

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.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit 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.

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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