

February 22, 2023

## NONCOMPLIANCE INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing, Texas, ["TMMTX"]  
1 Lone Star Pass, San Antonio, TX 78264

Affiliated U.S. Sales Company

Toyota Motor North America ["TMNA"]  
6565 Headquarters Drive, Plano, TX 75024

Manufacturer of the Combination Meter ECU

DENSO CORPORATION  
1-1, Showa-cho, Kariya-city, Aichi-pref., 448-8661, Japan  
Phone: +81-566-25-5511

Country of Origin: Japan

2. Identification of Involved Vehicles and Affected Components:

Based on production records, we have determined the involved vehicle population to be the vehicles listed in the table below.

Make/Car Line	Model Year	Manufacturer	Production Period
Toyota / Tundra	2022–2023	TMMTX	October 4, 2022 through January 11, 2023
Toyota / Tundra Hybrid			September 20, 2022 through January 17, 2023

Applicability	Part Number	Part Name	Component Description
Toyota / Tundra	83800-0CW32 83800-0CS72	Meter Assy, Combination	Combination Meter
Toyota / Tundra Hybrid	83800-0CW42		

Note: (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

(2) This issue involves only vehicles in the above production range which have a 12.3-inch Thin Film Transistor (TFT) LCD monitor with specific software.

3. Total Number of Vehicles Involved:

Tundra : 2,897  
Tundra Hybrid : 6,092  
Total : 8,989

4. Percentage of Vehicles Estimated to Actually Experience Noncompliance:

100% of the involved vehicles contain a combination meter system with the software programming described in Section 5 below. Whether the issue, in each case, will cause the TFT display to go blank depends on the state of the applications running as described.

5. Description of Noncompliance:

The subject vehicles are equipped with a combination meter system where various information is displayed (warning and indicator lights, vehicle gauges, messages etc.) in a 12.3-inch Thin Film Transistor (TFT) Liquid Crystal Display (LCD) monitor in the instrument panel. The electronic control unit (ECU) for the system contains display driver software which monitors the system application threads. In some conditions, when applications are not responding or taking more time to execute, the ECU will stop all application threads and restart the system. Due to the programming of the ECU software, at times the system will not restart, leaving the TFT monitor blank. The display may reappear after a new key cycle or battery disconnection; however, a blank display may reoccur while the vehicle is in operation. If certain telltales and indicators that are in the combination meter are not displayed, the vehicle will not meet certain requirements of FMVSS No. 101, paragraphs S5.1-S5.5. This can reduce the driver's recognition of the conditions represented by those telltales/indicators, which can lead to an increased risk of a crash if those conditions occur.

6. Test Results and Other Information:

Beginning in late October 2022 Toyota received several reports from dealers describing instances where the 12.3 inch full-TFT monitor-equipped Tundra vehicles intermittently would go blank. In December 2022, additional reports were received from the field. In addition, some incidents were observed during final inspection at the manufacturing plant and during post-manufacture vehicle transportation.

In late December, incident parts were sent to the supplier for further investigation. Supplier testing duplicated the blank screen condition after several test cycles. Further analysis identified a software display driver thread change from previous versions. This display driver thread change was found to have the potential to cause a condition that could result in a blank screen. Based on this condition within the software, the potential for a blank combination meter display could be present at the time of manufacturing and at the point of first sale.

As a result, on February 16, 2023, Toyota determined that the involved vehicles do not meet certain requirements of FMVSS No. 101, paragraphs S5.1-S5.5.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified to return their vehicles to a Toyota dealer. The dealers will update the software of the combination meter ECU, free of charge.

Reimbursement Plan for pre-notification remedies

As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty, all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota's Warranty.

8. Recall Schedule:

Notifications to owners of the affected vehicles will occur by April 23, 2023. A copy of the draft owner notification letter(s) will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent by February 23, 2023. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

Campaign Number: 23TA02