

Original Publication Date: August 10, 2023

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

SAFETY RECALL 23TA09 *(Interim Remedy Notice 23TB09)*

Certain 2022 – 2023 Model Year Tundra HV Vehicles
Certain 2022 – 2023 Model Year Tundra Vehicles
Increased Risk of Fire

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022 – 2023 Model year Tundra	Early November 2021 – Late July 2023	138,400	400
2022 – 2023 Model year Tundra HV	Mid March 2022 – Early June 2023	29,800	200



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On August 10, 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 certain 2022-2023 model year Tundra HV and certain 2022-2023 model year Tundra vehicles.

Condition

The subject vehicles are equipped with a plastic fuel tube which could move and rub against a brake line and develop a fuel leak. A fuel leak in the presence of an ignition source could increase the risk of fire.

Interim Repair

The interim repair is available now at any authorized Toyota dealer. Dealers are now ready to install protective materials and a clamp on the fuel tube **FREE OF CHARGE as a temporary measure**. Vehicles with the interim repair installed will need to be brought back for remedy repair at a later date.

Please see table below for estimated repair timing.

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

Notice	Estimated Repair Availability Timing
Interim Remedy	Now Available
Final Remedy	Summer of 2024

Final Remedy

When the final remedy is available, Toyota dealers will replace the fuel tube with an improved part and additional clamps **FREE OF CHARGE** to customers. Toyota is currently preparing the remedy parts for this recall.

Covered Vehicles

There are approximately 168,200 vehicles covered by this Safety Recall. Approximately 1,600 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners based on the table below.

Notice	Customer Notification Timing
Interim	Early October 2023 (sent)
Interim Remedy	Early December 2023
Final Remedy	Summer of 2024

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 600 vehicles in new dealer inventory as of August 8, 2023. All dealer stock units will receive a new fuel tube for remedy. This will be the final remedy for dealer stock units.



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.

Toyota Version Below



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, an interim remedy is available and should be completed. Delivery of a pre-owned vehicle with the interim remedy completed is acceptable if it is disclosed to the customer that the vehicle is involved in this Safety Recall and that the final remedy is currently being prepared by Toyota. Please advise the customer that the vehicle will need to be brought back for remedy repair at a later date.

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 23TB09" 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. Note that the interim remedy does not complete the Safety Recall and DOES NOT make the vehicle eligible for TCUV certification.

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 until the Final Remedy has been performed.

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.

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 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.

In Service Vehicles

- Order the following parts under CPOR for the Interim Repair.

Part Number	Part Description	Quantity
04003-4410C	Protector kit	1

In Service Vehicles with Leaking Fuel Tube

- Order 04003-4410C through CPOR and order 77209-0C181 through MAC D Request.

Part Number	Part Description	Quantity
77209-0C181	TUBE SUB-ASSY, FUEL TANK MAIN	1
04003-4410C	Protector kit	1

Dealer Stock Vehicles

- The following parts will be pre-deployed to the dealer.

Part Number	Part Description	Quantity
77209-0C181	TUBE SUB-ASSY, FUEL TANK MAIN	1
04003-4410C	Protector kit	1

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:

- T4535 – Steering, Suspension & 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

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

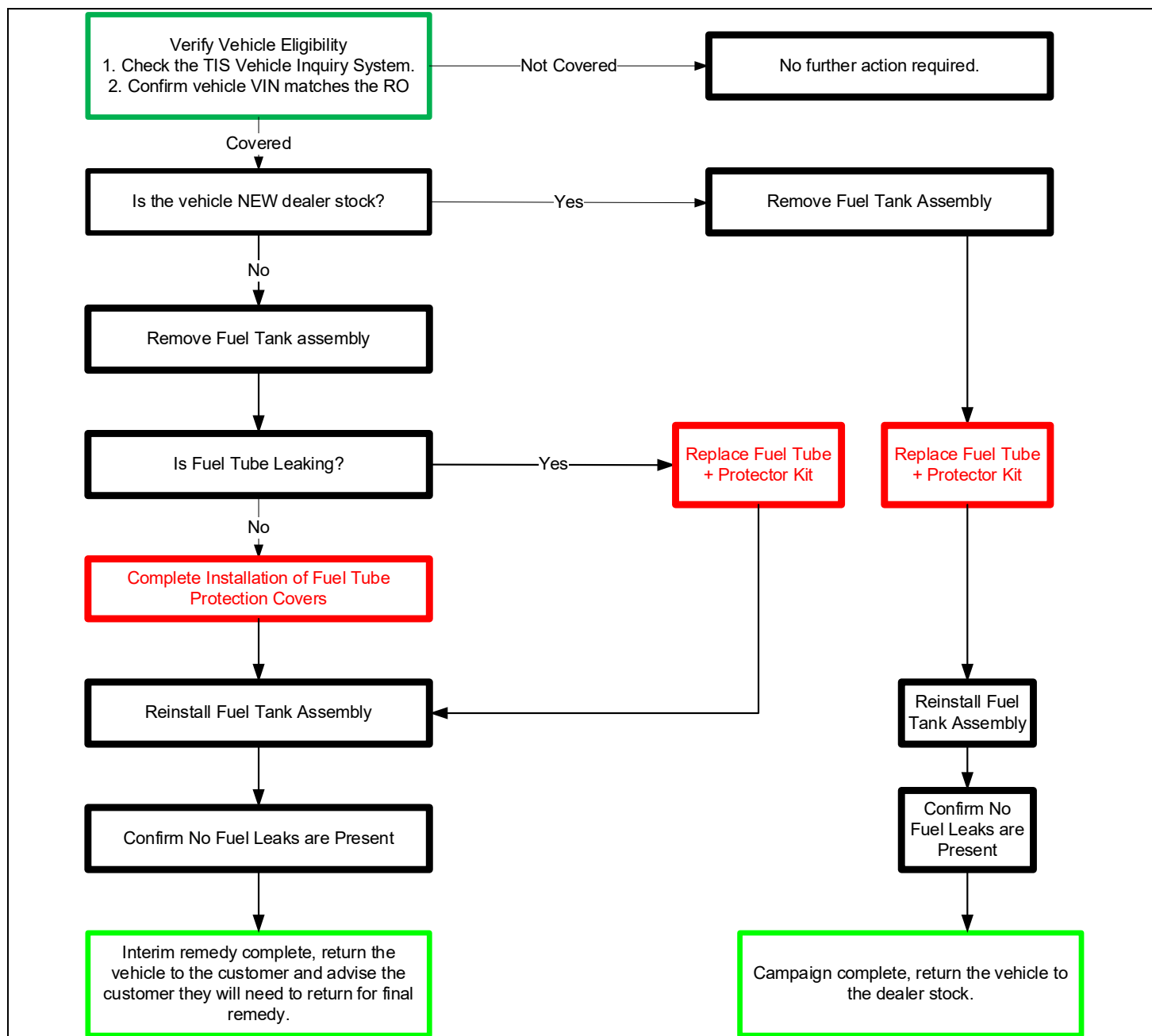
If the vehicle owner is uncomfortable driving their vehicle while we prepared the temporary remedy, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$60 per day.

Op Code	Description
23TB09V1	Vehicle Rental 1-30 Days
23TB09V2	Vehicle Rental 31-60 Days
23TB09V3	Vehicle Rental 61-90 Days
23TB09V4	Vehicle Rental 91-120 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.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
23TB09R1	Install Repair Kit on Fuel Tube	2.2
23TB09R2	Replace Fuel Tube	2.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Dealer Stock Vehicles Only Use This Op Code

Op Code	Description	Flat Rate Hours
23TX09R3	Replace Fuel Tube – New Dealer Stock	2.1

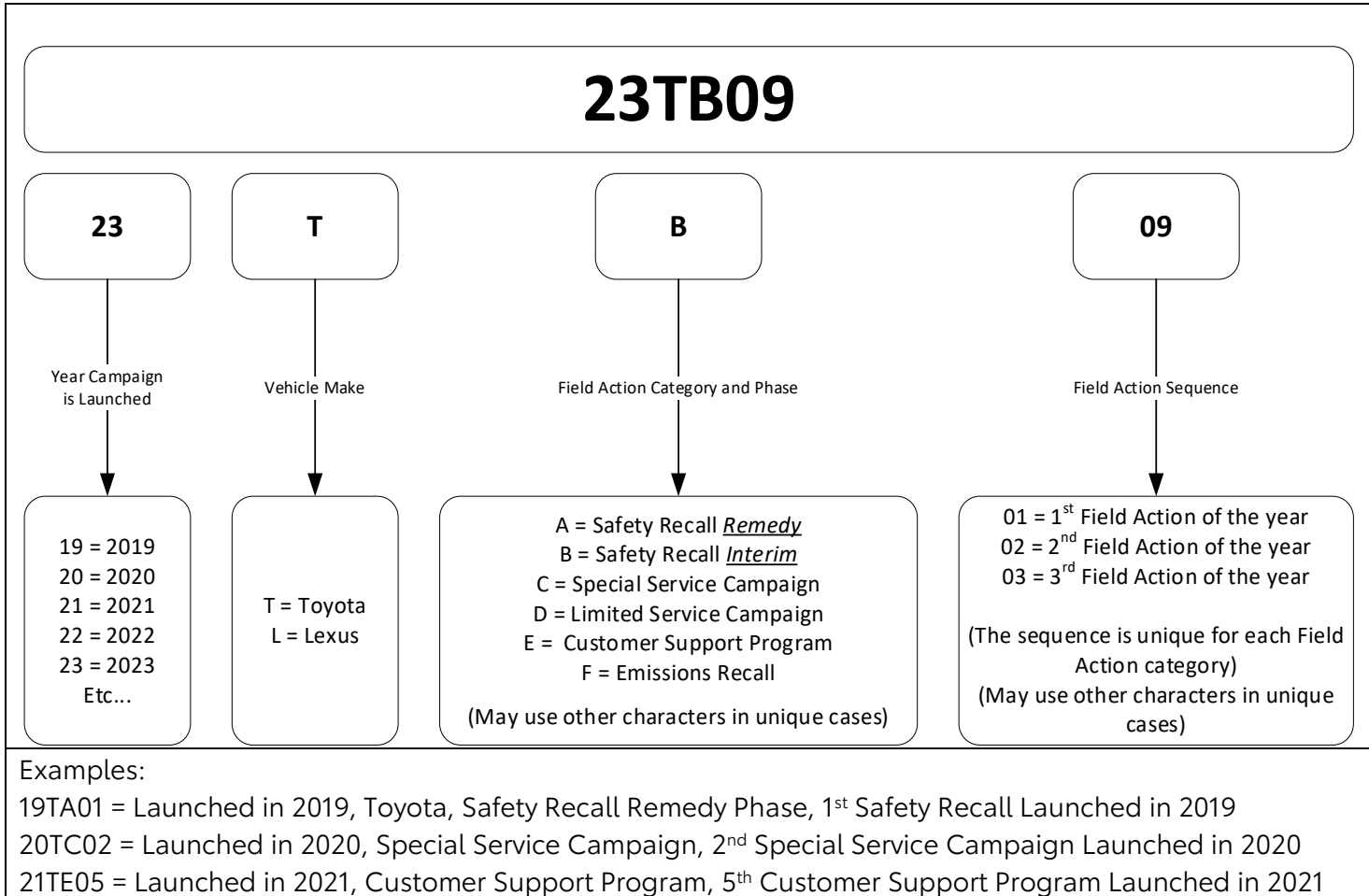
*File under 23TX09. Vehicles in service cannot file under op code 23TX09.

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

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 23TA09 *(Interim Notice 23TB09)*

Certain 2022–2023 Model Year Tundra HV Vehicles

Certain 2022 – 2023 Model Year Tundra Vehicles

Increased Risk of Fire

[Frequently Asked Questions](#)

[Original Publication Date: August 10, 2023](#)

Q1: *What is the condition?*

A1: The subject vehicles are equipped with a plastic fuel tube which could move and rub against a brake line and develop a fuel leak. A fuel leak in the presence of an ignition source could increase the risk of fire.

Q1a: *Are there any symptoms or warnings that this condition exists?*

A1a: A fuel smell while driving and/or parked may be noticed. Leaking fuel may also be seen near the right rear wheel area of the vehicle.

Q2: *What is Toyota going to do?*

A2: For all involved vehicles, Toyota dealers will replace the fuel tube with an improved part and additional clamps **FREE OF CHARGE** to customers. Toyota is currently preparing the remedy parts for this recall. As a temporary measure until final remedy parts are available, the dealers will install protective materials and a clamp on the fuel tube **FREE OF CHARGE**.

Q3: *When will the remedy become available?*

A3: Currently, an interim remedy is available at any authorized Toyota dealer. ***For your safety, please bring your vehicle to any Toyota dealer for the Interim Remedy.*** At this time, Toyota estimates that the final remedy can be available in summer of 2024. Once the interim remedy has been completed, the vehicle must be brought back for the final remedy at a later date.

Notice	Customer Notification Timing
Interim	Early October 2023 (sent)
Interim Remedy	Early December 2023
Final Remedy	Summer of 2024

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

A4: The interim remedy will take approximately two hours. However, depending on the dealer’s work schedule, it may be necessary to make your vehicle available for a longer period of time.

Q5: *Which and how many vehicles are covered by this Safety Recall?*

A5: There are approximately 168,200 vehicles covered by this Safety Recall.

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

Q6: *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Toyota obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: 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.



Toyota Motor Sales, USA, Inc.
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(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM PRE-OWNED VEHICLE

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

This pre-owned vehicle is involved in a Safety Recall. At this time, the final remedy parts are not available and the final remedy has **NOT** been performed. I understand that an interim remedy has been performed on my vehicles but that the vehicle will need to be returned to an authorized Toyota dealer to have the final remedy performed at **NO CHARGE** when the final 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 or 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 <https://www.toyota.com/owners>. or contact us at 1-888-270-9371.

Dealer Information

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