

Original Publication Date: February 21<sup>st</sup>, 2024

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

**SAFETY RECALL 24TA02 (Remedy Notice)**

Certain 2022 – 2024 Model Year Tundra HV  
 Certain 2022 – 2024 Model Year Tundra  
 Certain 2023 – 2024 Model Year Sequoia HV  
 Vehicle May Move While In Neutral Position

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022 – 2024 Tundra HV	Mid-March 2022 – Late-December 2023	49,800	3,300
2022 – 2024 Tundra	Early-November 2021 – Late-December 2023	192,400	3,200
2023 – 2024 Sequoia HV	Late-August 2022 – Early-December 2023	26,500	100



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On February 21<sup>st</sup>, 2024, Toyota will file 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 2022-2024 model year Tundra HV, 2022-2024 model year Tundra, and 2023-2024 model year Sequoia HV.

**Condition**

Certain parts of the transmission may not immediately disengage when the vehicle is shifted to the neutral position. This can allow some engine power to continue to be transferred to the wheels and can allow the vehicle to inadvertently creep forward at a low speed when it is on a flat surface and no brakes are applied, leading to an increased risk of a crash.

**Remedy**

Toyota dealers will update the software for the transmission control computer **FREE OF CHARGE**.

**Covered Vehicles**

There are approximately 268,600 vehicles covered by this Safety Recall. Approximately 2,000 vehicles involved in this Safety Recall were distributed to Puerto Rico

**Owner Letter Mailing Date**

Toyota will notify owners by late April 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 6,600 vehicles in new dealer inventory as of February 16th, 2024.



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**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery.

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.

**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 unless the defect has been remedied.

## 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.

### **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 have completed the following course.

- 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 who have completed the above course 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.

**Emissions Repair Procedures for California Dealers**

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form and affix an Authorized Modification Label to the vehicle after repairs have been completed.

The vehicle owner may require the Proof of Correction form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.***

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by late October 2024. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicted.

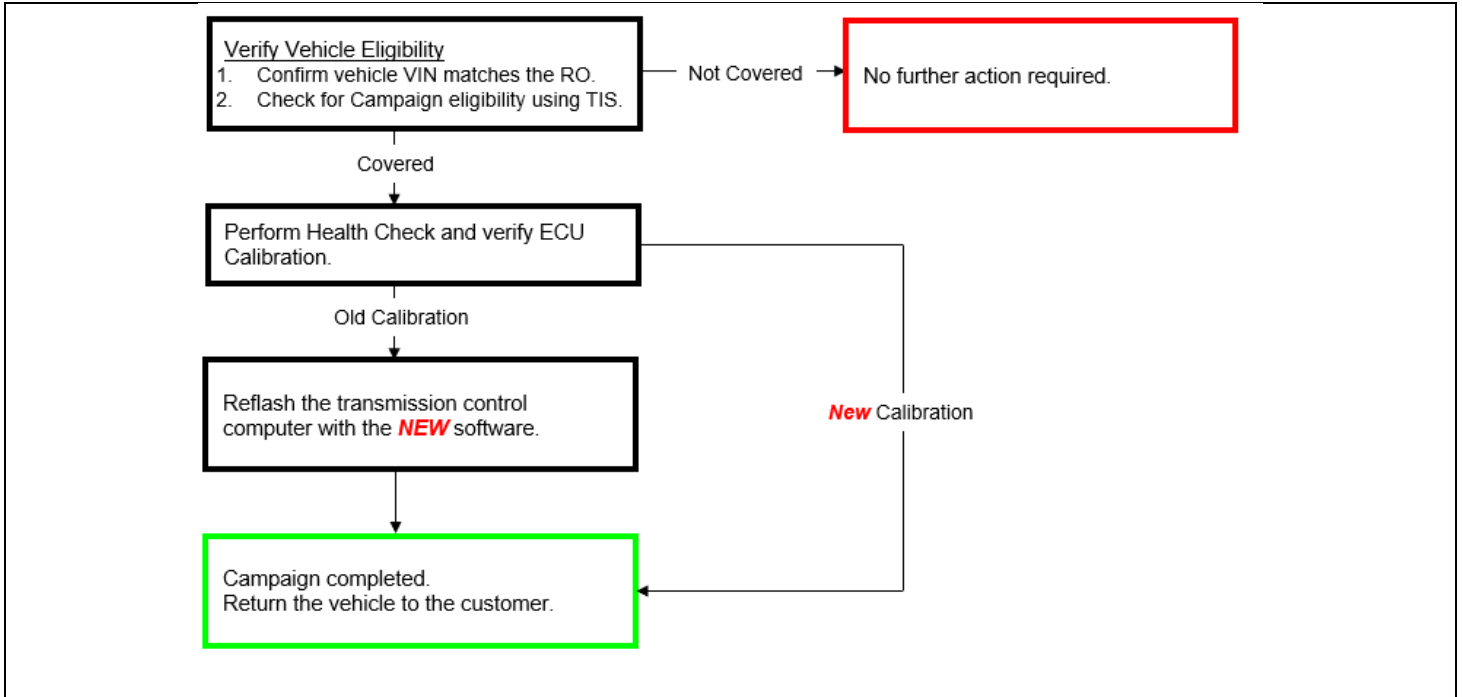


Form booklets and Authorization Labels can be ordered from the MDC (Booklet material number 00410-92007, Label material number 00451-00001-LBL ).

1-4	"Remedy for (Campaign Designation) "	6	Date Completed
5	Dealer Code	7	Campaign Designation

# Warranty Reimbursement Procedures

## Warranty Reimbursement Procedure



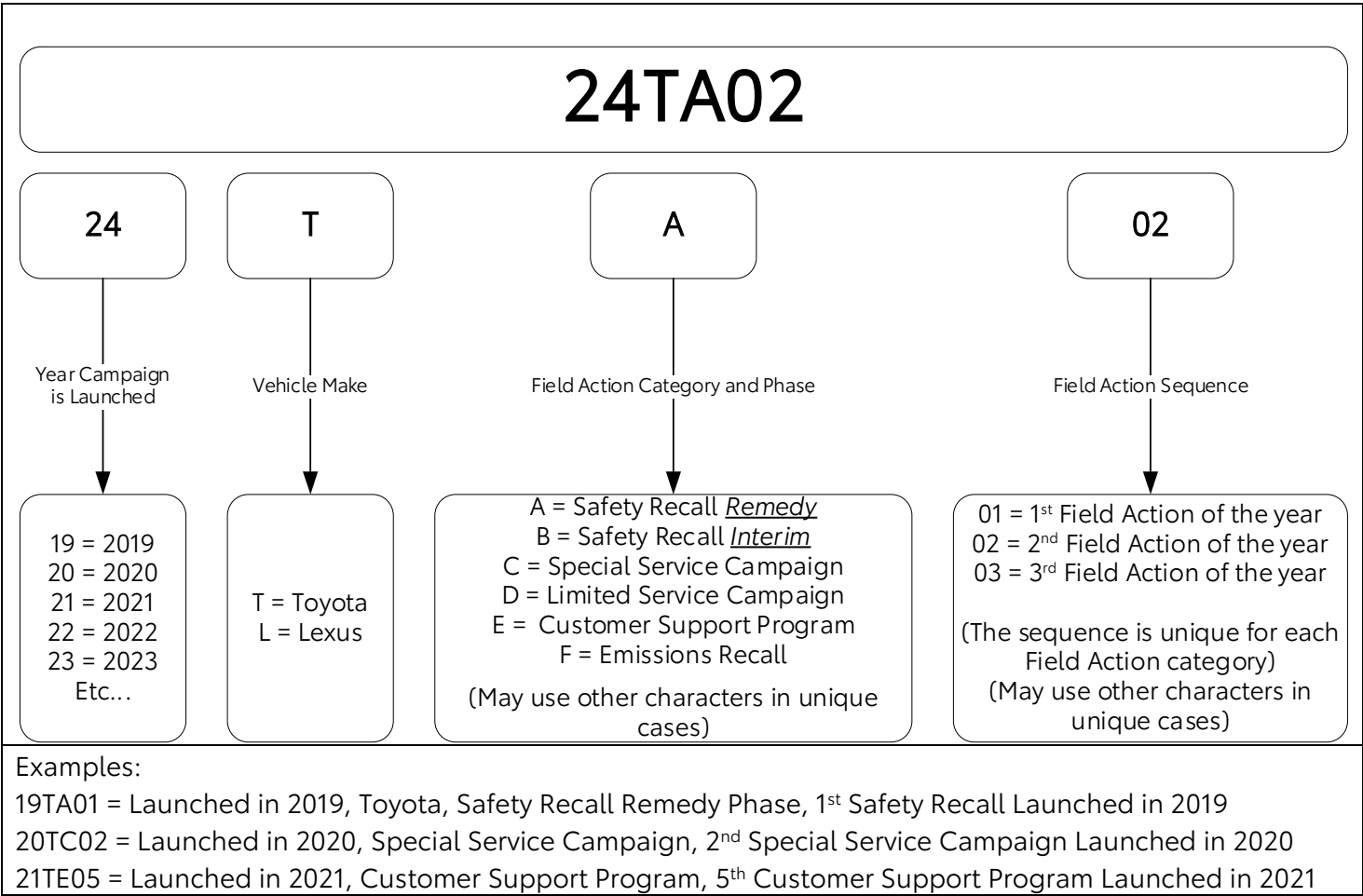
Op Code	Description	Flat Rate Hours
24TA02R1	Update Transmission Software	.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the vehicle software contains the latest calibration ID (no software update needed), use opcode 24TA02R1

### 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 24TA02 *(Remedy Notice)*

Certain 2022–2024 Model Year Tundra HV  
Certain 2022–2024 Model Year Tundra  
Certain 2023 – 2024 Model Year Sequoia HV  
Vehicle May Move While In Neutral Position

### Frequently Asked Questions

Original Publication Date: February 21<sup>st</sup>, 2024

**Q1:** *What is the condition?*

A1: Certain parts of the transmission may not immediately disengage when the vehicle is shifted to the neutral position. This can allow some engine power to continue to be transferred to the wheels and can allow the vehicle to inadvertently creep forward at a low speed when it is on a flat surface and no brakes are applied, leading to an increased risk of a crash.

**Q2:** *Are there any symptoms/warnings of the condition?*

A2: No.

**Q3:** *What is Toyota going to do?*

A3: Owners of the affected vehicles will receive an owner notification letter via first class mail by late April 2024. Any authorized Toyota dealer will update the software in the transmission control computer **FREE OF CHARGE** to the vehicle owner.

NOTE (Customers who live in the state of California)

The State of California requires the completion of Recall Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this no cost Recall Campaign, a vehicle in the state of CA may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Recall Campaign completed.

A Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**Q4:** *How long will the remedy take?*

A4: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.



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

A5: There are approximately 268,600 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Tundra Hybrid	2022 - 2024	3/15/2022- 12/21/2023
Tundra	2022 - 2024	11/2/2021 - 12/22/2023
Sequoia	2023 - 2024	8/31/2022- 12/5/2023

**Q6: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A6: Yes, the 2022 – 2024 model year Lexus LX600 is also covered by this Safety Recall.

**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 an owner has additional questions or concerns?**

A8: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

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

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the 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](http://www.toyota.com/recall) or [www.safercar.gov](http://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 _____