TOYOTA MOTOR NORTH AMERICA | Quality

INTEROFFICE MEMORANDUM

Original Publication Date: August 28, 2024

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross
Vice-President, Product Quality and Service Support

SAFETY RECALL 24TA06 *(Remedy)*

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

Specific information for Region support is provided below.

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

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on August 28, 2024

Water Intrusion (Extremely Rare)

In the very rare case that a vehicle has evidence of water intrusion found during the repair, diagnose and repair the water intrusion following normal warranty guidelines. If the water intrusion is originating from the rear door opener switch and the vehicle is outside of the new vehicle limited warranty coverage, please contact quality_compliance@toyota.com for further assistance.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

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