

Original Publication Date: April 17, 2024

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

## SAFETY RECALL 24TA06 (Interim Notice 24TB06)

### Certain 2023 – 2024 Model Year Prius and Prius Prime Rear Door May Open While Driving

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 – 2024 Prius	Early October 2022 – Early April 2024	42,600	1,000
2023 – 2024 Prius Prime	Early October 2022 – Early April 2024	13,100	800



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.**

*Refer to Dealer Inventory Procedures section for more details.*



On April 17, 2024, 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 2023 - 2024 model year Prius and Prius Prime vehicles.

#### Condition

Water can enter and short circuit the electronic rear door latches in the involved vehicles. If the doors are not locked, they could open while the vehicle is moving or in a crash, increasing the risk of injury to occupants.

#### Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will replace both right and left rear door opener switches with improved ones **FREE OF CHARGE**. At this time, Toyota estimates the remedy can be available in the third quarter of 2024.

#### Covered Vehicles

There are approximately 55,700 vehicles covered by this Safety Recall. Approximately 260 vehicles involved in this Safety Recall were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Toyota will notify owners by early June 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**

There are approximately 1,800 vehicles in new dealer inventory as of April 15, 2024.



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 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**

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 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.

**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 (1-800-331-4331) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### Salvage Title Vehicles

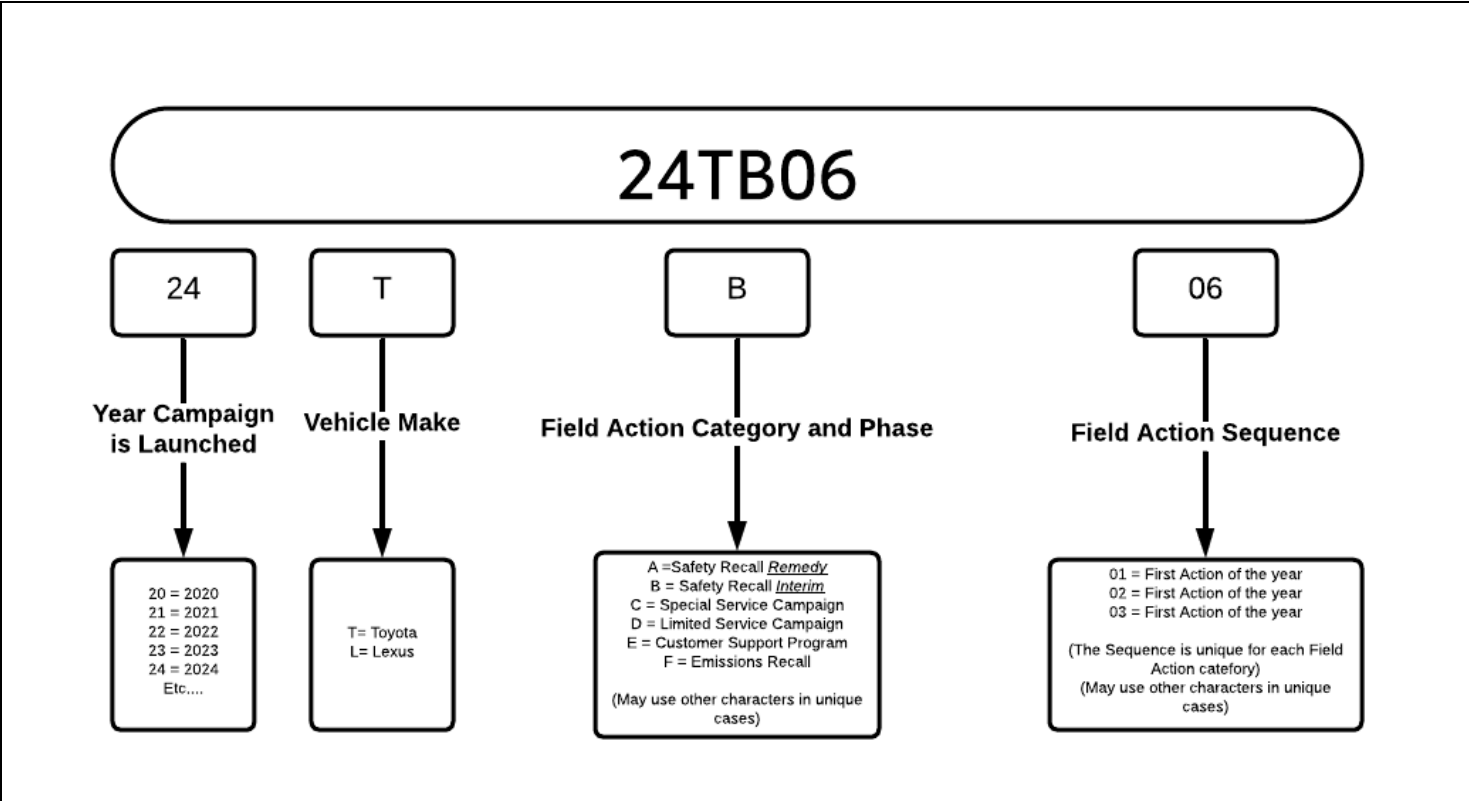
Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

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/>

**Campaign Designation / Phase Decoder**



**Examples:**

- 19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1<sup>st</sup> Safety Recall Launched in 2019
- 20TC02 = Launched in 2020, Special Service Campaign, 2<sup>nd</sup> Special Service Campaign Launched in 2020
- 21TE05 = Launched in 2021, Customer Support Program, 5<sup>th</sup> 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 24TA06 (*Interim Notice 24TB06*)

Certain 2023 – 2024 Model Year Prius and Prius Prime  
Rear Door May Open While Driving

### Frequently Asked Questions

Original Publication Date: April 17, 2024

**Q1: *What is the condition?***

A1: Water can enter and short circuit the electronic rear door latches in the involved vehicles. If the doors are not locked, they could open while the vehicle is moving or in a crash, increasing the risk of injury to occupants.

**Q2: *What is Toyota going to do?***

A2: Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will replace both right and left rear door opener switches with improved ones **FREE OF CHARGE**. At this time, Toyota estimates the remedy can be available in the third quarter of 2024.

**Q3: *When will the remedy become available?***

A3: Toyota is currently preparing the parts and repair instructions for the remedy. At this time, Toyota estimates that the remedy can be available in the third quarter of 2024.

**Q4: *Which and how many vehicles are covered by this Safety Recall?***

A4: There are approximately 55,700 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2023 – 2024 Prius	Early October 2022 – Early April 2024	42,600
2023 – 2024 Prius Prime	Early October 2022 – Early April 2024	13,100

**Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?***

A4a: No, there are no other Lexus/Scion vehicles covered by this Safety Recall.

**Q5:** Are there any warnings that this condition exists?

A5: Yes, if a short-circuit occurs that causes a door to open, there will be a notification on the combination meter, and a buzzer will sound if the vehicle is in motion.



**Q6:** Are there any preventative measures I can take to reduce the possibility of the door opening unexpectedly?

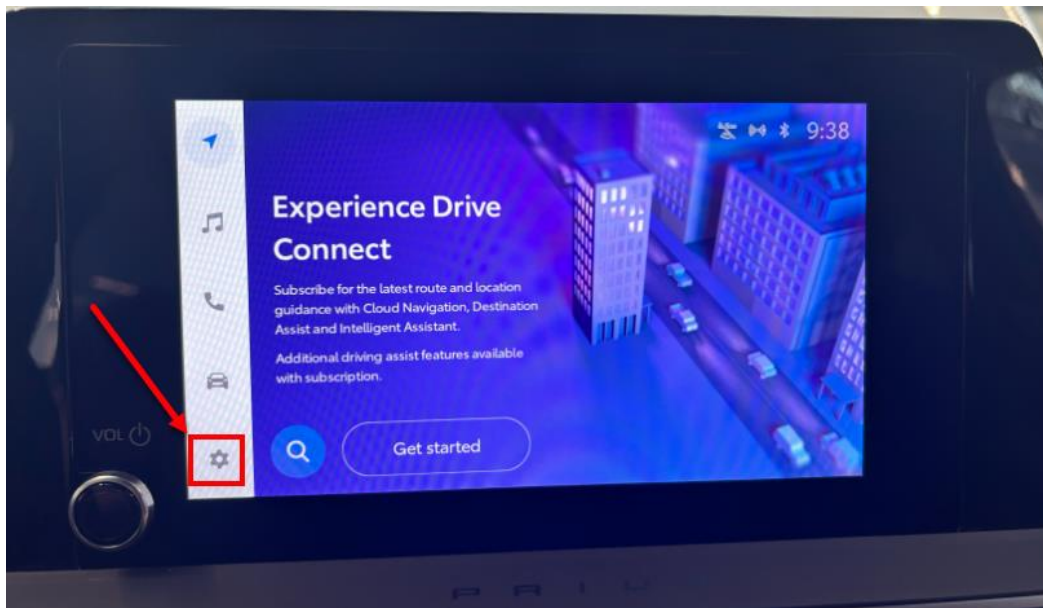
A6: Yes. You can avoid large water splashes in the rear door(s) area such as pressure washing or automatic car washes.

Also, ensure that the doors on your vehicle automatically lock when you shift from "Park". If they don't, you can enable this automatic door locking function through your vehicle's head unit following the steps shown below. **This procedure can only be completed while vehicle is in Park.** Please contact your local Toyota dealer for additional assistance free of charge if necessary.

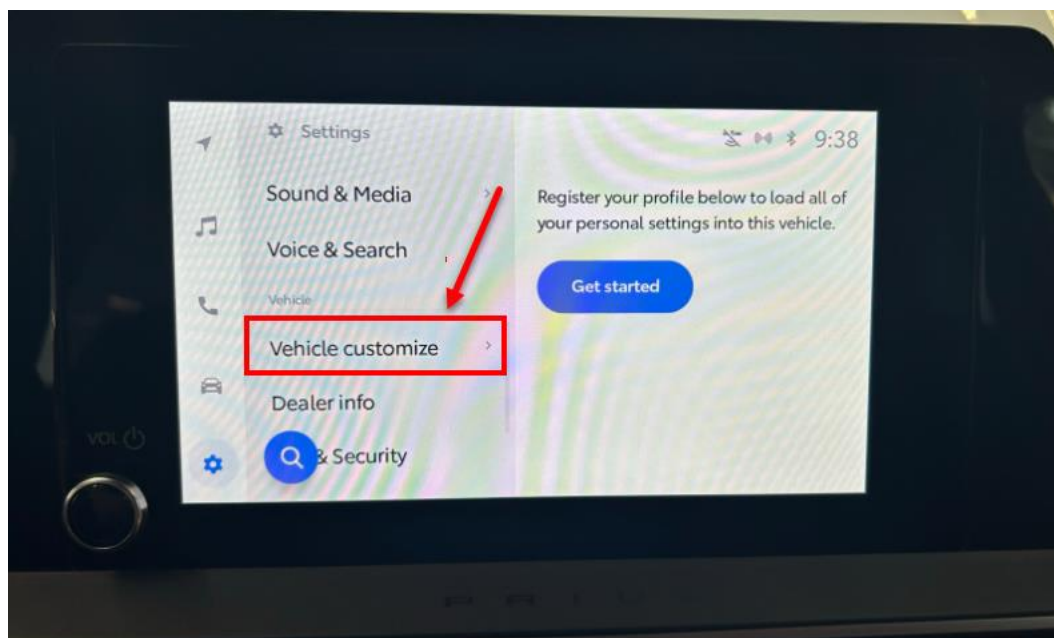
## Enable Automatic Door Locking Function Steps

Step 1: Ensure vehicle is in Park.

Step 2: Access the Settings menu by pressing the gear on the bottom left as shown below.

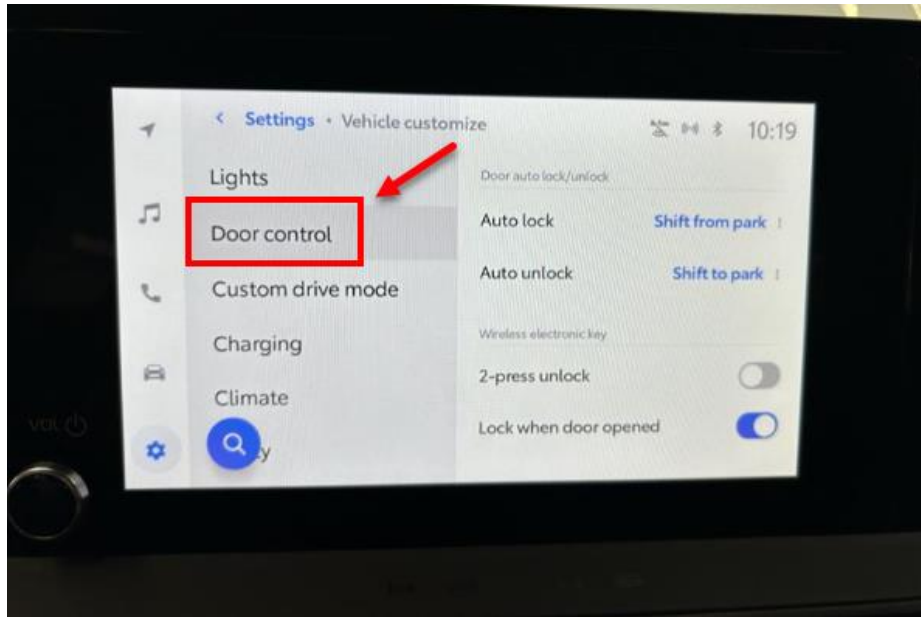


Step 3: Select Vehicle customize menu as shown below.

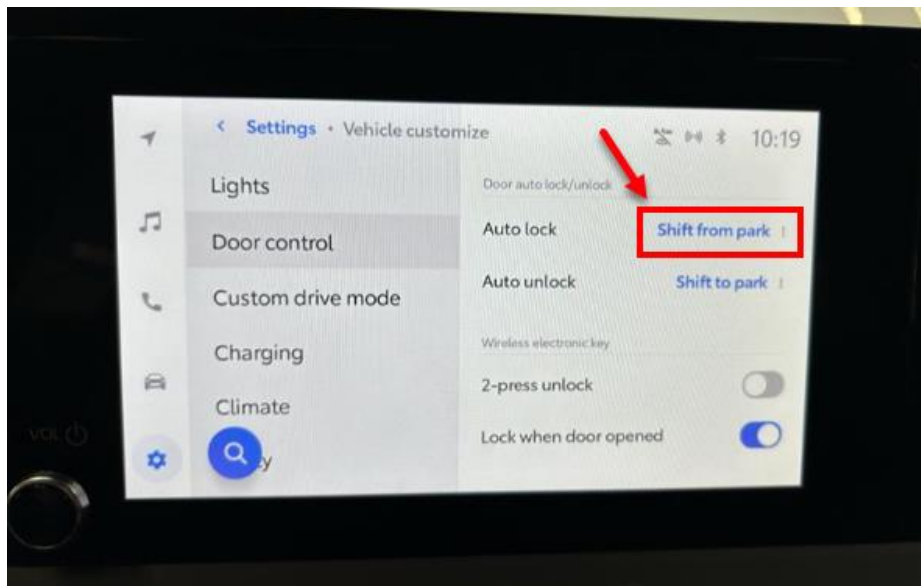




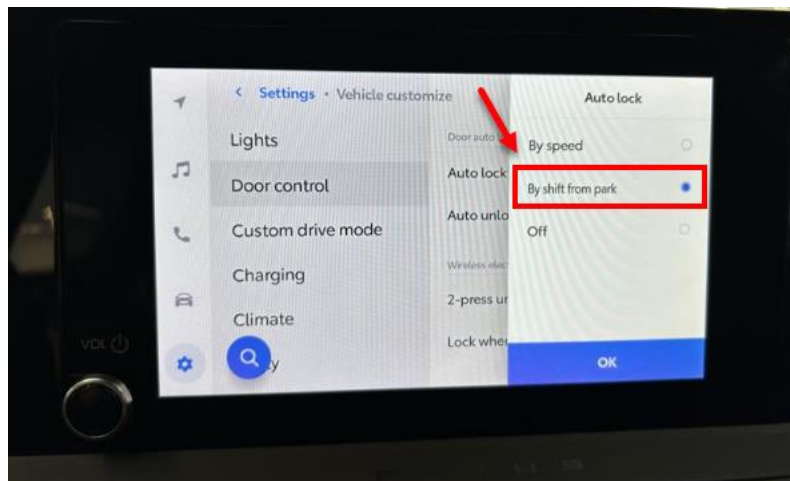
Step 4: Select Door control as shown below.



Step 5: Ensure "Shift from park" from Auto lock menu is selected as shown below.



Example of correct menu selection is shown below.



**Q7:** *How does Toyota obtain my mailing information?*

A7: 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.

**Q8:** *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-800-331-4331 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.