

Original Publication Date: August 8, 2024

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

SAFETY RECALL 24TA08 *(Remedy Notice)*

Certain 2023 Model Year Crown Backup Camera Image May Not Display NHTSA Recall No. 24V-442

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 Crown	Early February 2023– Early August 2023	13,100	100

On June 14, 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 certain 2023 model year Crown vehicles.

Condition

The frontview and/or rearview camera case may allow water to enter and short circuit the camera, causing certain images to not display. If the rearview image does not display, there can be an increased risk of striking and injuring a pedestrian while backing the vehicle.

Remedy

Any authorized Toyota dealer will inspect the serial number of the affected cameras, and if necessary, replace them **FREE OF CHARGE**.

Covered Vehicles

There are approximately 13,100 vehicles covered by this Safety Recall. Approximately 100 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by mid August 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 100 vehicles in new dealer inventory as of 6/13/2024.



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 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 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.

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.

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.

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 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.

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
04003-63730	CAMERA ASSY, TELEVISION* (Front Camera)	1
04003-66130	CAMERA ASSY, TELEVISION* (Rear Camera W/ Panoramic View monitor system)	1
04003-63930	CAMERA ASSY, TV W/DYNAMIC GUIDE LINE**	1
04003-73630	PACKING, RR LAMP*	1

*Panoramic View Monitor System Only

**Intuitive Parking Assist System Only

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:

- T-623A 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.

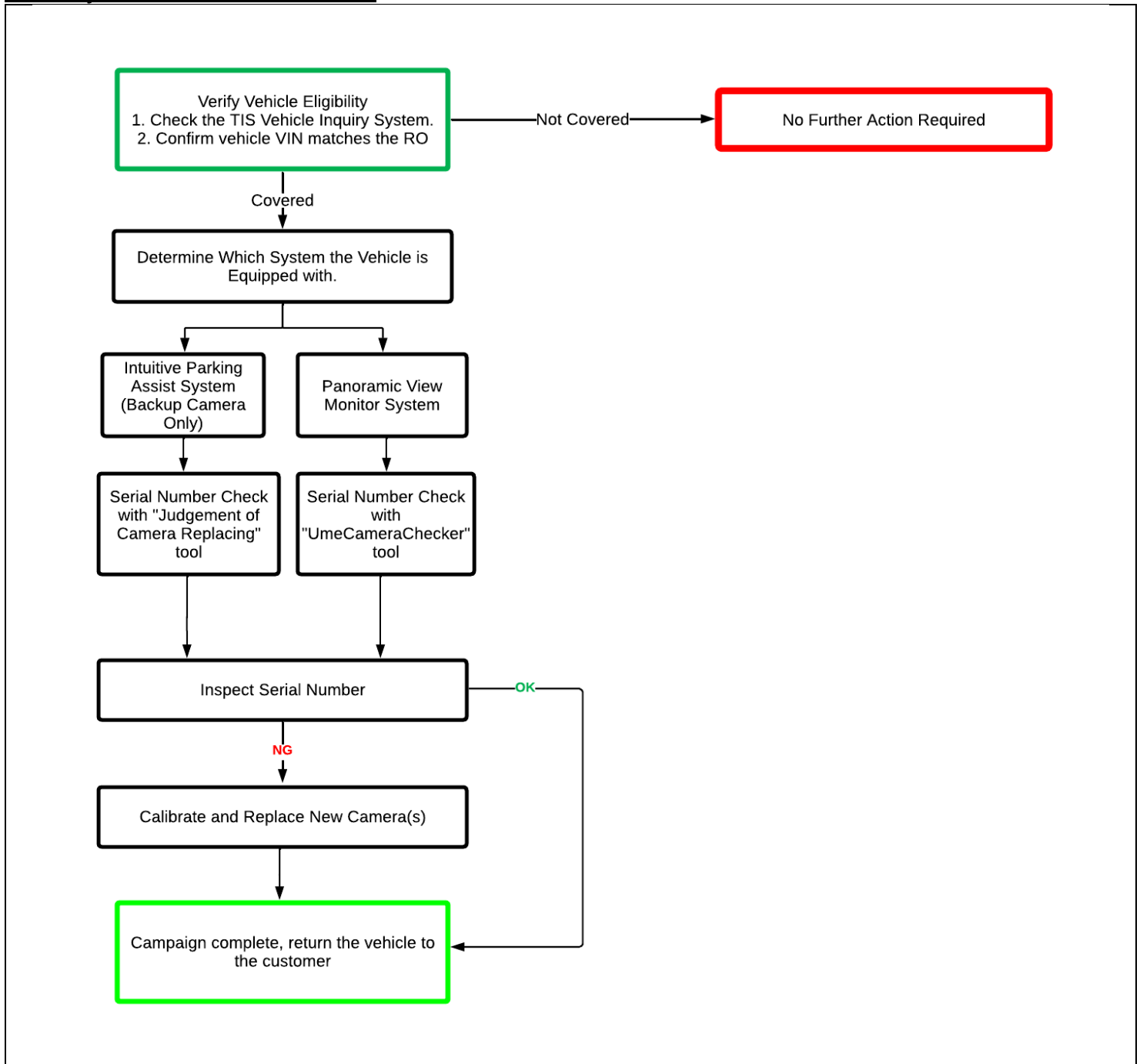
To help minimize dealer storage challenges, Toyota recommends that dealers:

- 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

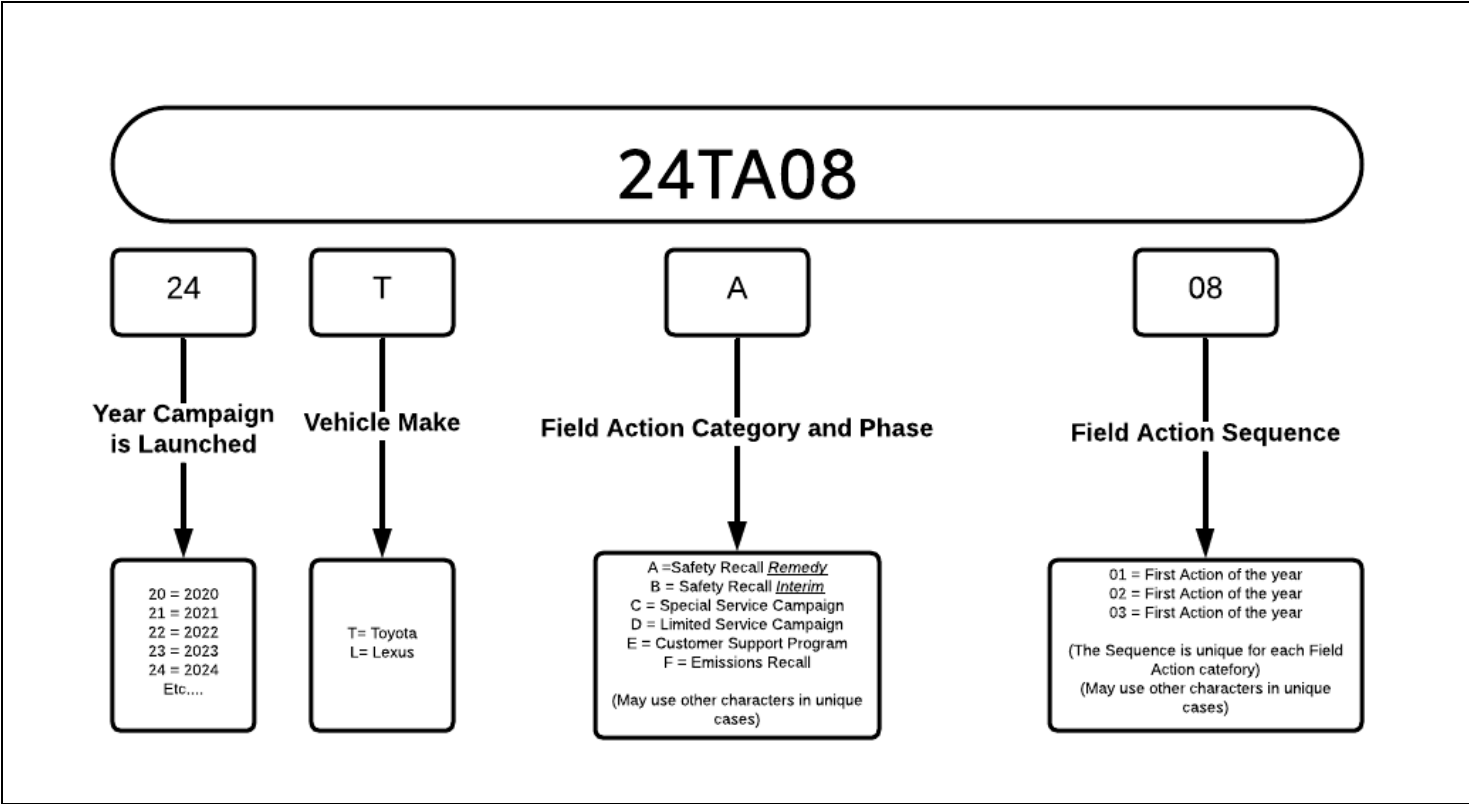
Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24TA08R1	Inspection (Intuitive Parking Assist System Only- Back Up Camera Only)	0.2
24TA08R2	Inspection + Replace Rear Camera (Intuitive Parking Assist System Only - Back Up Camera Only)	1.0
24TA08R3	Inspection (Panoramic View Monitor System Only)	0.6
24TA08R4	Inspection + Replace front Camera (Panoramic View Monitor System Only)	1.4
24TA08R5	Inspection + Replace front and Rear Camera (Panoramic View Monitor System Only	1.9

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- 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 24TA08R2, 24TA08R4, and 24TA08R5 in the case of a part back order situation.
 - *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.**

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 24TA08 *(Remedy Notice 24TB08)*

Certain 2023 Model Year Crown
Backup Camera Image May Not Display
NHTSA Recall No. 24V-442

Frequently Asked Questions

Original Publication Date: July 29, 2024

Q1: *What is the condition?*

A1: The frontview and/or rearview camera case may allow water to enter and short circuit the camera, causing certain images to not display. If the rearview image does not display, there can be an increased risk of striking and injuring a pedestrian while backing the vehicle.

Q1a: *Is there anything I can do to until the remedy is performed?*

A1a: Even if the rearview camera is operational, do not over rely on the system. Always turn and check surroundings before proceeding. This is especially important if the rear view image is degraded or not displayed.

Q2: *What is Toyota going to do?*

A2: Toyota dealers will inspect the serial number of the affected cameras, and if necessary, replace them FREE OF CHARGE.

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

A3: There are approximately 13,100 vehicles covered by this Safety Recall. Approximately 100 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Crown	2023	Early February 2023 – Early August 2023

Q4: *How long will the repair take?*

A4: For most vehicles, the inspection will take approximately 45 minutes. Some vehicles may require the front camera, rear camera or both cameras to be replaced. This repair could take up to 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *How does Toyota obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: 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.

IMPORTANT SAFETY RECALL

Certain 2023 Model Year Crown
Backup Camera Image May Not Display
NHTSA Recall No 24V-442
Toyota Recall No. 24TA08 (Remedy Notice)

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

Dear (customer's First/Last name)

This notice applies to your vehicle:
[VIN]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year Crown vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The frontview and/or rearview camera case may allow water to enter and short circuit the camera, causing certain images to not display. **If the rearview image does not display, there can be an increased risk of striking and injuring a pedestrian while backing the vehicle.**

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. *Your local Toyota dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

What will Toyota do?

Any authorized Toyota dealer will inspect the serial number of the affected cameras, and if necessary, replace them **FREE OF CHARGE**.

This is an important Safety Recall

Even if the rearview camera is operational, do not over rely on the system. Always turn and check surroundings before proceeding. This is especially important if the rear view image is degraded or not displayed.

For most vehicles, the inspection will take approximately 45 minutes. Some vehicles may require the front camera, rear camera or both cameras to be replaced. This repair could take up to 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/owners>

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA