

Original Publication Date: June 15, 2023

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

SAFETY RECALL 23TA05 (Remedy Notice)

Certain 2023 Model Year Camry and Camry HV Vehicles
DO NOT DRIVE – Potential Loss of Vehicle Control

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 Model Year Camry and Camry HV	Early April 2023– Late April 2023	300	90



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
Refer to Dealer Inventory Procedures section for more details.



On June 15, 2023, 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 2023 model year Camry and Camry HV vehicles.

Condition

The subject vehicles may have significantly under-tightened wheel nuts that may loosen and detach, causing a wheel to detach from the vehicle after low-mileage use. A wheel detaching from a moving vehicle can 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 dealers will inspect and re-tighten the wheel nuts to proper specification. If any components are found to be damaged, they will be replaced **FREE OF CHARGE**.

Dealer Procedures for DO NOT DRIVE

Toyota requires your assistance to support customers who were requested to not drive their vehicle until the remedy is performed for this Safety Recall.

For affected vehicles already in your possession, please perform the remedy immediately and do not drive the vehicle until the remedy is performed.

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.

Please transport affected vehicles only using a flat-bed truck.

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 a customer prefers to have the repair performed at their location, dealers can perform remote repairs following the guidelines in warranty policy 5.25 Toyota Mobile Technician Program Dealership warranty procedures. Please do not deviate from the repair procedure outlined in the Technical Instructions.

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 Camry.

Covered Vehicles

There are approximately 300 covered by this Safety Recall. No vehicles were distributed to Puerto Rico.

Owner Notification

Toyota will notify customers through multiple communication channels beginning on June 15, 2023.

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 90 vehicles in new dealer inventory as of June 14, 2023.



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.***
- 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

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery.

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 letter 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.

Head Unit Notifications

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Customers who receive head unit notification regarding this Safety Recall are requested to schedule an appointment with their authorized dealer to have this Safety Recall completed.

When these messages are received by the vehicle's Data Communication Module, the head unit will display a pop-up prompt stating that the vehicle has a new Safety Recall. The prompt will contain options to 'Snooze' or to 'View' the message. If a customer chooses 'Snooze', the message will continue to reappear every 20 minutes until the customer chooses 'View'. If a customer views and then closes the message, the message will be available in the Notification App if the customer chooses to review it again. If the vehicle's completion status remains incomplete for a period of 90 days from the message being viewed, the head unit may display a renotification pop-up prompt as an additional reminder to the customer to have this Safety Recall completed.

The message will completely clear from the vehicle once the following conditions are met: The Safety Recall is completed, the dealer has filed a claim, and the claim is approved by Toyota. Then the message will be cleared at the next clearing cycle, which currently happens daily.

Owners who receive a head unit notification after having this Safety Recall completed can be advised to ignore the message. Owners with additional concerns can be directed to 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 Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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 have currently completed the following courses:

- T4535 – Steering, Suspension & Handling

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

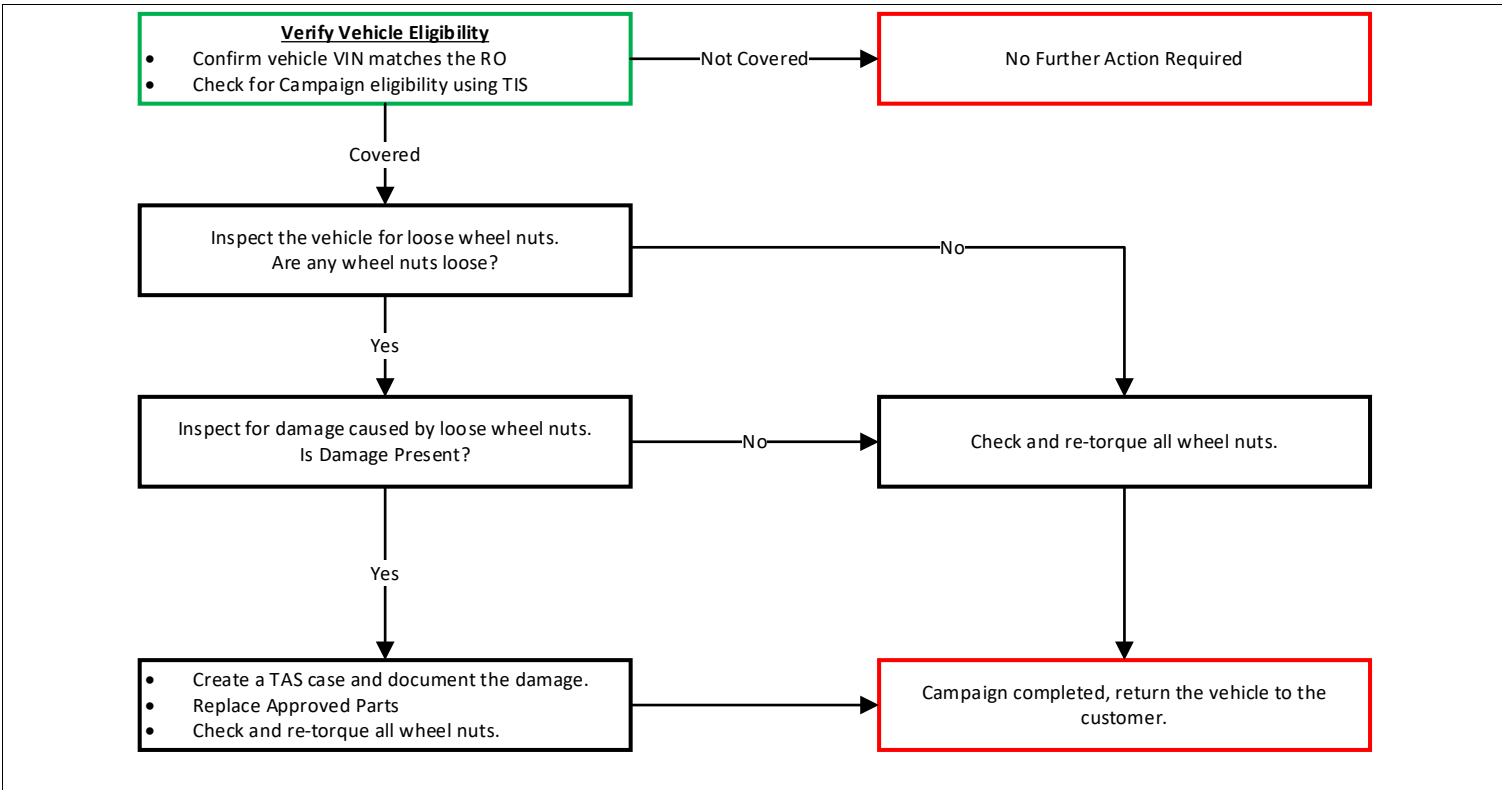
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



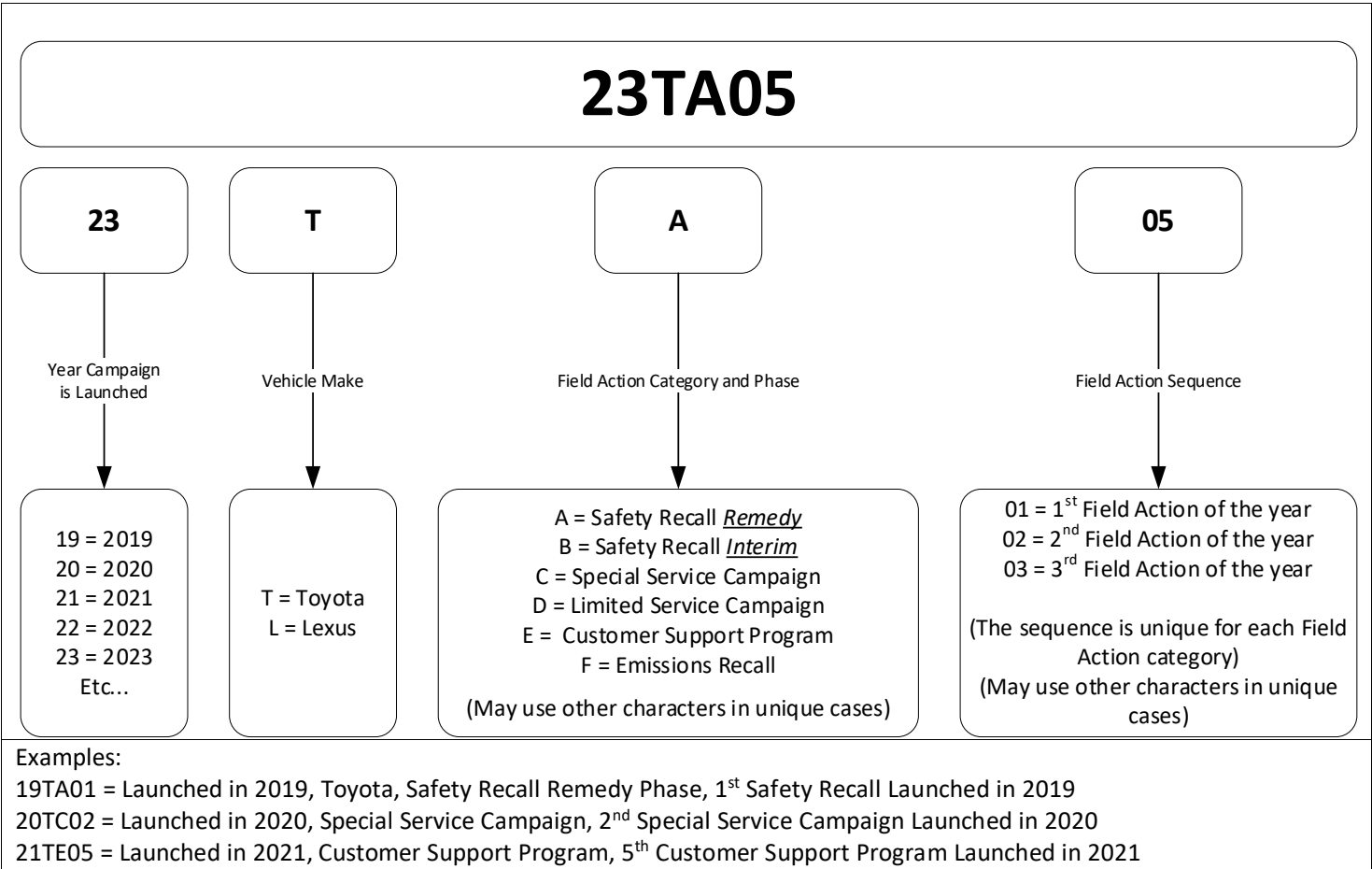
Op Code	Description	Flat Rate Hours
23TA05R1	Inspect for loose wheel nuts and re-torque all wheel nuts	0.4
23TA05R2	Inspect for loose wheel nuts and damage, no damage found, re-torque all wheel nuts	0.9

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) program can be claimed up to a maximum of \$42 for 1 day as a sublet type “RT” under Op Code 23TA05R1 or 23TA05R2.
 - **For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under Op Code 23TA05R1 and 23TA05R2 for a maximum of \$250 as sublet type “TW”
 - **Towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
- Mobile repair can be claimed under Op Code 23TA05R1 and 23TA05R2 for \$100 as sublet type “RR” if a technician was sent to an owner’s location to perform a mobile repair.

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 23TA05 (Remedy Notice)



STOP! DO NOT DRIVE.

No one should drive these vehicles until the remedy is performed



Certain 2023 Model Year Camry and Camry HV *DO NOT DRIVE* – Potential Loss of Vehicle Control

Frequently Asked Questions

Original Publication Date: June 15, 2023

Q1: *What is the condition?*

A1: The subject vehicles may have significantly under-tightened wheel nuts that may loosen and detach, causing a wheel to detach from the vehicle after low-mileage use. A wheel detaching from a moving vehicle can 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: *Are there any symptoms or warnings if the condition is present?*

A1a: 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.

Q1b: *Can I keep driving my vehicle before the remedy is performed?*

A1b: 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 dealers will inspect and re-tighten the wheel nuts to proper specification. If any components are found to be damaged, they will be replaced ***FREE OF CHARGE.***

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 pickup my vehicle?*

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

Q2b: *What if I do not want to have my vehicle towed to the dealer?*

A2b: Your dealer may be able to perform the remedy at your location. Please contact your dealer to inquire about this service.

Q3: *How will Toyota notify owners about this issue?*

A3: Toyota will notify customers through multiple communication channels beginning on June 15, 2023.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 300 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Camry and Camry HV	2023	Early April 2023– Late April 2023

Q5: *How long will the repair take?*

A5: The repair takes approximately 1 hour for the inspection and re-tightening of the hub nuts. However, if components are found to be damaged, it may be necessary to make the vehicle available for a longer period of time.

Q6: *I heard on the news that Toyota was telling owners of Camry 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 23TA05, 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: For this recall, Toyota uses information collected by dealers at the point of sale to determine the owner of the vehicle and their contact information.

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.