

Mark Kubota / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
September 29, 2015
Approved By: Tom Trisdale

To: All Toyota Dealers
From: Product Support Division

2007 – Certain 2014 Model Year Tundra
Spare Tire Carrier Instructions Update

Purpose

Toyota is providing enhanced instructions for the use and reinstallation of the spare tire.

Action

Owners of vehicles covered by this mailing will receive a notification letter along with a plastic sheet to insert into their tool bag, or a new tool bag which has detailed instructions, showing the correct use and reinstallation of the spare tire.

Covered Vehicles

There are approximately 839,000 2007 – 2014 Tundra vehicles covered by this mailing.

Model Name	Model Year	Production Period
Tundra	2007 to Certain 2014	Late October, 2006 through Late March, 2014

Owner Letter Mailing Date

Toyota will begin to notify owners of **2007 – 2011 model year Tundra vehicles in late September, 2015**. This owner letter will include a plastic sheet that the owner will be asked to insert into their spare tire tool bag. A sample of the owner notification letter has been included for your reference.

Toyota will begin to notify owners of **2012 – 2014 model year Tundra vehicles in December, 2015**. This owner letter will include a new tool bag which has detailed instructions that the owner will be asked to place in their vehicle. This dealer letter will be updated with a sample of the owner notification letter prior to starting this owner notification.

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 this announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Other Procedures

For customer vehicles, no action is required by the dealer. If a customer requires assistance with the sheet or tool bag, please have them contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter. 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).



2007 to Certain 2014 Model Year Tundra
Spare Tire Carrier Instructions Update – Q&A

Customer Frequently Asked Questions

Published Late September, 2015

Q1: What is the purpose of this mailing?

A1: Toyota is providing enhanced instructions for the use and reinstallation of the spare tire.

Q2: What is Toyota going to do?

A2: Owners of vehicles covered by this mailing will receive a notification letter along with a plastic sheet to insert into their tool bag, or a new tool bag which has detailed instructions, showing the correct use and reinstallation of the spare tire.

Q2a: How does Toyota obtain my mailing information?

A2a: 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.

Q3: Which and how many vehicles are involved in this mailing?

A3: There are approximately 839,000 Tundra vehicles covered by this mailing in the U.S.

Model Name	Model Year	Production Period
Tundra	2007 to Certain 2014	Late October, 2006 through Late March, 2014

Q3a: Are there any other Toyota or Lexus vehicles involved?

A3a: No, this condition only affects 2007 through certain 2014 MY Tundra vehicles.

Q4: What if an owner has additional questions?

A4: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.