

Original Publication Date: August 24, 2023

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

SAFETY RECALL 23TA03 (Remedy Notice)

**Certain 2022-2023 Tundra HV
Certain 2022-2023 Tundra
Tonneau Cover May Come Off While Driving**
NHTSA Recall No. 23V-142

Model / Years	Production Period	Approximate Total Vehicles
2022-2023 Model Year Tundra HV	Mid-March 2022 – Late February 2023	21,800
2022-2023 Model Year Tundra	Early November 2021 – Late February 2023	108,500



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



On March 3, 2023, 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 2022-2023 Model Year Tundra HV and 2022-2023 Model Year Tundra.

Condition

Some of the subject vehicles may be equipped with an optional Toyota genuine truck bed accessory tonneau cover that can detach from the vehicle while driving. A tonneau cover that detaches from a vehicle could increase the risk of a crash or injury.

Remedy

Any Authorized Toyota dealer based on an inspection, will repair or replace the tonneau cover **FREE OF CHARGE**.

Covered Vehicles

There are approximately 15,000 Tonneau covers involved in this Safety Recall. Approximately 131,000 vehicles are included in this Recall to locate and remedy the involved tonneau covers. There are approximately 1,400 vehicles in Puerto Rico that are involved.

Owner Letter Mailing Date

Toyota will notify owners in early September 2023.

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 3,200 vehicles in new dealer inventory as of March 2, 2023.

For new vehicles that are **NOT** equipped with a Toyota genuine tonneau cover, please follow the instructions in the Warranty Reimbursement Procedures section below to file a claim for inspection only, which will complete the Safety Recall.



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, please temporarily remove the Toyota genuine tonneau cover, if equipped, until remedy parts are available. Delivery of a pre-owned vehicle is acceptable if the Toyota genuine tonneau cover is removed and your dealership discloses 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 23TA03" 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.

Rent-A-Toyota (RT) & 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 or the cover is removed according to the above procedure.

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.

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 Joshua Burns (469) 292-6449 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
PT954-34220-TT	Tundra Tonneau Cover Repair Kit	1
PT954-34223	New 5.5' Tonneau Cover kit	1 (if damage found)
PT954-34224	New 6.6' Tonneau Cover kit	1 (if damage found)

Note: Do NOT order a new Tonneau Cover Kit unless damage is found during the inspection. Refer to the Technical Instructions for additional details.

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:

- TIC206A – Electrical Repair 1

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.

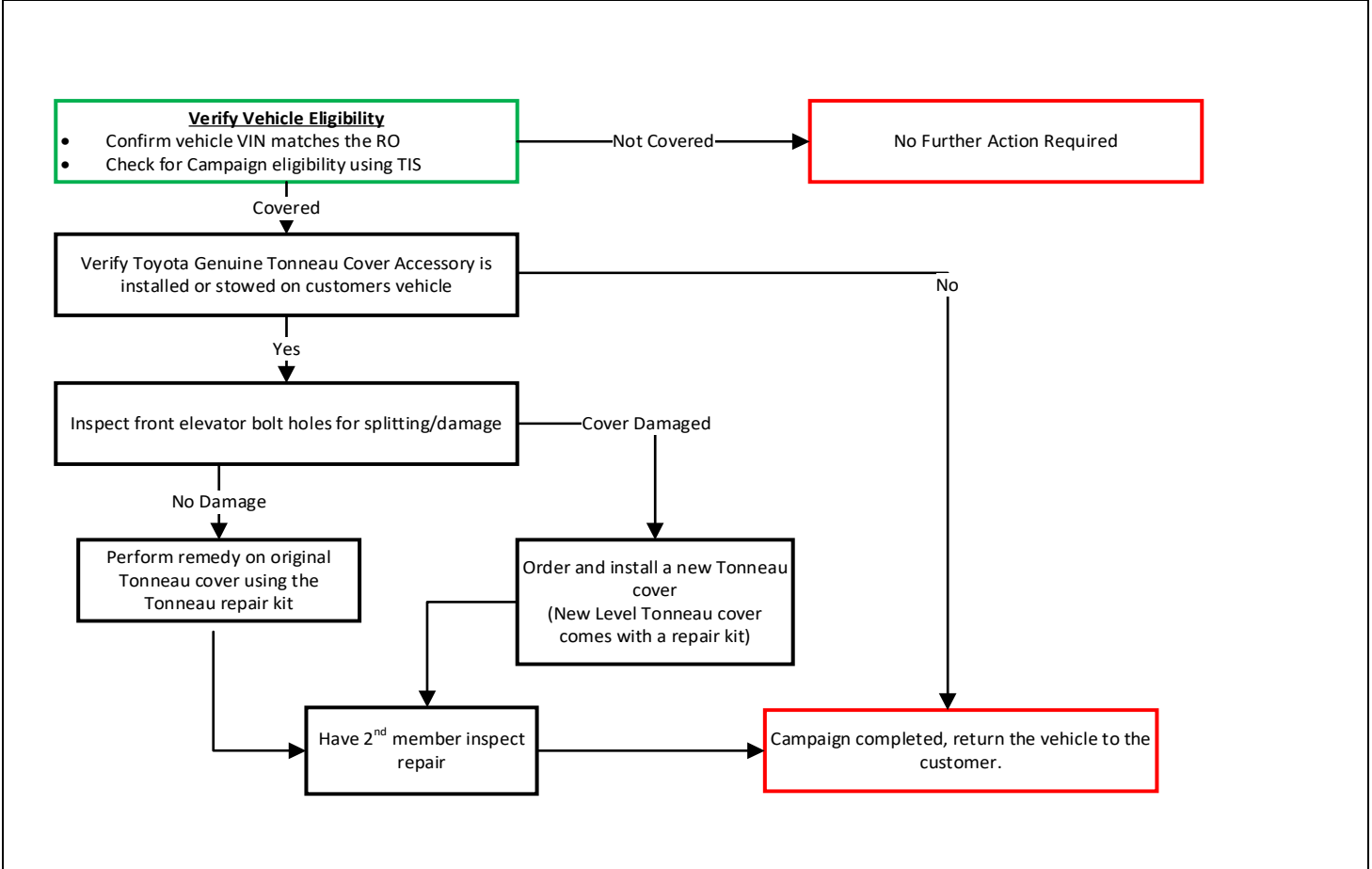
To help minimize dealer storage challenges, Toyota recommends that dealers:

- 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



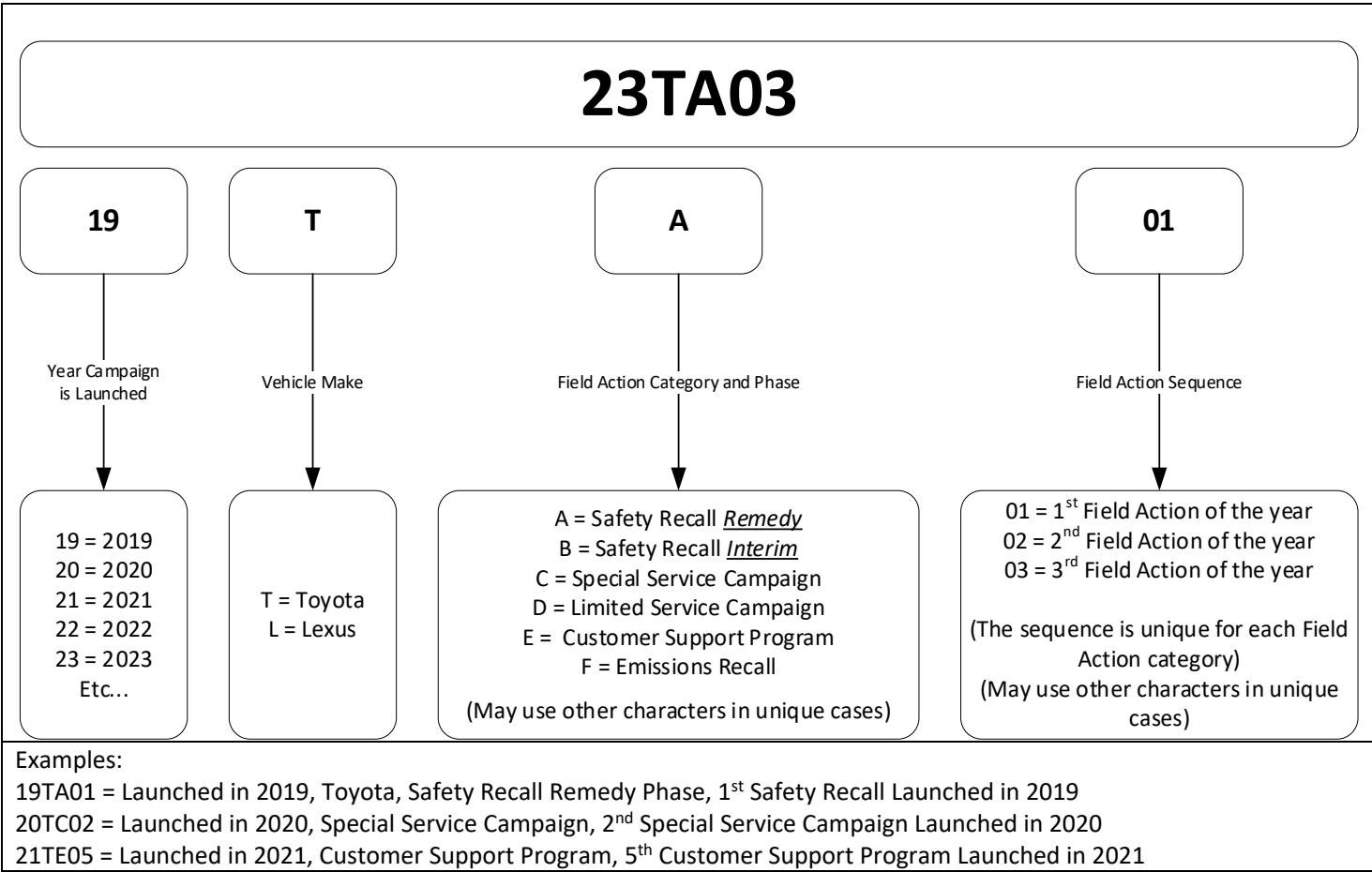
Op Code	Description	Flat Rate Hours
23TA03R1	Install repair kit - Customer Vehicle – Cover Installed	0.6
23TA03R2	Install repair kit - Customer Vehicle – Cover Stowed by Dealer	0.5
23TA03R4	Install new Tonneau (Damage) - Customer Vehicle – Cover Installed	0.4
23TA03R5	Install new Tonneau (Damage) - Customer Vehicle – Cover Stowed	0.3
23TB03D3	Inspection only, Toyota Genuine Tonneau Cover not installed	0.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership for the following OP Codes (23TA03R1, 23TA03R4, 23TB03D3).

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.

SAFETY RECALL 23TA03 (Remedy Notice)

Certain 2022-2023 Model Year Tundra HV Vehicles
 Certain 2022-2023 Model Year Tundra Vehicles
 Tonneau Cover May Come Off While Driving

Frequently Asked Questions

Original Publication Date: August 24, 2023

Q1: What is the condition?

A1: Some of the subject vehicles may be equipped with an optional Toyota genuine truck bed accessory tonneau cover that can detach from the vehicle while driving. A tonneau cover that detaches from a vehicle could increase the risk of a crash or injury.

Q2: Are there any warnings that this condition exists?

A2: Owners may notice a flapping tonneau cover and/or abnormal noise.

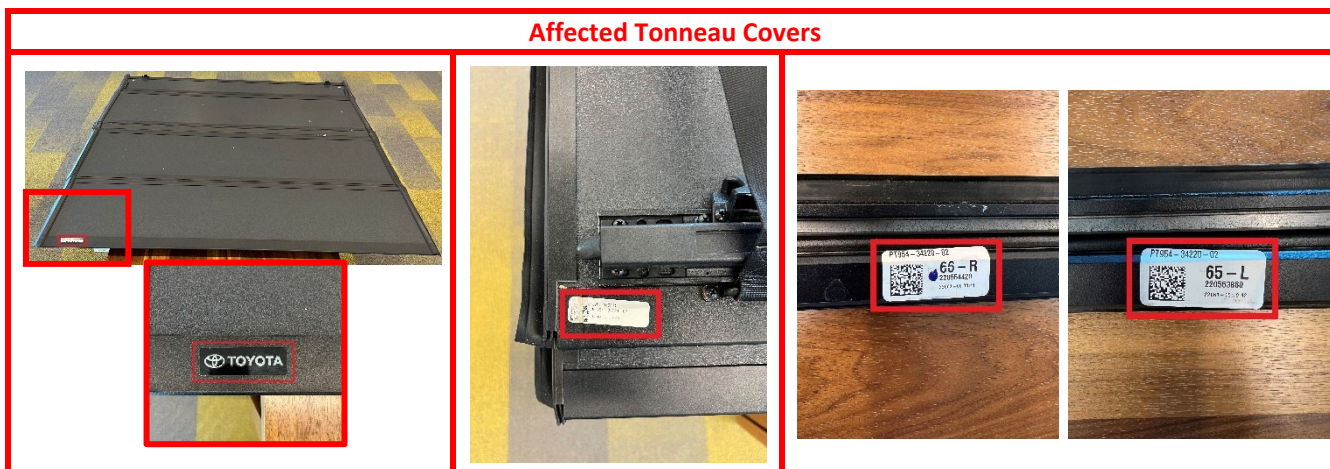
Q3: What is Toyota going to do?

A3: Any Authorized Toyota dealer based on an inspection, will repair or replace the tonneau cover **FREE OF CHARGE**.

Q3a: How can I tell if I have a Toyota genuine tonneau cover?

A3a: Using the images below, you can inspect your vehicle to see if it is equipped with a tonneau cover and if it is the Toyota genuine tonneau cover involved in this campaign.

Affected Tonneau Covers



Affected Tonneau Cover for 2022-2023 Tundra and Tundra HV

- The affected tonneau cover has a Toyota decal on the top of panel closest to the tailgate.
- OR**
- The affected tonneau cover has a decal underneath showing part number PT954-34220-02 or PT954-34221-02.
- OR**
- The affected tonneau cover has a decal on either tonneau cover rail showing part number PT954-34220-02 or PT954-34221-02.

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

A4: There are approximately 15,000 Tonneau covers involved in this Safety Recall. Approximately 131,000 vehicles are included in this Recall to locate and remedy the involved tonneau covers.

Model Name	Model Year	Production Period
Tundra HV	2022 - 2023	Mid-March 2022 – Late February 2023
Tundra	2022 - 2023	Early November 2021 – Late February 2023

Q4a: Are other tonneau covers affected by this recall?

A4a: No, this recall is specific to the Toyota genuine tonneau cover sold by Toyota Motor North America applicable to the 2022-2023 Tundra and Tundra HV.

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.