

Original Publication Date: September 26, 2024

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

SAFETY RECALL 23TA15 *(Remedy Notice)*

Multiple Models and Model Years Passenger Airbag May Not Deploy

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020-2021 Avalon	Early July 2020 – Late April 2021	9,100	0
2020-2021Avalon HV	Early July 2020 – Early May 2021	5,800	0
2020-2022 Camry	Early July 2020 – Early November 2023	202,500	0
2020-2022 Camry HV	Early July 2020 – Late September 2021	27,100	0
2020-2021 Corolla	Late May 2020 – early March 2021	92,700	0
2020-2021 Highlander	Late May 2020 – Late September 2021	134,900	0
2020-2021 Highlander HV	Early June 2020 – Late September 2021	58,100	0
2020-2021 RAV4	Early June 2020 – Late May 2021	249,800	0
2020-2021 RAV4 HV	Early June 2020 – Mid-November 2021	76,800	0
2021 Sienna HV	Mid-October 2020 – Late March 2021	35,300	0



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On December 20, 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 the models described in the table above.

Condition

The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant's weight, and certain front passenger airbags may not deploy as designed in certain crashes, increasing the risk of injury.

Remedy

Toyota dealers will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**. Please note that as part of the remedy repair, technicians will be required to use a mobile inspection application which is only available on Apple devices. Toyota is currently working to produce an Android version as well and anticipate it will become available in the 1st quarter of 2025.

In order to make the best use of available parts while mitigating risk to Toyota's customers, Toyota is employing a phased remedy implementation, starting with the most humid states first, based on the vehicle's state of registration **at time of phase one launch**. This is because, while OCS sensor failure is rare, it is more likely to occur in more humid areas first.

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

Phase	Model Years	Models	Location	Approximate Total Vehicles	Estimated Remedy Launch Timing
1	All Involved Model Years	All Involved Models	Rental Agencies, U.S. Terr., AK, FL, LA, MS, HI, IA, MI, IN, ME, VT, AL	183,700	Remedy Available Now
2	All Involved Model Years	All Involved Models	WI, OH, RI, WA, GA, MA, AR, DE	125,100	December 2024
3	All Involved Model Years	All Involved Models	IL, ND, NY, NC, MN	110,900	February 2025
4	All Involved Model Years	All Involved Models	NH, KY, WV, PA, TN, CT	76,400	April 2025
5	All Involved Model Years	All Involved Models	MO, SC, MD, D.C., VA, OR, NJ	109,900	June 2025
6	All Involved Model Years	All Involved Models	SD, NE, KS	10,100	August 2025
7	All Involved Model Years	All Involved Models	TX, OK, ID	98,700	September 2025
8	All Involved Model Years	All Involved Models	CA, MT, WY, CO, UT, NM, AZ, NV	177,100	January 2026

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 claim will be subject to debit.***

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall 23TA15 (Remedy Notice) Multiple Models and Model Years
 Campaign Status: Remedy Available
 Completion Status: Not Completed

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: 23TA15 Remedy

B: Campaign Status: Remedy Available

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

INTERIM PHASE – FUTURE REPAIR

Campaign Description: Safety Recall 23TA15 (Interim Notice 23TB15) Multiple Models and
 Campaign Status: Remedy Not Available
 Completion Status: Not Completed

Memo: The remedy is not available for this vehicle at this time.

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: 23TB15 Interim

B: Campaign Status: Remedy Not Available

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

Covered Vehicles

There are approximately 892,000 vehicles covered by this Safety Recall. Approximately 2,100 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Phase 1 mailing will commence by late-October.

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

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are in the remedy phase of 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 visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. 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.

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. Vehicles in the interim phase that are TCUV stock cannot be remedied until the applicable phase is launched.

Rent a Toyota & Service Loaners

Toyota requests that dealers remove all Rent a Toyota 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.

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 the Toyota Newsroom <https://pressroom.toyota.com/>

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.

Part Number	Part Description	Quantity
04003-60106	SENSOR SUB-ASSY, WEIGHT DETECTOR, FR	1
04003-60206	SENSOR SUB-ASSY, WEIGHT DETECTOR, RR	1

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to 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 recall repair are required to have completed all of the following courses currently:

- TIC206A – Electrical Repair

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. The dealership is responsible for selecting technicians who have completed the above courses to perform this repair. Carefully review your resources, the technician's skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure properly trained technicians are 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.

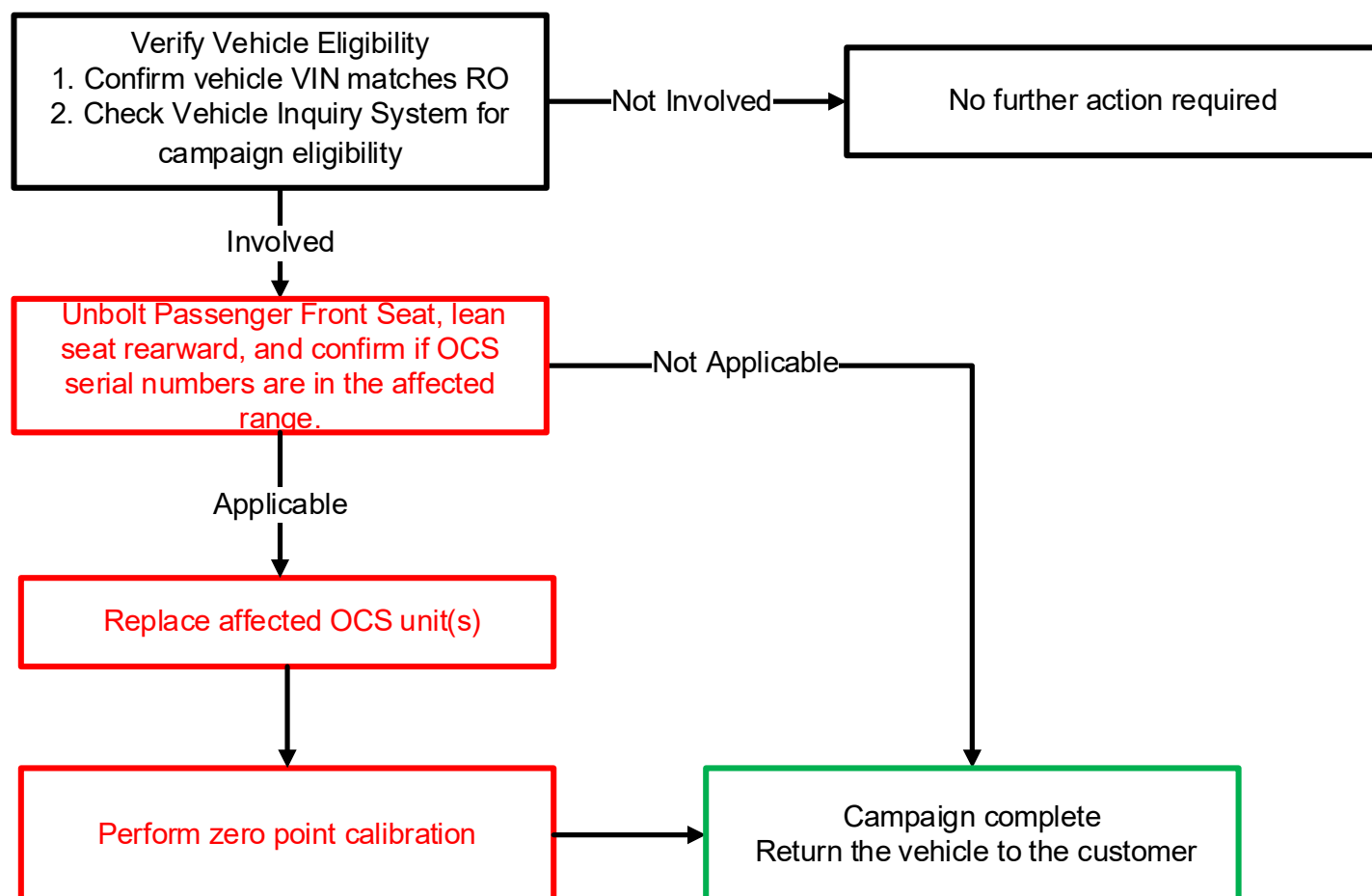
To help minimize dealer storage challenges, Toyota recommends that dealers:

- 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

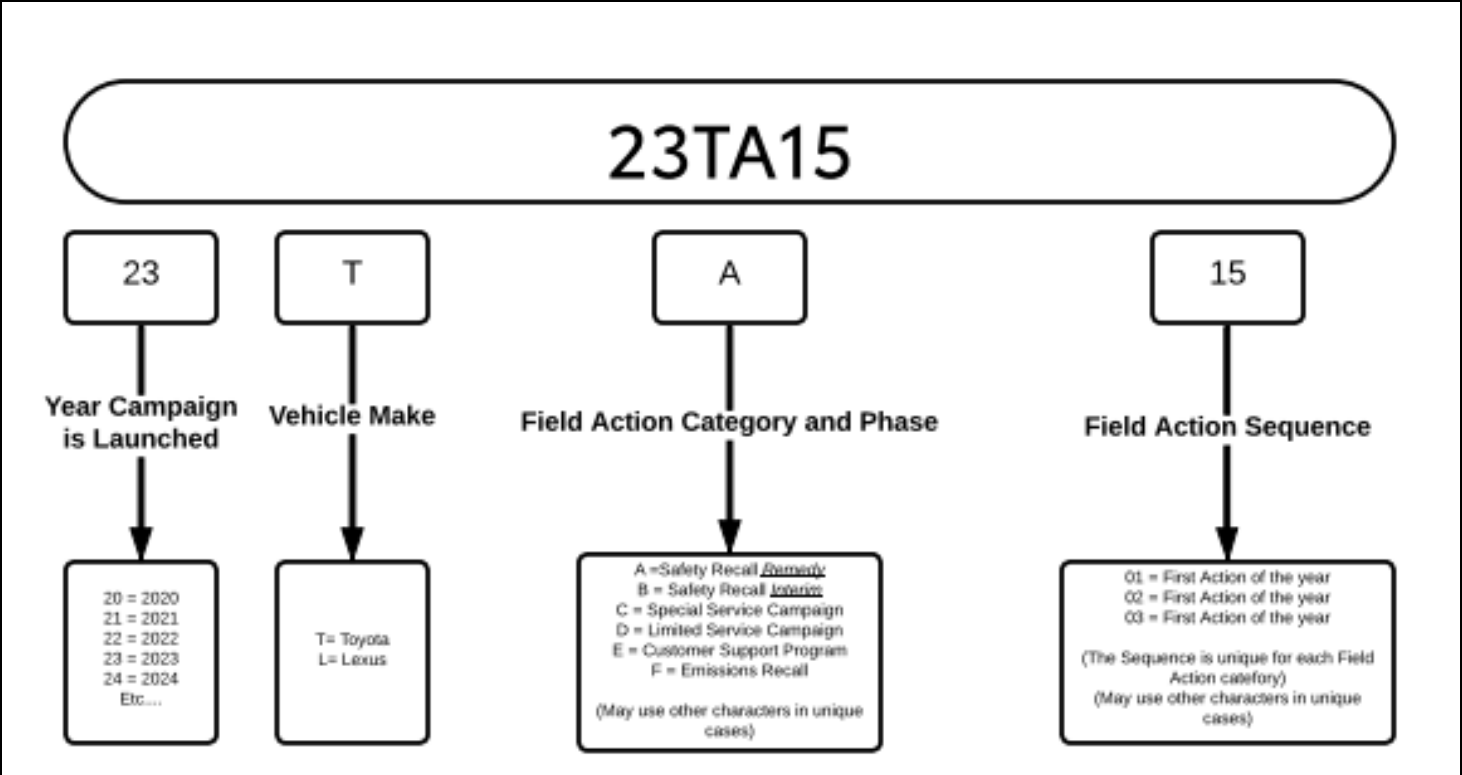
Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
23TA15R1	OCS Inspection Only	0.4
23TA15R2	OCS Inspection + OCS Replacement For 1 or Both Sensors – RAV4, Sienna, Highlander	1.5
23TA15R3	OCS Inspection + OCS Replacement For 1 or Both Sensors – Corolla	1.6
23TA15R4	OCS Inspection + OCS Replacement For 1 or Both Sensors – Camry, Avalon	1.4

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

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 23TA15 *(Remedy Notice)*

Multiple Models and Model Years

Passenger Airbag May Not Deploy

Frequently Asked Questions

Original Publication Date: September 26, 2024

Q1: *What is the condition?*

A1: The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant's weight, and certain front passenger airbags may not deploy as designed in certain crashes, increasing the risk of injury.

Q2: *Are there any warnings that this condition exists?*

A2: Yes, the SRS warning light and the "Passenger Airbag OFF" light will be illuminated, and a multi-information display message will be displayed.

Q3: *What is Toyota going to do?*

A3: Toyota will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**.

Q4: *When will the remedy become available?*

A4: In order to make the best use of available parts while mitigating risk to Toyota's customers, Toyota is employing a phased remedy implementation, starting with the most humid states first, based on the vehicle's state of registration **at time of phase one launch**. This is because, while OCS sensor failure is rare, it is more likely to occur in more humid areas first.

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Q4a: How did Toyota decide which states should go first in the phase launch schedule?

A4a: Based on available data, Toyota has determined there is a correlation between higher OCS sensor failure rates and higher humidity areas. The best way to minimize the number of customers who may experience an actual OCS sensor failure is to prioritize vehicles with the highest likelihood of failing by making the remedy available to vehicles in states with the highest average annual humidity first.

Q4b: What if I move to a different state before the remedy becomes available for my vehicle?

A4b: Your vehicle's phase will be determined prior to Phase 1 launch, based on the state of the vehicle's registration. Once a vehicle is assigned a phase, that phase will not be changed due to vehicle movement between states.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 892,000 vehicles covered by this Safety Recall.

Model Years	Model	Production Period	Approximate Total Vehicles
2020-2021	Avalon	Early July 2020 – Late April 2021	9,100
2020-2021	Avalon HV	Early July 2020 – Early May 2021	5,800
2020-2022	Camry	Early July 2020 – Early November 2023	202,500
2020-2022	Camry HV	Early July 2020 – Late September 2021	27,100
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2020-2021	Highlander HV	Early June 2020 – Late September 2021	58,100
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2020-2021	RAV4 HV	Early June 2020 – Mid November 2021	76,800
2021	Sienna HV	Mid October 2020 – Late March 2021	35,300

Q5a: *Are there any other Toyota/Lexus vehicles covered by this Safety Recall in the U.S.?*

A5a: Yes, there are certain Lexus 2021 ES250, 2020-2022 ES300H, 2020-2021 ES350, 2020-2021 RX450H, 2020-2021 RX350 vehicles covered by this Safety Recall.

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.