

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

| DATE | TOPIC |
|------------|---|
| 04/16/2024 | Removed Inspection Documentation Requirement Under Warranty Reimbursement Procedure |

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: April 11, 2024

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

SAFETY RECALL 24TA05 *(Remedy Notice)*

Certain 2022-2023 Model Year Tacoma Potential Axle Shaft Separation NHTSA Recall No. 24V152

| Model / Years | Production Period | Approximate Total Vehicles | Approximate Stop Sale Dealer Inventory |
|-----------------------------|-------------------------------------|----------------------------|--|
| 2022-2023 Model Year Tacoma | Early May 2022 – Late November 2023 | 381,200 | 400 |



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On February 27, 2024, 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 2022-2023 model year Tacoma vehicles.

Condition

Welding debris left on the ends of the rear axle assembly during manufacturing could cause certain retaining nuts to loosen over time and eventually fall off, potentially causing a part to separate from the axle. If separation occurs, this can affect vehicle stability and brake performance, increasing the risk of a crash.

Remedy

Toyota dealers will inspect the rear axle assembly and retighten the axle retaining nuts **FREE OF CHARGE**. If axle components are damaged as a result of this condition, they will be repaired or replaced, if necessary, based on Toyota inspection criteria, **FREE OF CHARGE**.

Covered Vehicles

There are approximately 381,200 vehicles covered by this Safety Recall. Approximately 6,400 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by late April of 2024.

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.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 400 vehicles in new dealer inventory as of February 26, 2024.



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 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.

Toyota Version Below



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 24TA05/24TB05" 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.

Rent A Toyota & Service Loaners

Toyota requests that dealers remove all Rent A Toyota vehicles 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 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.

Head Unit Notifications

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Customers who receive head unit notification regarding this Safety Recall are requested to schedule an appointment with their authorized dealer to have this Safety Recall completed.

The message will completely clear from the vehicle once the following conditions are met: The Safety Recall is completed, the dealer has filed a claim, and the claim is approved by Toyota. Then the message will be cleared at the next clearing cycle, which currently happens daily.

Owners who receive a head unit notification after having this Safety Recall completed can be advised to ignore the message. Owners with additional concerns can be directed to 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 the Toyota Newsroom <https://pressroom.toyota.com/>.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

| Part Number | Part Description | Quantity |
|-------------|---|----------|
| 90178-A0052 | Nut (shipped to dealers in bags of 10 nuts) *Use as needed per vehicle. | 1-8 |

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 have currently completed the following courses:

- T4535 – Steering, Suspension & Handling

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's 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.

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.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

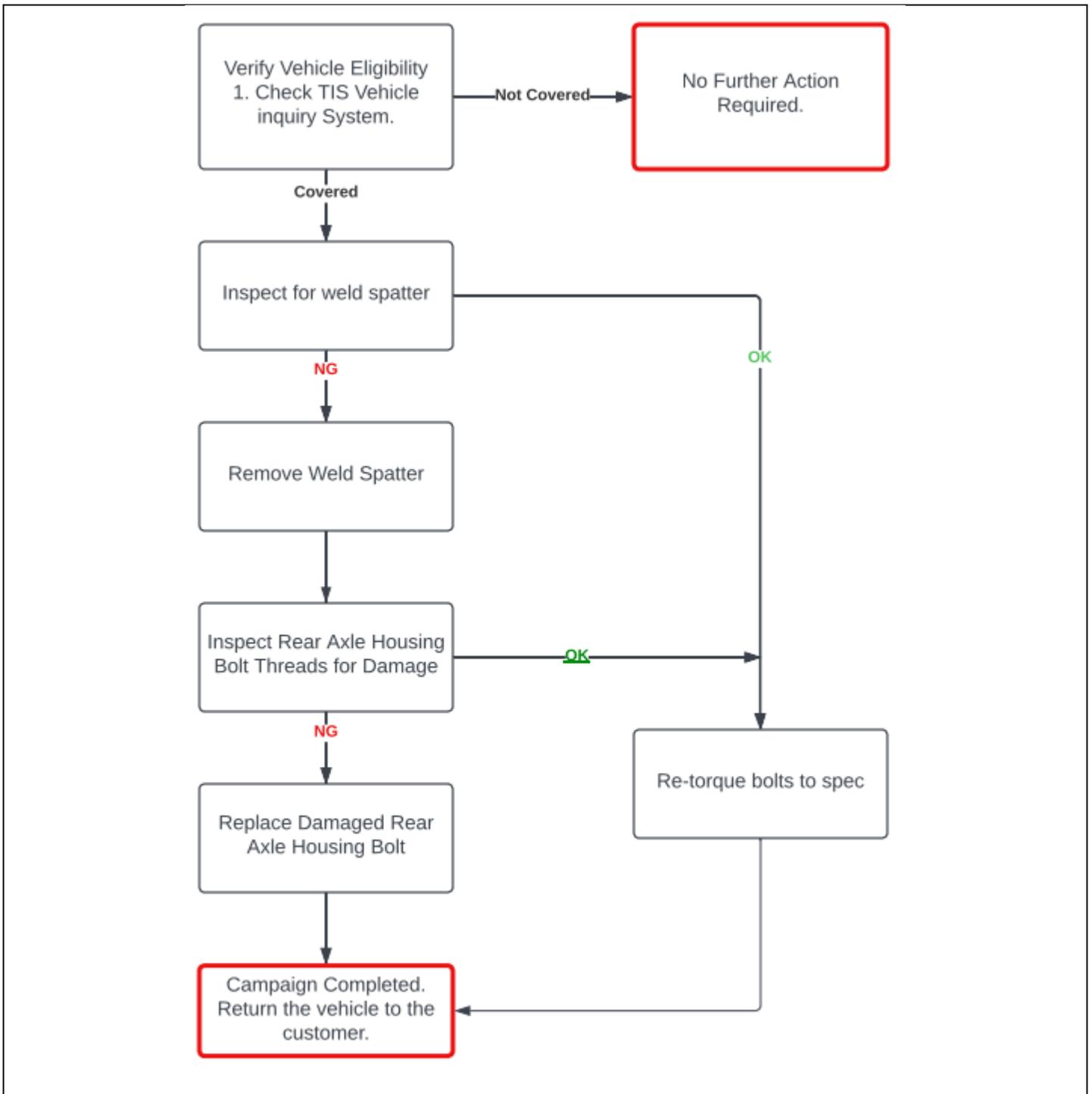
If an owner was uncomfortable driving their vehicle while the remedy was prepared during the interim period, a loaner vehicle or alternative transportation can be provided through Rent A Toyota.

| Op Code | Description |
|----------|---------------------------|
| 24TA05V1 | Vehicle Rental 1-30 Days |
| 24TA05V2 | Vehicle Rental 31-60 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).
- Dealers will be allowed to file these Op Codes until up to 90 days after remedy launch. After that date, no claims for alternative transportation reimbursement will be accepted.

Warranty Reimbursement Procedure



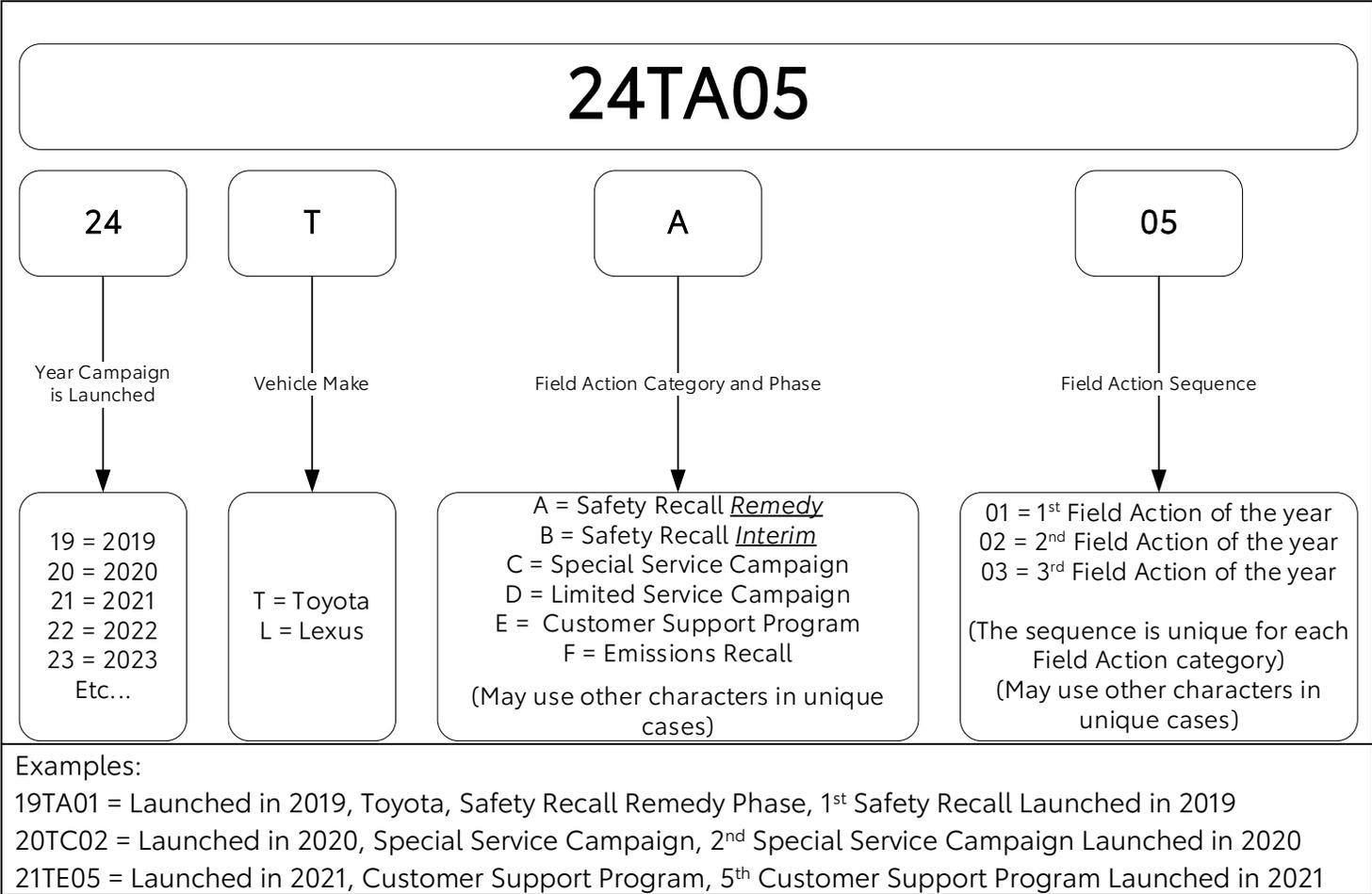
| Op Code | Description | Flat Rate Hours |
|----------|--|-----------------|
| 24TA05R1 | Inspect for Weld Spatter | 0.5 |
| 24TA05R2 | Inspect for Weld Spatter + Remove Weld Spatter + Replace Nut | 0.9 |
| 24TA05R3 | Inspect for Weld Spatter + Remove Weld Spatter + Replace Stud Bolt and Nut | 2.4 |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under Op Codes 24TA05R1, 24TA05R2, or 24TA05R3 for a maximum of \$250 as sublet type "TW" in the event the customer requests vehicle pickup.
 - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
 - Dealers may utilize Toyota's roadside assistance partner AAA for support with towing if needed. AAA can be reached at 1-800-444-4195, option 1. Dealers can pay for towing using a credit card and seek reimbursement as instructed above.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety 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 Recall.

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



SAFETY RECALL 24TA05 *(Remedy Notice)*

Certain 2022–2023 Model Year Tacoma
Potential Axle Shaft Separation
NHTSA Recall No. 24V152

Frequently Asked Questions

Original Publication Date: April 11, 2024

Q1: *What is the condition?*

A1: Welding debris left on the ends of the rear axle assembly during manufacturing could cause certain retaining nuts to loosen over time and eventually fall off, potentially causing a part to separate from the axle. If separation occurs, this can affect vehicle stability and brake performance, increasing the risk of a crash.

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

A1a: If the axle has started to separate, owners may notice an abnormal noise, vibration, or an oil leak coming from the rear of the vehicle.

Q2: *What is Toyota going to do?*

A2: Toyota dealers will inspect the rear axle assembly and retighten the axle retaining nuts. If axle components are damaged as a result of this condition, they will be repaired or replaced, if necessary, based on inspection criteria **FREE OF CHARGE**.

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

A3: There are approximately 381,200 vehicles covered by this Safety Recall.

| Model Name | Model Year | Production Period |
|------------|------------|-------------------------------------|
| Tacoma | 2022-2023 | Early May 2022 – Late November 2023 |

Q4: *How long will the repair take?*

A4: The repair takes approximately 1 hour. However, 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?*

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 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.



Toyota Motor Sales, USA, Inc.
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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 <https://www.toyota.com/owners>. or contact us at 1-888-270-9371.

Dealer Information

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