

Part 573 Safety Recall Report

23V-111

Manufacturer Name : Toyota Motor Engineering & Manufacturing**Submission Date :** FEB 22, 2023**NHTSA Recall No. :** 23V-111**Manufacturer Recall No. :** 23TA02**Manufacturer Information :**

Manufacturer Name : Toyota Motor Engineering & Manufacturing

Address : 6565 Headquarters Drive

Plano TX 75024

Company phone : 1-800-331-4331

Population :

Number of potentially involved : 8,989

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Toyota Tundra

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S. (2) This issue involves only vehicles in the above production range which have a 12.3-inch Thin Film Transistor (TFT) LCD monitor with specific software. Note: 100% of the involved vehicles contain a combination meter system with the software programming described in this report. Whether the issue, in each case, will cause the TFT display to go blank depends on the state of the applications running as described.

Production Dates : OCT 04, 2022 - JAN 11, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2022-2023 Toyota Tundra Hybrid

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S. (2) This issue involves only vehicles in the above production range which have a 12.3-inch Thin Film Transistor (TFT) LCD monitor with specific software. Note: 100% of the involved vehicles contain a combination meter system with the software programming described in this report. Whether the issue, in each case, will cause the TFT display to go blank depends on the state of the applications running as described.

Production Dates : SEP 20, 2022 - JAN 17, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : The subject vehicles are equipped with a combination meter system where various information is displayed (warning and indicator lights, vehicle gauges, messages etc.) in a 12.3-inch Thin Film Transistor (TFT) Liquid Crystal Display (LCD) monitor in the instrument panel. The electronic control unit (ECU) for the system contains display driver software which monitors the system application threads. In some conditions, when applications are not responding or taking more time to execute, the ECU will stop all application threads and restart the system. Due to the programming of the ECU software, at times the system will not restart, leaving the TFT monitor blank. The display may reappear after a new key cycle or battery disconnection; however, a blank display may reoccur while the vehicle is in operation. If certain telltales and indicators that are in the combination meter are not displayed, the vehicle will not meet certain requirements of FMVSS No. 101, paragraphs S5.1-S5.5. This can reduce the driver's recognition of the conditions represented by those telltales/indicators, which can lead to an increased risk of a crash if those conditions occur.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : If certain telltales and indicators that are in the combination meter are not displayed, the vehicle will not meet certain requirements of FMVSS No. 101, paragraphs S5.1-S5.5. This can reduce the driver's recognition of the conditions represented by those telltales/indicators, which can lead to an increased risk of a crash if those conditions occur.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Meter Assy, Combination

Component Description : Combination Meter

Component Part Number : 83800-0CW32

Component Name 2 : Meter Assy, Combination

Component Description : Combination Meter

Component Part Number : 83800-0CS72

Component Name 3 : Meter Assy, Combination

Component Description : Combination Meter

Component Part Number : 83800-0CW42

Supplier Identification :

Component Manufacturer

Name : DENSO CORPORATION

Address : 1-1, Showa-cho

Kariya-city, Aichi-pref Foreign States 448-8661

Country : Japan

Chronology :

Beginning in late October 2022 Toyota received several reports from dealers describing instances where the 12.3 inch full-TFT monitor-equipped Tundra vehicles intermittently would go blank. In December 2022, additional reports were received from the field. In addition, some incidents were observed during final inspection at the manufacturing plant and during post-manufacture vehicle transportation.

In late December, incident parts were sent to the supplier for further investigation. Supplier testing duplicated the blank screen condition after several test cycles. Further analysis identified a software display driver thread change from previous versions. This display driver thread change was found to have the potential to cause a condition that could result in a blank screen. Based on this condition within the software, the potential for a blank combination meter display could be present at the time of manufacturing and at the point of first sale. As a result, on February 16, 2023, Toyota determined that the involved vehicles do not meet certain requirements of FMVSS No. 101, paragraphs S5.1-S5.5.

Description of Remedy :

Description of Remedy Program : All known owners of the subject vehicles will be notified to return their vehicles to a Toyota dealer. The dealers will update the software of the combination meter ECU, free of charge. As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty, all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota's Warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notifications to owners of the affected vehicles will occur by April 23, 2023. A copy of the draft owner notification letter(s) will be submitted as soon as available. Notifications to distributors/dealers will be sent by February 23, 2023. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : FEB 22, 2023 - FEB 23, 2023

Planned Owner Notification Date : APR 17, 2023 - APR 23, 2023

* NR - Not Reported