

Original Publication Date: December 19, 2018

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

**SAFETY (NONCOMPLIANCE) RECALL J08 (Remedy Notice)****Certain 2019 Model Year Tundra  
Load Carrying Capacity Modification Label – Incorrect Information**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2019 Tundra	Early August 2018 – Late September 2018	300	158

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On December 19, 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 2019 model year Tundra vehicles.

**Condition**

Due to a software programming error, the weight of a particular spray-in bed liner accessory may have been applied incorrectly to other bed liner types (for vehicles with other length beds). This resulted in vehicles receiving a load carrying capacity modification label indicating an added weight less than the actual total weight of accessories installed. As a result, the subject vehicles do not meet a requirement of FMVSS No. 110. A vehicle which is loaded beyond its load carrying capacity may have an increased risk of a crash.

**Remedy**

For all retailed vehicles, a new label with corrected information will be provided at no cost to customers. Customers may also visit an authorized Toyota dealer for assistance in replacing the label. For vehicles in new dealership stock, a new label will be provided to the dealership immediately after campaign launch.

**Covered Vehicles**

There are approximately 300 vehicles covered by this Safety (Noncompliance) Recall. No vehicles covered by this Safety (Noncompliance) Recall were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Toyota will begin to notify owners in Late-January 2019.

*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.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory

There are approximately 158 vehicles in new dealer inventory as of December 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 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/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### 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 Recall on any used vehicles currently in dealer inventory that are covered by this Safety 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 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 J08" 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/>). 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.

**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 Handling, Parts Ordering, and Remedy Procedures

**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.

**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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

At the launch of the campaign, VIN specific "Load Carrying Capacity Modification" Labels will be mailed to dealerships with applicable in-stock vehicles. VIN specific "Load Carrying Capacity Modification" Labels will also be mailed to the owners of retailed vehicles in late January 2019. If for any reason, you require a new label, blank labels can be purchased through the Material Distribution Center (MDC). Updated weight can be calculated using existing label on vehicle weight plus 5.4 lbs Medium Bed, or 14.1 lbs Long Bed.

*Dealer will be asked to confirm correct installation of label, if required, for vehicles that come in for service.*

**Technician Training Requirements**

Repair quality is extremely important to Toyota. All dealership technicians performing this Safety (Noncompliance) Recall 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 Safety (Noncompliance) Recall performed correctly, technicians are required to currently hold at least one of the following certification levels:

- Certified Technician (any classification)
- Expert Technician (any classification)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform a 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 complete this Safety (Noncompliance) Recall. Carefully review your resources, the technician skill level, and ability before assigning technicians. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this Safety (Noncompliance) Recall at all times.

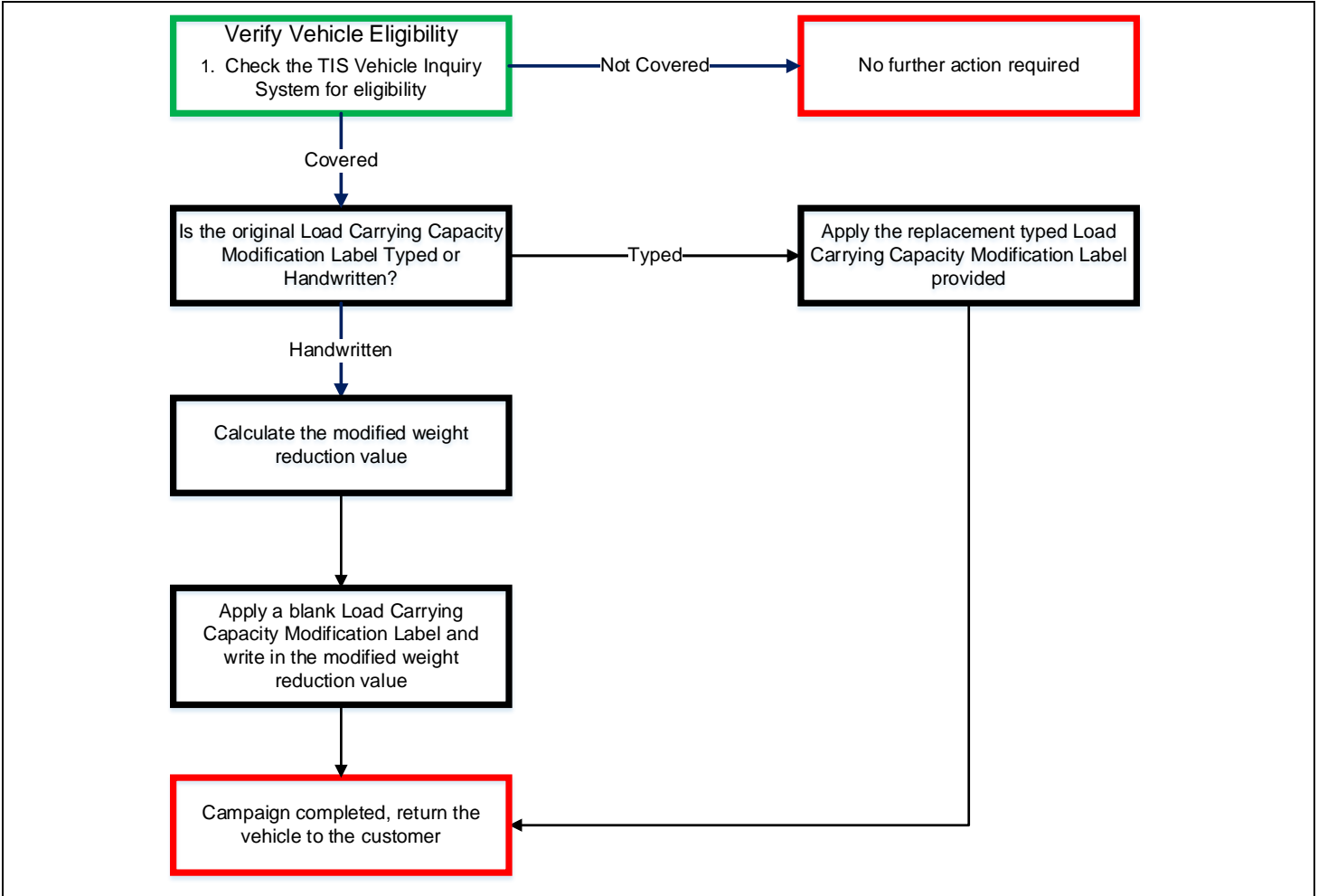
**Remedy Procedures**

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

**Repair Quality Confirmation**

Repair quality is extremely important to Toyota. To help ensure that all vehicles have this Safety (Noncompliance) Recall performed correctly, please designate at least one associate (someone other than the individual who performed the recall) to verify it was completed correctly on each vehicle prior to customer delivery.

**Warranty Reimbursement Procedures**



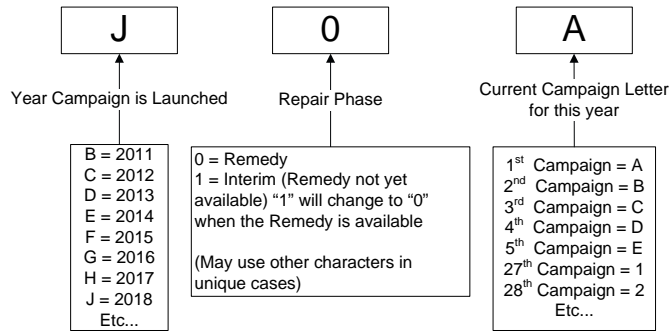
Op Code	Description	Flat Rate Hours
LGGB8A	Attach the label by dealer, if customer requests	0.3 hrs/veh

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

**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 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**



**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  
 J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2018.

***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 J08 (Remedy Notice)

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### Frequently Asked Questions

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#### Q1: What is the condition?

Due to a software programming error, the weight of a particular spray-in bed liner accessory may have been applied incorrectly to other bed liner types (for vehicles with other length beds). This resulted in vehicles receiving a load carrying capacity modification label indicating an added weight less than the actual total weight of accessories installed. As a result, the subject vehicles do not meet a requirement of FMVSS No. 110. A vehicle which is loaded beyond its load carrying capacity may have an increased risk of a crash.

#### Q1a: What is the load carrying capacity modification label?

A1a: This is a label placed in the driver's door jamb that shows the amount of reduced carrying capacity due to the addition of any factory, distributor, or dealer vehicle modifications. Below is an example of the label.



#### Q2: What is Toyota going to do?

A1: Toyota will send an owner notification by first class mail in late-January 2019, that includes a new label with corrected information, and instructions for installing this label on the vehicle. If a customer feels uncomfortable installing this label, any authorized Toyota dealer can install this label **FREE OF CHARGE**.

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

A2: There are approximately 280 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Tundra	2019	Early August 2018 – Late September 2018

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

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

**Q4: How long will applying the new label take?**

A3: Applying the new label takes approximately 15 minutes. If brought to a dealer, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

A4: 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?**

A5: 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.



## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety (Noncompliance) 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](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 [www.toyota.com/ownersupdate](http://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 _____