

◀ 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
4/25/2024	Updated Phase 2 Launch implementation

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
NHTSA Recall No. [23V-478]

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.

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 now

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 early May 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).

Vehicle Emission Recall – Proof of Correction

License Number: _____ Make: _____ Year Model: _____ Body Type: _____ Vehicle Identification Number: _____

Manufacturer: _____ Recall Number: _____

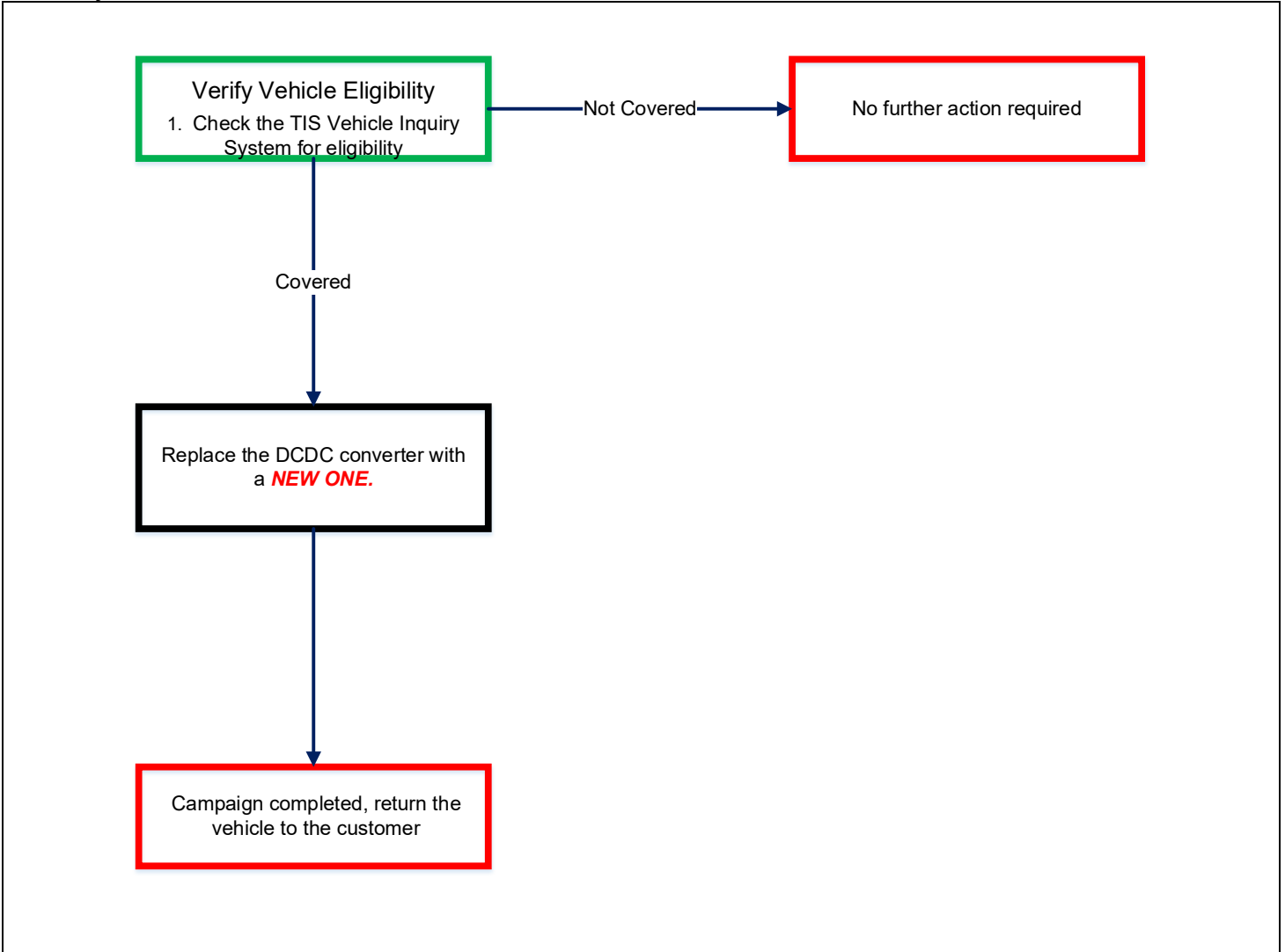
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.



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

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



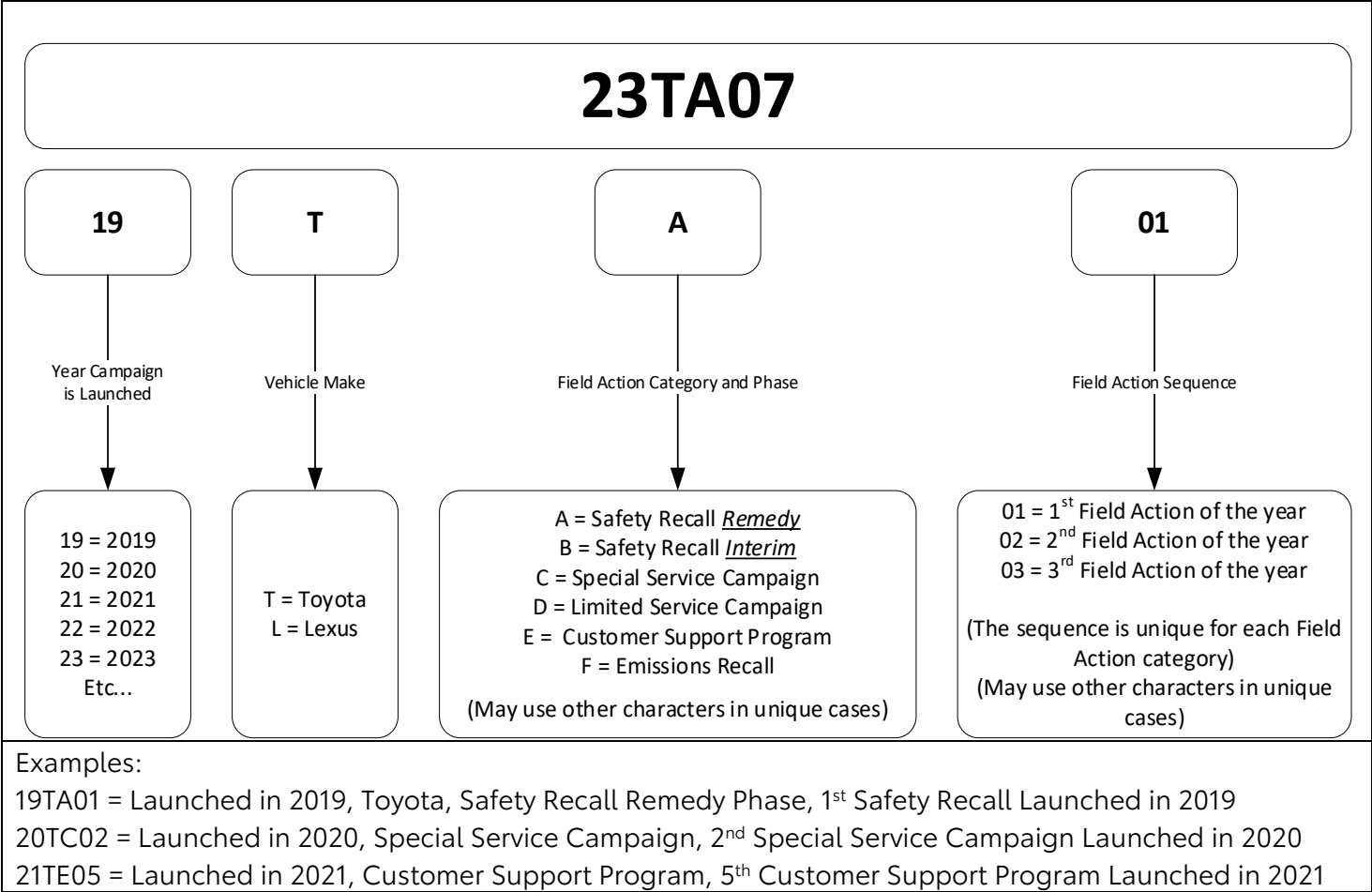
Op Code	Description	Flat Rate Hours
23TA07R1	Replace DCDC converter	1.3

- 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

NHTSA Recall No. [23V-478]

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.

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 now

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 _____



TOYOTA

Toyota Motor Sales, U.S.A., Inc.
6565 Headquarters Drive
Plano, TX 75024

IMPORTANT SAFETY RECALL

Certain 2021–2022 Model Year Rav4 Prime Vehicles
Potential Risk of Vehicle Fire
NHTSA Recall No. 23V-478
Toyota Recall No. 23TA07 (Remedy Notice)

This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

Dear (customer's First/Last name)

This notice applies to your vehicle:
VIN ABCDEFGH987654321

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 2021–2022 model year Rav4 Prime vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

A component that converts electricity voltage could have been 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**.

What will Toyota do?

Any authorized Toyota dealer will replace the DC-DC converter with a new improved part **FREE OF CHARGE**.

What Should You Do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

- ✓ 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 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 7:00 p.m., Eastern Time.

This is an important Safety Recall.

The remedy will take 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.

- 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).
- If this condition occurs on the vehicle, the Multi-Information Display may show the following warning messages. A warning buzzer may also sound.

One of two messages could be displayed on the Multi-Information Display.

#1: "Hybrid System Stopped Stop in a Safe Place Shift to P See Owner's Manual."

#2: "Charging System Malfunction Stop in a Safe Place See Owner's Manual."



Warning Message

Master Warning Light

What if you live in California and do not have this Safety Recall Campaign performed?

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 Campaign 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 Campaign 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.

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



TOYOTA

Toyota Motor Sales, U.S.A., Inc.
6565 Headquarters Drive
Plano, TX 75024

RETIRO DE SEGURIDAD URGENTE

Ciertos vehículos Rav4 Prime de año modelo 2021–2022
Riesgo potencial de incendio del vehículo
Retiro de Seguridad NHTSA No. 23V-478
Retiro de Seguridad Toyota No. 23TA07 (Aviso de Remedio)

Este es un Retiro de Seguridad importante. El remedio se realizará **SIN CARGO** para usted.

Estimado (customer's First/Last name)

Este aviso aplica a su vehículo:
[VIN]

Se le envía esta notificación de acuerdo con la Acta Nacional de Tráfico y Seguridad de Vehículos Motorizados. Toyota ha decidido que existe un defecto, que se relaciona con la seguridad de los vehículos de motor en ciertos vehículos Rav4 Prime de año 2021–2022.

Usted recibió esta notificación porque nuestros registros, que se basan principalmente en los datos del estado de registro y de título, indican que usted es el propietario actual.

¿Cuál es la condición?

Un componente que convierte el voltaje de electricidad podría haberse dañado durante la fabricación y experimentar un cortocircuito, generando un calor excesivo. Bajo ciertas condiciones, este cortocircuito puede generar suficiente calor para **augmentar el riesgo de incendio del vehículo**.

¿Qué hará Toyota?

Cualquier concesionario autorizado Toyota reemplazará el convertidor de DC (CC) a DC (CC) con una pieza nueva mejorada **SIN CARGO**.

¿Qué Debe Hacer?

Comuníquese con cualquier concesionario Toyota autorizado para programar una cita para que realicen el remedio tan pronto como sea posible.

El remedio va a requerir el reemplazo de piezas. Le recomendamos que se comunique con su concesionario para programar una cita con anticipación para confirmar la disponibilidad de las piezas y reducir al mínimo sus inconvenientes.

- ✓ Para encontrar un concesionario cerca de usted, visite www.toyota.com/dealers.
- ✓ Si desea más información sobre este y otros Retiros de Seguridad, incluyendo las Preguntas Frecuentes, visite www.toyota.com/recall. Ingrese el número de identificación de su vehículo de 17 dígitos (VIN) indicado arriba para revisar la información específica de su vehículo.
- ✓ Si requiere más asistencia, puede comunicarse con el Centro de Compromiso con la Marca Toyota llamando al 1-888-270-9371, de lunes a viernes, de 8:00 a.m. a 8:00 p.m., y los sábados, de 9:00 a.m. a 7:00 p.m., Horario del Este.

Este es un Retiro de seguridad importante.

Este remedio tardará aproximadamente una hora y media. Sin embargo, dependiendo de la programación de trabajo del concesionario, tal vez sea necesario tener disponible su vehículo por un plazo de tiempo más prolongado.

- Hasta que se realice el remedio, los clientes pueden reducir la posibilidad de que ocurra esta condición si se abstienen de cargar el vehículo mientras la temperatura ambiente ha estado por debajo, está por debajo o se espera que descienda por debajo de 41 grados Fahrenheit (5 grados Celsius).
- Si esta condición ocurre en el vehículo, la pantalla de información múltiple puede mostrar los siguientes mensajes de advertencia. También puede sonar un zumbador de advertencia.

Uno de los dos mensajes podría mostrarse en la Pantalla de Información Múltiple:

#1: "Sistema Híbrido detenido. Deténgase en un lugar seguro. Cambie a P. Consulte el Manual de propietario."

#2: "Mal funcionamiento del sistema de carga. Deténgase en un lugar seguro. Consulte el Manual de propietario."



Mensaje de advertencia

Luz de advertencia maestra

¿Qué pasa si vive en California y no se ha realizado este Retiro de seguridad?

El estado de California requiere que se completen los Retiros de seguridad / Campañas de servicio sobre piezas relacionadas con emisiones antes de renovar el registro del vehículo. Además, el estado requiere que cada vehículo debe pasar una prueba de emisiones (Verificación de SMOG) cada dos años y antes de que se venda. Si no se completa esta Campaña de Retiro de Seguridad **GRATUITA**, la Junta de Recursos de Aire de California (CARB, por sus siglas en Inglés) no permitirá que se registre su vehículo. Los reglamentos del estado de California requieren que Toyota proporcione al Departamento de vehículos de motor un registro de todos los vehículos a los que no se les ha completado la Campaña de Retiro de Seguridad.

Su concesionario Toyota le proporcionará un formulario de comprobante de corrección del Retiro de seguridad de Emisiones en el vehículo después de que se complete la campaña. Asegúrese de conservar este formulario, porque el DMV puede requerir que usted proporcione un comprobante de que se completó la campaña durante el proceso de renovación del registro de su vehículo.

¿Qué pasa si usted no es el propietario o el operador de este vehículo?

Si usted arrienda el vehículo, la ley federal requiere que todo arrendador de vehículo que reciba esta notificación del Retiro de Seguridad debe enviar una copia del aviso al arrendatario en menos de diez días.

Si conoce al propietario u operador actual, sea tan amable de enviarle esta carta.

Si quisiera actualizar la propiedad de su vehículo o la información de contacto, por favor visite <https://www.toyota.com/owners>.

Si cree que el concesionario o Toyota no ha cumplido o no ha podido remediar el defecto en un plazo razonable o sin cargo, puede enviar una queja al Administrador, *National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590*, o llamar a la Línea Directa de Seguridad del Vehículo al **1-888-327-4236 (TTY: 1-800-424-9153)**, o visite <http://www.safercar.gov>.

Hemos enviado esta notificación con el interés de que usted esté continuamente satisfecho con nuestros productos. Lamentamos sinceramente cualquier inconveniente que este problema le pudo haber ocasionado.

Muchas gracias por conducir un Toyota.

Atentamente,

Toyota Motor Sales, USA