

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
4/11/2024	Updated Phase 2 and 3 Launch Timing

The most recent update in the attached Dealer Letter 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: March 28, 2024

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

SAFETY RECALL 23TA12 *(Remedy Notice)*

Certain 2020 – 2023 Model Year Highlander and Highlander HV
Front Lower Bumper Cover Assembly May Detach While Driving
NHTSA Recall No. 23V-720

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020-2023 Model Year Highlander	Late June 2019 – Early August 2023	558,300	300
2020-2023 Model Year Highlander HV	Late June 2019 – Early August 2023	192,500	100



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On October 26, 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 2020-2023 model year Highlander and Highlander HV vehicles.

Condition

The subject vehicles are equipped with a resin front lower bumper cover assembly, connected with mounting tabs. If there is minor impact to the lower front bumper cover assembly that causes the mounting tabs to detach from the vehicle during normal operation, one or more parts of this assembly could detach, which could become a road hazard, increasing the risk of a crash or injury for other road users.

Remedy

Toyota dealers will inspect the upper to lower front bumper cover mounting tabs and slots for damage. If no damage is found, dealers will install retention hardware with an improved design. If damage is found, dealers will replace the upper and/or lower front bumper cover and install retention hardware with an improved design **FREE OF CHARGE**.

Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table below for the remedy announcement schedule. Note that this schedule is subject to change.

Phase	Model Years	Model	Estimated Remedy Availability Timing
1	2020	Highlander	Remedy Available Now
		Highlander HV	
	2023	Stop Sale Vehicles	
2	2021	Highlander	Late April
		Highlander HV	
	2022	Highlander	
		Highlander HV	
3	2023	Highlander	Late May
		Highlander HV	

Campaign Phase Interpretation

Campaigns may be launched in phases due to many factors, such as the nature of the repair, parts availability, etc. It is important that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *If a remedy repair is performed on an interim phase vehicle, the warranty claim may go into error status.*

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall [Redacted] (Remedy Notice) A

Campaign Status: Remedy Available

Completion Status: Not Completed B

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: 23TA12 Remedy

B: Completion Status: Not Completed

- This vehicle is eligible to have the remedy performed.*

INTERIM PHASE – FUTURE REPAIR

Campaign Description: Safety Recall [Redacted] (Interim Notice) A

Campaign Status: Remedy Not Available

Completion Status: Not Completed B

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: 23TB12 Interim

B: Completion Status: Not Completed

- This vehicle is in the interim phase; the remedy CANNOT be performed at this time.*

Covered Vehicles

There are approximately 750,800 vehicles covered by this Safety Recall. Approximately 6,300 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Refer to the table below for mailing timing.

Phase	Model Years	Model	Estimated Remedy Mailing Timing
1	2020	Highlander	Late April
		Highlander HV	
	2023	Stop Sale Vehicles	
2	2021	Highlander	Late May
		Highlander HV	
3	2022	Highlander	Late June
		Highlander HV	
	2023	Highlander	
		Highlander HV	

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 400 vehicles in new dealer inventory as of October 24, 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. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

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 23TA12/23TB12" 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
04003-5010E	SCREW, W/WASHER TAPPING SET	1
04003-4510E	NUT, SPRING SET	1
04003-4810R	RETAINER, OUTSIDE MOULDING	1

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 currently hold at least one of the following certification levels:

- TIC206A – Electrical Repair 1

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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

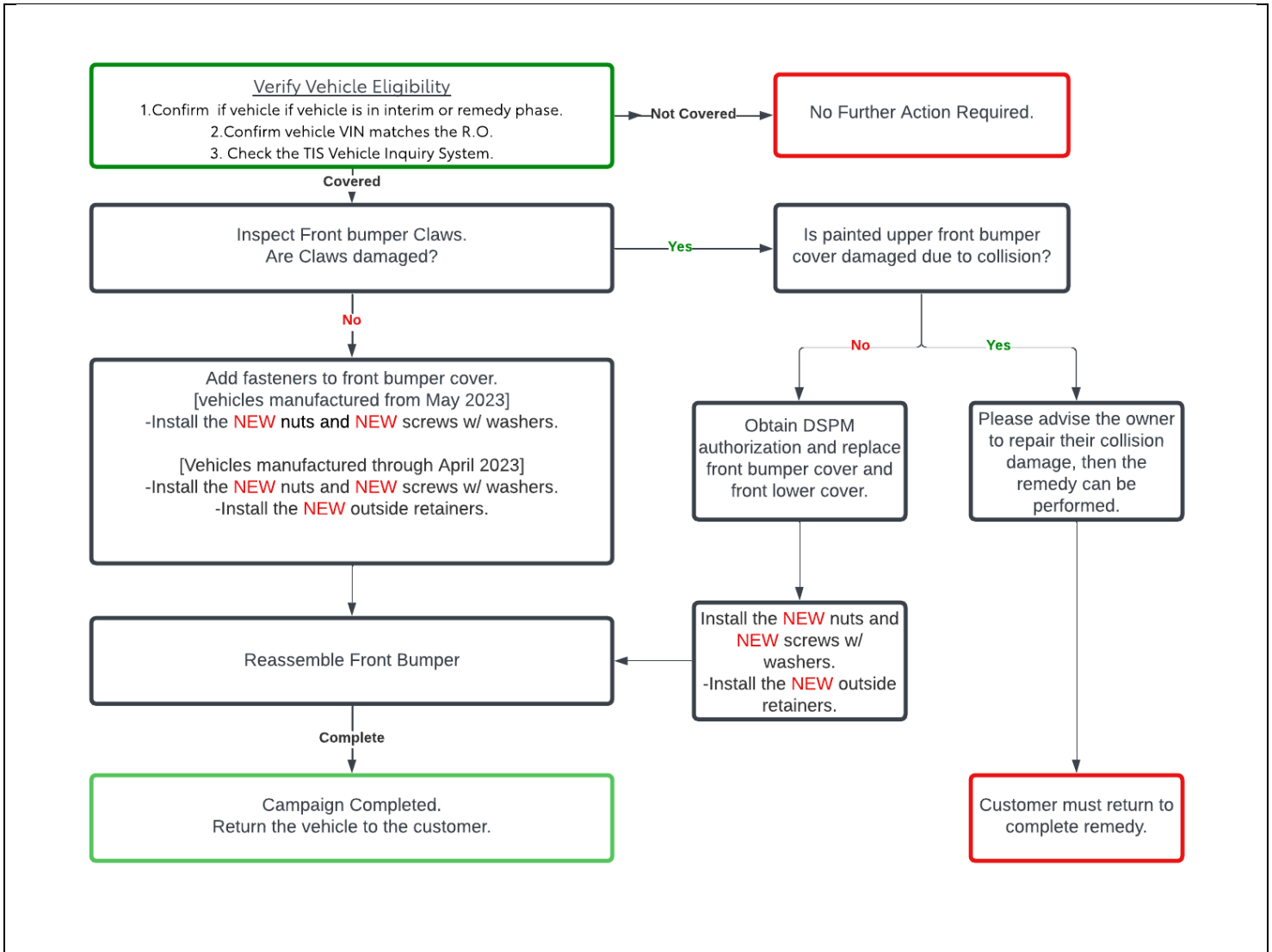
If a vehicle owner was uncomfortable driving their vehicle while Toyota prepared the remedy, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$60 per day.

Op Code	Description
23TB12V1	Vehicle Rental 1-30 Days
23TB12V2	Vehicle Rental 31-60 Days
23TB12V3	Vehicle Rental 61-90 Days
23TB12V4	Vehicle Rental 91-120 Days
23TB12V5	Vehicle Rental 121-150 Days
23TB12V6	Vehicle Rental 151-180 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).

Warranty Reimbursement Procedure



Note: If the painted upper front bumper cover is damaged from obvious collision, please advise the owner to repair their collision damage, then the remedy can be performed.

Op Code	Description	Flat Rate Hours
23TA12R1	Inspection + Install Fasteners	0.9
23TA12R2	Inspection + Install Fasteners + Replace Bumper Lower	1.1
23TA12R3	Inspection + Install Fasteners + Replace the Front Bumper (W/PVM) + Paint Bumper Cover	6.2
23TA12R4	Inspection + Install Fasteners + Replace the Front Bumper (W/ fog light) + Paint Bumper Cover	5.2
23TA12R5	Inspection + Install Fasteners + Replace the Front Bumper + Paint Bumper Cover	5.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost for paint material will be reimbursed under the sublet type "PT" under Op Code 23TA12R3, 23TA12R4, 23TA12R5, and 23TA12R6.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) program can be claimed up to a maximum of 5 days as a sublet type "RT" under Op Code 23TA12R2, 23TA12R3, 23TA12R4, 23TA12R5, and 23TA12R6.
 - *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.**
- Toyota requires photo documentation and DSPM authorization for Op Code 23TA12R3, 23TA12R4, 23TA12R5, and 23TA12R6. Please ensure the RO is clearly visible in each photo submission.

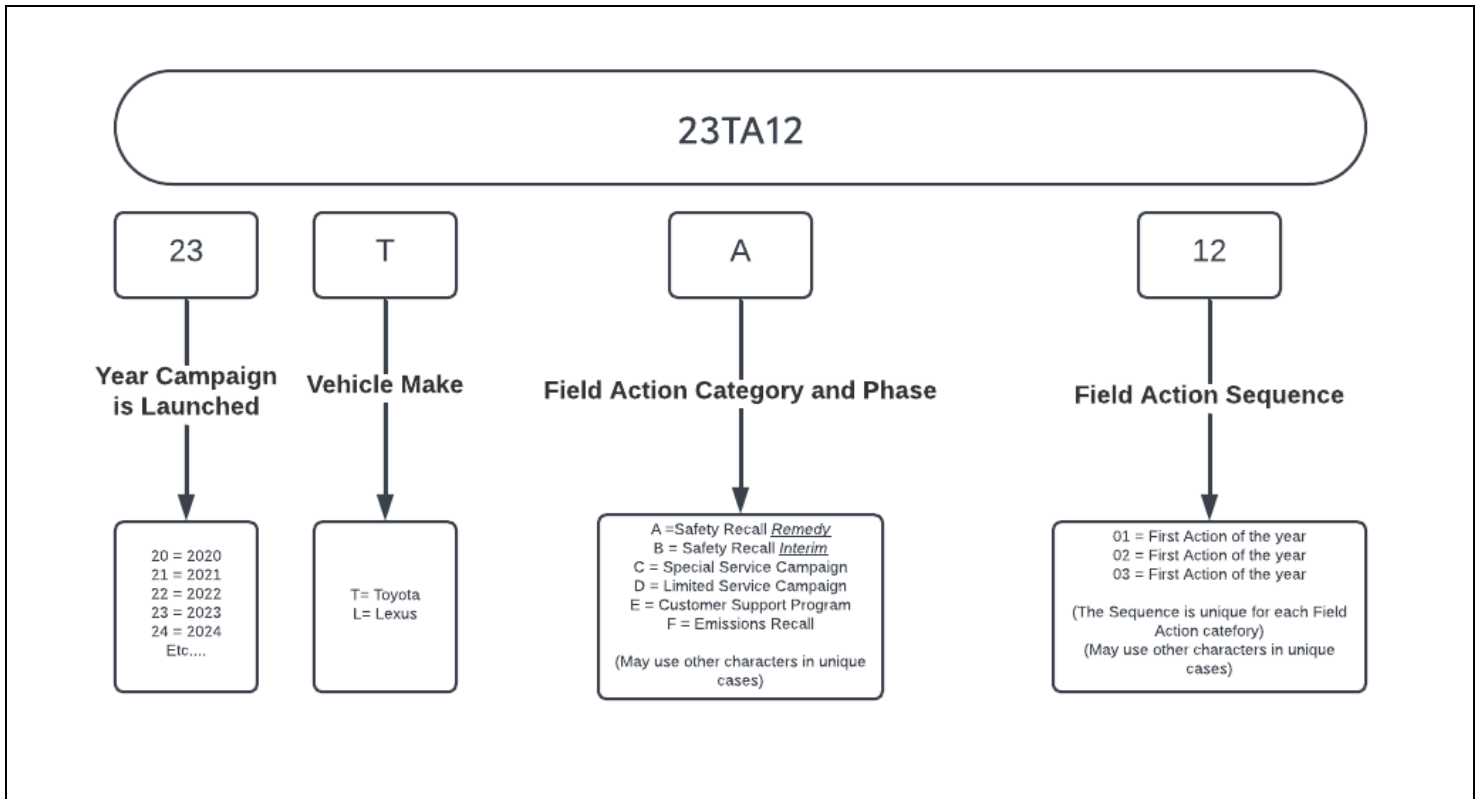
Claim Filing Accuracy and Correction Requests

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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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 23TA12 *(Remedy Notice)*

Certain 2020–2023 Model Year Highlander and Highlander HV
Front Lower Bumper Cover Assembly May Detach While Driving

Frequently Asked Questions

Original Publication Date: March 28, 2024

Q1: *What is the condition?*

A1: The subject vehicles are equipped with a resin front lower bumper cover assembly, connected with mounting tabs. If there is minor impact to the lower front bumper cover assembly that causes the mounting tabs to detach from the vehicle during normal operation, one or more parts of this assembly could detach, which could become a road hazard, increasing the risk of a crash or injury for other road users.

Q1a: *Are There any symptoms or warnings that this condition exists?*

A1a: Yes, if some of the mounting tabs have detached, customers may notice the lower bumper cover hanging loose from the upper bumper cover. This can be seen by looking at the bottom of the front bumper.



Q2: *What is Toyota going to do?*

A2: Toyota dealers will inspect the upper to lower front bumper cover mounting tabs and slots for damage. If no damage is found, dealers will install retention hardware with an improved design. If damage is found, dealers will replace the upper and/or lower front bumper cover and install retention hardware with an improved design **FREE OF CHARGE**.

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

A3: There are approximately 750,800 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
Highlander	2020-2023	Late June 2019 – Early August 2023	558,300
Highlander HV	2020-2023	Late June 2019 – Early August 2023	192,500

Q4: *How long will the repair take?*

A4: For most vehicles, the inspection and additional clip installation will take approximately 1 hour. However, depending on the condition of the front bumper additional repair time may be required.

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 <https://www.toyota.com/owners>. or contact us at 1-888-270-9371.

Dealer Information

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