

Original Publication Date: February 20, 2018

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

Subject: Safety (Noncompliance) Recall J01 – **Remedy Notice**  
Certain 2017 Model Year Tundra Crew Max  
Left Rear Seat Mounting Bolts

On February 20, 2018, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2017 model year Tundra vehicles.

#### **Condition**

In the involved vehicles with second row seats, there is a possibility that one or more of the bolts attaching the left rear seat to the floor may not have been properly fastened. A seat with improperly fastened bolts may lead to an increased risk of injury in the event of a crash.

#### **Remedy**

Any authorized Toyota dealer will properly tighten the left rear seat mounting bolts at **NO CHARGE** to the vehicle owner.

#### **Covered Vehicles**

There are approximately 8,800 vehicles covered by this Safety (Noncompliance) Recall. There are 3 vehicles in Puerto Rico involved in this Safety (Noncompliance) Recall.

<b>Model Name</b>	<b>Model Year</b>	<b>Production Period</b>
Tundra	2017	Early January 2017 – Late February 2017

#### **Owner Letter Mailing Date**


Toyota will begin to notify owners in mid-March 2018.

*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 (Noncompliance) 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 80 of vehicles in new dealer inventory as of February 19, 2018.



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. Further, 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.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60 day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety (Noncompliance) 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.

**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 (<https://dealerdaily.toyota.com/>).

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

To easily recognize vehicles involved in this Safety (Noncompliance) 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**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety (Noncompliance) Recall on any used vehicles currently in dealer inventory that are covered by this Safety (Noncompliance) Recall 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 Safety (Noncompliance) Recall.

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 J01" 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 (<https://dealerdaily.toyota.com/>).

**Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety (Noncompliance) 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.

**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.

**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 currently hold at least one of the following certification levels:

- **Certified Technician (any specialty)**
- **Expert Technician (any specialty)**
- **Master Technician**
- **Master Diagnostic Technician**

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 with the above certification level or greater 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.

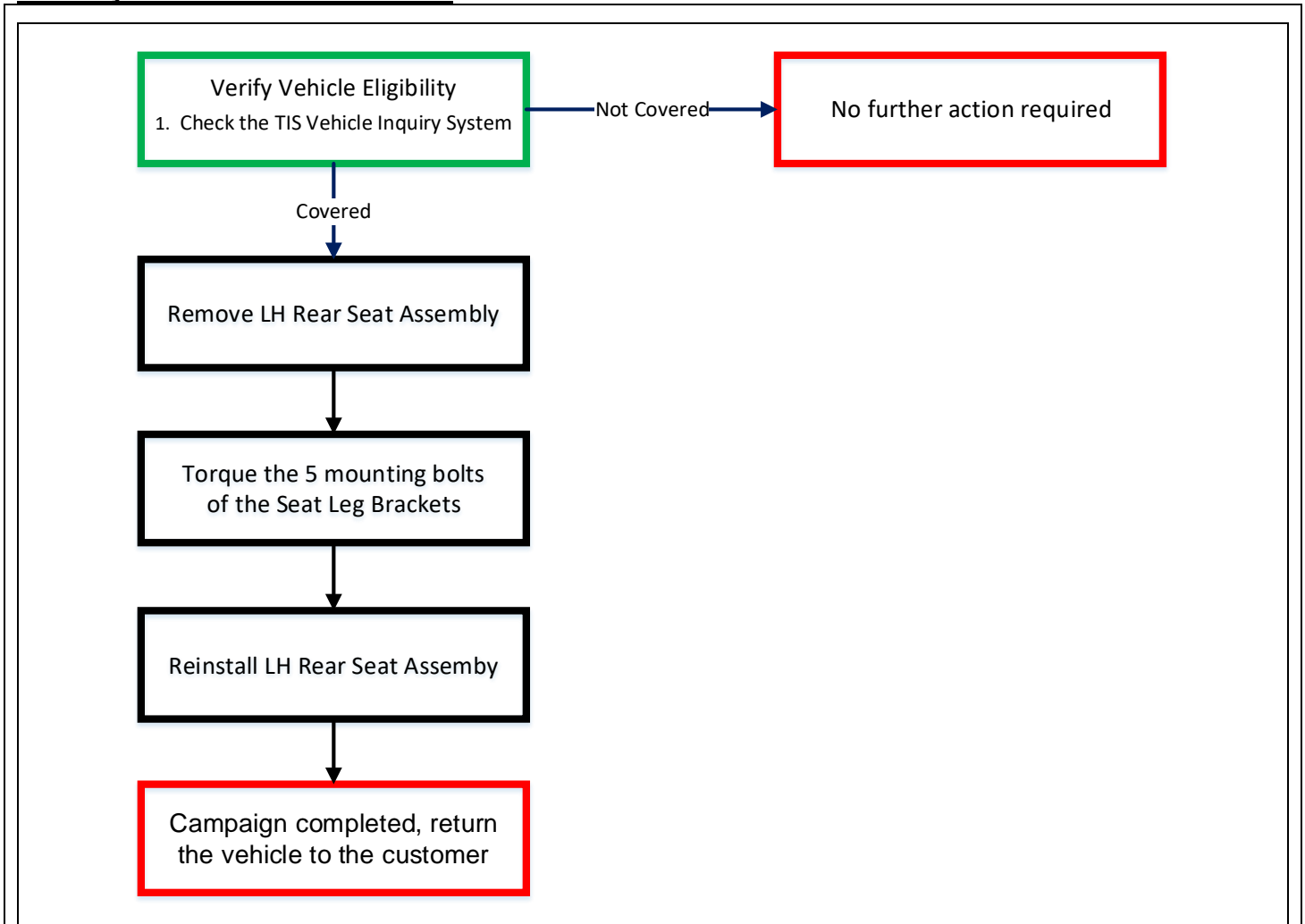
**Remedy Procedures**

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 Procedure**



Opcode	Description	Flat Rate Hours
TBD	Tighten the left rear seat mounting bolts	1.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**NOTE: Toyota is currently configuring the warranty system to accept claims. Claim filing will be available within 2 weeks, at which time the dealer letter will be updated.**

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety (Noncompliance) Recall. 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 opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Media Contacts**

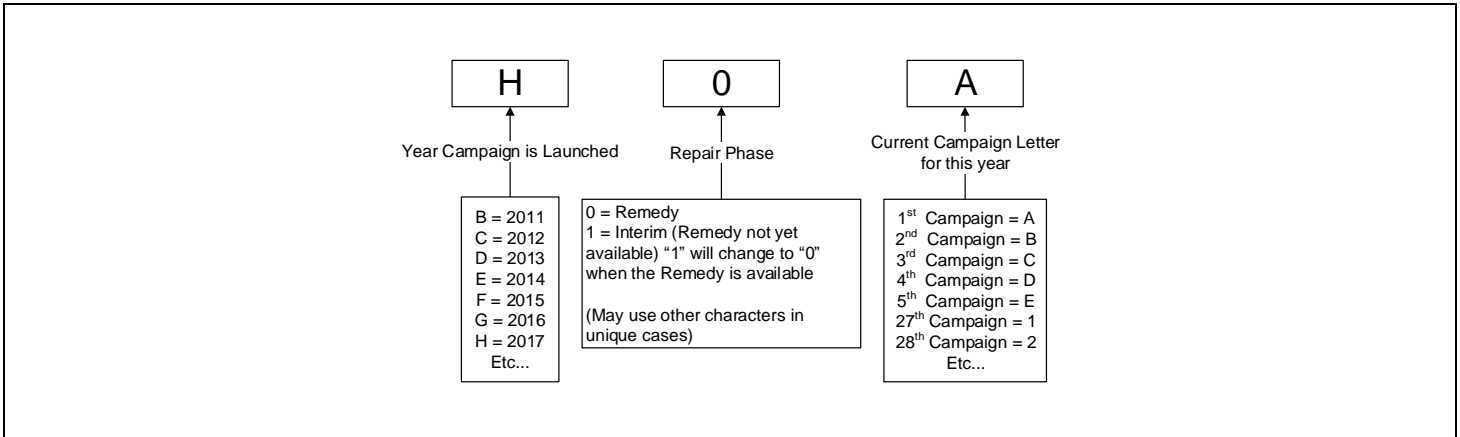
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) 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:**

C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012  
 E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014  
 H0A = Launched in 2017, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2017.

***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 (Noncompliance) Recall.***

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



**Safety (Noncompliance) Recall J01 – *Remedy Notice***  
**Certain 2017 Model Year Tundra Crew Max**  
**Left Rear Seat Mounting Bolts**

**Frequently Asked Questions**  
**Original Publication Date: February 20, 2018**

**Q1: *What is the condition?***

A1: In the involved vehicles with second row seats, there is a possibility that one or more of the bolts attaching the left rear seat to the floor may not have been properly fastened. A seat with improperly fastened bolts may lead to an increased risk of injury in the event of a crash.

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

A2: If this condition exists, customers may experience a rattling noise from the left rear seat while driving.

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

A3: Toyota will send an owner notification by first class mail starting in mid-March 2018, advising owners to make an appointment with their authorized Toyota dealer to have the left rear seat mounting bolts properly tightened at **NO CHARGE** to the vehicle owner.

**Q4: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?***

A4: There are approximately 8,800 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Tundra	2017	Early January 2017 – Late February 2017

**Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?***

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

**Q5: *How long will the repair take?***

A5: The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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.