

INTEROFFICE MEMORANDUM

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To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross
Vice-President, Product Quality and Service Support

LIMITED SERVICE CAMPAIGN 21TD03 (Remedy Notice)

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

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on August 12, 2021.

Alternative Use of Opcode TTTD03: In the event a dealer identifies a vehicle that has a center high mount stop lamp that cannot be sealed using the trim ring and hardware kit; the dealer may replace the original lamp with a new high mount stop lamp. A headliner does not need to be included on the claim. Note: This excludes damage caused by outside influence.

21TD03 – Website Information for Field Technical Specialists

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.

When an inspection is submitted, the FTS assigned to the dealer code will receive the inspection report for approval. FTS assignment is updated regularly for buy sale dealer code updates. If a new dealer code needs to be added to the inspection site, the dealer can contact the Quality Compliance inbox team.

Only approve inspection reports if all items being requested should be replaced. If needed, a dealer can resubmit a new inspection report for approval. There are two different types of emails that can be received, one is for parts replacement only and the other is for parts replacement and organic growth.

- Parts replacement only email, once the report is approved or denied, the dealer technician and service manager will receive an email informing them of the status. If approved, the dealer is informed to proceed with the repair. If denied, the dealer is instructed to contact their field technical specialist for additional details.
- Organic Growth email, once the report is approved or denied, the dealer technician and service manager will receive an email informing them of the status. If approved, the dealer is informed to begin preparing vehicle per Organic Growth Remediation TSB. If denied, the dealer is instructed to contact their field technical specialist for additional details. An

approved organic growth inspection report will automatically send an email to Bosch Service Support; Bosch will work with the dealer and ServPro to schedule organic growth remediation.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.