

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