

Josh Embrey (TMS)

From: QC_DoNotReply
Sent: Thursday, July 17, 2025 1:24 PM
Subject: (Dealer) SAFETY RECALL - 24TA07 (Remedy Notice) Phase 4 - Certain 2022 - 2023 Model Year Tundra - Engine May Stall During Driving (UPDATE)

Thank you for the continued focus on high quality repair and customer satisfaction.

In our continuing efforts to ensure the best in customer satisfaction, we are working diligently to continue launching phases of Safety Recall 24TA07. However, due to ongoing demand and potential overstocking at dealers, we are implementing ordering limits through the 24TA07 website. The limit calculation is based on how many completions (new engine serial number scan) were performed since the launch of 24TA07 Safety Recall. When a new engine serial number is scanned, it is registered as a completion on the website. Currently, we are allowing dealers to stock 3 weeks of inventory based on their completion (new engine serial number scan) rates. The on-hand quantity is based on the total number of engine orders minus the number of completions (new engine serial number scan). The website only recognizes a completion if the new engine serial number is scanned. If the new engine serial number is not scanned, the website will not show a completion which will negatively impact the completion rate for dealers. Once a dealer has reached their calculated on-hand quantity, a pop-up message will prevent the dealer from ordering additional engines. Once engine(s) are scanned, the dealers on-hand quantity will be reduced, and additional orders will be accepted up to the dealers' limit.

Example of Calculation:

Dealer A Orders 69 engines - Dealer A Completes (new engine serial number scan) 60 engines = 9 engines on-hand

Total Weeks Since Launch of 24TA07 Safety Recall = 30

Average Weekly Completion = 2

3-Week Supply Limit = 6

Example of Limit Pop-Up Message on Website:

Enter Vehicle Information

Enter the 17-digit Vehicle Identification Number to begin inspection process for this campaign.

VIN

SEARCH

You currently have 9 engines either on order or in stock, with a cap of 6. You cannot order another engine at this time.

If you are above your engine cap, use the report to the right to identify the VINs of any vehicles you have ordered engines for that are still uninstalled. If any of those installations are complete, finish recording them here in the application. (Enter the VIN in the search box above and record the installation data.)

Contact quality_compliance@toyota.com if you have questions about the cap.

Download Report

Download a report of all vehicles in dealership.

DOWNLOAD CSV

This order limit implementation occurred on Thursday, July 17, 2025 at 1:00pm CST.

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email QC@toyota.com.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department