

◀ **IMPORTANT UPDATE** ▶

The attached Technical Instructions have been updated. Refer to the details below.

DATE	TOPIC
November 10, 2021	Organic Growth Remediation – Vehicle Preparation – Confirmation to Bosch
October 13, 2021	Post Organic Growth Remediation Steps (Section VIII.) has been updated.
August 18, 2021	The following 21TD03 technical instructions steps have been updated: • Headliner cleaning - materials • Sealer Application

The most recent update in the attached Technical Instructions 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.

TECHNICAL INSTRUCTIONS

FOR

LIMITED SERVICE CAMPAIGN 21TD03

CERTAIN 2016 – 2019 Model Year Double Cab Tacoma

CENTER HIGH-MOUNTED STOP LAMP – WATER LEAK

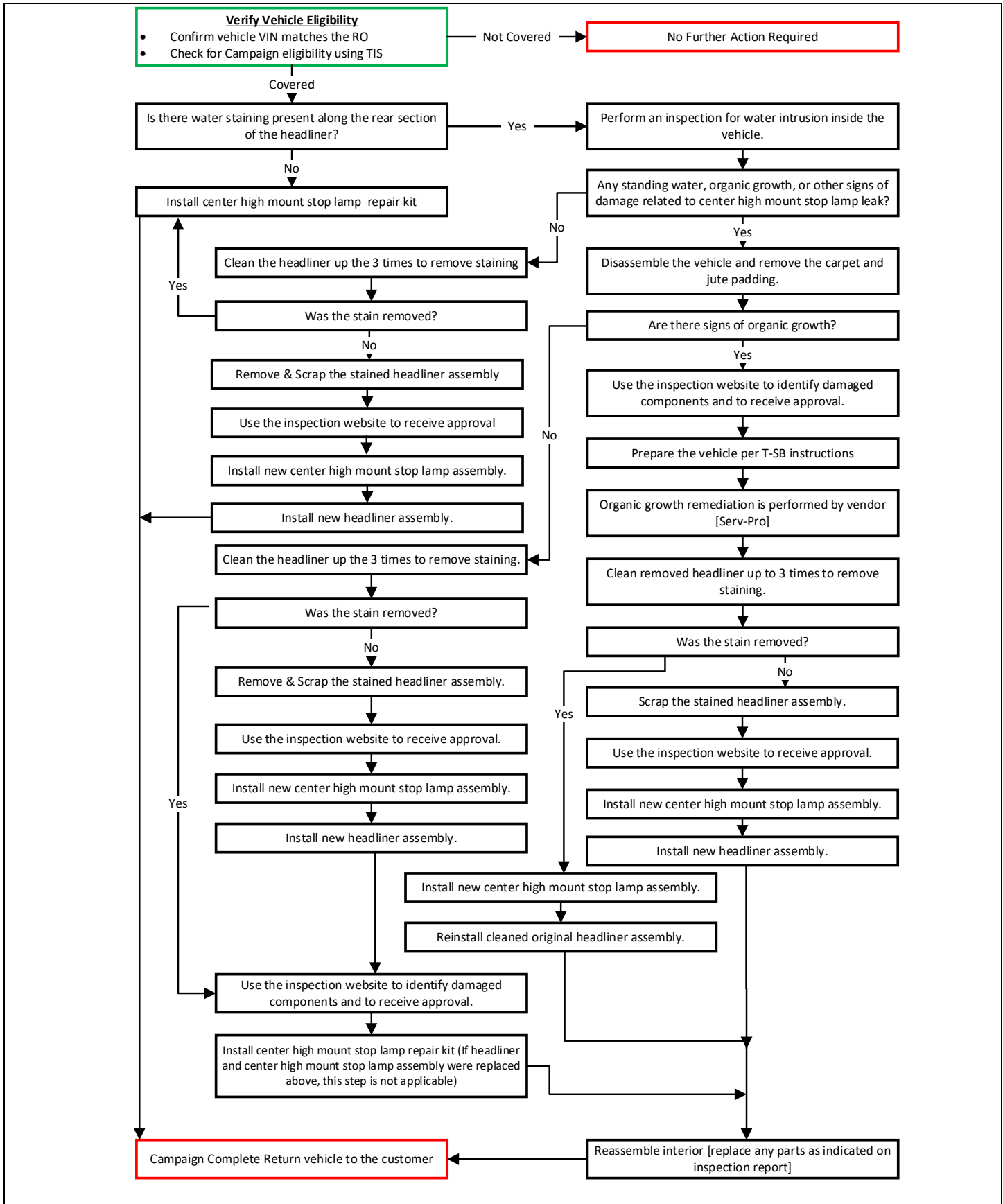
This Limited Service Campaign is available until April 30, 2025.

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.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

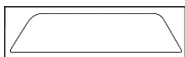
- Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

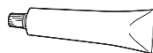
Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. PREPARATION

A. PARTS

If headliner doesn't need to be removed

Part Number	Part Description	Quantity	
00948-CHMSL	Tacoma Center High Mount Stop Lamp Repair Kit*	1	
* This kit contains the following parts:			
Part Number	Part Description	Qty	Illustration
-	Sealer Mask	1	
-	Trim Ring	1	
-	Sealer Nozzle	1	

Part Number	Part Description	Quantity	
00948-CHMSL-HW	Tacoma Center High Mount Stop Lamp Repair HW*	1 per 5 vehicles	
 Only order 1 of the following Repair Kits for every 5 vehicles serviced. The Warranty system will not reimburse the proper amount for any other ordering ratio.			
* This kit contains the following parts			
Part Number	Part Description	Qty	Illustration
-	3oz Tube of 3M UV4000	1	
-	Finishing Tool	1	

If headliner needs to be removed only

Part Number	Part Description	Quantity
81570-04051	Center High Mount Stop Lamp Assembly	1

B. MATERIALS

- Protective Tape
- ZEP Foaming Glass Cleaner or Toyota Genuine Glass Cleaner
- Air Compressor Nozzle
- Standard Hand Tools
- Protective Eyewear
- Work Gloves (Nitrile)
- Microfiber Towel
- IR Temp Gun

IV. BACKGROUND

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.

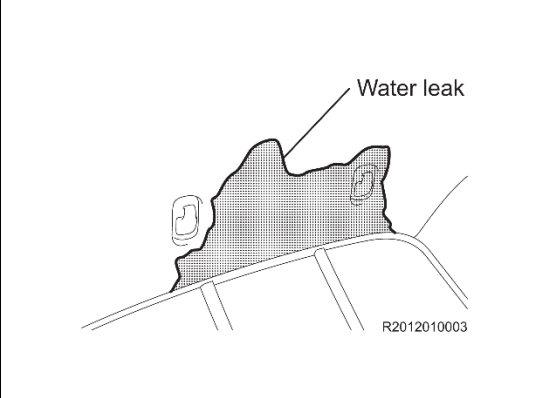
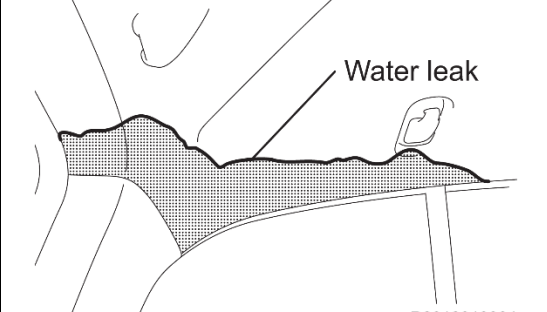


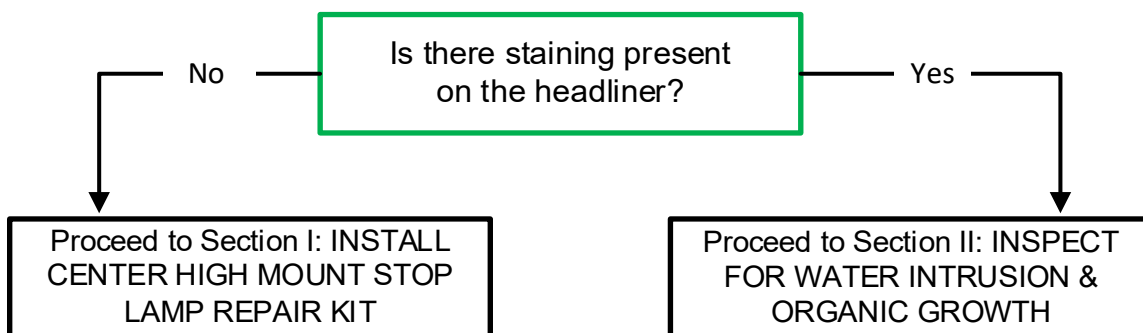
V. HEADLINER INSPECTION

1. INSPECT HEADLINER FOR WATER STAINING

- a. Visually inspect the rear section (above the rear window) for evidence of water intrusion stains on the headliner. Water stains will usually be noticeable for discoloration of the visual surface.

Note: If it is dark or hard to inspect, use a work light or flashlight to thoroughly inspect the rear section of the headliner.

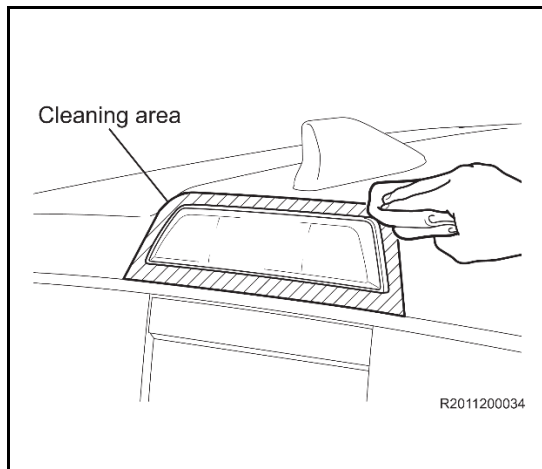
Example #	Photo	Illustration
1		
2		



I. INSTALL CENTER HIGH MOUNT STOP LAMP REPAIR KIT



The quality of sealer and trim ring installation needs to be performed when operating temperature is 40°F - 100°F (4°C - 38°C). Confirm the temperature of the vehicles roof meets these requirements using an IR temperature gun.



1. INSTALL SEALER MASK

- Using Denatured Alcohol or a Wax and Grease Remover, clean the area around the center stop lamp assembly.
- Allow the surface to dry before proceeding.



DO NOT use compressed air for cleaning as the gasket between the body and center stop light assembly may be damaged.

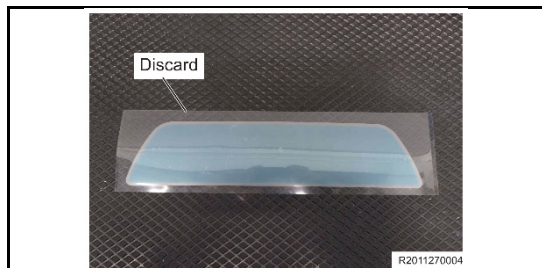
[Video: Cleaning the surface](#)



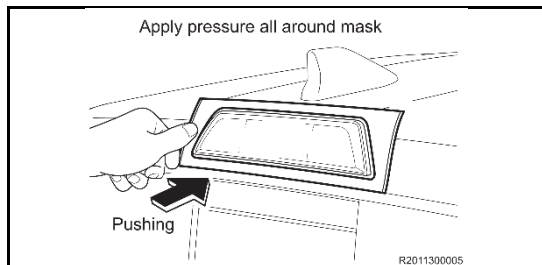
- Prepare the **NEW** sealer mask.
- Hold the edge of the "clear layer" (larger than the other layers) and separate the "blue and clear layer."

Note: DO NOT separate the blue layer from white layer.

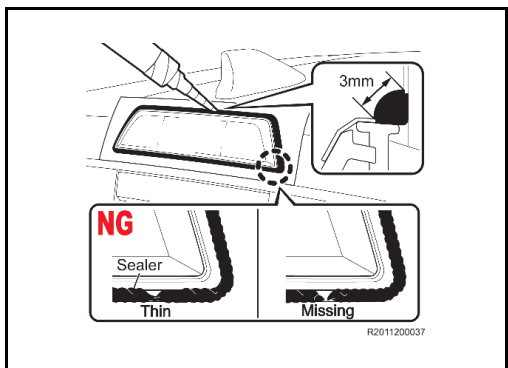
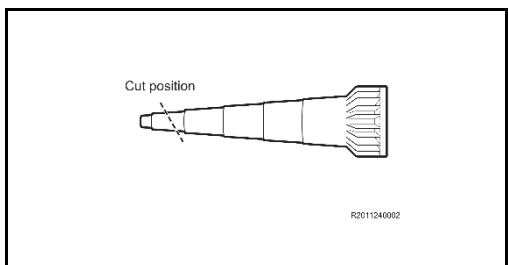
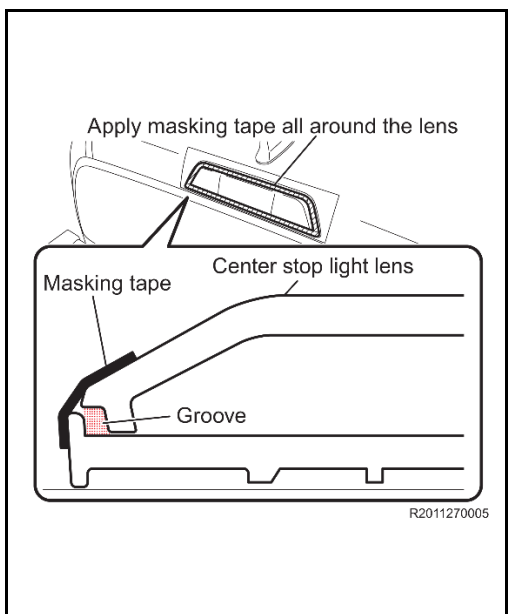
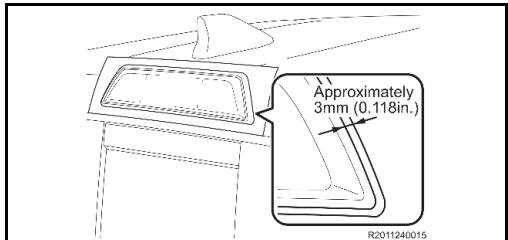
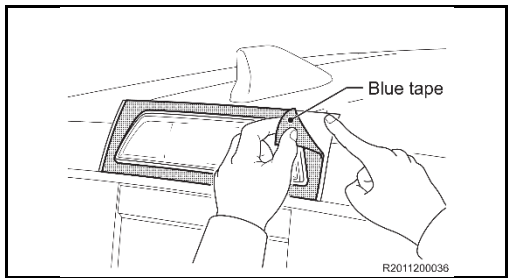
[Video: Applying the Sealer Mask](#)



- Discard the clear layer shown in the illustration.



- Apply the sealer mask according to the outer line of the center stop lamp assembly.
- Apply pressure all around mask to insure good wet out of adhesive.



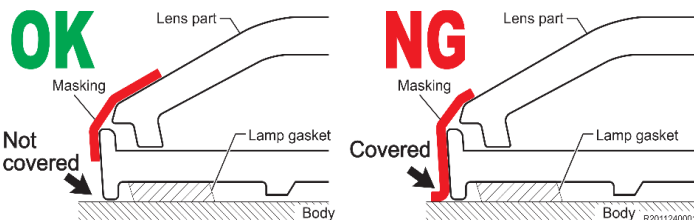
h. Remove the blue tape layer while holding the white layer onto the body.

i. Confirm that there is a gap of approximately 3mm (0.118in.) equally around the center stop lamp assembly between the lamp assembly and inner line of the white tape.

j. Apply masking tape to the groove that separates the two sections of the center high mount stop lamp. This will prevent sealer from entering the housing during sealer application.

[Video: Applying Masking Tape](#)

Note: DO NOT apply masking tape over the gap between the center high mount stop lamp and body. This gap will be filled with sealer.



2. APPLY SEALER

a. Cut the **NEW** nozzle diagonally at the 2nd section from its tip.

Note: Cut the nozzle before installing onto the tube.

b. Install the nozzle onto the tube of the 3M UV4000 sealer.

Note: Do NOT over tighten the nozzle when installing, the threads will strip.

c. Apply the sealer consistently in a 3mm width around the center high mount stop lamp to fill the gap between the lamp assembly and body.

Note: Sheet Metal body temperature should be between 40-100 degrees Fahrenheit or 4-38 degrees Celsius. Allow cool down or heat up time if required.

Note: Once sealer has been applied to vehicle body, trim ring must be installed within 20 minutes.

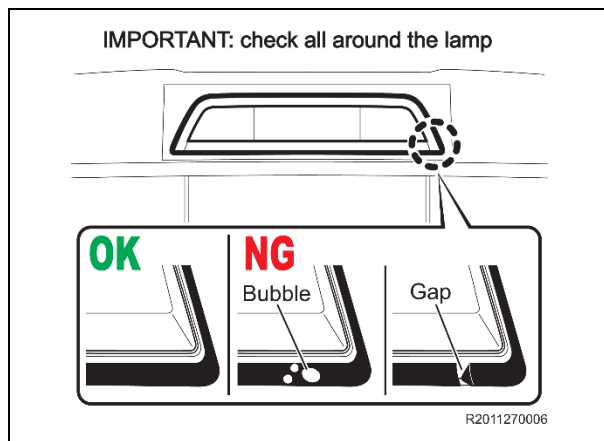
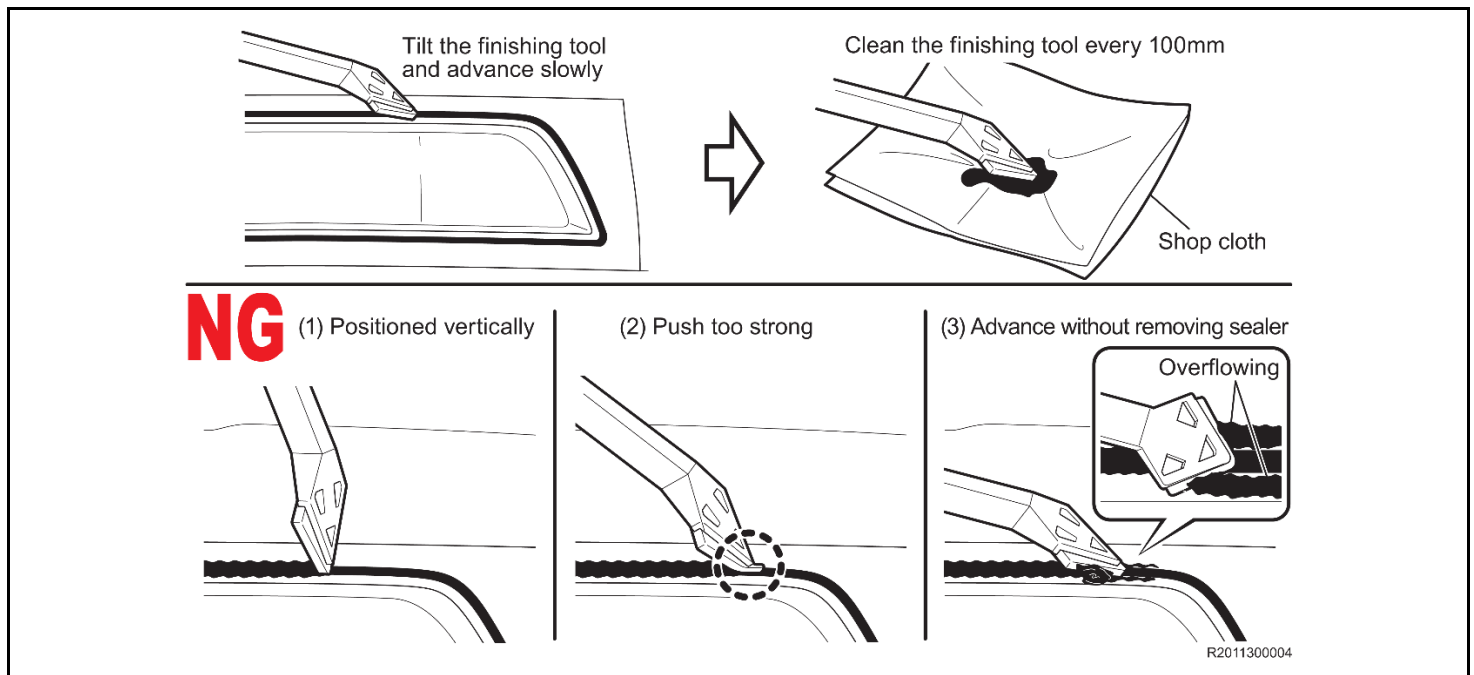
[Video: Applying the Sealant](#)

d. Using the Finishing Tool from the kit, remove the excess sealer.

Notes for removing the excess sealant:

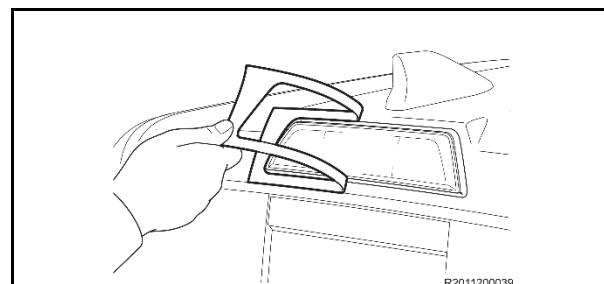
- Tilt the finishing tool towards the direction of movement.
- Lightly touch the tip of the finishing tool while advancing
- Remove the excess sealer accumulated on the finishing tool in sections of each 100mm

Video: Removing Excess Sealant

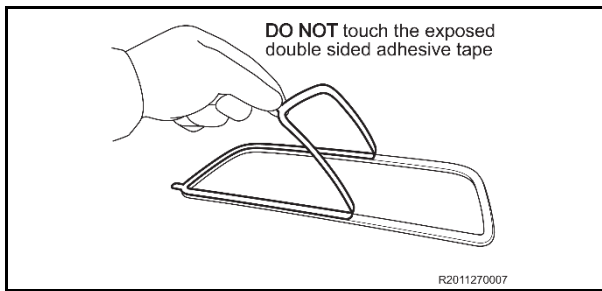


e. Confirm that the sealer is applied well between the center high mount stop lamp and body without any gaps or bubbles.

Note: If there are any gaps or bubbles, add enough sealer to the missing points and push in using the finishing tool.



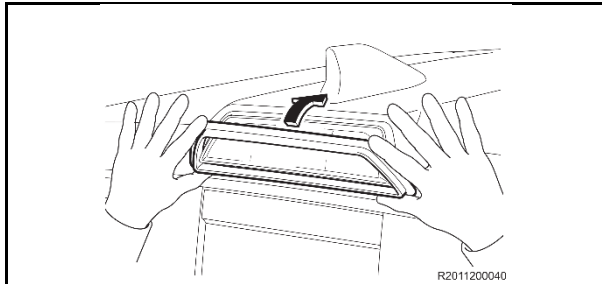
f. Remove the sealer mask and masking tape.



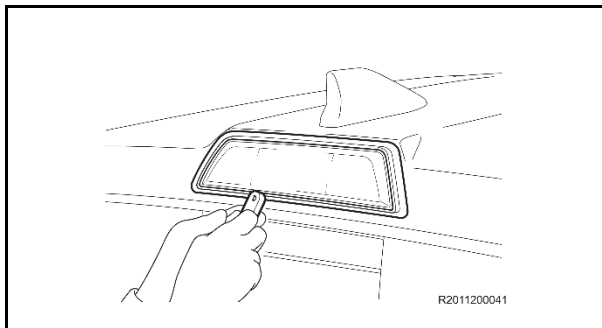
3. INSTALL TRIM RING

- a. Remove the release paper from the trim ring.

[Video: Installing the Trim Ring](#)

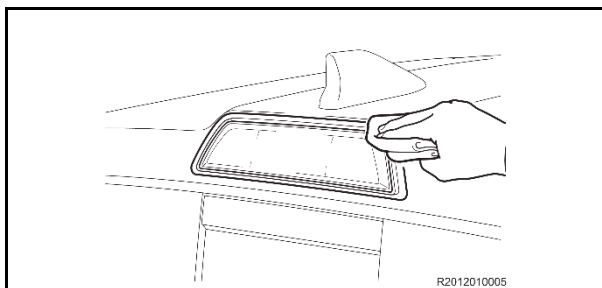


- b. Hold the trim ring as shown in the illustration and apply it straight onto the vehicle making sure to center it on the center high mount stop lamp.



- c. Using the handle of finishing tool, apply pressure all around the trim ring to insure the double sided adhesive tape is completely wet out.

Note: If the ambient temperature is low, use a hair dryer to warm the trim ring and body surface to ensure that the ring is properly adhered.



- d. Using a shop cloth, clean off any sealer and/or tape adhesive remaining on the lens surface and trim ring.

◀ VERIFY REPAIR QUALITY ▶

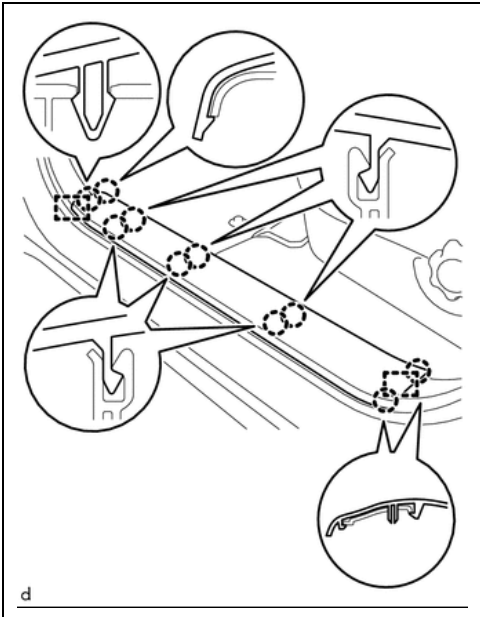
Confirm that vehicle received Center High Mount Stop Lamp Repair Kit and no extra sealer, tape or adhesive is present on vehicle body.

The campaign is now complete. Return the vehicle to the customer.

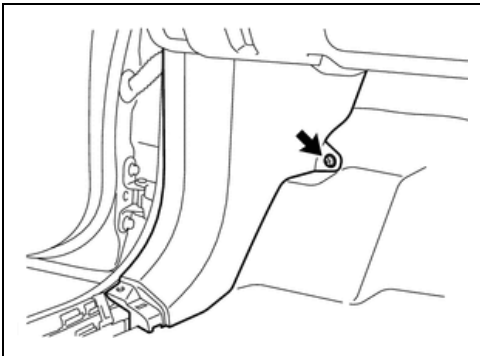
Note: DO NOT wash the car for 24 hours after completion of work procedure as washing may cause damage to the sealer.

A Hangtag has been included in the appendix of the technical instructions. Hangtag should be placed in the vehicle as a reminder to avoid car washes for 24 hours after completion of the repair

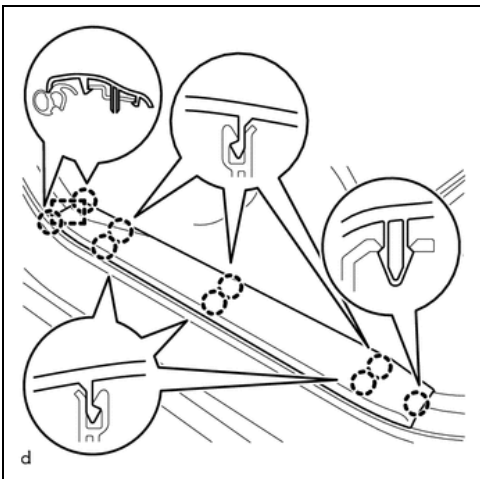
II. INSPECT FOR WATER INTRUSION AND ORGANIC GROWTH



1. **REMOVE FRONT DOOR SCUFF PLATE LH & RH**
 - a. Disengage the 10 claws and 2 guides.



2. **REMOVE FRONT COWL SIDE TRIM BOARD LH & RH**
 - a. Remove the clip
 - b. Disengage the 2 clips and guide.



3. **REMOVE REAR DOOR SCUFF PLATE LH & RH**
 - a. Disengage the 9 claws and guide.



4. **INSPECT FRONT FLOORBOARD LH & RH**

- a. Lift upward on the carpet to create an air gap above the Jute padding.
- b. Insert your arm between the carpet and jute padding, feeling for moisture in the jute padding.
- c. Using a flashlight, visually inspect for signs of Organic Growth from previous water intrusion.

Note: You will be able to reach and inspect this area completely to the center tunnel/console

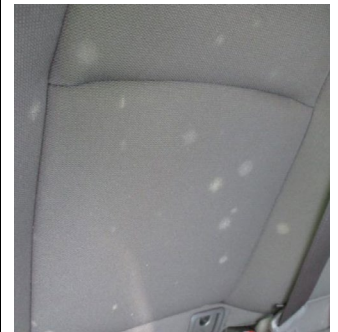


- d. Lift upward on the jute padding to create an air gap above the floorboard of the vehicle.
- e. Insert your arm between the jute padding and the floorboard, feeling for moisture.
- f. Using a flashlight, visually inspect for signs of Organic Growth from previous water intrusion.

Note: You will be able to reach and inspect this area completely to the center tunnel/console

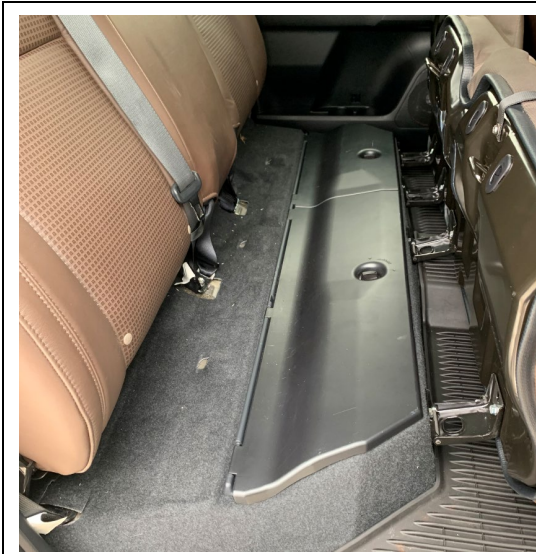
Example of Organic Growth on the Tacoma Floorboard

Examples of Organic Growth



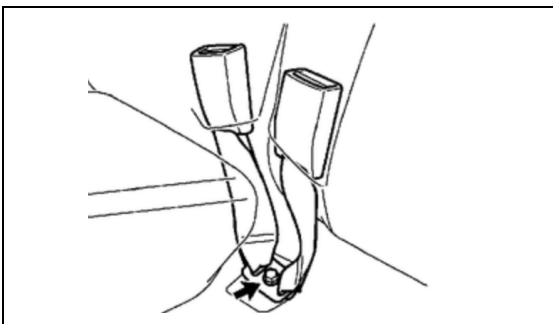
5. INSPECT REAR FLOORBOARD LH & RH

- a. Repeat Step #4 for the REAR seat floorboards.

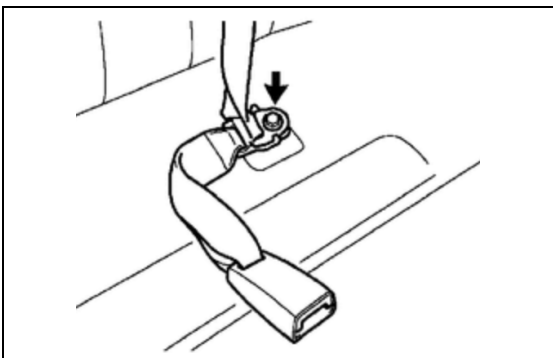


6. INSPECT FLOORBOARD UNDER REAR SEAT LOWER CUSHION

- a. Fold the rear seat lower cushions LH and RH forward.



- b. Remove the bolt for the LH Side rear inner seat belt assemblies.



- c. Remove the bolt for the RH Side rear inner seat belt assemblies.

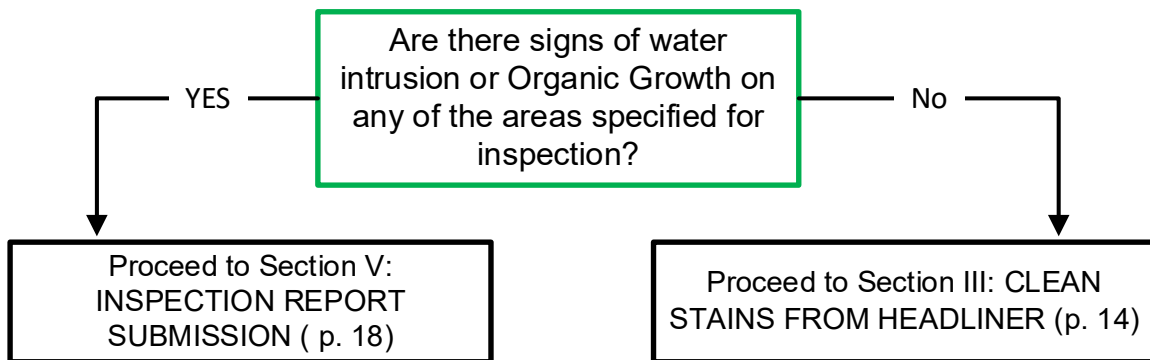


- a. Pull forward on the carpet under the rear seat and fold it on top of the storage bins.
- b. Check the floorboard section for signs of water intrusion and/or organic growth.



7. INSPECT REAR SEAT SEATBACK

- Check the upper section of the rear seat seatback for signs of water staining or organic growth.
- Fold the rear seat's down and check the back sides of the seats for water staining or organic growth.



III. CLEAN STAINS FROM HEADLINER (no water intrusion or Organic Growth)



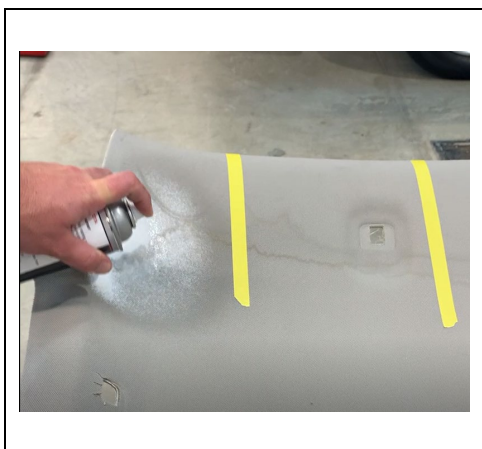
1. LOCATE THE REQUIRED MATERIALS

a. To ensure the success of the cleaning process, it's critical that the following materials be used:

- Microfiber towels (any color)
- ZEP Foaming Glass Cleaner or Toyota Genuine Glass Cleaner
- Portable lighting to view the work area
- Compressed air with nozzle (with water trap)

Note:

- **DO NOT use a cloth shop towel. The color of the towel will transfer to the headliner, leaving an unremovable stain.**
- **DO NOT use paper shop towels, as they will leave a lint residue on the surface.**
- **DO NOT use any cleaner other than the ZEP Foaming Glass Cleaner or Toyota Genuine Glass Cleaner specified. Many other cleaners were tested and failed to remove the water stains from the headliner.**



2. SPRAY ZEP FOAMING GLASS CLEANER

a. Spray a generous amount of the ZEP Foaming Glass Cleaner or Toyota Genuine Glass Cleaner directly onto the stained area of the headliner.

- If working on a larger stain, work an area about 12"x12" at a time.

b. Allow the foam to sit for 30 seconds.

Note: The headliner has been removed from the vehicle in these pictures to demonstrate the cleaning process. You will be cleaning the headliner with the headliner still installed in the vehicle.



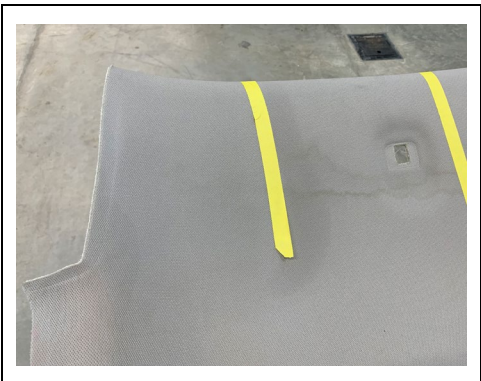
3. SCRUB THE HEADLINER

- a. Using a Microfiber towel, scrub the foam into the headliner. This process should take at least 30 seconds per 12"x12" area.



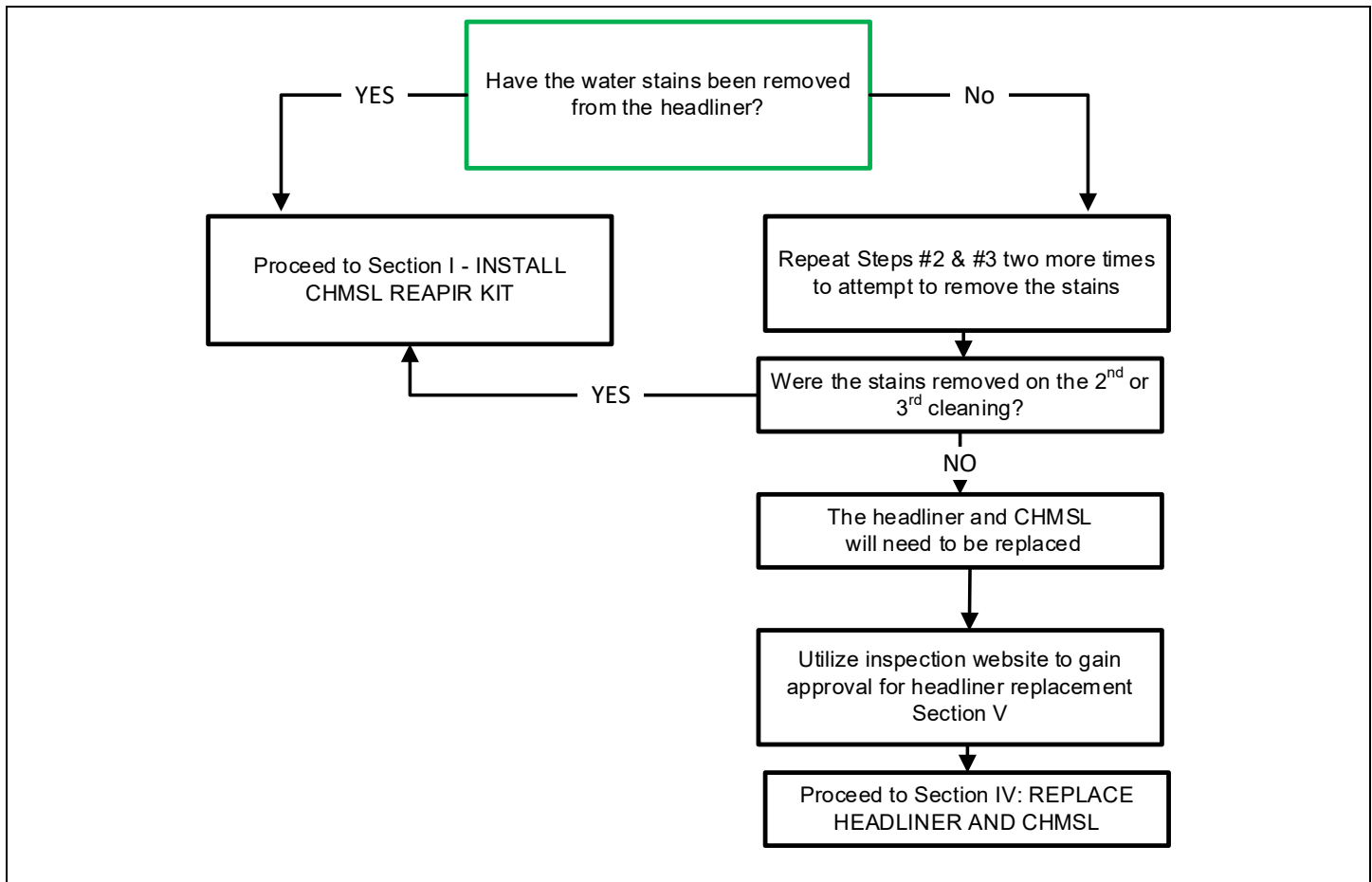
- b. Using a Compressed Air Nozzle, blow air across the effected area at a 30 degree angle to prevent damage. Blow across the headliner until it's dry, which should take approximately 30 seconds for a 12"x12" area.

Note: Ensure the compressed air line is fitted with a water trap to avoid moisture spray that could stain headliner.



- c. Inspect the condition of the headliner after the 1st round of cleaning. The headliner should have no visible staining remaining.

[Video: Cleaning the headliner](#)



IV. REPLACE HEADLINER AND CENTER HIGH MOUNT STOP LAMP

If the headliner cleaning process did not remove the stains within the 3 steps allowed, and the results of the water intrusion and organic growth inspection were negative, then a **NEW** headliner and a **NEW** center high mount stop lamp will be installed.

Utilize inspection website to receive FTS approval to proceed with headliner replacement and center high mount stop lamp assembly replacement.

- Take photos of the area's showing where the headliner could not be cleaned after 3 attempts.
NOTE: Repair Order with VIN must be present in pictures.
- Visit the following website and follow the directions provided:
- Username: Dealer Code
- Default Password: XXXXX

USA Dealers URL: <https://tacoma-21td03-chmsl.imagespm.info/>

Servco/Puerto Rico/USTT/Canadian Dealers URL: <https://tacoma-chmsl-ml.imagespm.info/>

Note: Vehicles that only need a replacement headliner should select the following options on the website.

VIN:

Model Year: 2017

After performing inspection for water intrusion inside the vehicle, are any interior components (besides headliner) damaged or wet?

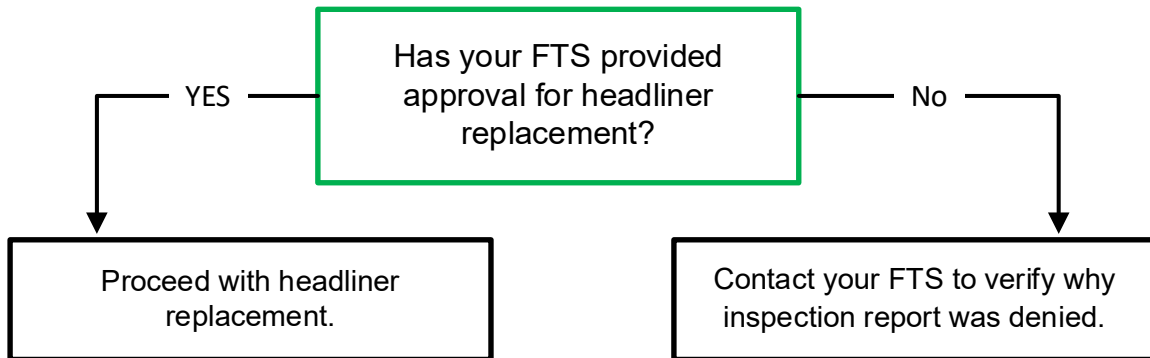
☒ Yes

☐ No

After removing vehicle carpet and padding, is organic growth identified in vehicle?

☐ Yes

☒ No



a. Remove the original headliner:

2016 - 2017: [INTERIOR: ROOF HEADLINING \(for Double Cab\): REMOVAL](#)
RM100000000VG1X

2018 - 2019: [INTERIOR: ROOF HEADLINING \(for Double Cab\): REMOVAL](#)
RM10000000188PM

b. Disassemble the original headliner:

2016 - 2017: [INTERIOR: ROOF HEADLINING \(for Double Cab\): DISASSEMBLY](#)
RM100000000VG1Y

2018 - 2019: [INTERIOR: ROOF HEADLINING \(for Double Cab\): DISASSEMBLY](#)
RM100000001EBYS

c. Assemble the **NEW** headliner:

2016 - 2017: [INTERIOR: ROOF HEADLINING \(for Double Cab\): REASSEMBLY](#)
RM100000000VG1Z

2018 - 2019: [INTERIOR: ROOF HEADLINING \(for Double Cab\): REASSEMBLY](#)
RM100000001EBYT

d. Remove the original center high mount stop lamp:

2016 – 2019: [LIGHTING: HIGH MOUNTED STOP LIGHT ASSEMBLY: REMOVAL](#)
RM100000000VEZF

e. INSTALL the **NEW** center high mount stop lamp:

2016 – 2019: [LIGHTING: HIGH MOUNTED STOP LIGHT ASSEMBLY: INSTALLATION](#)
RM100000000VEZC

f. INSTALL the **NEW** headliner:

2016 - 2017: [INTERIOR: ROOF HEADLINING \(for Double Cab\): INSTALLATION](#)
RM100000000VG1V

2018 – 2019: [INTERIOR: ROOF HEADLINING \(for Double Cab\): INSTALLATION](#)
RM10000000188PP

The campaign is now complete. Return the vehicle to the customer.

V. INSPECTION REPORT SUBMISSION

It will be necessary to submit pictures of the water intrusion and/or organic growth to your FTS using a submission website. Determine the need for part replacement based off the inspection and then follow these steps:

1. TAKE PHOTOS

- a. Take photos of the area's showing the water intrusion and/or organic growth.

NOTE: Repair Order with VIN must be present in pictures.

- b. Visit the following website and follow the directions provided:
- c. Username: Dealer Code
- d. Default Password: XXXXX

USA Dealers URL: <https://tacoma-21td03-chmsl.imagespm.info/>

Servco/Puerto Rico/USTT/Canadian Dealers URL: <https://tacoma-chmsl-ml.imagespm.info/>

Note: Vehicles with water intrusion damage and NO organic growth should select the following options.

VIN:

Model Year: 2017

After performing inspection for water intrusion inside the vehicle, are any interior components (besides headliner) damaged or wet?

☒ Yes

☐ No

After removing vehicle carpet and padding, is organic growth identified in vehicle?

☐ Yes

☒ No

Note: Vehicles with water intrusion damage and organic growth should select the following options.

VIN:

Model Year: 2017

After performing inspection for water intrusion inside the vehicle, are any interior components (besides headliner) damaged or wet?

☒ Yes

☐ No

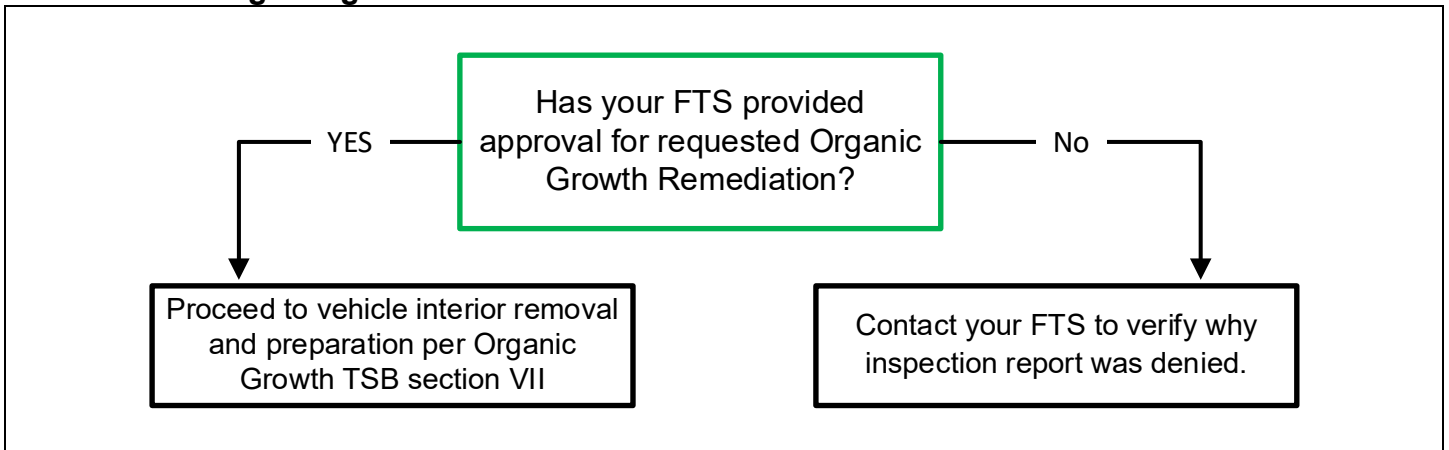
This selection may vary depending on water intrusion damage being present.

After removing vehicle carpet and padding, is organic growth identified in vehicle?

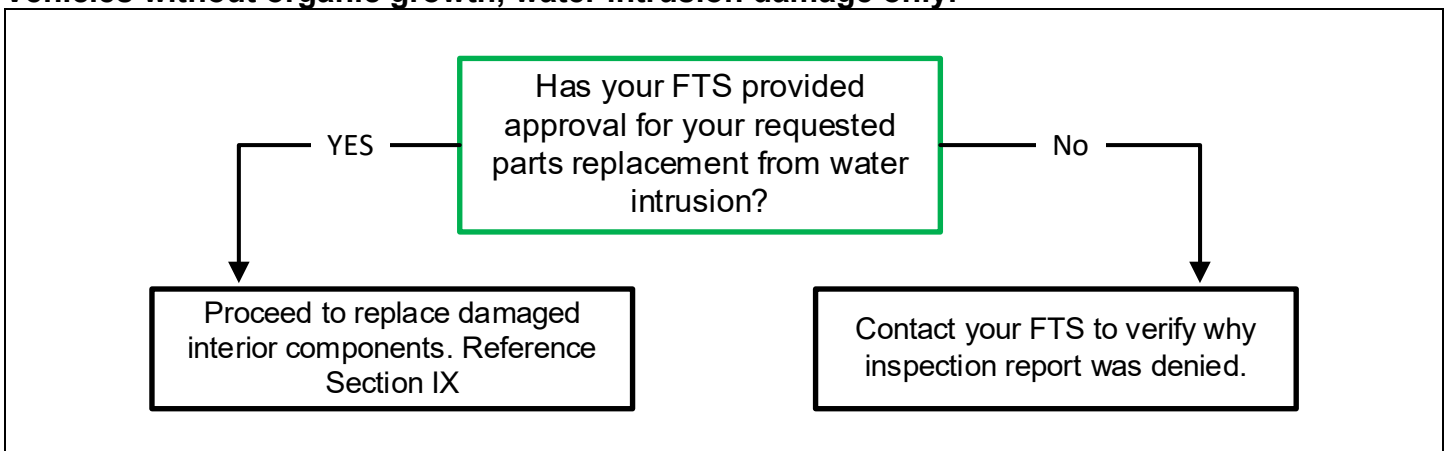
☒ Yes

☐ No

Vehicles with organic growth.



Vehicles without organic growth, water intrusion damage only.



VI. PREPARE VEHICLE INTERIOR for Organic Growth Remediation TSB

1. Prepare vehicle interior for organic growth remediation per TSB.
 - A. Inspection Procedure – Assessing the level of damage and determine necessary part replacement.
 - B. Disassembly Procedure – Guidelines for interior component removal
 - C. Liquid Applied Sound Deadener (LASD) Removal Procedure
 - D. Preparation for SERVPRO Remediation
 - E. SERVPRO Remediation Service Request.

NOTE: An ODOR REMEDIATION SERVICE REQUEST FORM does NOT need to be completed for this campaign. FTS review occurs during website inspection submission in previous steps.

VII. SERVPRO ORGANIC GROWTH REMEDIATION

1. SERVPRO organic growth remediation process will be scheduled by Bosch after initial FTS inspection report has been approved.
2. SERVPRO will perform organic growth remediation cleaning in vehicle interior. Organic growth remediation date will be scheduled between Dealer and SERVPRO by Bosch.

NOTE: Dealers must confirm vehicle is prepared for organic growth remediation to Bosch. Vehicles will not be scheduled for remediation until they are confirmed as being ready.

Individuals listed on the inspection report will receive an email from the inspection website once their FTS approves organic growth remediation. Within the body of the email, there is a link to confirm the vehicle is prepared for organic growth. Once the vehicle is prepared for organic growth remediation per the TSB, the technician or service manager must confirm the status. Image below shows the email body and where to click to confirm vehicle preparation status.

Your Field Technical Specialist () has Approved the inspection report for VIN ()

Contact your Field Technical Specialist for next steps on preparing vehicle for organic growth remediation.

Once Vehicle VIN: () is prepared for organic growth remediation, **you must confirm it is prepared by going to the link below.** If the vehicle is not confirmed as being ready, organic growth remediation scheduling will NOT occur.

[\[CLICK TO CONFIRM VEHICLE PREPARED\]](#)

2016-2019 Model Year Tacoma Vehicles will require the following replacement sheeting quantities after organic growth remediation. These parts will be used in place of the liquid applies sound deadener that is removed as part of the preparation process.

Part Number	Part Description	Quantity Needed
58651-22H90	Floor Silencer Sheet (1.5 mm thick sheet)	1 per vehicle
58651-22H91	Floor Silencer Sheet (3.0 mm thick sheet)	2 per vehicle

VIII. POST REMEDIATION STEPS

1. Post remediation steps.
 - A. Application of Urethane Seam Sealer (If removed during LASD removal)
 - B. Installation of Floor Silencer Sheeting in place of LASD. Replacement Silencer Sheeting part number details below.

Part Number	Description	Maximum Quantity
58651-22H91	3.0 MM Thick Silencer Sheeting	2 - Per Vehicle
58651-22H92	1.5 MM Thick Silencer Sheeting	1 - Per Vehicle

Note: Quantities larger than the maximum quantity listed above will not be accepted on the warranty claim for Limited Service Campaign 21TD03.

2. Interior Reassembly Procedure
 - A. Re-install vehicle interior, replacing organic growth damaged components as necessary.

NOTE: Vehicles that receive organic growth remediation should have a new Center High Mount Stop Lamp installed, not repair kit. Reference Section IV.

Note: Vehicles that receive organic growth remediation can have the existing headliner cleaned. Reference cleaning procedure Section II.

◀ VERIFY REPAIR QUALITY ▶

Confirm that vehicle received Center High Mount Stop Lamp Repair Kit or Center High Mount Stop Lamp Assembly.

If you have any questions regarding this update, please contact your Field Technical Specialist.

The campaign is now complete. Return the vehicle to the customer.

IX. REPLACE DAMAGED INTERIOR COMPONENTS – NO ORGANIC GROWTH

1. Remove damaged interior components (from water intrusion) as indicated on inspection report. Utilize the repair manual when removing interior components.

NOTE: ALL Interior components being replaced from water intrusion damage MUST be approved on the inspection report.

2. Reinstall interior components removed in previous step, replace damaged components as indicated on inspection report. Utilize the repair manual when reinstalling interior components.

NOTE: If headliner replacement is not required, vehicles should receive the center high mount stop lamp repair kit. Follow repair kit installation steps Section I. If headliner staining is present, reference headliner cleaning steps Section II

NOTE: If headliner replacement is necessary due to water damage, reference Section IV for headliner replacement steps. Center high mount stop lamp will be installed, not repair kit.

◀ VERIFY REPAIR QUALITY ▶

Confirm that vehicle received Center High Mount Stop Lamp Repair Kit or Center High Mount Stop Lamp Assembly.

If you have any questions regarding this update, please contact your Field Technical Specialist.

The campaign is now complete. Return the vehicle to the customer.

***Note: DO NOT wash the car for 24 hours after completion of work procedure as washing may cause damage to the sealer.**

***For Vehicles the received Center High Mount Stop Lamp Repair Kit**

A Hangtag has been included in the appendix of the technical instructions. Hangtag should be placed in the vehicle as a reminder to avoid car washes for 24 hours after completion of the repair

APPENDIX

A. PARTS DISPOSAL

In accordance with Federal law, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

- B. Hangtag should be placed in the vehicle as a reminder to avoid car washes for 24 hours after completion of the repair. Printable hangtag located on p. 23.

**DO NOT WASH VEHICLE
FOR 24 HOURS AFTER REPAIR**

Repair Date:_____

Repair Time:_____

B. CAMPAIGN DESIGNATION DECORDER

