

Published January 24, 2017

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

Subject: **Safety Recall H0C (Interim H1C) – *Interim Notice***
Certain 2016 - 2017 Model Year Tundra
Resin Rear Bumper Reinforcement Brackets

On January, 24 2017, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2016 - 2017 model year Tundra vehicles.

Condition

The involved vehicles are equipped with resin rear step bumpers and reinforcement brackets at each corner. In the event of an impact to the corner of the bumper, the resin bracket may become damaged but not be noticed. If a person steps on the corner of the bumper that is damaged, a portion of it may break away, increasing the risk of injury.

Covered Vehicles

There are approximately 73,000 vehicles covered by this Safety Recall. Approximately 200 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Tundra	2016 and 2017	Late July, 2015 – Late December, 2016

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-February 2017.

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 Safety Recall 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.

New Vehicles in Dealership Inventory

There are approximately 5600 vehicles in new dealer inventory as of January 24, 2017.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Pre-Owned-Safety Recall 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 H0C/H1C" and include the VIN.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

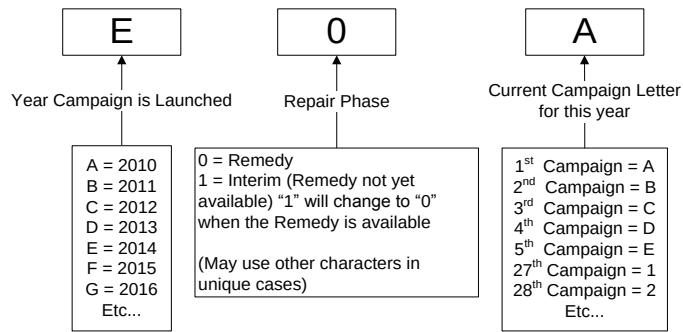
Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder**Examples:**

A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

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 Safety Recall.

Thank you for your cooperation.

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



Published January 24, 2017

Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

PRE-OWNED – SAFETY RECALL CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

Pre-Owned Vehicles **ONLY** (Not Applicable for TCUV units)

This vehicle is involved in a Safety Recall. 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 Safety Recall and other 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 _____



Safety Recall H0C (Interim H1C) – *Interim Notice*
Certain 2016 - 2017 Model Year Tundra
Resin Rear Bumper Reinforcement Brackets

Frequently Asked Questions
Published January 24, 2017

Q1: *What is the condition?*

A1: The involved vehicles are equipped with resin rear step bumpers and reinforcement brackets at each corner. In the event of an impact to the corner of the bumper, the resin bracket may become damaged but not be noticed. If a person steps on the corner of the bumper that is damaged, a portion of it may break away, increasing the risk of injury.

Q1a: *Are there any warnings that this condition occurs?*

A2a: There are no advanced warnings prior to the occurrence of this condition. However, in some instances, damage to the rear bumper may be visible after an impact. To avoid the risk of injury, Toyota recommends that customers not step on the rear bumper until the remedy is complete.

Q2: *What is Toyota going to do?*

A2: Toyota is currently preparing the remedy for this condition. Until then, Toyota will send an interim owner notification by first class mail starting in mid-February, 2017. The interim notification will inform customers of the condition and that they will be informed again when the remedy becomes available.

The remedy, when available, will consist of replacing the resin reinforcement brackets with steel ones at **NO CHARGE**. The rear bumper pad and rear bumper plates will also be replaced.

Q2a: *What if I experience the condition before the remedy is available?*

A2a: If you notice any sign of damage or experience a breakage to the rear bumper reinforcement brackets at the corners of the bumper, contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **NO CHARGE**.

Q3: *Which and how many vehicles are covered by this Safety Recall?*

A3: There are approximately 73,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Tundra	2016 and 2017	Late July, 2015 – Late December, 2016

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q3b: *Why are other Tundra models equipped with a steel rear bumper not covered by this Safety Recall?*

A3b: Tundra models with a steel rear bumper are equipped with steel reinforcement brackets. This condition only involves Tundra models with resin rear bumpers and reinforcement brackets at the outboard corners.

Q4: *What if I previously paid for repairs related to this Safety Recall?*

A4: Reimbursement consideration instructions will be provided in the owner letter.

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

A6: 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.