

Original Publication Date: November 16, 2023

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

## SPECIAL SERVICE CAMPAIGN 23TC06 (Remedy Notice)

### Certain 2022-2023 Model Year Tundra Electronic Parking Brake ECU Reprogram

Model / Years	Production Period	Approximate Total Vehicles
2022-2023 Tundra	Early November 2021 – Late August 2023	164,300

#### Condition

Due to certain programming in the Electronic Parking Brake ECU, under certain conditions, the parking brake light may flash, a parking brake malfunction message will be displayed, and the electronic parking brake may not release.

#### Remedy

Any authorized Toyota dealer will update the software in the Electronic Parking Brake ECU **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 164,300 vehicles covered by this Special Service Campaign.

#### Owner Letter Mailing Date

Toyota will begin to notify owners in Late December 2023. 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 Special 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 Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special 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 Special 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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 23TC06" 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 and Remedy Procedures

### **Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special 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 Customer Experience 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 Special Service Campaign when circumstances permit, unless noted otherwise in the SSC 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 Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **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 repair are required to have currently completed the following courses:

- TIC206A – Electrical Repair 1

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians who have completed the above course to perform this 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**

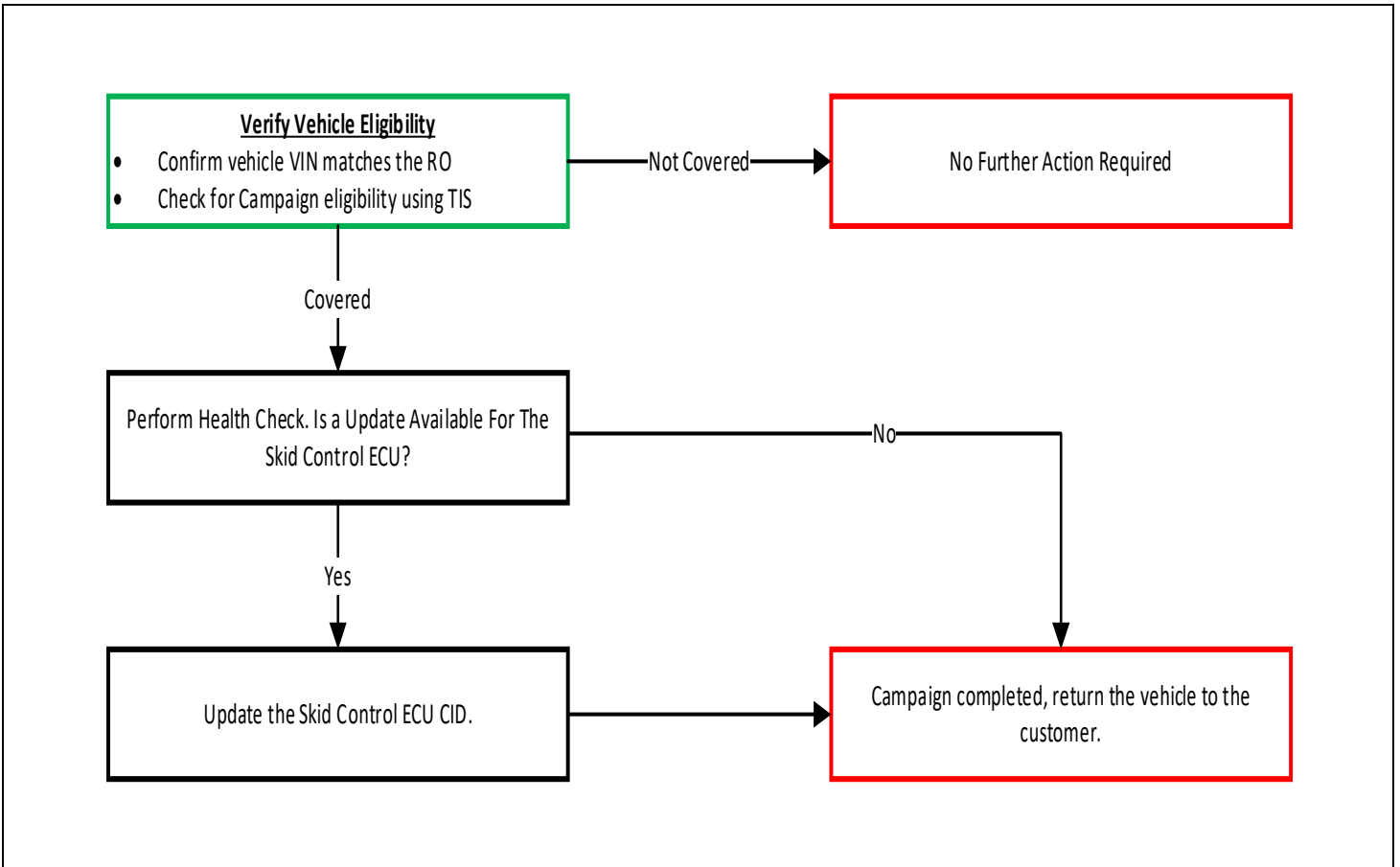
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

### **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.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



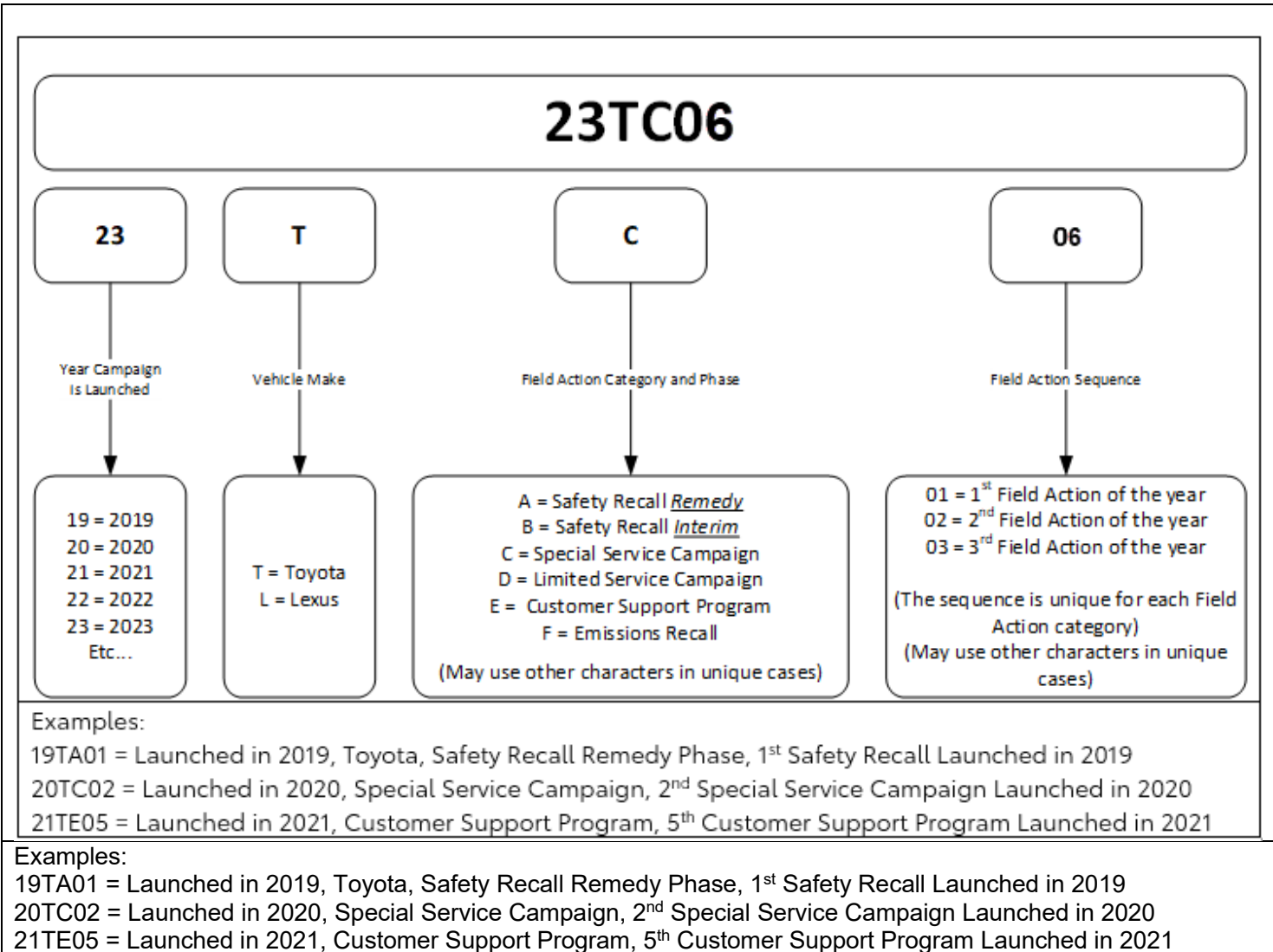
Op Code	Description	Flat Rate Hours
23TC06R1	Reprogram the skid control ECU	0.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the skid control ECU contains the latest calibration ID (no software update needed), use opcode 23TC06R1

#### **Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Special 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.

**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 Special Service Campaign.**

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



**SPECIAL SERVICE CAMPAIGN 23TC06 (Remedy Notice)**

**Certain 2022-2023 Model Year Tundra  
Electronic Parking Brake ECU Reprogram**


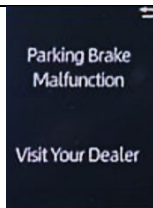
**Frequently Asked Questions**  
Original Publication Date: November 16, 2023

**Q1: What is the condition?**

A1: Due to certain programming in the Electronic Parking Brake ECU, under certain conditions, the parking brake light may flash, a parking brake malfunction message will be displayed, and the electronic parking brake may not release.

**Q2: Are there any warnings that this condition occurs?**

A2: Yes, if this condition has occurred, there may be a Parking Brake Indicator flashing and a Parking Brake Malfunction message on Multi-Information Display (MID)

Meter	Multi-Information Display
	
Brake hold operated indicator (warning buzzer)	Parking Brake Malfunction message

**Note:** The “Brake hold operated indicator” and the “Parking Brake Malfunction” message may illuminate for an issue unrelated to this campaign.

**Q2a: If I experience the condition, is there anything I can do about it?**

A2a: Turning the ignition off for 50 minutes and then back on again may allow operation of the Electronic Parking Brake to be returned to normal. The conditions may occur again if the remedy is not performed.

**Q3: What is Toyota going to do?**

A3: Owners of the vehicles covered by this Special Service Campaign will receive an owner notification letter via first class mail starting in Late-December 2023. Any authorized Toyota dealer will reprogram the Electronic Parking Brake ECU FREE OF CHARGE.

**Q4: How long will the repair take?**

A4: To reprogram the Electronic Parking Brake ECU will take approximately 45 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

**Q5: How does Toyota obtain my mailing information?**

A5: 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.

**Q6: Which and how many Toyota vehicles are covered?**

A6: There are approximately 164,300 vehicles covered by this Special Service Campaign in the U.S.

Model Name	Model Year	Production Period	UIO
Tundra	2022-2023	Early November 2021 – Late August 2023	164,300

**Q7: What if I have previously paid for repairs to his/her vehicle for this condition?**

A7: Reimbursement consideration instructions will be provided in the owner letter.

**Q8: What if I have additional questions or concerns?**

A8: Owners with questions or concerns are asked to please contact the Toyota Customer Experience 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

## 2022-2023 Model Year Tundra Electronic Parking Brake ECU Reprogram Special Service Campaign 23TC06 (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 Special 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?

Due to certain programming in the Electronic Parking Brake ECU, under certain conditions, the parking brake light may flash, a parking brake malfunction message will be displayed, and the electronic parking brake may not release.

### What will Toyota do?

Any authorized Toyota dealer will reprogram the Electronic Parking Brake ECU **FREE OF CHARGE** to you.


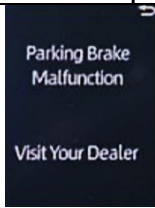
### What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the software update **FREE OF CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the parking brake ECU software update performed. The remedy will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

### Are there any symptoms of this condition?

If this condition has occurred, there may be a Parking Brake Indicator flashing and a Parking Brake Malfunction message on Multi-Information Display (MID)

Meter	Multi-Information Display
	
Brake hold operated indicator (warning buzzer)	Parking Brake Malfunction message

**Note:** The "Brake hold operated indicator" and the "Parking Brake Malfunction" message may illuminate an issue unrelated to this campaign.



**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 Customer Experience 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 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/recall](http://www.toyota/recall).
- If you require further assistance, you may contact the Toyota Customer Experience 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.

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 Special Service Campaign. At this time, 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](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

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 <https://www.toyota.com/owners> or contact us at 1-888-270-9371.*

#### Dealer Information

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