

**Updated: 9/03/2014 – FJ Cruiser Tire and Loading Information Labels Updated**

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

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

Subject: Non-Compliance Campaign - B0B – **Phase 2**  
Certain 2008 through 2011 Model Year *FJ Cruiser*, Land Cruiser, Sequoia, Tacoma and Tundra Vehicles Equipped with Toyota-Recommended Light Truck tires and TRD Accessory Wheels

As previously announced on March 4, 2011, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Non-Compliance Campaign.

***Toyota has completed part preparations for FJ Cruiser and will begin to notify owners covered by Phase 2.***

### **Background**

This Non-Compliance Campaign covers certain 2008 through 2011 model year FJ Cruiser, Land Cruiser, Sequoia, Tacoma, and Tundra vehicles on which both TRD Accessory Wheels and Toyota-recommended Light Truck (LT) tires were installed prior to the delivery of the vehicle to the first purchaser. These accessory wheels and tires were installed as a Post Production Option (PPO) by Toyota or as a Dealer Installed Option (DIO) by a Toyota dealer.

Vehicles with these accessory wheels and tires do not meet the Tire Pressure Monitoring System (TPMS) telltale illumination requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS No. 138) because the telltale will not start illuminating at the inflation pressure specified by the standard.

### **Remedy Phase 2 (FJ Cruiser)**

Toyota will notify all FJ Cruiser owners that might have received these accessory wheels and LT tires of this non-compliance. Those owners will be advised that if their vehicle is equipped with the accessory wheels and tires, they should make an appointment with a Toyota dealer to have the non-compliance remedied.

- For the FJ Cruiser vehicles, the TPMS cannot be reset so the electronic control unit (ECU) for the TPMS will be replaced. This action will be performed at **no charge**.
- At the same time, the recommended cold tire inflation pressure will be revised, and the dealer will also install an updated tire and loading information label, also at **no charge**.
- If an owner is not certain whether his or her vehicle is equipped with these accessories, any Toyota dealer will inspect the vehicle at **no charge**.

The following vital information is provided to inform you and your staff of the owner notification phase of this campaign and your degree of involvement.

#### **1. Owner Notification**

Toyota has completed part preparations for FJ Cruiser and will begin notifying owners covered by phase 2 in early May 2011.

If a dealer is contacted by an owner, who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instruction located on TIS.

#### **2. Dealer Summary Reports**

Summary Reports, containing Dealer in stock VINs and the number of covered vehicles in your dealership's primary marketing area, will be enclosed in the dealer (hard copy) package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

Note: Only Phase 2 (FJ Cruiser) VINs with a PPO TRD wheel package will be included.

**3. New and Pre-Owned Vehicle Inventory**

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a Non-Compliance Campaign, until the necessary remedy has been performed. Toyota requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in this Non-Compliance Campaign until the non-compliance has been remedied.

- For FJ Cruiser vehicles on which both TRD Accessory Wheels and Toyota-recommended Light Truck (LT) tires were installed which are in dealer inventory, please follow the technical instructions on TIS to remedy the vehicle prior to delivery.

**4. Number and Identification of Vehicles Covered**

There are approximately 7,500 (certain 2008 through 2011 Model Year) FJ Cruiser vehicles covered by this Non-Compliance Campaign. The number of covered vehicles provided is only vehicles that received the TRD accessory wheel and tire as a PPO.

**Campaign Status Table\***

Model Year	Model	Accessory Code**	Designation	Status	Phase
2008 - 2011	Land Cruiser	L2	B0B	Remedy	<b>1</b>
	Tacoma	L7			
	Tundra	RK & L2			
	Sequoia	L2			
	<b>FJ Cruiser</b>	<b>WB, TR, &amp; SE</b>	<b>B0B</b>	<b>Remedy</b>	<b>2</b>

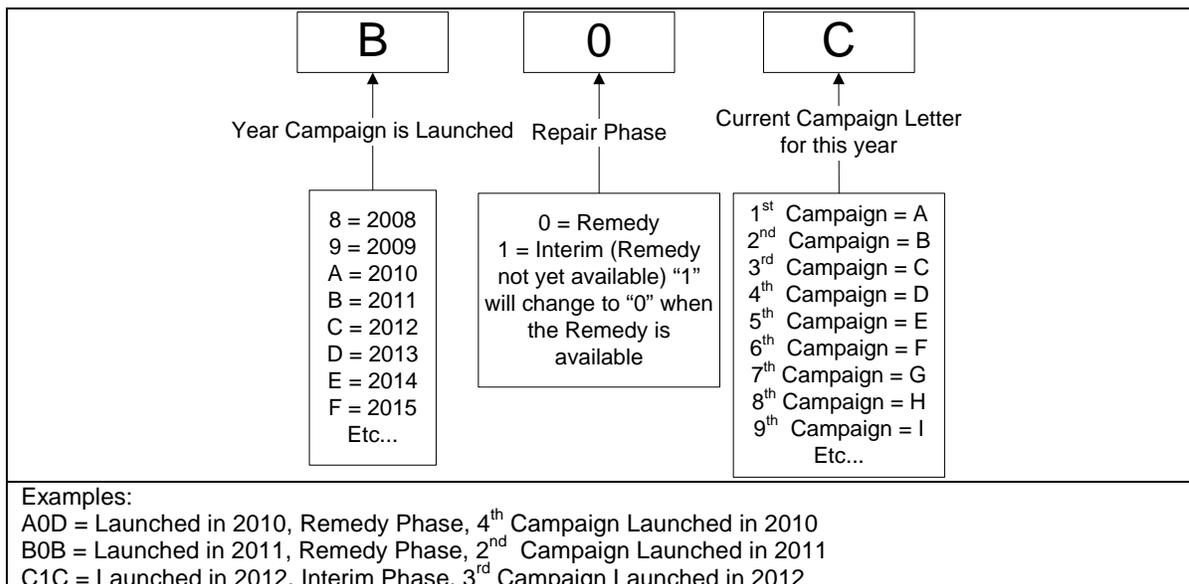
*\* Only vehicles equipped with the above accessory codes are affected by this Non-Compliance Campaign. It is important to note when referencing TIS the accessory codes will not be displayed if the accessory was installed as a Dealer Installed Option (DIO).*

*\*\*May not apply to all Model Years.*

*A website has been created to aid dealerships in determining which vehicles were equipped (as a factory standard option) with TRD accessory wheels and Toyota-Recommended Light Truck Tires prior to the vehicle arriving in dealership inventory. The web address is <http://toyota-B0B.imagespm.info/>*

*Please Note: the website will not show dealer installed or over the counter sales.*

**Campaign Designation Decoder**



*(Number and Identification of Covered Vehicles Continued. . . )*

**FJ Cruiser (Phase 2)**

WMI	MY	VDS	START	FINISH
JTE	2008	BU11F	0101454	0107097
			K001083	K056842
		ZU11F	0019266	0019501
			K001376	K007206
	2009	BU11F	K056881	K069827
		ZU11F	K008002	K008508
	2010	BU4BF	K070007	K098685
		ZU4BF	K008514	K010842
2011	BU4BF	K099163	K105909	
	ZU4BF	K010845	K011295	

**NOTE:**

- Owners do not require the owner notification for the remedy to be performed. If your dealership is contacted by an owner who has not yet received a notification or did not bring it, please **verify eligibility and completion status by confirming through Dealer Daily/TIS prior to performing the remedy.**
- Dealers should perform the remedy as outlined in the Technical Instructions found on TIS.

**5. Remedy Procedures**

Refer to TIS for the appropriate Technical Instructions.

Conduct all applicable Safety Recall and Service Campaigns on the vehicle during the time of appointment. Refer to each specific recall and/or campaign for specific instructions.

**6. Parts Ordering**

The new Tire and Loading Information Label can be ordered through the Materials Distribution Center (MDC). In order to maintain sufficient supply for all dealers a maximum order quantity has been established for the Tire and Loading Information Label, please refer to the following table for details.

	Three different Tire and Loading Information Overlay Labels are available for FJ Cruiser vehicles. Please ensure the correct label is selected based on the spare wheel and tire configuration.
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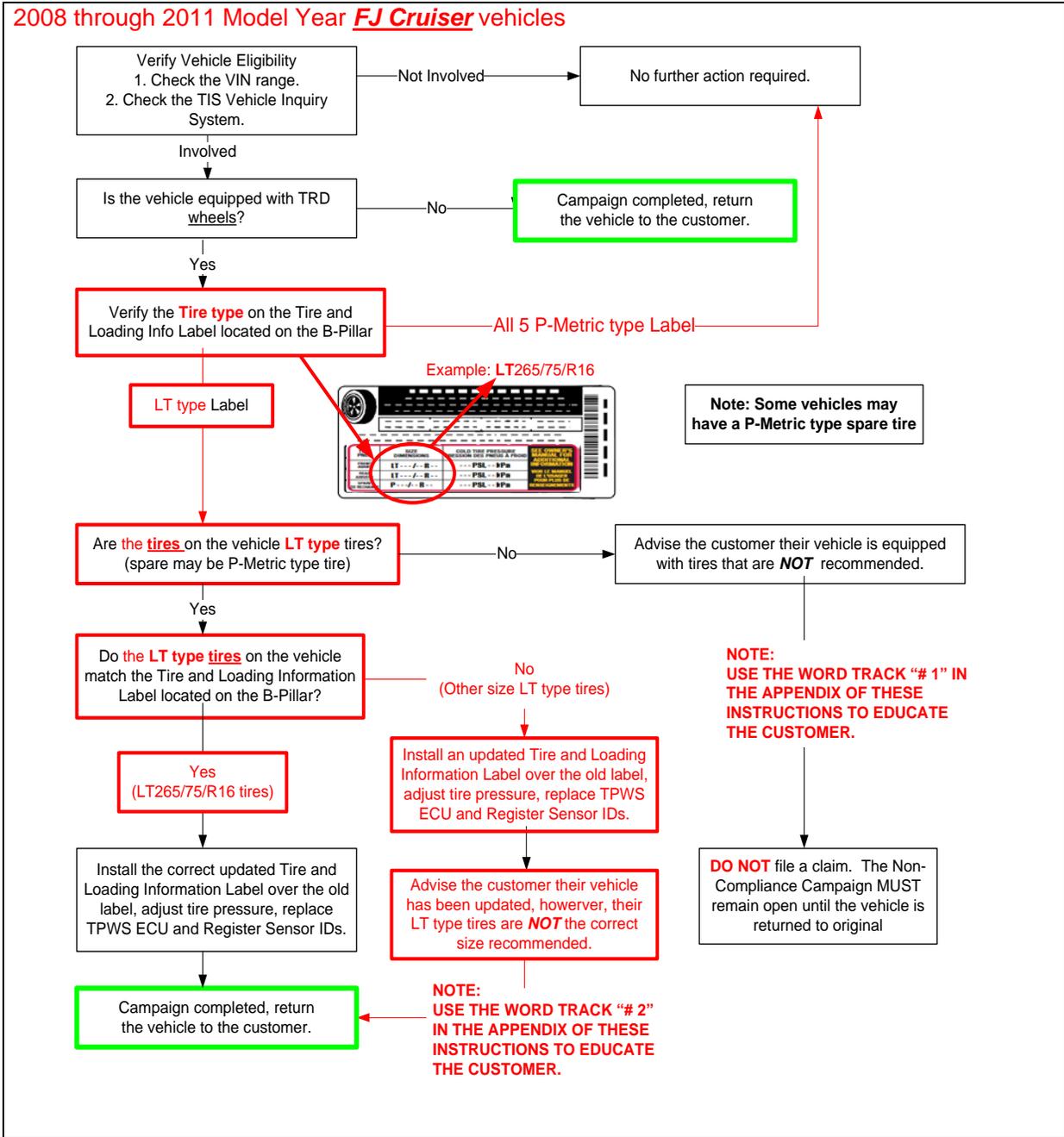
Model	Old TRD Label	New TRD Label	Spare Wheel Configuration	Qty	Frequency
FJ Cruiser	00602-35060	00602-35016	TRD Wheel w/ LT Tire	5	Weekly
		00602-35162	16" OE Wheel w/ P-Metric Tire	5	Weekly
		00602-35165	17" OE Wheel w/ P-Metric Tire	5	Weekly

The replacement TPMS ECU can be ordered through your dealers facing PDC.

Model	Description	Part Number	Qty
FJ Cruiser	TPMS ECU	PTR24-35110	1

<b>IMPORTANT PARTS ORDERING REMINDER</b> Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.
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**7. Warranty Processor Instructions**



**The Operation Codes to be used for this Non-Compliance Campaign are:**

Model	Non-Compliance Campaign	Op. Code	Description	Flat Rate Hour
FJ Cruiser	B0B Phase 2	1503C3	Inspect Wheels and Tires – Inflate to Proper Pressure, Replace the TPMS ECU, and Apply New Tire and Loading Information Label	0.5 hr/vehicle
All	Phase 1 and Phase 2	1503C1	Inspect Wheels and Tires - Not Affected	0.2 hr/vehicle

**Note:** Operation code 1503C1 and 1503C3 include 0.1hr/vehicle of administrative cost for the dealership.

**Sublet:**

The Cost of the Tire and Information Loading Label can be claimed as sublet type “ZZ” at a rate of \$3.00 per vehicle under Op. Code 1503C3. The sublet cost covers the label and shipping expense.

**8. Media Contacts**

- If you are a dealership associate and have any questions, please contact your DSPM.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media representatives.)

**9. Customer Contacts**

A Q&A has been attached for your use. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

***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 Non-Compliance Campaign.***

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



## Non-compliance Campaign B0B Phase 2 – Q&A

<b>Vehicles and Equipment Combination covered by this Non-Compliance Campaign</b>	
<b>Model Year:</b>	<b>Certain 2008 through 2011 model year</b>
<b>Model:</b>	<ul style="list-style-type: none"><li>• <b>FJ Cruiser</b></li><li>• <b>Land Cruiser</b></li><li>• <b>Sequoia</b></li><li>• <b>Tacoma</b></li><li>• <b>Tundra</b></li></ul>
<b>Equipment:</b>	<b>Equipped with Toyota-recommended Light Truck tires <u>and</u> TRD Accessory Wheels</b>

### **Background**

As previously announced, on March 4, 2011, Toyota filed a Non-compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Non-Compliance Campaign on the vehicles listed above equipped with the TRD Accessory Wheels and Toyota-recommended Light Truck tires. There are approximately 22,000 vehicles covered by this NCIR. However, because Toyota cannot in all instances identify which specific vehicles have these wheels and tires, it has sent notification letters to the owners of all 2008 through 2011 model year Land Cruiser, Sequoia, Tacoma and Tundra vehicles, and it will send such letters to owners of all 2008-2011 model year FJ Cruiser vehicles shortly.

### **Q1: What is the condition?**

A1: This Non-Compliance Campaign covers certain 2008 through 2011 model year FJ Cruiser, Land Cruiser, Sequoia, Tacoma, and Tundra vehicles on which both TRD Accessory Wheels and Toyota-recommended Light Truck (LT) tires were installed prior to the delivery of the vehicle to the first purchaser. These accessory wheels and tires were installed as a Post Production Option (PPO) by Toyota or as a Dealer Installed Option (DIO) by a Toyota dealer.

Vehicles with these accessory wheels and tires do not meet the Tire Pressure Monitoring System (TPMS) telltale illumination requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS No. 138) because the telltale will not start illuminating at the inflation pressure specified by the standard.

### **Q1a: What does Federal Motor Vehicle Safety Standard No. 138 specify?**

A1a: FMVSS No. 138 requires that the Tire Pressure Monitoring System (TPMS) illuminate a low tire pressure warning telltale not more than 20 minutes after the inflation pressure in one or more of the vehicle's tires, up to a total of four tires, is equal to or less than the greater of:

- The pressure 25 percent below the vehicle manufacturer's recommended cold inflation pressure; or
- The minimum telltale activation pressure specified by the standard for certain types of tires. For the Toyota recommended LT tires on these vehicles, the specified activation pressure is 35 psi.

### **Q1b: Which FMVSS covers this requirement?**

A1b: FMVSS No. 138 titled "Tire pressure monitoring systems," which specifies performance requirements for tire pressure monitoring systems (TPMS) to warn drivers of significant under-inflation of tires.

### **Q2: Why are only the vehicles equipped with both the TRD Accessory Wheel and Toyota-recommended Light Truck (LT) tires covered by this Non-Compliance Campaign?**

A2: As originally manufactured, the TPMS on these vehicles was set to illuminate when the inflation pressure in the original equipment P-metric tires reached the required psi for those tires, which satisfied the requirements of FMVSS No. 138.

However, under that standard, on vehicles equipped with the LT tires recommended by Toyota for use with the TRD Accessory wheels, the TPMS must illuminate when the inflation pressure reaches 35 psi. When the LT tires were installed with those wheels, the TPMS was not re-calibrated correctly and, therefore, it will not illuminate the low tire pressure warning telltale at the required minimum activation pressure.

**Q3: Which and how many vehicles are involved?**

A3: Toyota estimates that about 22,000 vehicles had the accessory wheels and Toyota-recommended Light Truck tires installed.

Model Year	Model	Approx UIO
2008 through 2011	FJ Cruiser	10,000
	Tacoma	1,400
	Land Cruiser	10,600
	Sequoia	
	Tundra	

**Q3a: Will Toyota also notify the vehicle owners whose vehicles may have had this accessory installed as DIO?**

A3a: Toyota cannot identify all of the vehicles that have had those accessories installed as a DIO. Therefore, it is sending notification letters to all owners of these models and model years of this non-compliance that contain information that will allow the owner to determine whether the TRD wheels and Toyota-recommended LT tires are installed on the vehicle.

**Q4: Are there any other Lexus or Toyota vehicles covered?**

A4: No, there are no other Lexus or Toyota vehicles covered.

**Q5: What is Toyota going to do?**

A5: Toyota has notified all owners of Land Cruiser, Sequoia, Tacoma and Tundra vehicles that might have received these accessory wheels and LT tires of this non-compliance. Those owners were advised that if their vehicles are equipped with the accessory wheels and tires, they should make an appointment with a Toyota dealer to have the non-compliance remedied.

For the Land Cruiser, Sequoia, Tacoma and Tundra vehicles, the dealer will re-calibrate the tire pressure monitoring system so that it will operate in accordance with the regulation.

For the FJ Cruiser vehicles, the TPMS cannot be reset, so the electronic control unit (ECU) for the TPMS will be replaced. Because the replacement ECUs for the FJ Cruiser were not available until now, owners of FJ Cruisers were not notified at the same time as owners of the other covered vehicles. However, now that parts are available, Toyota will send notification letters to owners of all 2008-2011 model year FJ Cruiser vehicles shortly.

The remedy actions will be performed at **no charge**.

At the same time as the TPMS is reset or replaced, the recommended cold tire inflation pressure for all of the covered vehicles will be revised, and the dealer will also install an updated tire and loading information label, also at **no charge**.

If an owner is not certain whether his or her vehicle is equipped with these accessories, any Toyota dealer will inspect the vehicle at **no charge**.

**Q6: How long will the repair take?**

A6: For affected Land Cruiser, Tacoma, Sequoia, Tundra vehicles, the repair will take approximately 15 minutes.

For affected FJ Cruiser vehicles, the repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.

[For Vehicle Owner Inquiries]

**Q7: Is my vehicle covered by this non-compliance?**

A7: Owners of the models identified above have received or will shortly receive a letter which will help them determine whether their vehicle is covered by this noncompliance campaign. In addition, owners may contact any Toyota dealer to verify if their vehicle is covered by this campaign.

**Q8: What if an owner has additional questions or concerns?**

A8: 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 Standard Time.

**Certain 2008 through 2011 Model FJ Cruiser Vehicles  
Equipped with TRD Accessory Wheels and Toyota-Recommended Light Truck tires  
SAFETY RECALL NOTICE**

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2008 through 2011 Model Year FJ Cruiser vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No.138, Tire Pressure Monitoring System.

**What is the condition?**

Our records indicate that TRD accessory wheels and Toyota-recommended Light Truck (LT) tires were installed on your vehicle. When these tires were installed, the low pressure warning light was not set so that it would come on at the tire pressure required by the standard.

In this condition, if a tire becomes significantly under inflated, the light may not provide a driver adequate warning, which could lead to tire failure and increase the risk of a crash.

**What is Toyota going to do?**

Toyota will replace the Tire Pressure Monitoring System (TPMS) ECU so that it will operate as required by the standard. At the same time, the recommended cold tire inflation pressure will be revised, and the dealer will also install an updated tire and loading information label, at **no charge**.

**What should you do?**

***This is an important Safety Recall***

Please contact your authorized Toyota dealer to make an appointment to have this important remedy performed on your vehicle as soon as possible.

The remedy will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions.*** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 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>.

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 vehicle lessee within ten days of your receipt of this letter.

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

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC

**Certain 2008 through 2011 Model Year FJ Cruiser Vehicles  
Equipped with TRD Accessory Wheels and Toyota-Recommended Light Truck Tires  
SAFETY RECALL NOTICE**

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2008 through 2011 Model Year FJ Cruiser vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No.138, Tire Pressure Monitoring System.

**What is the condition?**

This notice applies to you **only if** TRD accessory wheels and Toyota-recommended Light Truck (LT) tires were installed on your vehicle at the time of new vehicle sale. When these tires were installed, the low tire pressure warning light was not set so that it would come on at the tire pressure required by the standard. In this condition, if a tire becomes significantly under inflated, the light may not provide a driver adequate warning, which could lead to tire failure and increase the risk of a crash.

**What should you do?**

You can inspect your wheels and tires to determine if your vehicle is equipped with both TRD Accessory Wheels and Toyota-recommended Light Truck (LT) tires.

If you are not comfortable doing this, any authorized Toyota dealer will perform the inspection, at **no charge**.

1.) Is you vehicle equipped with the TRD Accessory wheels shown below?

Answer: No – Vehicle is not affected.

Yes

→ 2.) Inspect for LT Type Tire



**LT 265/75R16**

If your vehicle is equipped with the TRD Accessory Wheels and Toyota-recommended Light Truck (LT) tires shown above, please contact your authorized Toyota dealer to make an appointment to have this important remedy performed on your vehicle as soon as possible. The remedy will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If you have completed the inspection yourself and determined your vehicle is not affected by this campaign, please check the box on the enclosed postcard and return it to us. Doing so will remove your vehicle's information from future mailings regarding this Safety Recall.

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What is Toyota going to do?**

If your vehicle is equipped with TRD Accessory Wheels and Toyota-Recommended Light Truck (LT) tires Toyota will replace the Tire Pressure Monitoring System (TPMS) ECU so that it will operate as required by the standard. At the same time, the recommended cold tire inflation pressure will be revised, and the dealer will also install an updated tire and loading information label, at **no charge**.

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions.*** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

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

Thank you for driving a Toyota.  
Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC

SAMPLE

Remove at perforation and insert into supplied envelope



NAME/ADDRESS INFORMATION

**Toyota FJ Cruiser Vehicles**  
**TRD Accessory Wheels and Toyota-Recommended Light Truck Tires**

My vehicle is NOT equipped with TRD Accessory Wheels or Toyota-Recommended Light Truck Tires shown in the letter. Please remove my name from any other mailer for this campaign in the future.

If your vehicle ownership information has changed you may update it by visiting us at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or by completing the following form:

Mark One: 1  Same Owner, Name and /or Address Changed 2  Same Owner, Additional Driver 3  New Owner Sold to Individual Listed Below 4  No Longer Have Vehicle— 5  Exported 6  Destroyed/Stolen

First Name										MI	<input type="checkbox"/> MR.	<input type="checkbox"/> MRS.	Effective Date of This Information			
Last Name										<input type="checkbox"/> MS.	<input type="checkbox"/> DR.	Month	Day	Year		
Company Name																
Address, P.O. Box																
Apt./Suite Number																
City										State		Zip Code				
Primary Telephone Number				Ext.		Alternate Telephone Number				Ext.						
e-mail Address																