



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 26, 2024

Mr. Cory Hoffman
General Manager
Toyota Motor Engineering & Manufacturing
6565 Headquarters Drive
Plano, TX 75024

NEF-107DC
24V-708

Subject: Loss of Power Brake Assist

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/COROLLA CROSS HYBRID/2023-2024

Mfr's Report Date: September 20, 2024

NHTSA Campaign Number: 24V-708

Components:

SERVICE BRAKES, ELECTRIC:SOFTWARE/PROGRAMMING
SERVICE BRAKES, HYDRAULIC:POWER ASSIST:ELECTRIC:SOLENOID/ACTUATOR

Potential Number of Units Affected: 42,199

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2023-2024 Corolla Cross Hybrid vehicles. A software error in the skid control electronic control unit (ECU) may result in a loss of power brake assist when turning a corner.

Consequence:

A loss of power brake assist can extend the distance required to stop, increasing the risk of a crash.

Remedy:

Dealers will update the skid control ECU software, free of charge. Owner notification letters are expected to be mailed November 5, 2024. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's number for this recall is 24TA11.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [nhtsa.gov](https://www.nhtsa.gov).

We have received Toyota's proposed owner notification letter and approved it for distribution.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Toyota Motor Engineering & Manufacturing's contact for this recall will be Debora Crews who may be reached by email at debora.crews@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement