

Original Publication Date: August 18, 2022

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

SAFETY (NONCOMPLIANCE) RECALL 22TA09 (Remedy Notice)

Certain 2022–2023 Model Year Tacoma Vehicles
Upper Child Seat Anchor Welds May Fail During a Crash
NHTSA Recall No. 22V-520

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022 - 2023	Late October 2021 – Late May 2022	75,300	130



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On July 21, 2022, 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 2022 - 2023 model year Tacoma vehicles.

Condition

The upper child seat anchors of the involved vehicles may not have been welded sufficiently and may not meet minimum strength requirements. Vehicles with upper child seat anchor welds that do not meet strength requirements do not comply with applicable regulations in the U.S. An insufficient weld may allow the child seat to move during a sudden stop or crash, increasing the risk of injury.

Remedy

Any authorized Toyota dealer will inspect the welds on the upper child seat anchors **FREE OF CHARGE**. If an insufficient weld is identified, additional welds will be added to the affected upper child seat anchor(s) **FREE OF CHARGE**.

Note: At this time, Toyota expects approximately 1 out of every 20 vehicles (about 5%) will have at least one insufficient weld identified.

Covered Vehicles

There are approximately 75,300 vehicles covered by this Safety (Noncompliance) Recall. There are no vehicles distributed to Puerto Rico involved in this Safety (Noncompliance) Recall.

Owner Letter Mailing Date

Toyota will notify owners by mid-September 2022. 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 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 130 vehicles in new dealer inventory as of July 15, 2022.



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:

- ***New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.***
- 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.

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. In the subject line of the email state "Disclosure Form 22TA09" 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.

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 Brand Engagement 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 Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall 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 Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Technician Training Requirements for the Technical Instructions

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing the child seat anchor weld inspection procedure (Section VII in the Technical Instructions) 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 this inspection performed correctly; technicians performing this inspection are required to currently hold at least one of the following certification levels:

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

Always check which technicians can perform the inspection 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 inspection. 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 inspection at all times.

Note:

- 1.) *Only authorized Toyota dealers are authorized to perform the child seat anchor weld inspection procedure (Section VI in the Technical Instructions). Non-Toyota dealer entities (such as a third-party collision centers, or a Toyota Certified Collision Center) are not authorized to perform the child seat anchor weld inspection procedure.*
- 2.) *If required, the Weld Repair (Sections VII - XIV) is typically performed by a non-Toyota dealer entity (such as a third-party collision center or a Toyota Certified Collision Center) and thus, there are no specific technician training requirements for performing the Weld Repair instructions. But dealers and non-dealer entities should use technicians with the appropriate skills and should follow the Weld Repair instructions.*

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.

Note: At this time, Toyota expects approximately 1 out of every 20 vehicles (about 5%) will have at least one insufficient weld identified and; therefore, will require welding. A third-party body shop may be needed to perform the Weld Repair. If so, you MUST SHARE the Weld Repair instructions with the body shop. The Weld Repair instructions are detailed in Sections VII -XIV in the Technical Instructions.

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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Labor Rate for Body and Paint Work

As provided in Policy 8.22, a dealership's service department mechanical rate may not be used for the body and paint work performed under 22TA09. If the work is performed by the dealership's own body shop, the labor rate used for calculation of labor charges must be the posted body shop labor rate, not the service department's mechanical rate. If the work is performed as a sublet by an independent body shop, as provided in Policy 4.12, the sublet repair shop's invoice must include the reasonable and customary repair shop rate, not the dealership's service department rate.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

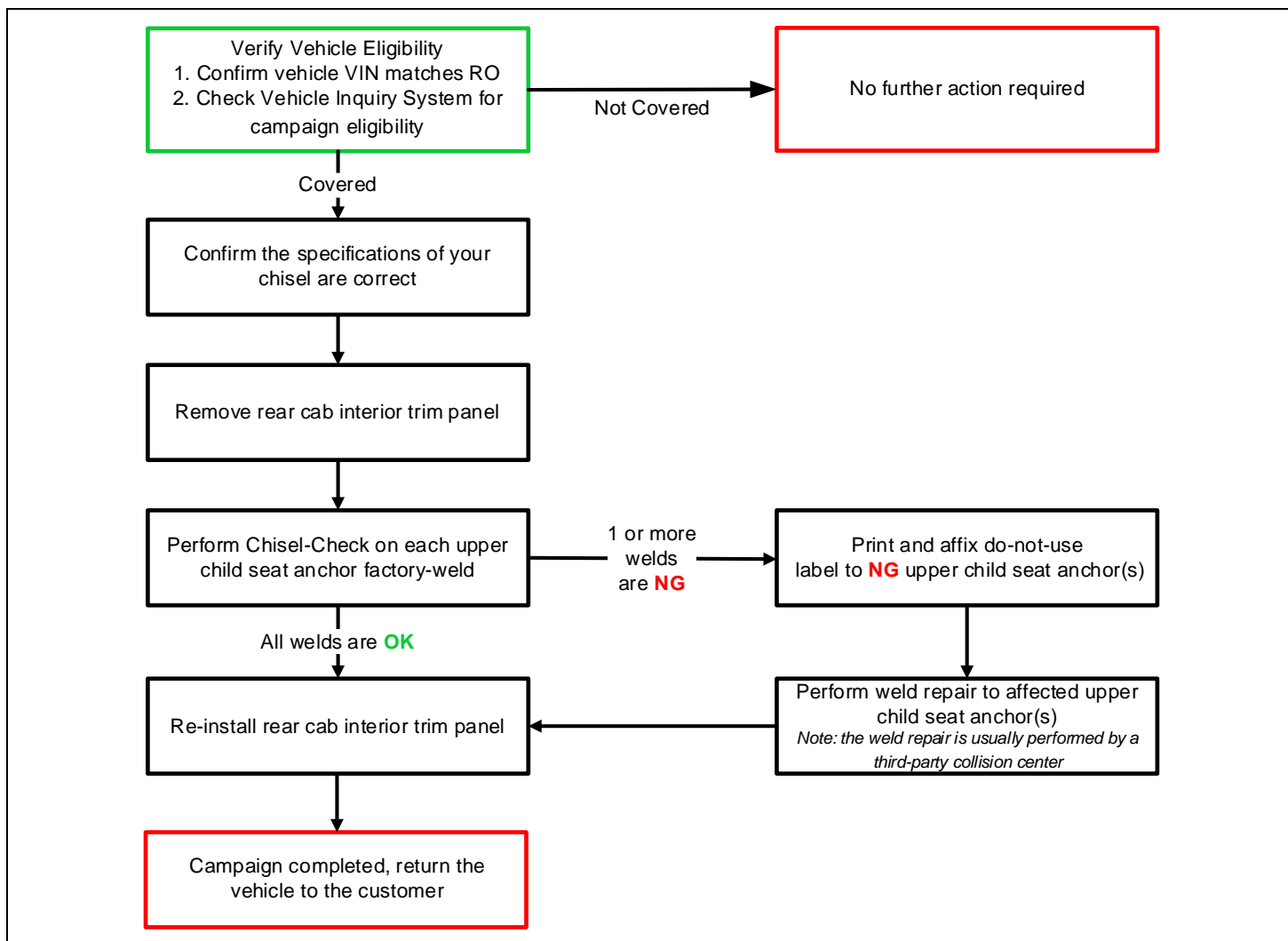
Until the remedy is performed on the vehicle, customers are advised to refer to the owner's manual or other instructions provided with your child restraint system to determine if alternate means to secure the child seat are available. Alternatively, customers are advised to consider using a different vehicle to transport children until the remedy is performed. If these recommendations are not feasible for the customer, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$60 per day.

Op Code	Description
TA29R1	Vehicle Rental 1-30 Days

NOTE:

- Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).

Warranty Reimbursement Procedure



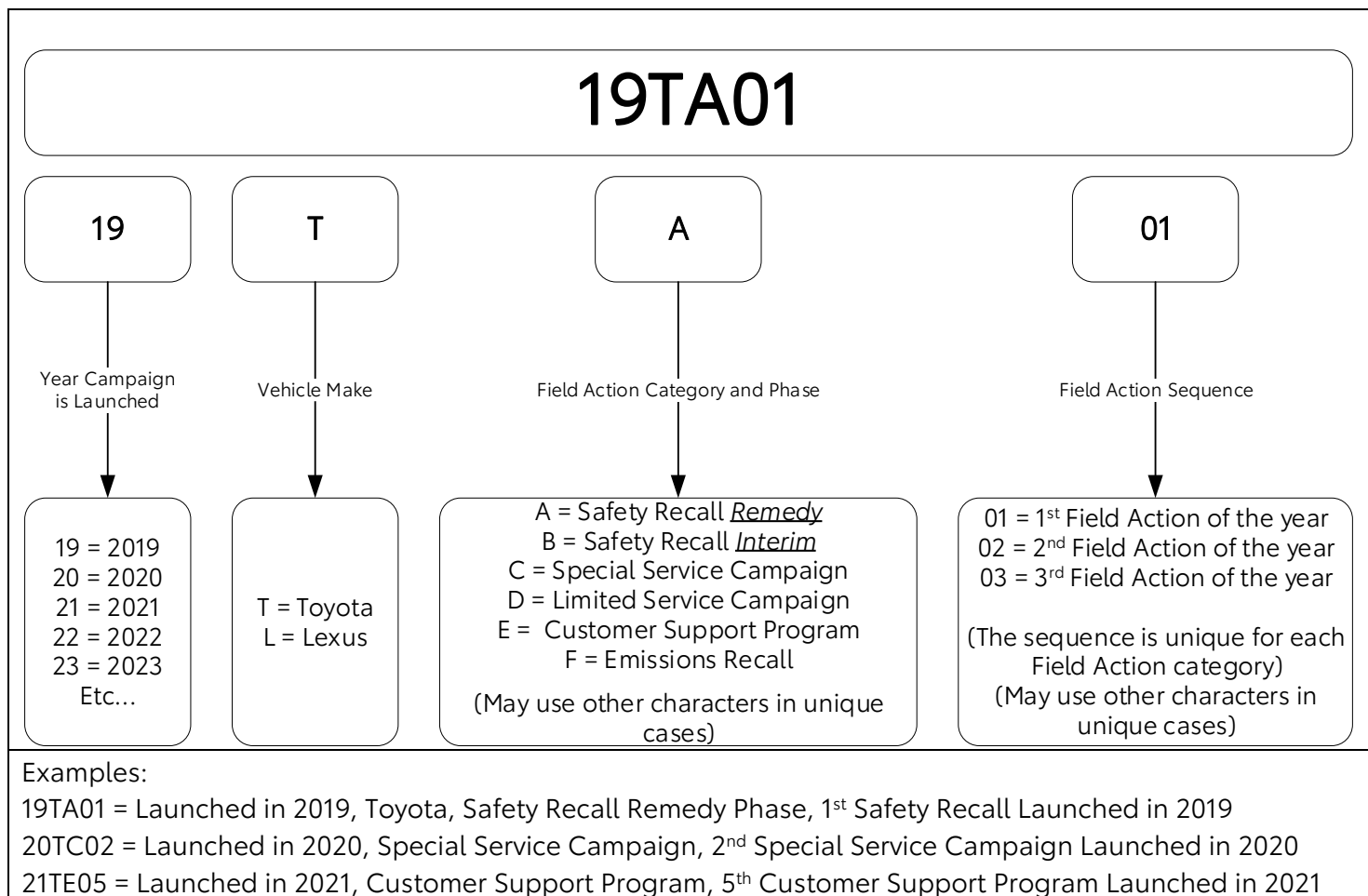
Op Code	Description	Flat Rate Hours
TA0901	Chisel-check each upper child seat anchor factory-weld Result: All welds are OK	1.2
TA0902	Chisel-check each upper child seat anchor factory-weld Result: One or more welds are NG + Perform weld repair on NG upper child seat anchor(s) <i>Note: the weld repair is usually performed by a third-party collision center</i>	1.2

- The flat rate times of the Op Codes includes 0.1 hours for administrative cost per unit for the dealership.
- The total amount of the final invoice from a third-party collision center (or a Toyota Certified Collision Center) may be included on Op Code TA0902 as sublet type "ZZ". The invoice must be attached to claim.
- For the duration of time the vehicle is at the body shop, a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) program can be claimed up to a maximum of 4 days, at a maximum rate of \$60/day as a sublet type "RT" under Op Code TA29R2.
 - **For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

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



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 22TA09

Certain 2022–2023 Model Year Tacoma Vehicles
Upper Child Seat Anchor Welds May Fail During a Crash
NHTSA Recall No. 22V-520

Frequently Asked Questions

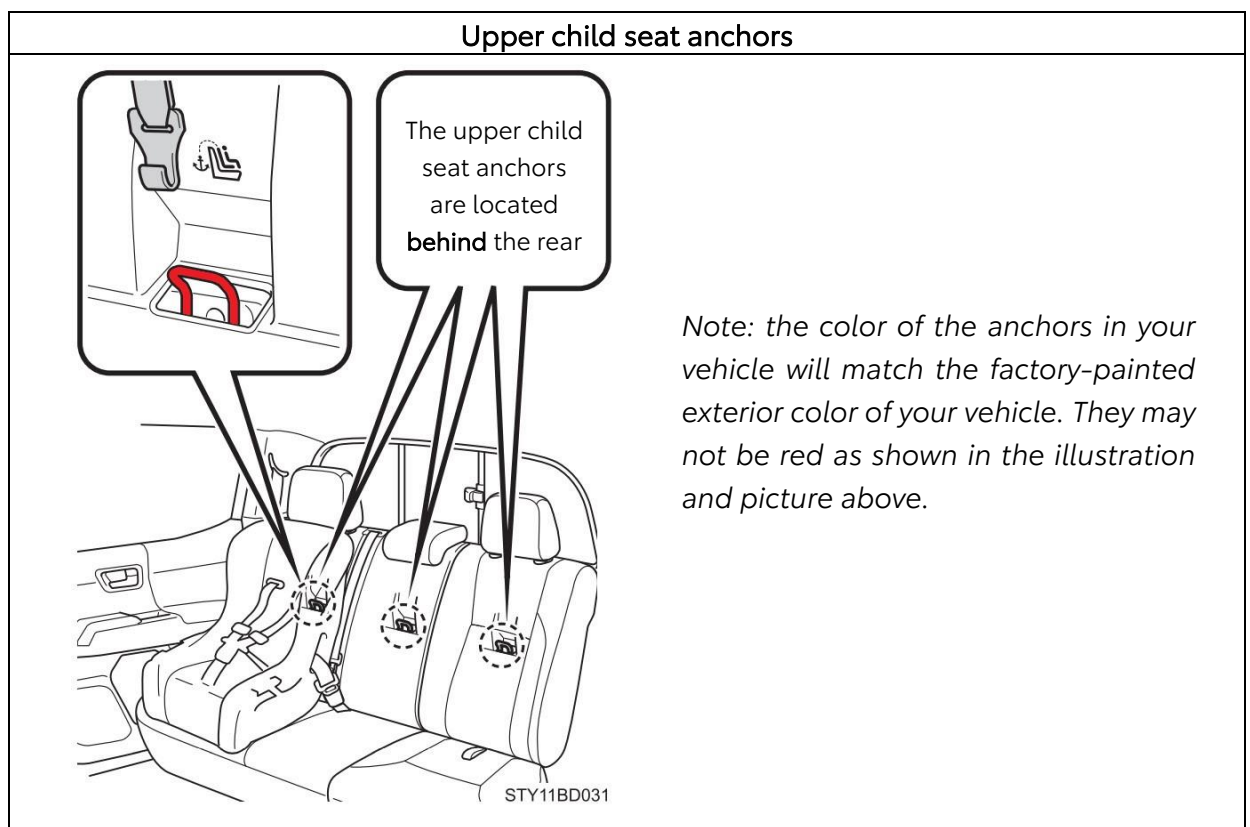
Original Publication Date: August 18, 2022

Q1: What is the condition?

A1: The upper child seat anchors of the involved vehicles may not have been welded sufficiently and may not meet minimum strength requirements. Vehicles with upper child seat anchor welds that do not meet strength requirements do not comply with applicable regulations in the U.S. An insufficient weld may allow the child seat to move during a sudden stop or crash, increasing the risk of injury.

Q1a: What are the upper child seat anchors?

A1a: The subject vehicles are equipped with three (3) upper child seat anchors for the rear seat, shown in the illustration below. The upper anchors are designed to secure child restraint systems featuring a top “tether” strap.



Q2: Are there any warnings that this condition exists?

A2: No. There are no warnings that this condition exists.

Q3: Can I do anything to prevent the condition from happening?

A3: Until the remedy is performed on your vehicle, please refer to the owner's manual or other instructions provided with your child restraint system to determine if there are alternate means to secure your child seat. Always follow the instructions provided with your child restraint system. In addition, you may wish to use a different vehicle to transport your child until the remedy is performed. Children should always be transported in a child seat that is appropriate for their age and weight.

Q4: What will Toyota do?

A4: Toyota will notify owners of involved vehicles, via first class mail, to visit their authorized Toyota dealer to have the welds on the upper child seat anchors inspected. If an insufficient weld is identified, additional welds will be added to the affected upper child seat anchor(s).

Q5: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?

A5: There are approximately 75,300 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Tacoma	2022 – 2023	Late October 2021 – Late May 2022

Q6: How long will the repair take?

A6: The inspection should take about one hour. If any insufficient welds are identified during the inspection process, your dealer may need to coordinate with a third-party collision center to add additional welds to the affected upper child seat anchor. The welding process should take about 8 hours. However, depending upon the Toyota dealer's work schedule, and the third-party collision center's work schedule, it may be necessary to make the vehicle available for a longer period. Your dealer may provide you with a loaner vehicle for the duration the third-party collision center is performing the welding repair to your vehicle.

Q7: How does Toyota obtain my mailing information?

A7: 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.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement 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.

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

IMPORTANT SAFETY RECALL (Remedy Notice)

Certain 2022–2023 Model Year Tacoma Vehicles
Upper Child Seat Anchor Welds May Fail During a Crash
NHTSA Recall No. 22V-520

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2022 – 2023 model year Tacoma vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 225, "Child Restraint Anchorage Systems: paragraph S6.3

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?

The upper child seat anchors of the involved vehicles may not have been welded sufficiently and may not meet minimum strength requirements. Vehicles with upper child seat anchor welds that do not meet strength requirements do not comply with applicable regulations in the U.S. An insufficient weld may allow the child seat to move during a sudden stop or crash, increasing the risk of injury.

What will Toyota do?

Any authorized Toyota dealer will inspect the welds on the upper child seat anchors **FREE OF CHARGE**. If an insufficient weld is identified, additional welds will be added to the affected upper child seat anchor(s) **FREE OF CHARGE**.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. Your local Toyota dealer will be more than happy to answer any of your questions.

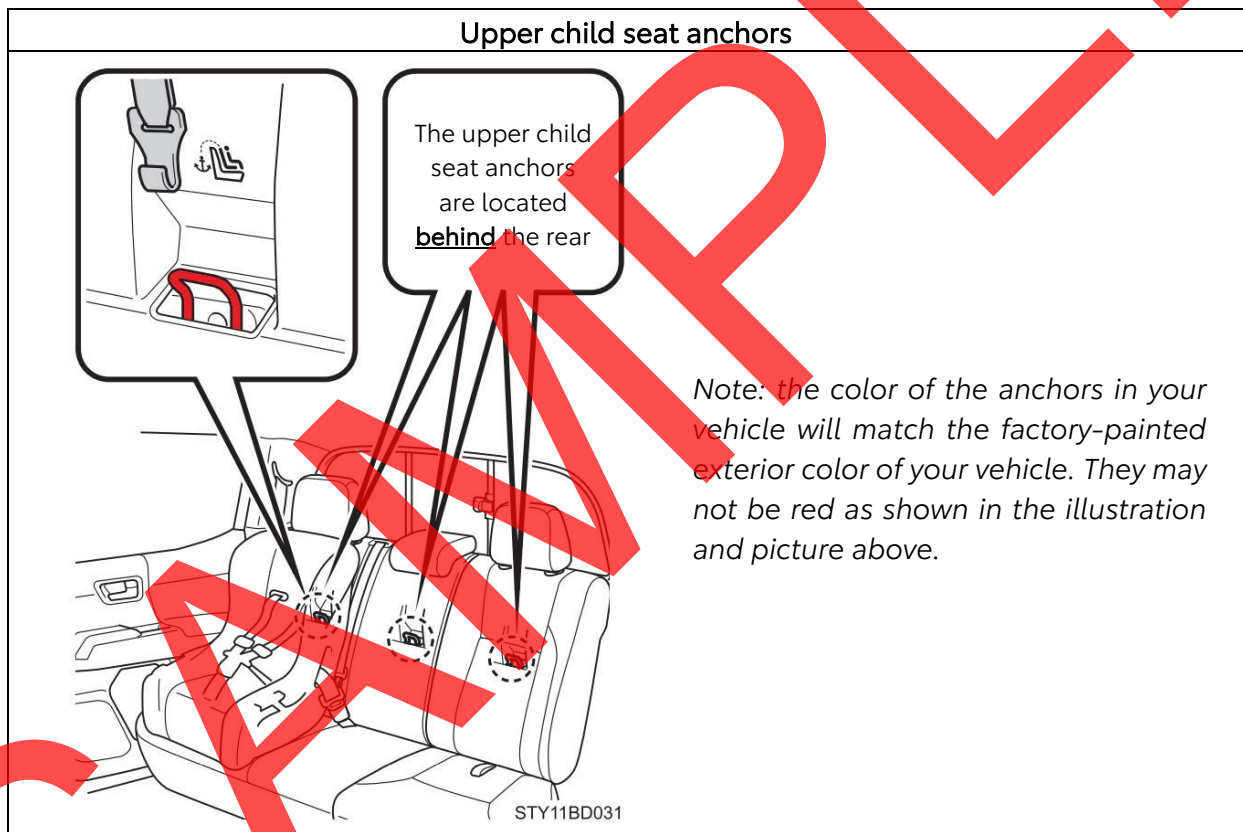
- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Brand Engagement 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.

This is an important Safety Recall

The inspection should take about one hour. If any insufficient welds are identified during the inspection process, your dealer may need to coordinate with a third-party collision center to add additional welds to the affected upper child seat anchor. The welding process should take about 8 hours. However, depending upon the Toyota dealer's work schedule, and the third-party collision center's work schedule, it may be necessary to make the vehicle available for a longer period. Your dealer may provide you with a loaner vehicle for the duration the third-party collision center is performing the welding repair to your vehicle.

What are the upper child seat anchors?

The subject vehicles are equipped with three (3) upper child seat anchors for the rear seat, shown in the illustration below. The upper anchors are designed to secure child restraint systems featuring a top "tether" strap.



Are there any warnings that this condition exists?

No. There are no warnings that this condition exists.

Can I do anything to prevent the condition from happening?

Until the remedy is performed on your vehicle, please refer to the owner's manual or other instructions provided with your child restraint system to determine if there are alternate means to secure your child seat. Always follow the instructions provided with your child restraint system. In addition, you may wish to use a different vehicle to transport your child until the remedy is performed. Children should always be transported in a child seat that is appropriate for their age and weight.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/owners>

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

SAMPLE



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 new vehicles in dealership inventory and 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

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 or contact us at 1-888-270-9371.

Dealer Information

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