

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter and FAQ have been updated. Refer to the details below.

| DATE | TOPIC |
|----------|---|
| 4/8/2024 | Updated the 2 nd phase implementation date |

The most recent update in the attached Dealer Letter and FAQ will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: December 14, 2023

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

SAFETY RECALL 23TA07 (Remedy Notice)

**Certain 2021 - 2022 Model Year Rav4 Prime
Potential Risk of Vehicle Fire**

| Model / Years | Production Period | Approximate Total Vehicles | Approximate Stop Sale Dealer Inventory |
|--------------------------------------|---------------------------------------|----------------------------|--|
| 2021 - 2022 Model Year Rav4 Prime | Late November 2019 – Late May 2022 | 41,500 | 0 |

On July 12, 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 2021 - 2022 Model Year Rav4 Prime vehicles.

Condition

A component that converts electricity voltage could be damaged in manufacturing and experience a short circuit, generating excessive heat. Under certain conditions, this short circuit can generate enough heat to increase the risk of a vehicle fire.

Remedy

Any authorized Toyota dealer will replace the DC-DC converter with a new improved part **FREE OF CHARGE**. Toyota is conducting a phased implementation of the remedy based on the owner's vehicle registration state and considering the lowest average temperature in each state. Refer to the tables below to determine the remedy status for the vehicles involved in this Safety Recall.

Important Note: The dates specified in this table are estimates and are subject to change.

| Phase | UIO | States included per phase based off average winter temperature | Estimated Remedy Timing |
|-------|--------|---|------------------------------|
| 1 | 26,100 | AK ND, MN, ME, WI, VT, SD, NH, MT, WY, IA, MI, NY, ID, NE, CO, MA, UT, IL, PA, CT, IN, OH, RI, KS, NV, MO, WV, NJ, WA, OR, MD, KY, DE, NM, VA, OK, TN, AR, NC, AZ, SC, AE | Available now |
| 2 | 15,400 | CA, AL, MS, GA, TX, LA, FL, HI | Available Late April 2024 |

Covered Vehicles

There are approximately 41,500 vehicles covered by this Safety Recall. No vehicles covered by this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners involved in Phase 1 of the remedy by late December 2023. Owners involved in Phase 2 will be notified when the remedy is available for their vehicle which is anticipated to be in late February 2024.

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 - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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: 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.

Pre-Owned Vehicles in Dealer Inventory

Toyota typically 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. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email, state "Disclosure Form 23TB07" and include the VIN.

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.

Parts Ordering Process – Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. 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 |
|-------------|---------------------------------|----------|
| 04003-15142 | CONVERTER ASSY, HYBRID VEHICLE* | 1 |
| 04003-15242 | SEAL KIT,HV BATTERY,NO1* | 1 |

*Both parts are needed for per vehicle remedy

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 successfully complete the following course:

- TIC209A – Electrified Powertrain Vehicle Repair

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 who have completed the above course 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.

Emissions Repair Procedures for California Dealers

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form and affix an Authorized Modification Label to the vehicle after repairs have been completed.

The vehicle owner may require the Proof of Correction form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by late July 2024. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner. Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicted.

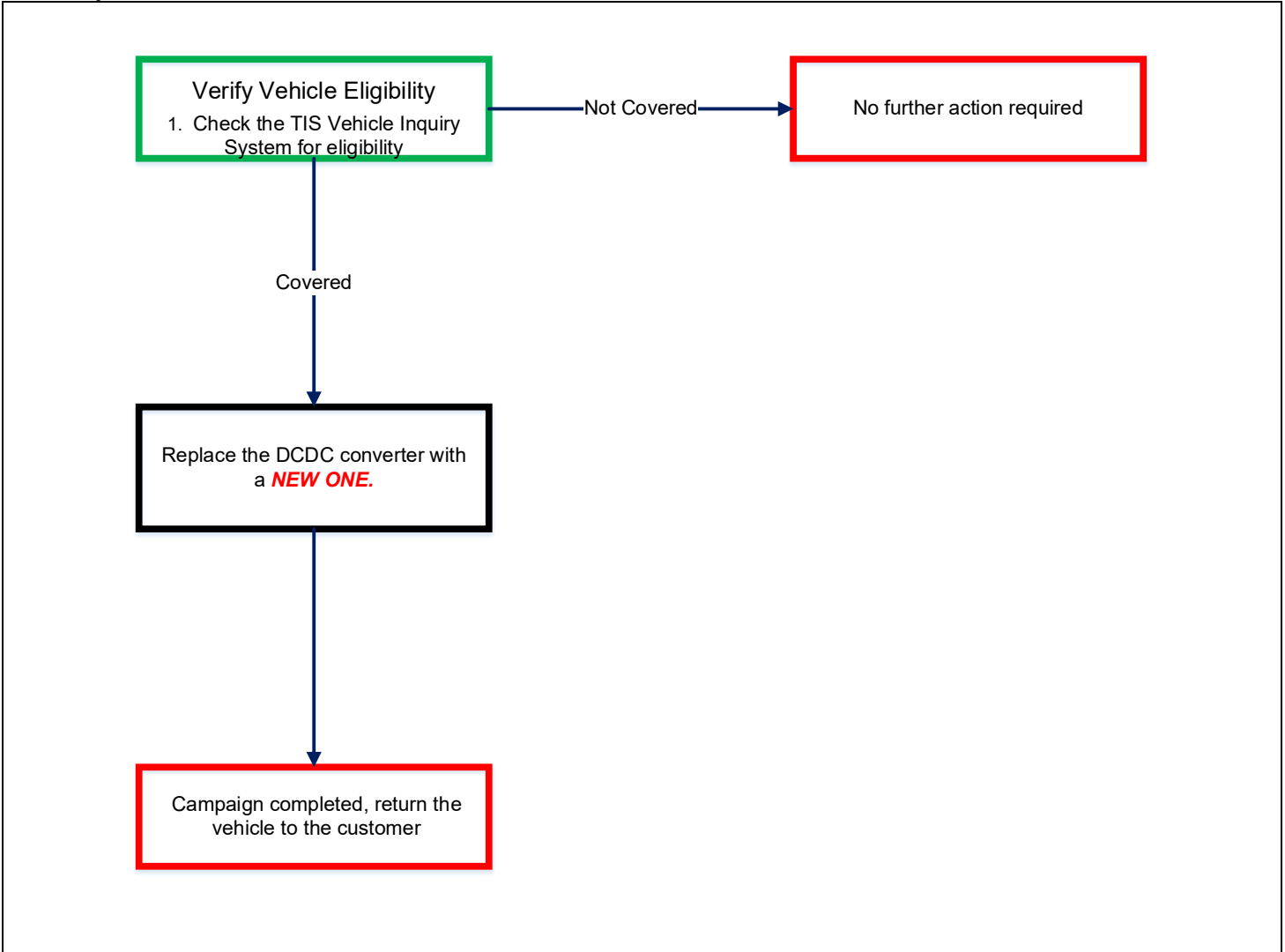
Form booklets and Authorization Labels can be ordered from the MDC (Booklet material number 00410-92007, Label material number 00451-00001-LBL).



| | | | |
|-----|--------------------------------------|---|----------------------|
| 1-4 | "Remedy for (Campaign Designation) " | 6 | Date Completed |
| 5 | Dealer Code | 7 | Campaign Designation |

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



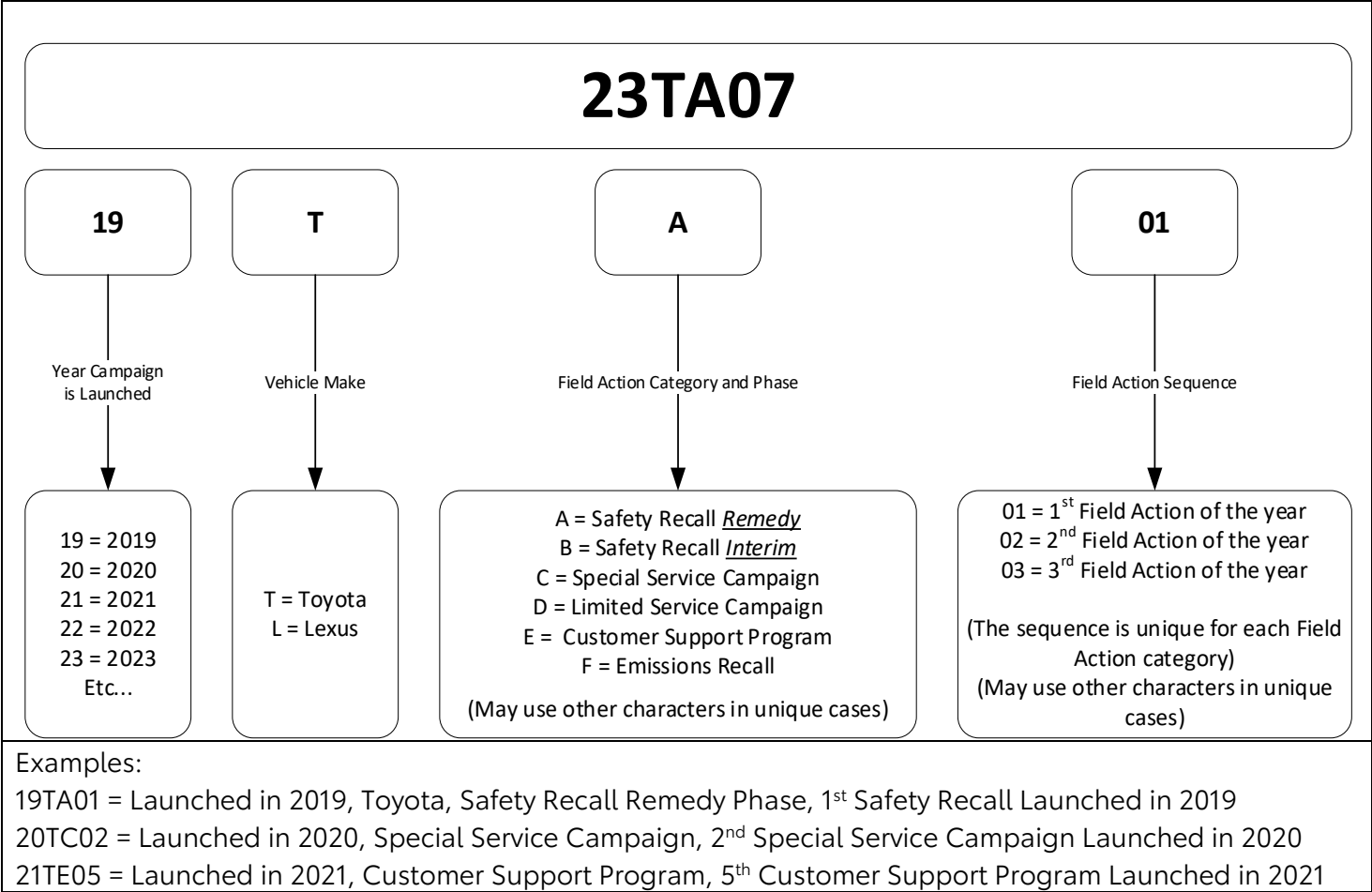
| Op Code | Description | Flat Rate Hours |
|----------|------------------------|-----------------|
| 23TA07R1 | Replace DCDC converter | 1.3 |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety (Noncompliance) 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 23TA07 *(Remedy Notice)*

Certain 2021 – 2022 Model Year Rav4 Prime
Potential Risk of Vehicle Fire

Frequently Asked Questions


Original Publication Date: December 14, 2023

Q1: *What is the condition?*

A1: A component that converts electricity voltage could be damaged in manufacturing and experience a short circuit, generating excessive heat. Under certain conditions, this short circuit can generate enough heat to increase the risk of a vehicle fire.

Q1a: *Are there any warnings when this condition occurs?*

A1a: Yes, if this condition occurs on the vehicle, the hybrid vehicle control ECU may display the following warning messages. A warning buzzer may also sound.

| | |
|--|--|
| <p style="color: blue; margin: 0;">One of two messages could be displayed on the Multi-Information Display:</p> <p style="margin: 0;">#1: "Hybrid System Stopped Stop in a Safe Place Shift to P See Owner's Manual."</p> <p style="margin: 0; color: blue;">#2: "Charging System Malfunction Stop in a Safe Place See Owner's Manual."</p> |  |
| Warning Message | Master Warning Light |

Q1b: *Is there anything I can do to prevent this issue from occurring?*

A1b: Yes, until the remedy is performed, customers can reduce the potential for this condition to occur if they refrain from charging the vehicle while the ambient temperature has been below, is below, or is expected to drop below 41 degrees Fahrenheit (5 degrees Celsius).

Q2: *What is Toyota going to do?*

A2: Any authorized Toyota dealer will replace the DC/DC converter with a new improved part **FREE OF CHARGE**. Toyota is conducting a phased implementation of the remedy based on the owner's vehicle registration state and considering the lowest average temperature by state. Refer to the tables below to determine the remedy status for the vehicles involved in this Safety Recall.

Important Note: The dates specified in this table are estimates and are subject to change.

| Phase | UIO | States included per phase based off average winter temperature | Estimated Remedy Timing |
|-------|--------|--|---------------------------|
| 1 | 26,100 | AK, ND, MN, ME, WI, VT, SD, NH, MT, WY, IA, MI, NY, ID, NE, CO, MA, UT, IL, PA, CT, IN, OH, RI, KS, NV, MO, WV, NJ, WA, OR, MD, KY, DE, NM, VA, OK, TN, AR, NC, AZ, SC, AE | Available now |
| 2 | 15,400 | CA, AL, MS, GA, TX, LA, FL, HI | Available Late April 2024 |

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q3: Which and how many vehicles are covered by this Safety Recall?

A3: There are approximately 41,500 vehicles covered by this Safety Recall.

| Model Name | Model Year | Production Period |
|------------|-------------|---------------------------------------|
| Rav4 Prime | 2021 - 2022 | Late November 2019 – Late May 2022 |

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A3a: Yes, certain Lexus NX450h+ vehicles are also covered by this Safety Recall.

Q4: How long will the repair take?

A4: The repair takes approximately one and a half 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: What if I previously paid for repairs related to this Safety Recall?

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: How does Toyota obtain my mailing information?

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: 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.



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

| | |
|------------------------|----------------------|
| Customer Name _____ | Customer Email _____ |
| Customer Address _____ | Home Phone # _____ |
| _____ | Mobile Phone # _____ |
| _____ | Date _____ |

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

| | |
|---------------------------|------------------------------|
| Dealer Name/Address _____ | Dealer Code _____ |
| _____ | Dealer Phone Number _____ |
| _____ | Dealer Staff Name _____ |
| _____ | Dealer Staff Signature _____ |