rental 1-30 Days
21T10B	Vehicle Rental 31-60 Days

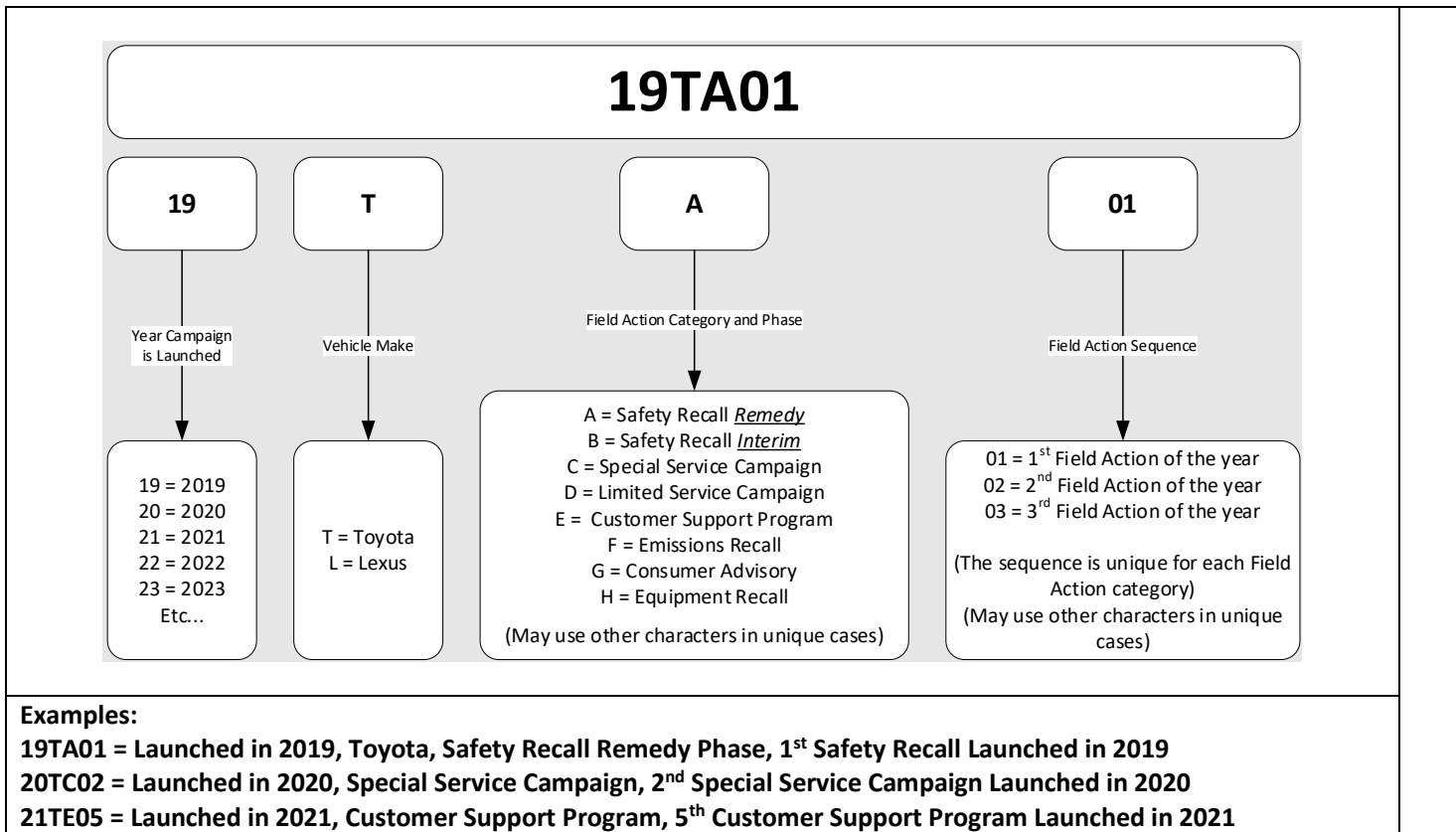
**NOTE:**

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes until April 20, 2022. After that date, no claims for alternative transportation reimbursement will be accepted.

**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.

**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



## SAFETY RECALL 21TA10 (Remedy Notice)

Certain 2007-2021 Model Year Tundra Vehicles

Certain 2008, 2010-2015, 2017, 2019, 2021-2022 Model Year Sequoia Vehicles

Potential Sudden Loss of Power Steering Assist

NHTSA Recall No. 21V-920

### Frequently Asked Questions

Original Publication Date: January 20, 2022

#### Q1: What is the condition?

A1: The subject vehicles have a power steering system that makes it easier to turn the steering wheel, especially at lower speeds. Due to a manufacturing error, a component of this system can leak power steering fluid. 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 floor

#### 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 dealers will inspect the power steering gear assembly and if necessary, replace it **FREE OF CHARGE**. Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status and dates that Toyota estimates the remedy will become available for each vehicle model.

**Important Note:** The dates specified in this table are estimates and are subject to change.

Phase	Model Years	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	2021	Tundra	21,200	Remedy Available
	2021-2022	Sequoia	1,300	
2	2007-2021	Tundra	170	
	2008, 2010-2015, 2017,2019	Sequoia	30	

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

A3: There are approximately 22,700 vehicles covered by this Safety recall. Approximately 85 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period	UIO
Tundra	2007-2021	Mid-January 2007 to Mid-October 2021	21,400
Sequoia	2008, 2010-2015, 2017, 2019, 2021- 2022	Early February 2008 to Late October 2021	1,250

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

A4: The inspection will take approximately 45 minutes. If it is determined that your vehicle requires steering gear assembly replacement it will take approximately 4 - 15 hours to complete depending on vehicle configuration and inspection results. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**Q4a: I own a vehicle that is of a model/model year listed in the table, above. Why isn't my vehicle covered?**

A4a: Not all vehicles of the listed model/MYs are affected by this condition. This issue concerns power steering gear assemblies that were machined by a specific piece of equipment at a specific supplier during a specific production period. Vehicles that did not receive one of the aforementioned steering gear assemblies are not affected by this condition.

Note: There are a small number of 2007 to 2021 Tundra and 2008 to 2022 Sequoia vehicles included in this recall because we have identified them as having had their power steering gear assembly replaced after August 5, 2021 with one of the aforementioned parts. If you believe that your steering gear assembly has been replaced between August 5, 2021 and February 18, 2022 (when service replacement assemblies that could be affected by this condition began to be sold), please visit your Toyota dealer who can inspect your vehicle to confirm if your vehicle is affected under Equipment Recall 21TH01.

**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 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.

This notice applies to your vehicle:  
[VIN]

## URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

### IMPORTANT SAFETY RECALL (*Remedy Notice*)

Certain 2007-2021 Model Year Tundra  
Certain 2008, 2010-2015, 2017, 2019, 2021-2022 Model Year Sequoia  
Potential Sudden Loss of Power Steering Assist  
NHTSA Recall No. 21V-920

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2007-2021 Model Year Tundra and certain 2008, 2010-2015, 2017, 2019, 2021-2022 Model Year Sequoia 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 have a power steering system that makes it easier to turn the steering wheel, especially at lower speeds. Due to a manufacturing error, a component of this system can leak power steering fluid. 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.

#### **What will Toyota do?**

Any authorized Toyota dealer **will inspect the power steering gear assembly and if necessary, replace it *FREE OF CHARGE*.**

#### **What should you do?**

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

***Your local Toyota dealer will be more than happy to answer any of your questions.***

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

***This is an important Safety Recall***

The inspection will take approximately 45 minutes. If it is determined that your vehicle requires steering gear assembly replacement it will take approximately **4-15 hours to complete depending on vehicle configuration and inspection results**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If you hear a popping sound or grinding noise, 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. If the vehicle is experiencing the condition described and you are unable to drive the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.

**What if you are not the owner or operator of this vehicle?**

***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.

***If you know the current owner or operator***, please forward this letter to them.

***If you would like to update your vehicle ownership or contact information***, please visit <https://www.toyota.com/recall/update-info-toyota> You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, 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>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota

Sincerely,

Toyota Motor Sales, USA

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

**Customer Signature** \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name	_____	Customer Email	_____
Customer Address	_____	Home Phone #	_____
	_____	Mobile Phone #	_____
	_____	Date	_____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address	_____	Dealer Code	_____
	_____	Dealer Phone Number	_____
	_____	Dealer Staff Name	_____
	_____	Dealer Staff Signature	_____