

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
March 06, 2025	<ul style="list-style-type: none"><li>• Phase 2 Launch</li><li>• Updated Phase Launch Schedule</li></ul>
January 31, 2025	<ul style="list-style-type: none"><li>• Updated Phase Launch Schedule</li><li>• Added Engine Delivery Flowchart</li></ul>
January 10, 2025	<ul style="list-style-type: none"><li>• Updated Service Engine Hooks/Bolts Verbiage</li></ul>
January 6, 2025	<ul style="list-style-type: none"><li>• Updated Parts Section</li></ul>
December 17, 2024	<ul style="list-style-type: none"><li>• Added rental car maximum allowance</li><li>• Updated UIO for each phase</li></ul>

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



SAFETY RECALL 24TA07 (Remedy Notice)

Certain 2022 – 2023 Model Year Tundra  
Engine May Stall During Driving  
NHTSA Recall No. [24V-381]

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

*Refer to Dealer Inventory Procedures section for more details.*

On May 30, 2024, 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 vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022-2023 Tundra	Early November 2021 – Mid-February 2023	98,600	80

Condition

There is a possibility that certain machining debris may not have been cleared from the engine when it was produced. In the involved vehicles, this can lead to potential engine knocking, engine rough running, engine no start and/or a loss of motive power. A loss of motive power while driving at higher speeds can increase the risk of a crash.

Remedy

Toyota dealers will replace the engine assembly **FREE OF CHARGE** to the customer.

In order to make the best use of available parts while mitigating risk to Toyota’s customers, Toyota is employing a phased remedy implementation as shown below.

Tech Requirements

TIC201A Engine Repair  
TES001 V35A-FTS  
TER024A

Repair Time

Repair: 13.6 hours

Parts Control at Launch

Website (see parts section for details)

Parts Replacement Rate

100%

Owner Notification Date

Mid-December 2024

Salvage Title Eligible

Yes

Phase	Model Years	Models	Production Dates	Approximate Total Vehicles	Estimated Remedy Launch Timing
1	2022	Tundra	Early November 2021 – Late February 2022	25,000	Remedy Available Now
2	2022	Tundra	Late February 2022 – Early April 2022	10,000	Remedy Available Now

3	2022	Tundra	Early April 2022 – Mid-May 2022	10,000	April 2025
4	2022	Tundra	Mid-May 2022 – Mid-June 2022	10,000	TBD
5	2022	Tundra	Mid-June 2022 – Mid-August 2022	10,000	TBD
6	2022	Tundra	Mid-August 2022 – Mid-September 2022	10,000	TBD
7	2022-2023	Tundra	Mid-September 2022 – Mid-February 2023	24,000	TBD

## Phase Interpretation on TIS

**REMEDY PHASE – ELIGIBLE FOR REPAIR**

**Campaign Description:** Safety Recall 24TA07 (Remedy Notice) Multiple Models and Model Years

**Campaign Status:** Remedy Available

**Completion Status:** Not Completed

[\[Show Documents\]](#)

B
A

**STATUS IDENTIFICATION**

**A:** Campaign Description: 24TA07 Remedy

**B:** Campaign Status: Remedy Available

- This vehicle is eligible to have the remedy performed.*

**INTERIM PHASE – FUTURE REPAIR**

**Campaign Description:** Safety Recall 24TA07 (Interim Notice 24TB07) Multiple Models and

**Campaign Status:** Remedy Not Available

**Completion Status:** Not Completed

**Memo:** The remedy is not available for this vehicle at this time.

[\[Show Documents\]](#)

B
A

**STATUS IDENTIFICATION**

**A:** Campaign Description: 24TB07 Interim

**B:** Campaign Status: Remedy Not Available

- This vehicle is in the interim phase; the remedy **CANNOT** be performed at this time.*

## **Owner Notification**

### **Mail**

A sample of the owner notification letter has been included for your reference.

Phase 1 Customer Mailing	Mid-December 2024
Phase 2 Customer Mailing	Mid-March 2025

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.

### **Head Unit Notification**

Vehicle Head unit notifications are not planned at this time, but may be sent out at a future date.

### **Toyota App**

Vehicles involved in this Safety Recall will be visible in the Toyota App at time of announcement.

## **Customer Contacts**

Customers may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A FAQ 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.

### **Media Contacts**

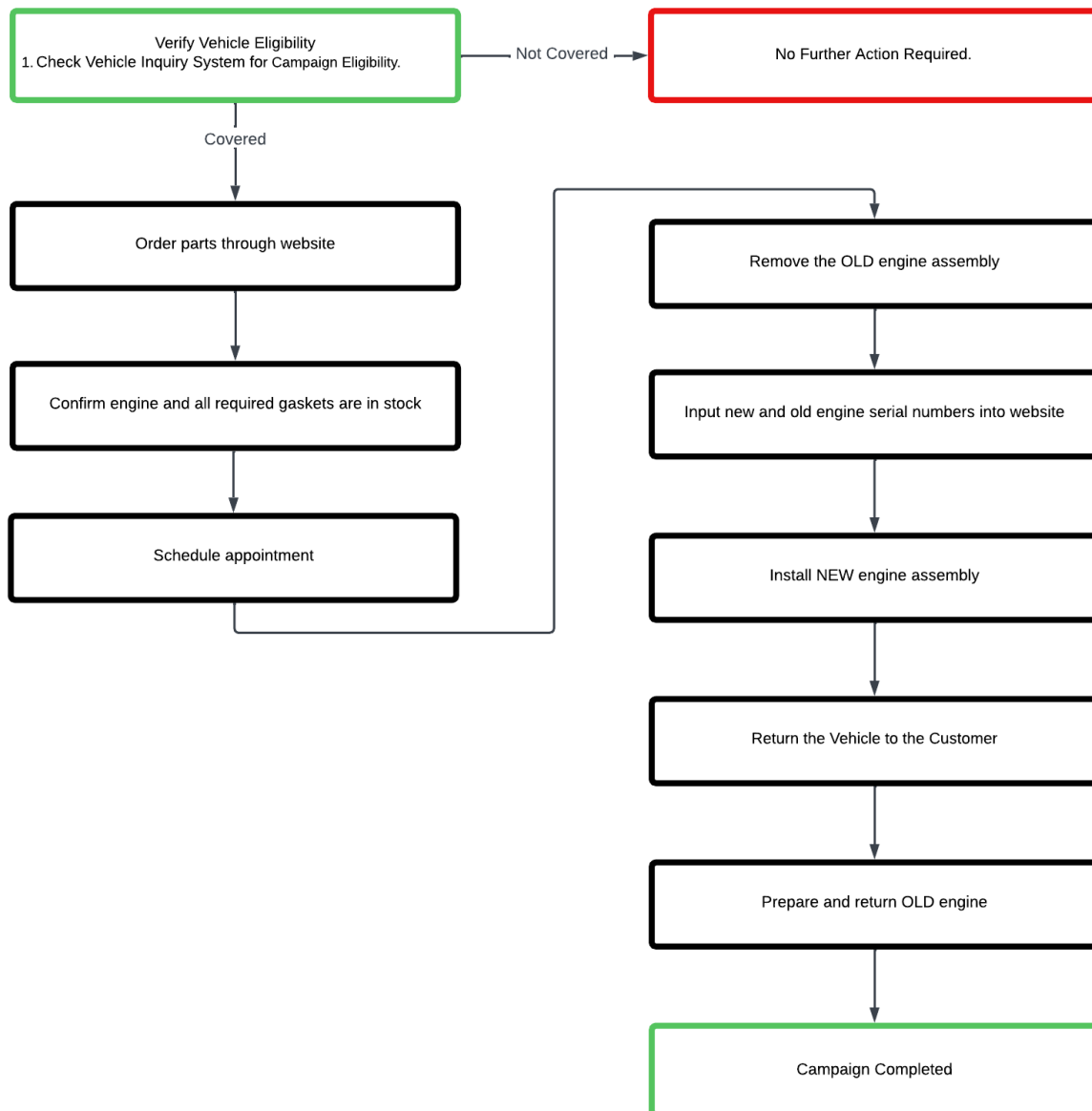
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to [pressroom.toyota.com](https://pressroom.toyota.com).

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## Service Department

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24TA07R1	Replace Engine Assembly	13.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers can claim the cost for absorbent mat for parts return under sublet type ZZ at \$1 dollar.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) program can be claimed at a maximum rate of \$60.00 per day as sublet type "RT" up to a maximum of 3 days under Op Code 24TA07R1. NOTE: The loaner vehicle is intended to be provided to the owner during the time when the vehicle is being repaired AFTER the engine is received at the dealership.
  - **For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.**
  - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under Op Code 24TA07R1 for a maximum of \$250 as sublet type "TW" in the event the customer requests vehicle pickup.
  - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
  - Dealers may utilize Toyota's roadside assistance partner AAA for support with towing if needed. AAA can be reached at 1-800-444-4195, option 1. Dealers can pay for towing using a credit card and seek reimbursement as instructed above.

### 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.

### 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.

### 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 early July 2025. 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.

The form is titled "Vehicle Emission Recall – Proof of Correction". It contains fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number. Below these fields, there is a section for the Manufacturer and Recall Number. A statement reads: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." There are also fields for Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. At the bottom, it says "Return this certificate to DMV only when required - otherwise retain for your records." and includes a small logo for the California Department of Motor Vehicles.

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).

**TOYOTA MOTOR CORPORATION**  
**AUTHORIZED MODIFICATIONS**  
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:

THESE MODIFICATIONS HAVE BEEN APPROVED  
AS APPROPRIATE BY EPA AND CARB

DEALER CODE: DATE:  
CHANGE AUTHORITY:

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

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall 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 have completed the following courses:

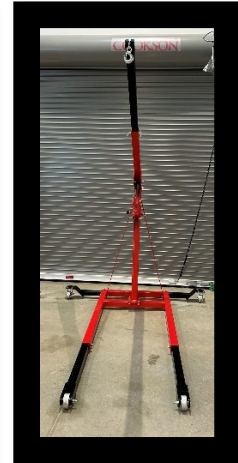
- TIC201A Engine Repair
- TES001 V35A-FTS
- TER024A: 24TA07 Engine Replacement Process and Best Practices

Always check which technicians can perform the repair by logging on to <https://toyotacertification.com/certlogin.jsp>. It is the dealership’s responsibility to select technicians that have completed the above courses to perform this repair. Carefully review your resources, the technician’s 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.

## Campaign Special Service Tools

The following special service tools have been provided for this Safety Recall:

- A special engine hoist has been provided to allow technicians to complete the repair without needing to remove the front bumper, intercoolers, radiator and condenser.



## Service Engine Hooks/Bolts

- Engine service hooks/bolts used to lift the engine have been provided to each dealer. Dealers are requested to paint the service hooks a bright color such as red, yellow or orange to visually identify these service hooks from the hooks dedicated for shipping use that come on the engine assembly. These parts can be ordered through the dealer's parts network.

Part Description	Part Number
Service Engine Hook No. 1	12281-70080
Service Engine Hook No. 2	12282-70050
Service Engine Hook Bolts	90105-A0354





## Loaner Vehicle or Alternative Transportation Reimbursement Procedure

If a vehicle owner is uncomfortable driving their vehicle while we prepare the remedy, a loaner vehicle or alternative transportation can be claimed for \$60 per day.

Op Code	Description
24TB07V1	Vehicle Rental 1-30 Days
24TB07V2	Vehicle Rental 31-60 Days
24TB07V3	Vehicle Rental 61-90 Days
24TB07V4	Vehicle Rental 91-120 Days
24TB07V5	Vehicle Rental 121-150 Days
24TB07V6	Vehicle Rental 151-180 Days
24TB07V7	Vehicle Rental 181-210 Days
24TB07V8	Vehicle Rental 211-240 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.

## Parts Department

### Parts Information

Parts ordered for Safety Recall 24TA07 will be ordered through the website link below and require a VIN to order. All dealers should place orders based on customer appointment and appointments should account for the engine delivery lead time. Engines are not stocked at the local PDC and are shipping from a 3<sup>rd</sup> party warehouse based out of Memphis, TN. Delivery timing variability can occur due to weather and other scenarios due to single stocking location.

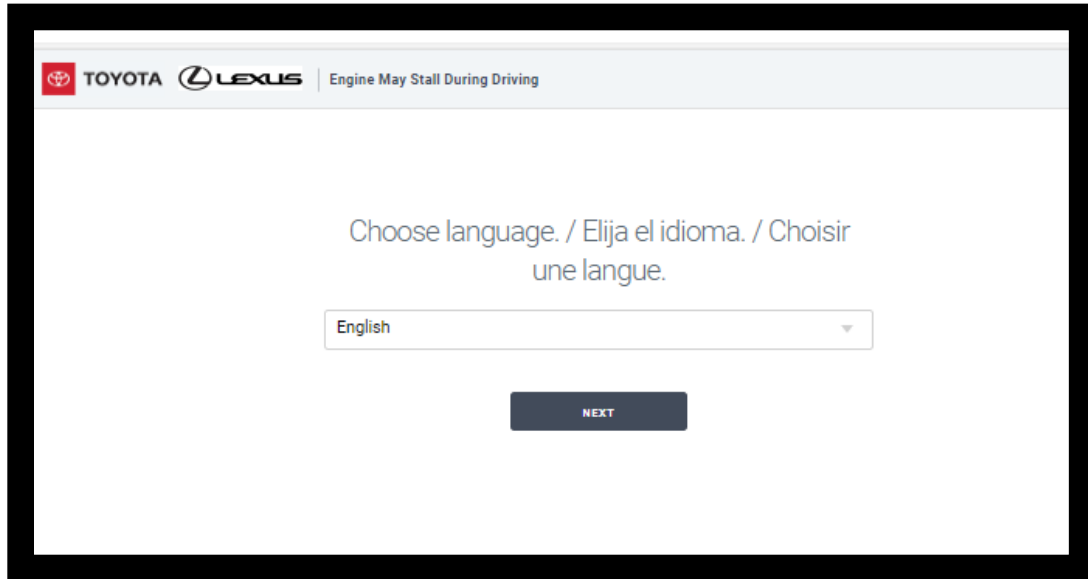
Parts Order Website: <https://24ta07.imagespm.info/>

Gasket orders will also be processed through the website when orders are placed for the engine. Gasket kits will ship out of your local facing PDC and should be expected to arrive based on your dealer's normal parts lead time for parts orders.

**Engines are not able to be returned once ordered by the dealer.** Engines need to be ordered on an appointment basis and **dealers should not order engines for stock.** Please DO NOT stack the engine crates while storing at the dealership in advance of customer appointment.

## How to Order Engine/Gaskets:

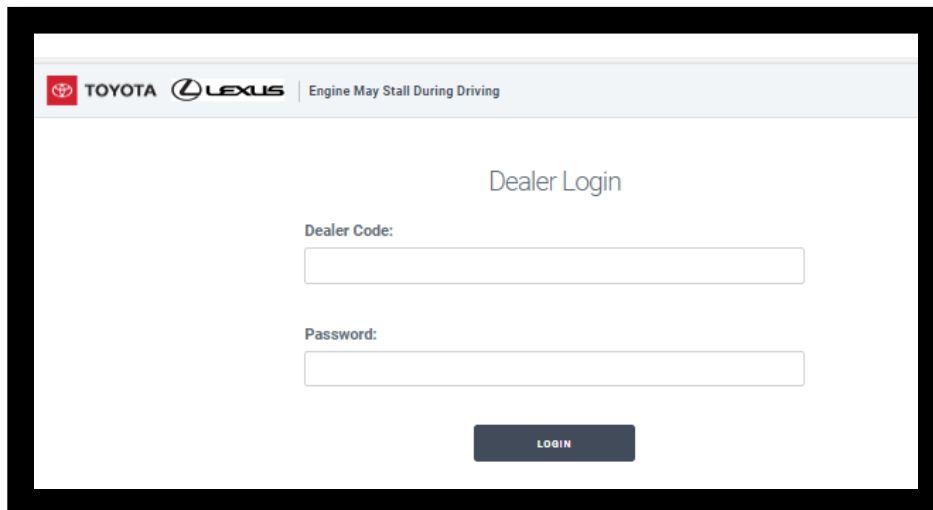
1. Open V35A-FTS Engine Serial Number Registration website
  - a. Open the 24TA07 serial number registration website by selecting the following link:  
<https://24ta07.imagespm.info/>
  - b. Confirm language of website



The screenshot shows the top of a web browser with the Toyota and Lexus logos and a warning: "Engine May Stall During Driving". The main content area has the text "Choose language. / Elija el idioma. / Choisir une langue." above a dropdown menu currently set to "English". Below the menu is a dark button labeled "NEXT".

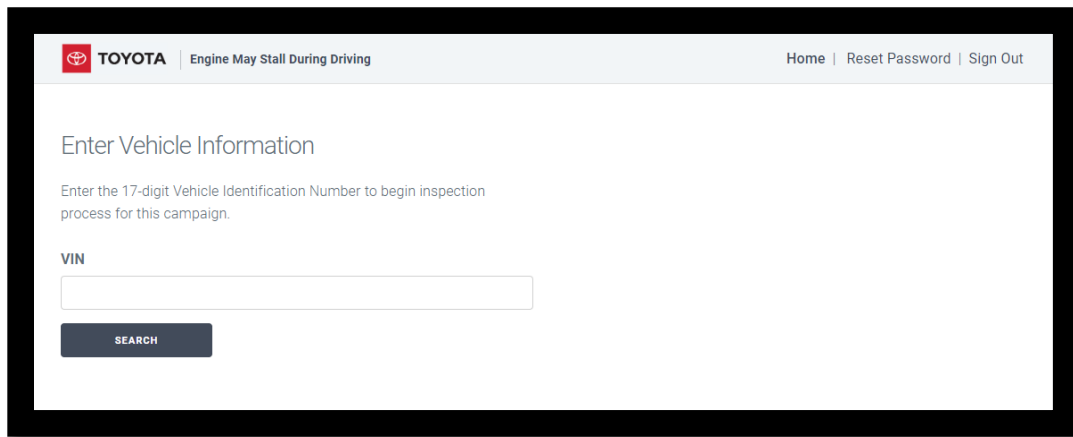
- c. Enter your dealer login credentials and follow the instructions to complete the inspection.  
**Username: Dealer code**  
**Password: XXXXX**

**Note:** Default password is XXXXX. This password can be changed by the dealership after the first login. Please make sure all eligible technicians and parts ordering associates in your dealership know the password for your dealership. The same site for parts order is used for registering the engine serial during repair.



The screenshot shows the "Dealer Login" page. It has the same header as the previous screen. The main content area has the title "Dealer Login" above two input fields: "Dealer Code:" and "Password:". Below the fields is a dark button labeled "LOGIN".

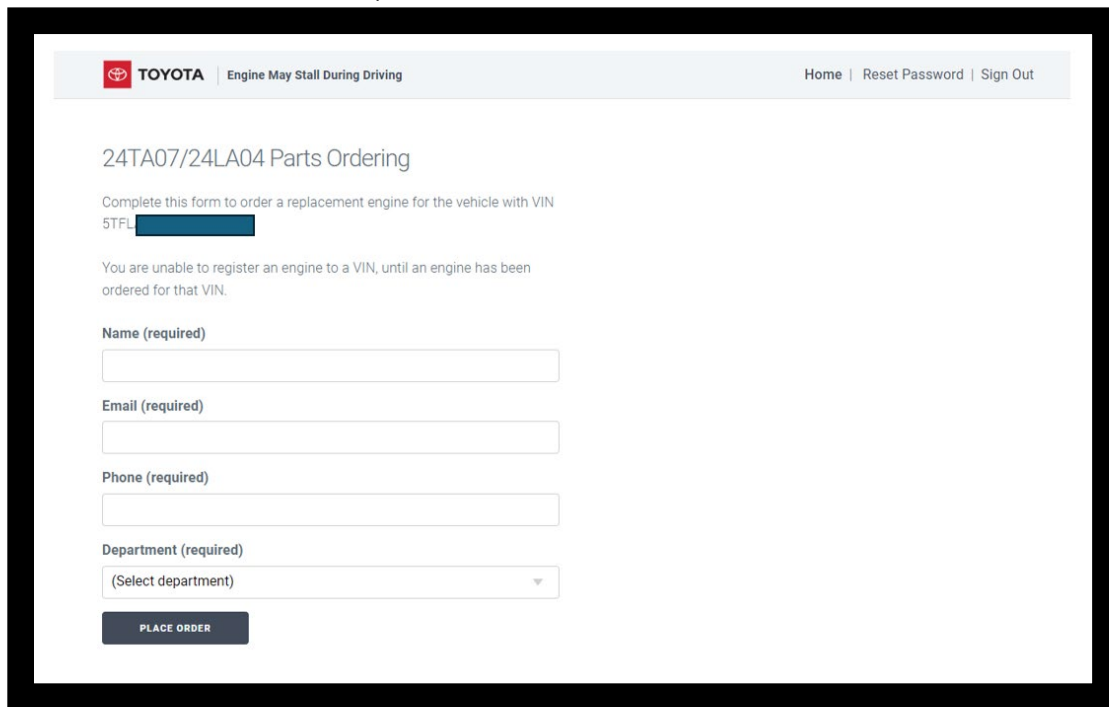
d. Enter VIN



The screenshot shows a web form titled "Enter Vehicle Information" on the Toyota website. The header includes the Toyota logo, the text "Engine May Stall During Driving", and links for "Home", "Reset Password", and "Sign Out". The main heading is "Enter Vehicle Information". Below it, a message states: "Enter the 17-digit Vehicle Identification Number to begin inspection process for this campaign." There is a label "VIN" above a text input field. Below the input field is a dark button labeled "SEARCH".

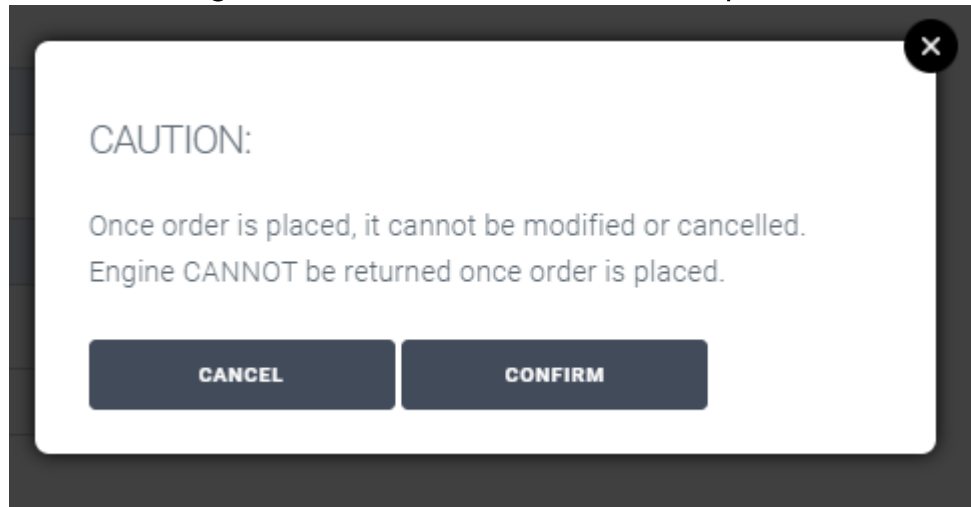
e. Request engine to be ordered.


- i. Enter Name
- ii. Enter Email
- iii. Enter Phone Number
- iv. Select Department



The screenshot shows a web form titled "24TA07/24LA04 Parts Ordering" on the Toyota website. The header includes the Toyota logo, the text "Engine May Stall During Driving", and links for "Home", "Reset Password", and "Sign Out". The main heading is "24TA07/24LA04 Parts Ordering". Below it, a message states: "Complete this form to order a replacement engine for the vehicle with VIN 5TFL [redacted]". Another message states: "You are unable to register an engine to a VIN, until an engine has been ordered for that VIN." There are four required fields: "Name (required)", "Email (required)", "Phone (required)", and "Department (required)". The "Department (required)" field is a dropdown menu with the text "(Select department)". Below the fields is a dark button labeled "PLACE ORDER".

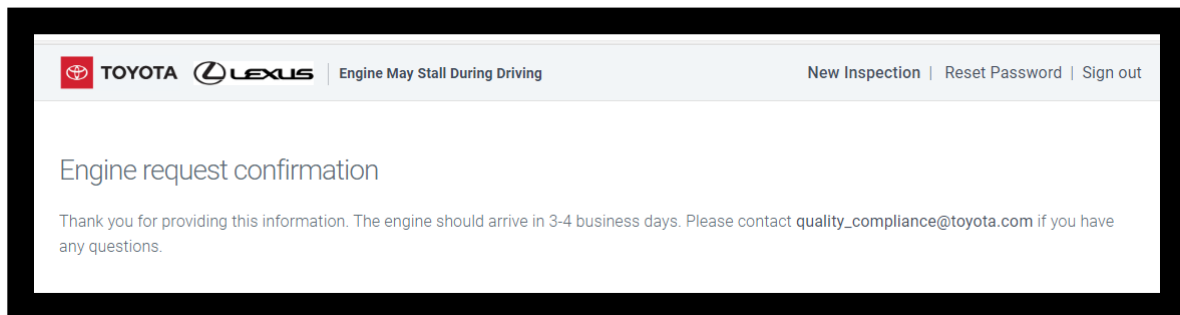
Once order is placed it cannot be modified or cancelled  
Engine Cannot be returned once order is placed



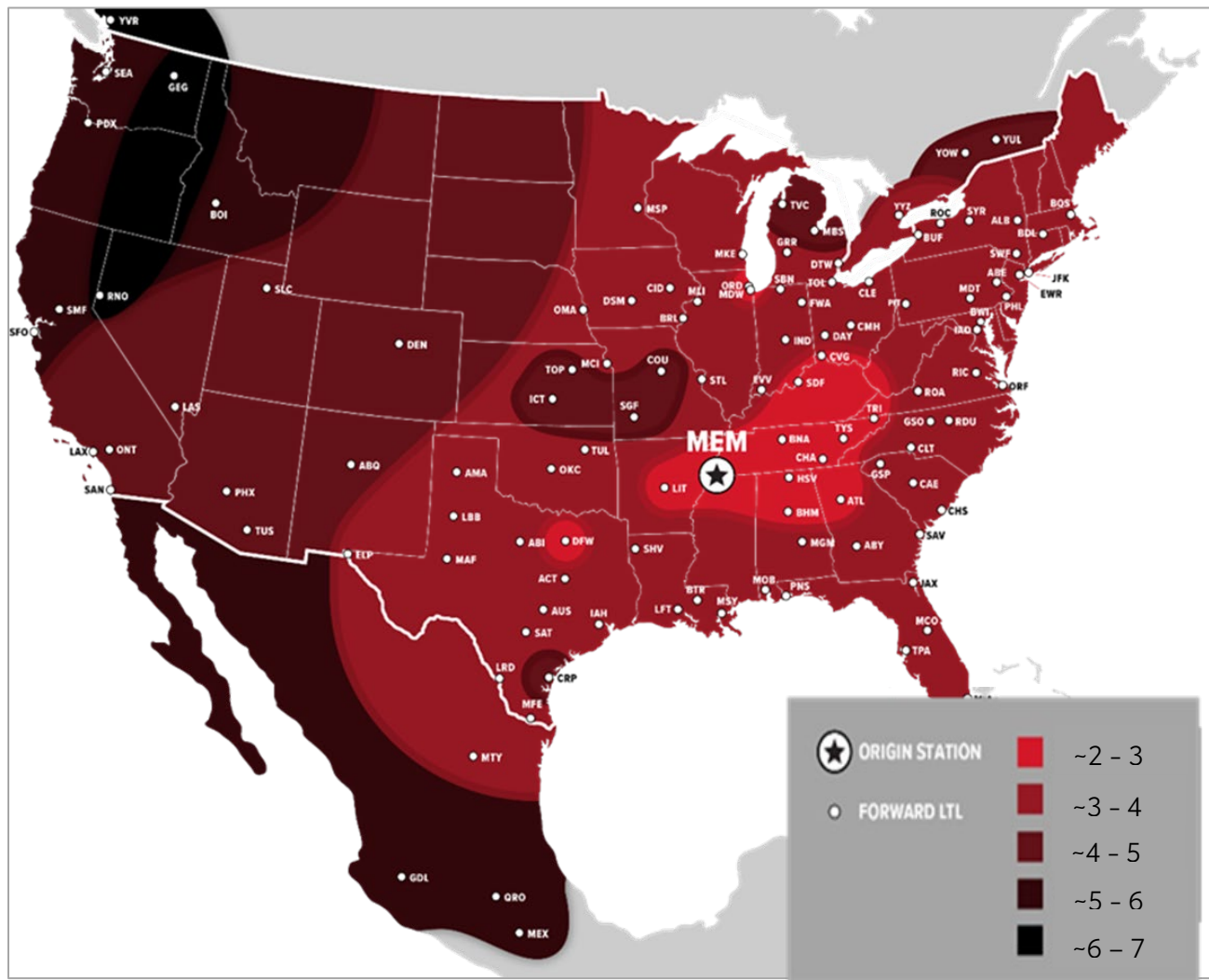


If you have any issues, please email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) for further assistance. **DO NOT** attempt to reorder engine.

f. Confirm engine order request was received.

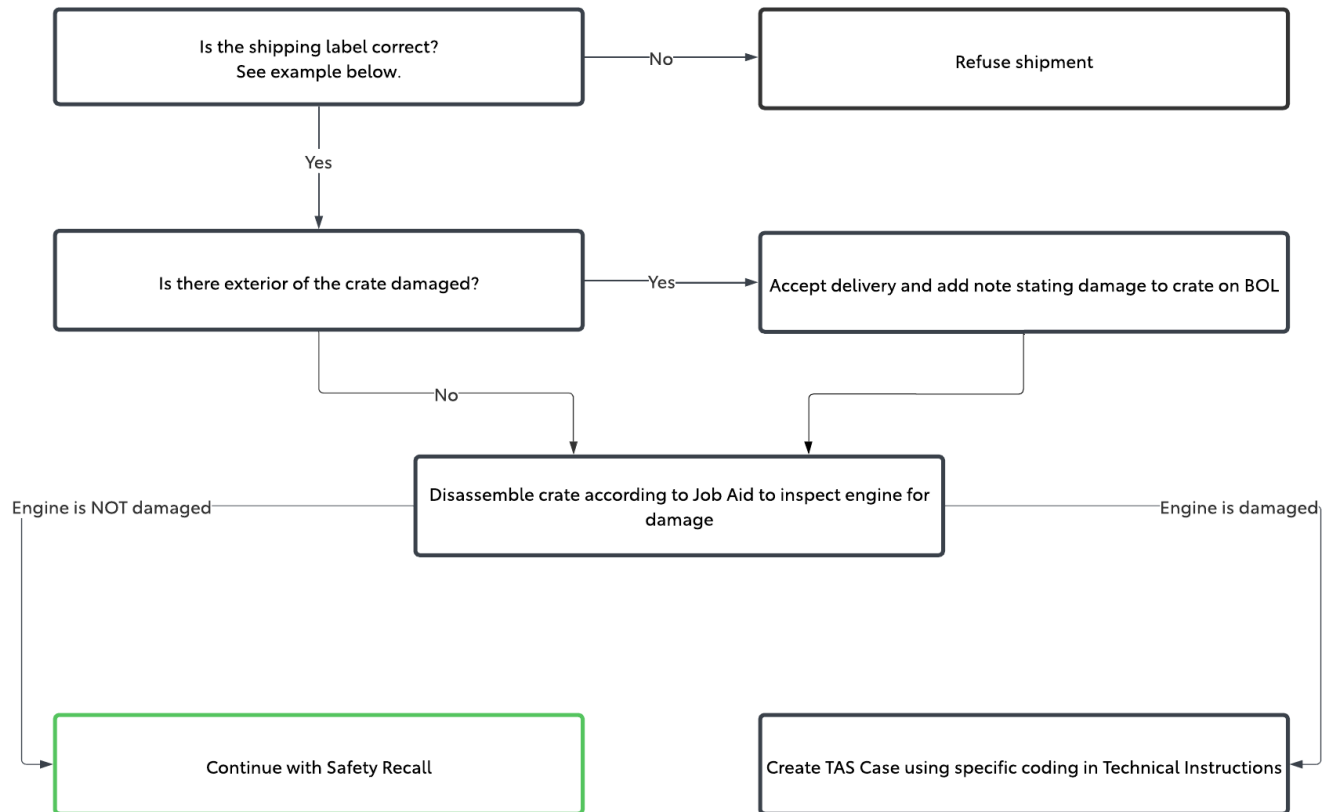


## Engine Order Estimated Shipping Lead Time Map:



- Alaska 9-13 days
- Hawaii 10-14 days

## Engine Shipment Flowchart



## Shipping Label Example:

Confirm shipping  
address is correct



OMNI LOGISTICS - T05		
Phone: 866-826-2116	Fax:	
HAWB	Weight	Pieces
T05 28448612	639.0	1
<b>Destination IAH</b>		
Ship From		
OMNI C/O WATCO WAREHOUSE 4855 HUNGERFORD ROAD MEMPHIS, TN 38118 YVONNE		
58015631		
8HFAS631		
Ref #: 58015631-8HFAS631		
<b>Ship To</b>		
FRED HAAS TOYOTA COUNTRY 22435 SH-249 HOUSTON, TX 77070		
POD update required immediately after delivery. Scan code to submit.		
Ref #:		
T05 28448612		

The website will create an order for the Engine Assy and applicable gaskets/kits.

- Gaskets and kit will ship from your local facing PDC and may arrive before the Engine Assy.

Part Number	Part Description	Quantity
04004-23370	Engine, Assy Tundra (Not Eligible for Parts Return)	1
17279-0W040	Gasket, Turbine Outlet Elbow	2
00272-SLLC2	Genuine Toyota Super Long Life Coolant	5
00289-ATFWS	World Standard Automatic Transmission Fluid (If Needed)	2
	0W20 Motor Oil - Genuine Toyota - One Quart (If needed)	1
04004-3010C	Gasket Kit (SSP Kit)*	1

\* The kit above includes the following parts.

Part Number	Part Name	Quantity
90069-08011	Ring, O, No.1 (For tube & accessory assy, air conditioner)	3
90069-08009	Ring, O (for suction hose)	2
90069-08007	Ring, O, No.1 (for discharge hose)	2

Part Number	Part Description	Quantity
04004-6510D	Gasket Kit (SSP Kit)*	1

\* The kit above includes the following parts.

Part Number	Part Name	Quantity
17451-F4010	Gasket, Exhaust pipe, No. 3	1
17451-0D140	Gasket, Exhaust pipe	2
90917-A6002	Gasket, Exhaust Pipe, Center	1
90105-A0369	Bolt, Flange	2
90177-A0021	Nut, Lock	2

Part Number	Part Description	Quantity
04004-56170	Gasket Kit (SSP Kit)*	1

\* The kit above includes the following parts.

Part Number	Part Name	Quantity
17452-70010	Clamp, Exhaust Pipe	2
16418-15520	Packing, Radiator Drain	1

## **Parts Recovery Procedures**

All engines will be recovered under this recall through the normal parts recovery process. You will receive a notification through the normal Warranty Parts Recovery process with shipping instructions for all engines replaced under this recall.

Engines are a regulated package and must be returned following the instructions on the job aid. Please refer to the [job aid](#) on TIS for detailed instructions.

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.



## Sales Department

### New Vehicles in Dealership Inventory

There are approximately 80 vehicles in new dealer inventory as of May 29, 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 within 30 days of remedy launch. 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.

[Policy for New Vehicles, TCUV, Pre-Owned Vehicles and Rent a Toyota](#)

## Frequently Asked Questions

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

A1: There is a possibility that certain machining debris may not have been cleared from the engine when it was produced. In the involved vehicles, this can lead to potential engine knocking, engine rough running, engine no start and/or a loss of motive power. A loss of motive power while driving at higher speeds can increase the risk of a crash.

**Q1a:** *What should I do if my vehicle is experiencing the condition described and I'm unable to drive the vehicle to the dealership?*

A1a: Please contact your local authorized Toyota dealer who will arrange for vehicle pickup.

**Q2:** *What is Toyota going to do?*

A2: Toyota dealers will replace the engine assembly **FREE OF CHARGE** to the customer.

**Q2a:** *Do I need to make an appointment in advance for this repair?*

A2a: Yes. Your dealer will need to order an engine in advance of the repair, which will take several days to be delivered. To minimize your inconvenience, we encourage you to call your dealer and make an appointment in advance before bringing your vehicle to a dealer. Upon calling your dealer be prepared to provide your vehicle VIN, this is needed for your dealer to order parts.

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service 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 **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your 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, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**Q3: When will the remedy become available?**

A3: In order to make the best use of available parts while mitigating risk to Toyota's customers, Toyota is employing a phased remedy implementation.

Phase	Model Years	Models	Production Dates	Approximate Total Vehicles	Estimated Remedy Launch Timing
1	2022	Tundra	Early November 2021 – Late February 2022	25,000	Remedy Available Now
2	2022	Tundra	Late February 2022 – Early April 2022	10,000	Remedy Available Now
3	2022	Tundra	Early April 2022 – Mid-May 2022	10,000	April 2025
4	2022	Tundra	Mid-May 2022 – Mid-June 2022	10,000	TBD
5	2022	Tundra	Mid-June 2022 – Mid-August 2022	10,000	TBD
6	2022	Tundra	Mid-August 2022 – Mid-September 2022	10,000	TBD
7	2022-2023	Tundra	Mid- September 2022 – Mid-February 2023	24,000	TBD

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

A4: There are approximately 98,600 vehicles covered by this Safety Recall.

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

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: Yes, there are approximately 4,000 Lexus LX 600 vehicle covered by this Safety Recall.

**Q5: How long will the repair take?**

A5: The dealer will need to order your engine in advance. Your dealer will need several days, varying by their location, to receive the engine. Once the engine is received, the repair takes approximately 2 working days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. After the engine is received and you bring your vehicle to your dealer for your appointment, a loaner vehicle will be provided to you while the repair is being performed.

**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.

## Policies And Procedures

### New Vehicles in Dealership Inventory – Reminder

Below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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:** 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.

### 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. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. 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.

**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 & Service Loaners**

Toyota requests that dealers remove all Rent a Toyota and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

### **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.

### **Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.



## IMPORTANT SAFETY RECALL

Certain 2022 – 2023 Model Year Tundra Vehicles  
Engine May Stall During Driving  
NHTSA Recall No. 24V-381  
Toyota Recall No. 24TA07 (Remedy Notice)

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

Dear (customer's First/Last name)

This notice applies to your vehicle:  
[VIN]

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 2022 – 2023 model year Tundra 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?

Machining debris may not have been cleared from the engine when it was produced. In the involved vehicles, this can lead to potential engine knocking, engine rough running, engine no start and/or a loss of motive power. A loss of motive power while driving at higher speeds can increase the risk of a crash.

### What should you do?

It is very important to make an appointment in advance with a Toyota dealer for this repair. Please contact any authorized Toyota dealer to have your engine assembly ordered as soon as possible. Your Toyota dealer will schedule your appointment to occur after the engine has arrived at their location. *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](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://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.

### What will Toyota do?

Any authorized Toyota dealer will replace the engine assembly **FREE OF CHARGE** to you.

***This is an important Safety Recall***

For this repair, your Toyota dealer will need to order your engine in advance. Your dealer will need several days, varying by their location, to receive the engine. Once the engine is received, the repair takes approximately 2 working days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

After the engine is received and you bring your vehicle to your dealer for your appointment, a loaner vehicle will be provided to you while the repair is being performed.

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 live in California and do not have this Safety Recall Campaign performed**

The state of California requires the completion of Safety Recalls / Service 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 **FREE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

Your 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, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Brand Engagement Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

**FAX:** 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

**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/owners>.

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