

Original Publication Date: November 23, 2021

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

SAFETY RECALL 21TA10 (Interim Notice 21TB10)**Certain 2021 Model Year Tundra
Certain 2021-2022 Model Year Sequoia
Potential Sudden Loss of Power Steering Assist**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2021 Tundra	Early August 2021-Mid October 2021	21,200	650
2021-2022 Sequoia	Late July 2021- Late October 2021	1,300	50

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

On November 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 Safety Recall on certain 2021 model year Tundra and certain 2021-2022 Sequoia vehicles.

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 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**.

Covered Vehicles

There are approximately 22,500 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 owners by late January 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 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

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

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. 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.

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 Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Warranty Reimbursement Procedures

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.

Op Code	Description
21T10A	Vehicle Rental 1-30 Days
21T10B	Vehicle Rental 31-60 Days

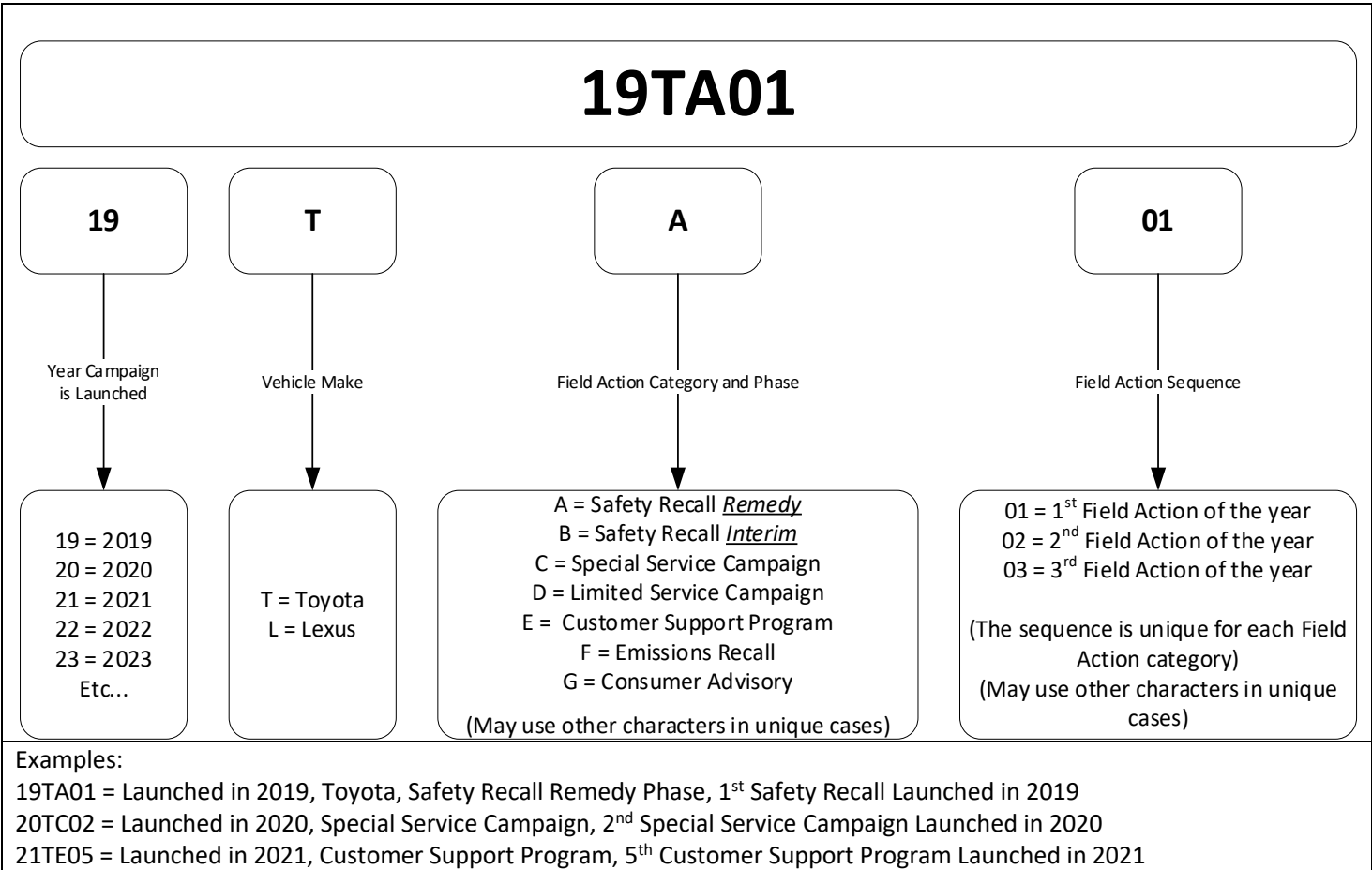
NOTE:

- **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 up to 90 days after the final phase has launched into remedy. After that time, 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, U.S.A., INC.



TOYOTA

SAFETY RECALL 21TA10 (Interim Notice 21TB10)

Certain 2021 Model Year Tundra Vehicles
Certain 2021-2022 Model Year Sequoia Vehicles
Potential Sudden Loss of Power Steering Assist

Frequently Asked Questions

Original Publication Date: November 23, 2021

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 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**. Toyota will notify owners by late January 2022.

Q3: When will the remedy become available?

A3: Toyota is currently preparing the parts and repair instructions for the remedy. At this time, Toyota estimates that the remedy can be available in the 1st Quarter of 2022.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 22,500 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
Tundra	2021	Early August 2021-Mid October 2021
Sequoia	2021-2022	Late July 2021-Late October 2021

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.