

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
September 8, 2021	21TD03 has been updated with part number 00948-CHMHW-01, this part number has been created for CLAIM FILING PURPOSES ONLY . Part number 00948-CHMSL-HW should no longer be included when submitting claims.
August 18, 2021	21TD03 warranty filing section has been updated with TTTD04 and TTTD05 opcodes. Claim filing instructions for 00948-CHMSL-HW have been updated. 00948-CHMSL-HW – Tacoma Center High-Mounted Stop Lamp Repair Hardware Kit contains sufficient material to remedy 5 vehicles. A new hardware kit should not be ordered for every vehicle.

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.

Original Publication Date: August 12, 2021

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

LIMITED SERVICE CAMPAIGN 21TD03 *(Remedy Notice)*

Certain 2016-2019 Model Year Double Cab Tacoma Center High-Mounted Stop Lamp – Water Leak

Model / Years	Production Period	Approximate Total Vehicles
2016-2019 Tacoma	Mid-August 2015 - Early September 2019	761,080

Condition

The Center High-Mounted Stop Lamp on the involved vehicles has a seal between the lamp and the vehicle body which can deteriorate over time. If the seal deteriorates sufficiently, water from outside the vehicle could leak into the vehicle cabin through the seal.

Remedy

Any authorized Toyota dealer will inspect the vehicles headliner to determine if a water leak resulting from this condition has occurred. If no such water leak is identified, the dealer will install the Center High Mounted Stop Lamp Repair Kit **FREE OF CHARGE**. If the aforementioned water leak is identified, the dealer will (1) either install the Center High Mounted Stop Lamp Repair Kit or a new Center High Mount Stop Lamp Assembly, as appropriate; and (2) clean and/or replace interior components damaged by the aforementioned water leak, as appropriate, **FREE OF CHARGE**.

This Limited Service Campaign will be available until April 30, 2025, and is only available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 761,080 vehicles covered by this Limited Service Campaign. Approximately 15,800 vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in early September 2021. A sample of the owner notification letter has been included for your reference.

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 Limited Service Campaign 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 and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign 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 Limited Service Campaign.

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 21TD03" 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.

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 Limited Service Campaign. 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 Limited Service Campaign when circumstances permit, unless noted otherwise in the LSC 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 Ed Hellwig (469) 292-1165 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
00948-CHMSL	Tacoma Center High-Mounted Stop Lamp Repair Kit	1
00948-CHMSL-HW	Tacoma Center High-Mounted Stop Lamp Repair Hardware Kit	1 per 5 vehicles*
OR		
81570-04051	Center High-Mounted Stop Lamp Assembly	1 – Based on Inspection**

***Note: 00948-CHMSL-HW – Tacoma Center High-Mounted Stop Lamp Repair Hardware Kit contains sufficient material to remedy 5 vehicles. A new hardware kit should not be ordered for every vehicle.**

Part number 00948-CHMHW-01 has been created for CLAIM FILING PURPOSES ONLY. It is setup to reimburse at one-fifth the amount of 00948-CHMSL-HW (Tacoma Center High-Mounted Stop Lamp Repair Hardware Kit). Part number 00948-CHMSL-HW should no longer be included when submitting claims. Instead use part number 00948-CHMHW-01 on every claim for repairs utilizing the Hardware Kit.

****Note: Parts needed will be dependent on inspection results. If a vehicle requires a new Center High-Mounted Stop Lamp Assembly, the vehicle does NOT require the repair kit nor the hardware kit. Refer to the technical instructions for more detail.**

Any work needed to replace interior components damaged by the water leak resulting from this condition will require prior approval by FTS through website submission requiring photos. See “Website Information” section for additional information regarding component approval and FTS review.

Website Information

Dealers should utilize the inspection website for 21TD03 whenever components other than the Repair Kit and Repair Hardware Kit are required. Scenarios below should all receive FTS review / approval before proceeding with part replacement.

- Vehicle headliner is unable to be cleaned, vehicle may need a new headliner and Center High-Mounted Stop Lamp assembly.
- Vehicle has stained or damaged interior components (other than the headliner) due to water intrusion from the Center High-Mounted Stop Lamp that may need to be replaced.
- Vehicle was identified as having organic growth due to water intrusion from the Center High-Mounted Stop Lamp.

Website Details

The Technical Instructions will direct you to a website as part of the inspection procedure. For your reference, the website and default password are listed below:

USA Dealers URL: <https://tacoma-21td03-chmsl.imagespm.info/>
 Servco/Puerto Rico/USTT/Canadian Dealers URL: <https://tacoma-chmsl-ml.imagespm.info/>
 Username: Dealer Code
 Default Password: XXXXX

Each dealer only has a single account; please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

Note: Dealers that recently went through a buysale, your previous dealer code may work temporarily but the website will eventually require you to enter the new Dealer Code. You will have the option to merge previous inspection records that were submitted under previous dealer code to your new dealer code, we recommend you do this step when prompted on the website.

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 recall repair are required to currently have completed all of the following courses:

- T623 - Electrical Circuit Diagnosis

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall 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.

This Limited Service Campaign will be available until April 30, 2025 and is only available at an authorized Toyota dealer.

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 Limited Service Campaign 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.

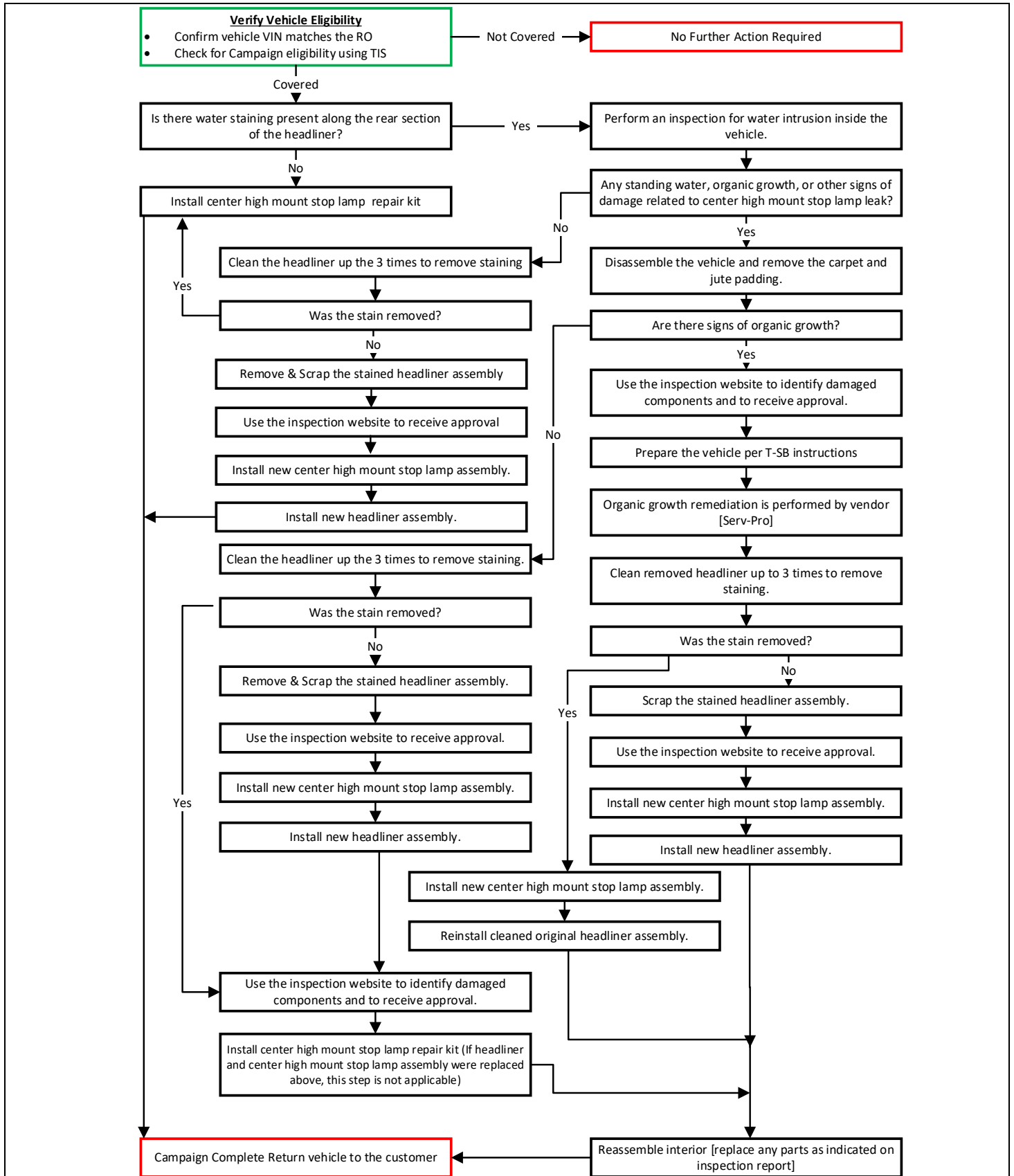
To help minimize dealer storage challenges, Toyota recommends that dealers:

- 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
TTTD01	Inspect Headliner and Install Trim Ring Repair Kit	0.6
TTTD02	Inspect Headliner, Perform Water Intrusion / Organic Growth Inspection, Clean Headliner and Install Trim Ring Repair Kit	1.4

- **NOTE: For campaigns requiring part replacement beyond 00948-CHMSL and 00948-CHMSL-HW, Toyota requires documentation of the approved inspection report to be attached to all campaign claims.**

TTTD03	Inspect Headliner, Perform Water Intrusion / Organic Growth Inspection, Clean Headliner (Unsuccessful), Replace Headliner and Install Center High Mount Stop Lamp Assembly	3.2
TTTD04	Inspect Headliner, Perform Water Intrusion / Organic Growth Inspection, Clean Headliner, Install Trim Ring Repair Kit and Replace Interior Components damaged due to Water Intrusion	1.4 + Time to replace interior components*
TTTD05	Inspect Headliner, Perform Water Intrusion / Organic Growth Inspection, Clean Headliner (Unsuccessful), Replace Headliner, Install Center High Mount Stop Lamp Assembly and Replace Interior Components damaged due to Water Intrusion	3.2 + Time to replace interior components*
TTTD06	Inspect Headliner, Perform Water Intrusion / Organic Growth Inspection, Prepare Vehicle for Organic Growth Remediation, Clean Headliner, Reassemble Vehicle Interior and Install Center High Mount Stop Lamp	20.2
TTTD07	Inspect Headliner, Perform Water Intrusion / Organic Growth Inspection, Prepare Vehicle for Organic Growth Remediation, Clean Headliner (Unsuccessful), Replace Headliner, Reassemble Vehicle Interior, and Install Center High Mount Stop Lamp	20.2

***Utilize the Electronic Flat Rate Manual as a guideline to aggregate labor times associated with the removal of interior components damaged due to water intrusion, taking into consideration any overlapping labor. Time Punches and additional documentation will be required. See Policy 4.21.**

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost of glass cleaner and microfiber towels needed for headliner cleaning under Op Code TTTD02, TTTD03, TTTD04, TTTD05, TTTD06 and TTTD07 at a maximum rate of \$5.00 per vehicle as sublet type "OF".
- Dealers may claim the cost of seam sealer and spray adhesive needed for installing insulation sheeting under Op Code TTTD06 and TTTD07 at a maximum rate of \$70.00 per vehicle as sublet type "SL".
- Dealers may claim the cost of personal protective equipment needed for organic growth remediation preparation under Op Code TTTD06 and TTTD07 at a maximum rate of \$20.00 per vehicle as sublet type "ZZ".
- Dealers may claim the cost of organic growth remediation by vendor ServPro under Op Code TTTD06 and TTTD07 at a maximum rate of \$2,200.00 per vehicle as sublet type "WL". Dealers may claim a maximum total rate of \$2,400 if a \$200.00 remote travel fee is included in ServPro fee.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 2 days at \$60.00 per day as a sublet type "RT" under Op Code TTTD04 and TTTD05. 1 day when Labor time exceed 4 hours, 2days when flat Labor time exceed 6 hours.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 14 days at \$60.00 as a sublet type "RT" under Op Code TTTD06 and TTTD07.
 - **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.**
- **This Limited Service Campaign expires on April 30, 2025.**

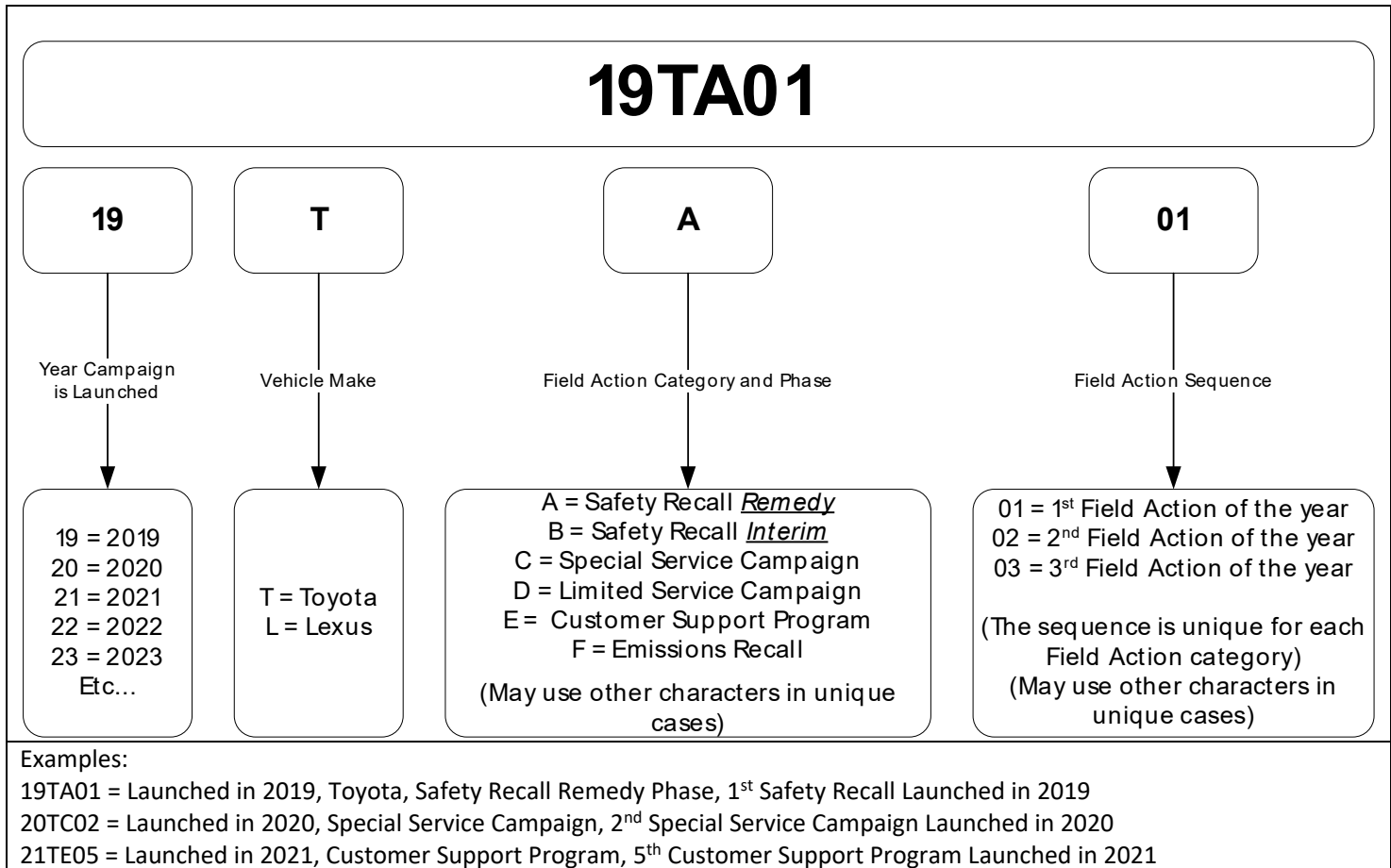
Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Limited Service Campaign. 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.

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 Limited Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



LIMITED SERVICE CAMPAIGN 21TD03 (Remedy Notice)

Certain 2016-2019 Model Year Double Cab Tacoma Center High-Mounted Stop Lamp – Water Leak

Frequently Asked Questions

Original Publication Date: August 12, 2021

Q1: What is the condition?

A1: The Center High-Mounted Stop Lamp on the involved vehicles has a seal between the lamp and the vehicle body which can deteriorate over time. If the seal deteriorates sufficiently, water from outside the vehicle could leak into the vehicle cabin through the seal.

Q1a: Are there any symptoms of this condition?

A1a: If the condition exists, a water stain line may be present at the rear portion of the vehicle's interior roof headliner.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting in early September 2021, advising owners to make an appointment with their authorized Toyota dealer to have their vehicle inspected and repaired, **FREE OF CHARGE**.

Q2a: What is the remedy?

A2a: Any authorized Toyota dealer will inspect the vehicles headliner to determine if a water leak resulting from this condition has occurred. If no such water leak is identified, the dealer will install the Center High Mounted Stop Lamp Repair Kit **FREE OF CHARGE**. If the aforementioned water leak is identified, the dealer will (1) either install the Center High Mounted Stop Lamp Repair Kit or a new Center High Mount Stop Lamp Assembly, as appropriate; and (2) clean and/or replace interior components damaged by the aforementioned water leak, as appropriate, **FREE OF CHARGE**.

Q3: How long will this Limited Service Campaign be available?

A3: This Limited Service Campaign will be offered **Free OF CHARGE** until **April 30, 2025**.

Q4: Which and how many vehicles are covered by this Limited Service Campaign?

A4: There are approximately 761,080 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
Tacoma	2016-2019	Mid-August 2015 to Early September 2019

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign.

Q5: How long will the repair take?

A5: The inspection and installation of the repair kit will take approximately one hour. However, the repair time may increase significantly depending on the extent of any water intrusion resulting from this condition that is identified. Your dealer's work schedule may also require the vehicle to be available for a longer period of time.

Q6: *What if I previously paid for repairs related to this Special Service Campaign?*

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

Certain 2016-2019 Model Year Double Cab Tacoma
Center High-Mounted Stop Lamp – Water Leak
Limited Service Campaign 21TD03 (Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

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?

The Center High-Mounted Stop Lamp on the involved vehicles has a seal between the lamp and the vehicle body which can deteriorate over time. If the seal deteriorates sufficiently, water from outside the vehicle could leak into the vehicle cabin through the seal.

What will Toyota do?

Any authorized Toyota dealer will inspect the vehicles headliner to determine if a water leak resulting from this condition has occurred. If no such water leak is identified, the dealer will install the Center High Mounted Stop Lamp Repair Kit **FREE OF CHARGE**. If the aforementioned water leak is identified, the dealer will (1) either install the Center High Mounted Stop Lamp Repair Kit or a new Center High Mount Stop Lamp Assembly, as appropriate; and (2) clean and/or replace interior components damaged by the aforementioned water leak, as appropriate, **FREE OF CHARGE**.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will inspect and repair your vehicle for this condition, as appropriate, **FREE OF CHARGE**.

Please contact your authorized Toyota dealer to make an appointment to have the vehicle inspected and repaired. **The remedy will require parts to be installed on your vehicle. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.** The inspection and installation a repair kit will take approximately one hour. However, the repair time may increase significantly depending on the extent of any water intrusion resulting from this condition that is identified. Your dealer's work schedule may also require the vehicle to be available for a longer period of time.

This Program will be offered until April 30, 2025 and will only be available at an authorized Toyota dealer.

What if you have other questions?

- **Your local Toyota dealer will be more than happy to answer any of your questions.**
- For more information on this and other campaigns, please visit www.toyota.com/recall.
- 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 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.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



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 TCUV units.

This vehicle is involved in a Limited Service Campaign. 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 or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

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Campaign Code

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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 www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

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