

Original Publication Date: November 02, 2022

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

SAFETY RECALL 22TA06 – Remedy Notice

Certain 2023 Model Year bZ4X
DO NOT DRIVE – Potential Loss of Vehicle Control
NHTSA Recall No. 22V-444

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 bZ4X	Late March 2022 – Late April 2022	260	1



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On June 23rd, 2022 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 2023 model year bZ4X vehicles.

Condition

After low-mileage use, all of the hub bolts on a wheel on the subject vehicles can loosen to the point where the wheel can detach from the vehicle. If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash. **No one should drive these vehicles until the remedy is performed.**

Remedy

For all subject vehicles, the hub bolts will be replaced with newly designed hub bolts with washers and the wheels will be replaced with improved ones. The remedy will be provided by any authorized Toyota dealer **FREE OF CHARGE**. In addition to the remedy, a new owner's manual will be provided with user instructions for the new hub bolts.

Dealer Procedures for DO NOT DRIVE

Toyota requires your assistance to support customers who were requested to not drive their vehicle during the interim period of this Safety Recall.

For affected vehicles already in your possession, please obtain the necessary authorization from the owner and perform the remedy as outlined in the technical instructions.

If an owner contacts you about the remedy for a vehicle which is not already at your dealership, please remind them to **NOT DRIVE THE VEHICLE** until the remedy is performed. **Please assist them in arranging vehicle pick up from their location to your dealership so you can perform the remedy.** Please use the attached FAQ for talking points with vehicle owners and refer to the Vehicle Pickup and Loaner Reimbursement Procedures section below for further details.

If you have provided a loaner vehicle to an owner who decided to keep their vehicle at their home, please contact them and arrange for vehicle pick up from their location to your dealership so you can perform the remedy.

As a reminder, the bZ4X should be transported using a wheel-lift type truck or flat-bed truck. Refer to the bZ4X Owner's Manual (beginning on page 507) for more details on towing this vehicle. When arranging pick up, please instruct the towing company to apply the recommended torque from the repair manual to each hub bolt before securing the vehicle with wheel straps.

While the vehicle is at your dealership, do not drive the vehicle on public roads and minimize vehicle movement until the remedy is performed. If the vehicle must be moved, torque the hub bolts to the recommended specification in the repair manual before and after moving the vehicle.

If you receive any additional requests or extenuating circumstances from owners, please have them contact the Toyota Brand Engagement Center for further support. Refer to the Customer Contacts section below and select the prompt for bZ4X.

Covered Vehicles

There are approximately 260 vehicles covered by this Safety Recall. There were no bZ4X vehicles covered by this Safety Recall distributed to Puerto Rico.

Owner Notification

In addition to your dealer outreach, Toyota will notify customers about this issue by email and/or first-class mail. The notifications will begin on November 02, 2022.

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 1 vehicle in new dealer inventory as of June 23, 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.***
- ***None of the bZ4X vehicles involved in this Safety Recall should be used for test drives or other demonstrations.***
- 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.



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

Toyota requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by this Safety Recall unless the defect has been remedied.

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 communications may contact your dealership with questions regarding the notification 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.

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 Tyler Litchenberger (469) 292-2671 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

All parts required will be pre-deployed to the dealership for all confirmed vehicles at their location. If additional parts are needed, 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	Description	Quantity
04002-25142	Wheel, Disc (18-inch)	4
04002-25242	Wheel, Disc (20-inch)	4
04002-32142	Bolt Kit, Hub	1
90942-A5005	Valve	4
-	Owner's Manual*	1

*Owner's Manual will be shipped directly to the dealer "ATTN service manager" for all confirmed vehicles at their location.

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 currently hold at least one of the following certification levels:

- **Expert Technician (Hybrid)**

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 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 will be recovered and must be turned over to the parts department. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating to ship 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

Vehicle Pickup and Loaner Vehicle Reimbursement Procedure

A loaner vehicle through Toyota Rent-A-CAR (TRAC) can be claimed for \$42 per day.

Delivery expenses related to providing an owner a loaner vehicle can be claimed under Op Code AJHR21 – 0.7 hours of labor.

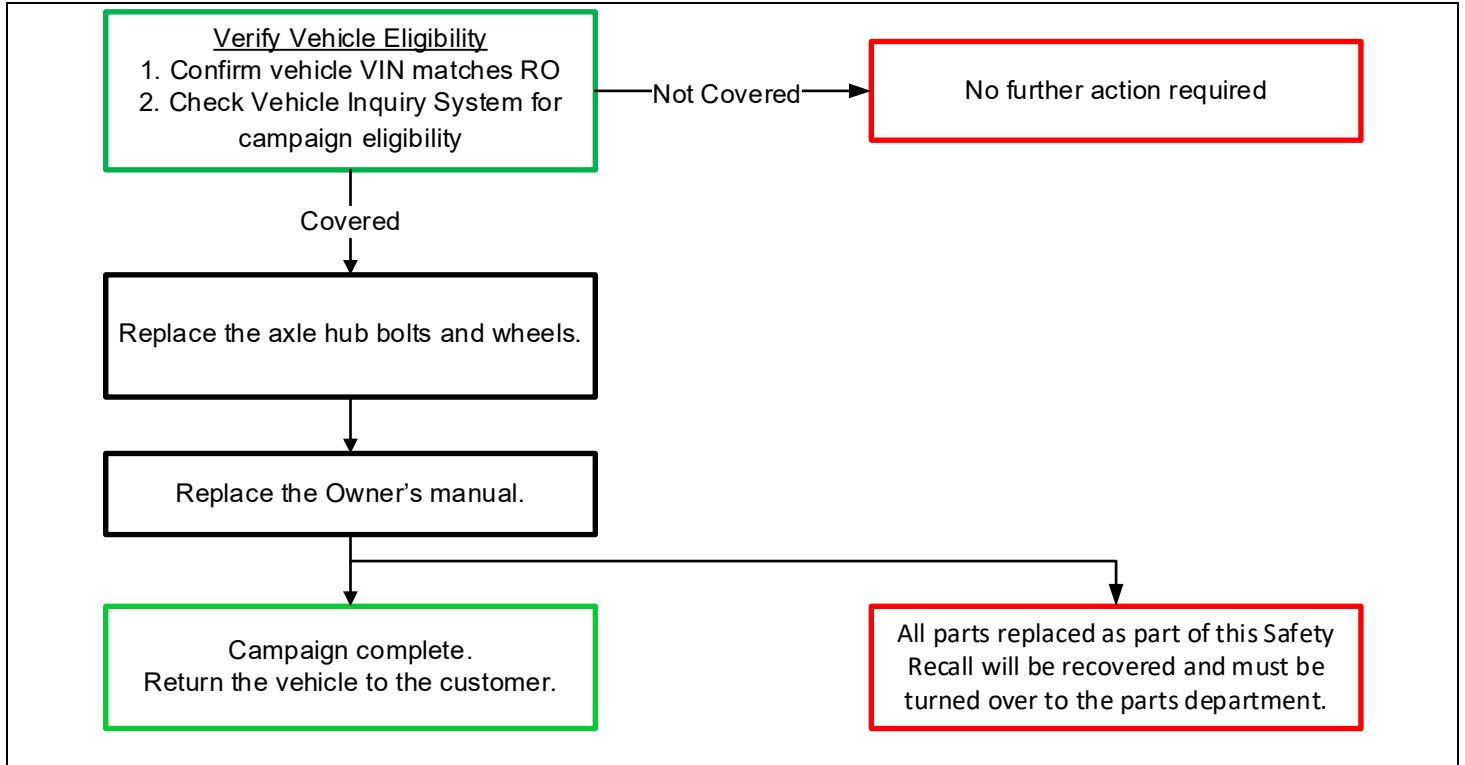
Towing can be claimed under Op Code AJHR21 for a maximum of \$250 as sublet type “TW”.

Op Code File under designation 22TB06	Description
22TB06V1	Vehicle Rental 1-30 Days
22TB06V2	Vehicle Rental 31-60 Days
22TB06V3	Vehicle Rental 61-90 Days
22TB06V4	Vehicle Rental 91-120 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 January 31, 2023. After that date, no claims for alternative transportation reimbursement will be accepted.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
22TA06R1	Replace the hub bolts and wheels (18-inch) + Replace the Owner's manual	2.7
22TA06R2	Replace the hub bolts and wheels (20-inch) + Replace the Owner's manual	2.8

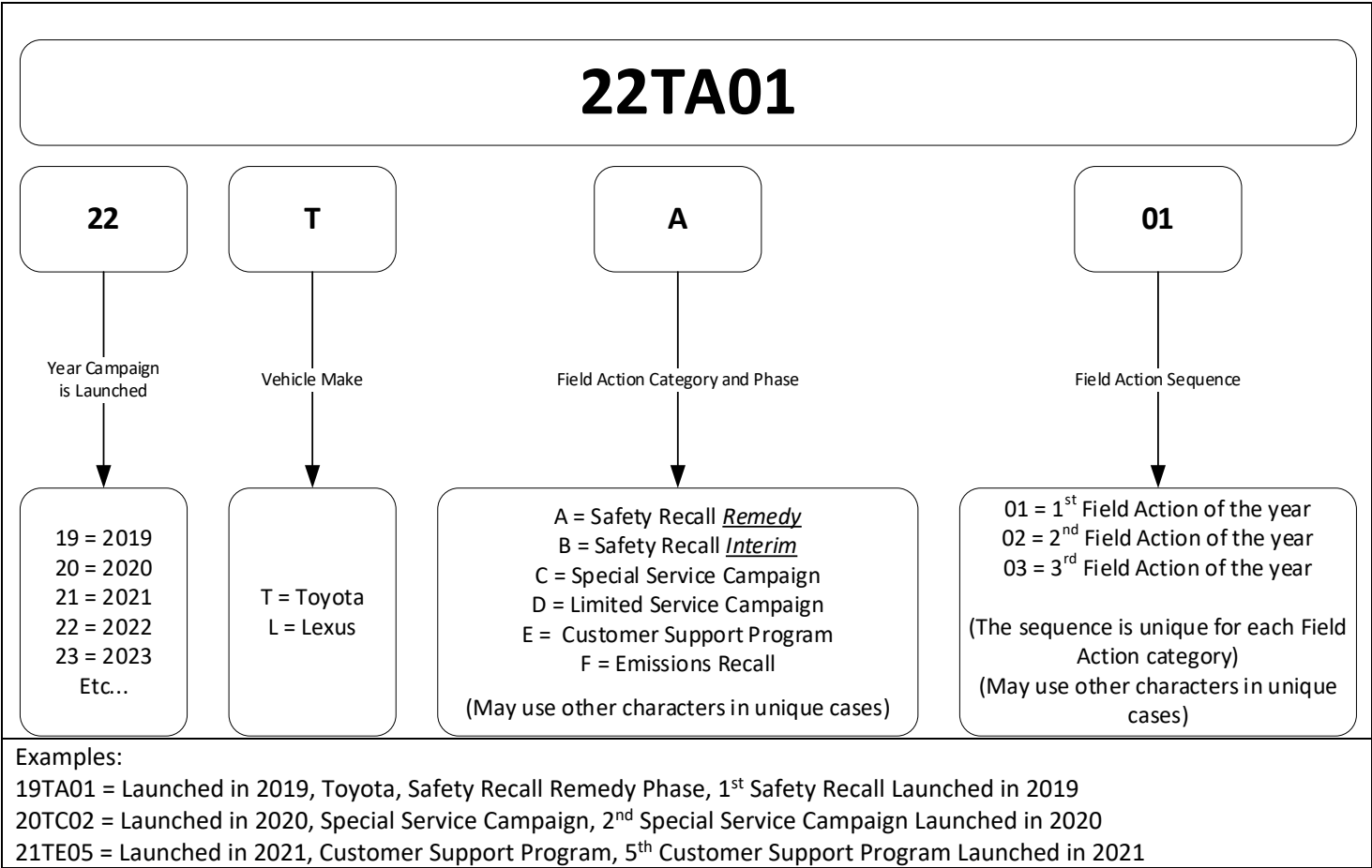
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost for wheel weights can be claimed under sublet type "TY".
- Towing can be claimed under either Op Code for a maximum of \$250 as sublet type "TW" in the event the customer stored the vehicle at home or at another personal storage location.
 - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**

STOP If the vehicle was equipped with accessory wheel locks these must be removed and will be recovered along with the old hub bolts. Please provide the customer with a check in the amount of \$64 and claim this cost under sublet type "ZZ".

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 22TA06 – Remedy Notice



STOP! DO NOT DRIVE.

No one should drive these vehicles until the remedy is performed



Certain 2023 Model Year bZ4X
DO NOT DRIVE – Potential Loss of Vehicle Control
NHTSA Recall No. 22V-444

Frequently Asked Questions

Original Publication Date: November 02, 2022

Q1: What is the condition?

A1: After low-mileage use, all of the hub bolts on a wheel on the subject vehicles can loosen to the point where the wheel can detach from the vehicle. If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash. **No one should drive these vehicles until the remedy is performed.**

Q1b: Are there any symptoms or warnings if the condition is present?

A1b: We ask that no one drive this vehicle until the remedy is performed. If you disregard this and drive the vehicle, you may notice an abnormal steering feel or vibration, or an abnormal noise. If you notice any of these symptoms while driving the vehicle, please immediately pull your vehicle to the side of the road when it is safe to do so and contact your dealer for vehicle pickup.

Q1c: Can I keep driving my vehicle while Toyota prepares the remedy?

A1c: No one should drive these vehicles until the remedy can be performed. We understand that this is an inconvenience, but your safety is a top priority.

Q2: What is Toyota going to do?

A2: For all subject vehicles, the hub bolts will be replaced with newly designed hub bolts with washers and the wheels will be replaced with improved ones. The remedy will be provided by any authorized Toyota dealer **FREE OF CHARGE**. In addition to the remedy, a new owner's manual will be provided with user instructions for the new hub bolts.

Any authorized Toyota dealer will arrange to pick up the vehicle and provide a loaner vehicle while the remedy is performed, **FREE OF CHARGE** to the owner.

Q2a: How will Toyota pick up my vehicle?

A2a: Toyota will offer complimentary transportation to bring the vehicle from your location to any authorized Toyota dealer.

Q2b: What if I have Toyota accessory wheel locks?

A2b: The current Toyota accessory wheel locks do not meet the design requirements of the new hub bolts and will be removed. The authorized Toyota dealer will issue you a refund of \$64 for the wheel locks when they are removed while performing the remedy.

Q3: How will Toyota notify owners about this issue?

A3: Toyota will notify owners about the remedy for this issue by email and/or first-class mail. The notifications will begin on November 02, 2022.

Q4: How long will the repair take?

A4: The repair takes approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

A5: There are approximately 260 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
bZ4X	2023	Late March 2022 – Late April 2022

Q6: I heard on the news that Toyota was telling owners of bZ4X to stop driving their vehicles? Is my vehicle involved? Do I need to stop driving my vehicle?

A6: Please visit www.Toyota.com/recall to confirm if your vehicle is affected. You will need your 17 digit VIN or your license plate number. If your vehicle is included in Safety Recall 22TA06 (Interim 22TB06), Toyota is instructing customers to stop driving their vehicles until the remedy is performed. Toyota is offering vehicle pickup and a loaner vehicle **FREE OF CHARGE** until the remedy is performed.

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.