

Original Publication Date: June 23, 2022

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

SAFETY RECALL 22TA06 (Interim Notice 22TB06)

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

Toyota is currently investigating the cause of this issue. No remedy is available at this time. Until the remedy is available, **no one should drive these vehicles until the remedy is performed.**

Until the remedy is available, any authorized Toyota dealer will pick up a vehicle and provide a loaner vehicle **FREE OF CHARGE** to the owner.

Dealer Procedures for DO NOT DRIVE

Toyota requires your assistance to support customers during this time. If you have retailed a bZ4X and have the owner's contact information, please contact them as soon as possible about this issue proactively. **Please assist them in arranging vehicle pickup from their location to your dealership and provide them a loaner vehicle.** 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.

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 pickup, 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. Please retain the vehicle as outlined in the applicable warranty guidelines and reference [T-SB-0036-22](#) and [T-SB-0044-22](#) for long term storage guidelines. 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 through a number of communication channels, including email, phone calls, first-class mail and through Toyota's mobile app. The notifications will begin on June 23, 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**.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There is 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 a 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 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.

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.

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. Towing can be claimed under Op Code TBD for a maximum of \$250 as sublet type "TW".

Op Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days

NOTE:

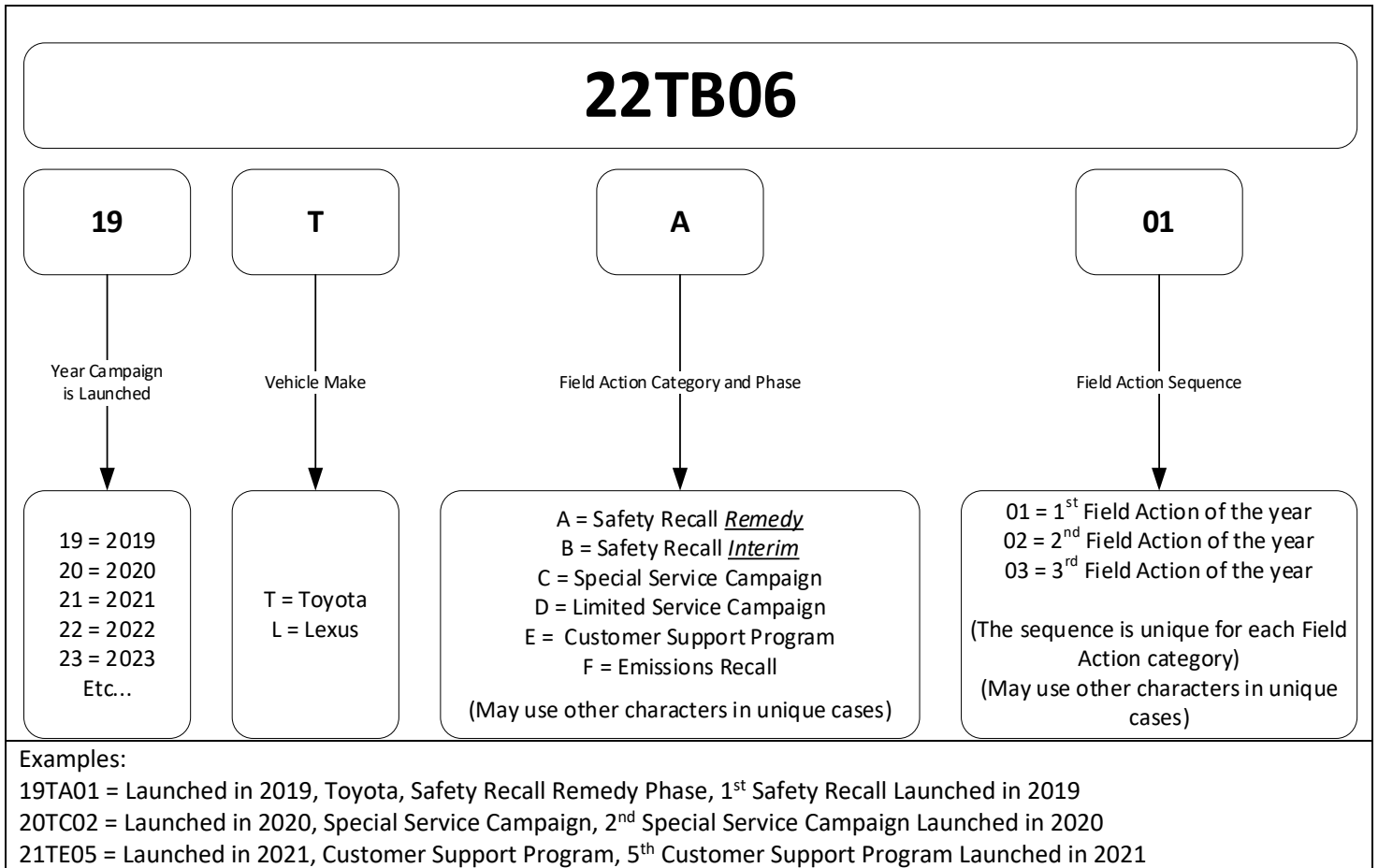
- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).

Offsite Vehicle Storage Handling and Documentation

Until the remedy is performed, owners may request to store their vehicle at home or another personal storage location. If the customer chooses to do this, the customer must sign the attached Toyota Customer Vehicle Offsite Storage Form.

- Please remind the owner that the vehicle **MUST NOT BE DRIVEN** while in storage at their home.
- Keep a completed copy of the Toyota Customer vehicle Offsite Storage Form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state, "Customer Vehicle Offsite Storage Form 22TA06" and include the VIN.
- The vehicle must be stored using the guidelines identified on the Toyota Customer Vehicle Offsite Storage Form and agreed to by the customer.
- When the remedy becomes available for the customer's vehicle, the customer must return the loaner vehicle to your dealership and have the remedy performed on their vehicle.

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 (Interim Notice 22TB06)



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: June 23, 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.**

Q1a: What is the cause of this issue?

A1a: The cause of the issue and the driving patterns under which this issue could occur are still under investigation.

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: Toyota is currently investigating the cause of this issue. No remedy is available at this time. Until the remedy is available, **no one should drive these vehicles until the remedy is performed.**

Any authorized Toyota dealer will pick up the vehicle and provide a loaner vehicle until the remedy is available, **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: Where will my vehicle be stored while the remedy is being prepared?

A2b: Your authorized Toyota dealer can store your vehicle for you, or if you prefer, you may keep your vehicle at your home. Please ask your dealer about these options. If you keep the vehicle at your home, please remember that you are responsible to ensure that **no one drives the vehicle until the remedy is performed.**

Q3: How will Toyota notify owners about this issue?

A3: Toyota will notify owners about this issue through a number of communication channels, including email, phone calls, first-class mail and through Toyota’s mobile app. The notifications will begin on June 23, 2022.

Q4: When will the remedy become available? How long will Toyota keep my vehicle?

A4: Toyota is currently investigating the cause of this issue. Owners will be notified when the remedy becomes available. At this time, we do not know when the remedy can be available. We apologize for any inconvenience caused by this situation.

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. As of today, the remedy is not available. Toyota is offering vehicle pickup and a loaner vehicle **FREE OF CHARGE** until the remedy is performed.

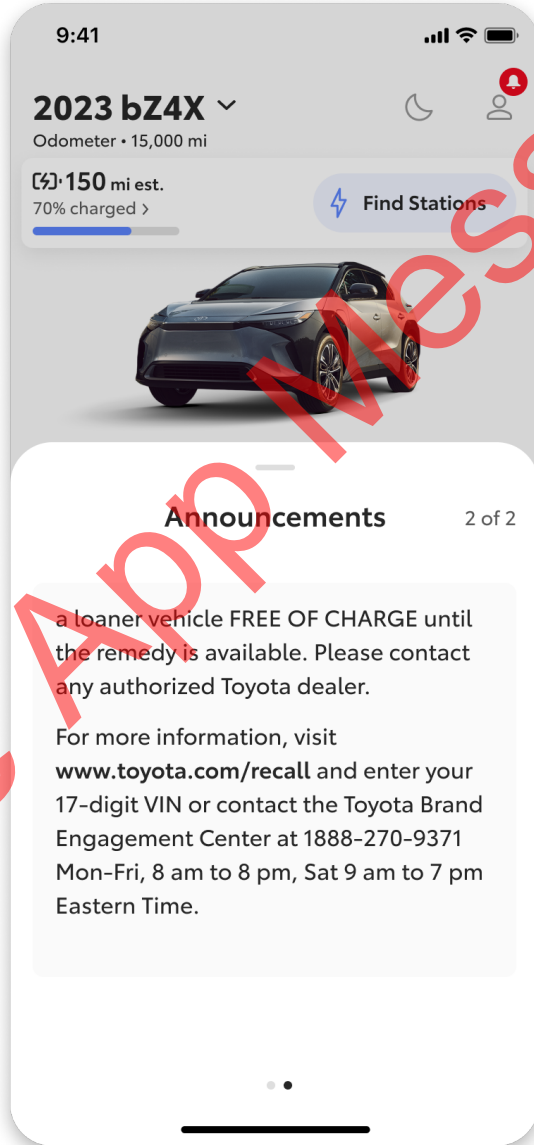
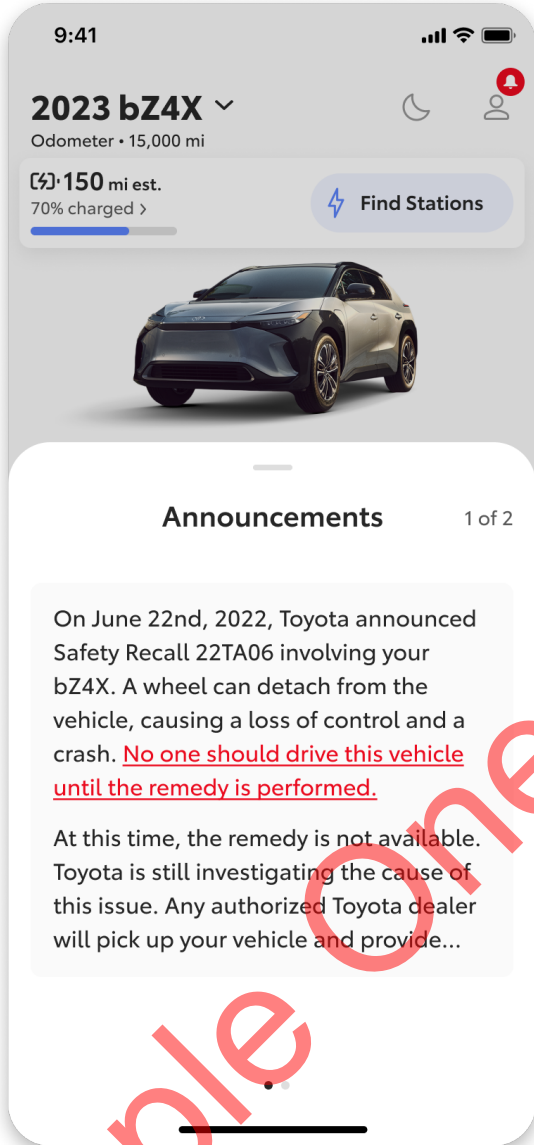
Q7: How does Toyota obtain my mailing information?

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.

22TA06 One App Recall Message



Subject Line: bZ4X Safety Recall - DO NOT DRIVE

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year bZ4X vehicles. Toyota is conducting a Safety Recall for certain 2023 model year bZ4X vehicles and your vehicle is included in this recall.

What is the condition?

After low-mileage use, all of the hub bolts on a wheel 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 this vehicle until the remedy is performed.**

What should you do?

DO NOT DRIVE YOUR VEHICLE UNTIL THE REMEDY IS PERFORMED

Your local Toyota dealer will pick up your vehicle and provide a loaner vehicle while the remedy is being prepared. Please contact them to request these services. They will also be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

Note: 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.

What will Toyota do?

Toyota is currently investigating the cause of this issue. No remedy is available at this time. Until the remedy is available, **no one should drive this vehicle until the remedy is performed.** We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, please forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this email to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/owners>.

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

Washington, D.C. 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>.

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

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

Sample Owner Notification Email

TOYOTA

This notice applies to your vehicle:
[VIN]

INTERIM NOTICE

We are currently preparing the remedy.
DO NOT DRIVE YOUR VEHICLE UNTIL THE REMEDY IS PERFORMED.

We will notify you again when the remedy is available.

IMPORTANT SAFETY RECALL (*Interim Notice*)

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

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year bZ4X vehicles.

You received this notice because our records indicate that you are the current owner.

What is the condition?

After low-mileage use, all of the hub bolts on a wheel 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 this vehicle until the remedy is performed.**

What should you do?

DO NOT DRIVE YOUR VEHICLE UNTIL THE REMEDY IS PERFORMED

We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available. **Your local Toyota dealer will pick up your vehicle and provide a loaner vehicle while the remedy is being prepared. They will also be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

What will Toyota do?

Toyota is currently investigating the cause of this issue. No remedy is available at this time. Until the remedy is available, **no one should drive this vehicle until the remedy is performed.**

Until the remedy is available, any authorized Toyota dealer will pick up your vehicle and provide a loaner vehicle **FREE OF CHARGE**. Please contact any authorized Toyota dealer to request these complimentary services.

This is an important Safety Recall

- We ask that no one drive this vehicle until the remedy is performed. If you disregard this and you notice an abnormal steering feel or vibration, or an abnormal noise, 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.

What if you are not the owner or operator of this vehicle?

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 lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/owners>.

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

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

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

Sample Owner Notification Letter

TOYOTA CUSTOMER VEHICLE OFFSITE STORAGE FORM

This form is only applicable to Safety Recall 22TA06 (Interim 22TB06).

Dealer Information

Toyota Dealer: _____
Dealer Code: _____
Dealer Associate Managing Request: _____
Dealer Associate Contact Information:
Phone: _____
E-Mail: _____
Date of Loaner Car Out _____

Subject Vehicle and Owner/Lessee Information

VIN	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>																				
Current Vehicle Odometer Reading at Time of Owner/Lessee Signature: _____																					
Owner/Lessee Name: _____																					
Address: _____																					
City/State/ZIP: _____																					
Home Phone: _____	Work Phone: _____																				
Cell Phone: _____																					
E-mail Address: _____																					

I acknowledge that the dealer associate above has informed me that the vehicle referenced above is subject to Safety Recall 22TA06 (Interim 22TB06) that Toyota has issued. I am aware that Toyota has decided that a defect which relates to motor vehicle safety exists in the Vehicle and that Toyota has instructed me **to DO NOT DRIVE and DO NOT ALLOW others to drive the bZ4X vehicle until the remedy is performed.** After low-mileage use, the hub bolts on a wheel 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.

I understand that the cause of the issue and the driving conditions under which this issue could occur are still under investigation. I also understand that Toyota will be developing a remedy. When the remedy is available, it will be free of charge to vehicle owners. I have been provided a loaner/rental car through an authorized Toyota dealer until the recall remedy can be completed. The dealer is authorized to provide me with a loaner/rental vehicle to drive until my dealer notifies me that the remedy is available for my vehicle, or until such time as the dealer requests that I return the rental vehicle, whichever is earlier.

I have chosen to keep my bZ4X vehicle in my possession, custody, and control until the remedy is available rather than having the dealer store it for me on-site at the dealer.

I acknowledge that I will not drive and I will not allow anyone else to drive the bZ4X until the remedy has been performed. I specifically and knowingly make the following agreements:

- I agree not to drive my bZ4X vehicle while it is in my possession, custody, or control until the remedy for Safety Recall 22TA06 is completed. However, to maintain the vehicle battery life, I will charge the bZ4X every 30 days.
- I agree not to allow the bZ4X to be driven by others and will ensure that all keys/key fobs to the vehicle are inaccessible to all others until the remedy for Safety Recall 22TA06 is completed.
- I understand that I am responsible to ensure that the vehicle is not driven until the remedy is performed and that I may be held responsible for any damages, loss or injury that occurs if the vehicle is driven prior to the time the Safety Recall 22TA06 remedy is performed on my bZ4X.
- I agree to have the vehicle transported directly to the Dealer after the Dealer notifies me that the remedy for Safety Recall 22TA06 can be completed on my vehicle and an appointment is confirmed. This transportation will be coordinated by the dealer and the transportation and repair will be at no cost to me.
- Should I lose possession of and/or sell the vehicle before the remedy for Safety Recall 22TA06 is performed, I agree to notify the Dealer no later than 24 hours after I have lost possession of the vehicle. In the case of sale, I will notify the purchaser of the Safety Recall 22TA06 and will provide any contact information of the new vehicle owner to the Toyota Brand Engagement Center. I will also return the loaner/rental vehicle within 24 hours of notifying the Dealer.

(Signature of vehicle owner/lessee)

(Date)