



SPECIAL SERVICE CAMPAIGN 24TC06 *(Remedy)*

Certain 2024 Model Year Tacoma Active Grille Shutter Engine Warning Light May Illuminate

Frequently Asked Questions

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Q1: *What is the condition?*

A1: An incorrectly sized seal can allow water or moisture to enter a connector on the Active Grille Shutter. This can cause the engine warning light to illuminate and/or the Active Grille Shutter to no longer open or close as designed.

Q1a: *What is the Active Grille Shutter?*

A1a: Located behind the vehicle's lower grille opening, the Active Grille Shutter will open and close depending on a variety of conditions to help the engine maintain suitable operating and cooling temperatures. At higher speeds, the Active Grille Shutter will remain closed to reduce aerodynamic drag from flowing through the engine compartment and thus enhance fuel economy.

Q1b: *Are there any symptoms of this condition?*

A1b: If the condition exists, the engine warning light may illuminate, and a warning message may appear.

Q2: *What is Toyota going to do?*

A2: Any authorized Toyota dealer will inspect the wire harness connector for the Active Grille Shutter for water damage or intrusion and, based on inspection result, replace the wire harness or grill shutter assembly **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q3: *Which and how many vehicles are covered by this Special Service Campaign?*

A3: There are approximately 3,200 vehicles covered by this Special Service Campaign.

| Model Name | Model Year | Production Period |
|------------|------------|--------------------------------------|
| Tacoma | 2024 | Early January 2024 – Late April 2024 |

Q4: *How long will the repair take?*

A4: The repair takes approximately 0.4 hours (Harness Only) to 1.9 hours (Harness + Shutter). However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *What if I previously paid for repairs related to this Special Service Campaign?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.