

TOYOTA MOTOR
NORTH AMERICA

Quality

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
11/21/2024	<ul style="list-style-type: none">Recall amended to include 2023-2025 Corolla HV

The most recent update in the attached Dealer Letter will be highlighted with a red box.

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

Thank you for your cooperation.



Toyota Motor Sales, USA, Inc.
 6565 Headquarters Drive
 Plano, TX 75024
 (469) 292-4000

Original Publication Date: September 20, 2024

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

SAFETY RECALL 24TA11 (Remedy Notice)

Certain 2023- 2024 Model Year Corolla Cross HV & Certain 2023- 2025 Model Year Corolla HV
 Temporary Hard Brake Pedal During Cornering
 NHTSA Recall No. 24V-780

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023-2024 Corolla Cross HV	Early June 2022 – Early September 2024	42,200	900
2023-2025 Corolla HV	Late May 2022- Early November 2024	103,000	1,300

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
Refer to Dealer Inventory Procedures section for more details.

On September 20, 2024 Toyota filed 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 Corolla Cross HV vehicles.

On November 21, 2024 Toyota amended the previously filed Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA). The amended defect information report (DIR) expanded the recall to include certain 2023-2025 Corolla HV vehicles.

Condition

In certain situations, during brake application when turning a corner, a driver may temporarily experience a hard brake pedal that can cause the stopping distance to be more than expected. This can increase the risk of a crash.

Remedy

Any authorized Toyota dealer will update the programming of the skid control ECU software for the brake actuator **FREE OF CHARGE**.

Covered Vehicles

There are approximately 145,200 vehicles covered by this Safety Recall. Approximately 1,300 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Corolla Cross HV owners were notified about this Safety Recall in mid-November. Toyota will notify Corolla HV owners by late January 2025.

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 were approximately 900 Corolla Cross HV vehicles in new dealer inventory as of September 16, 2024.

The expanded recall includes approximately 1,300 Corolla HV vehicles in new dealer inventory as of November 18, 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 within 30 days of remedy launch. 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/> 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/>.

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 have completed the following courses:

TIC206A – 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.

Emissions Repair Procedures for California Dealers

As this Safety Recall includes emission related parts (the skid control ECU), California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form and affix an Authorized Modification Label to the vehicle after repairs have been completed.

The vehicle owner may require the Proof of Correction form for vehicle registration renewal. *It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early June 2025. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicted.

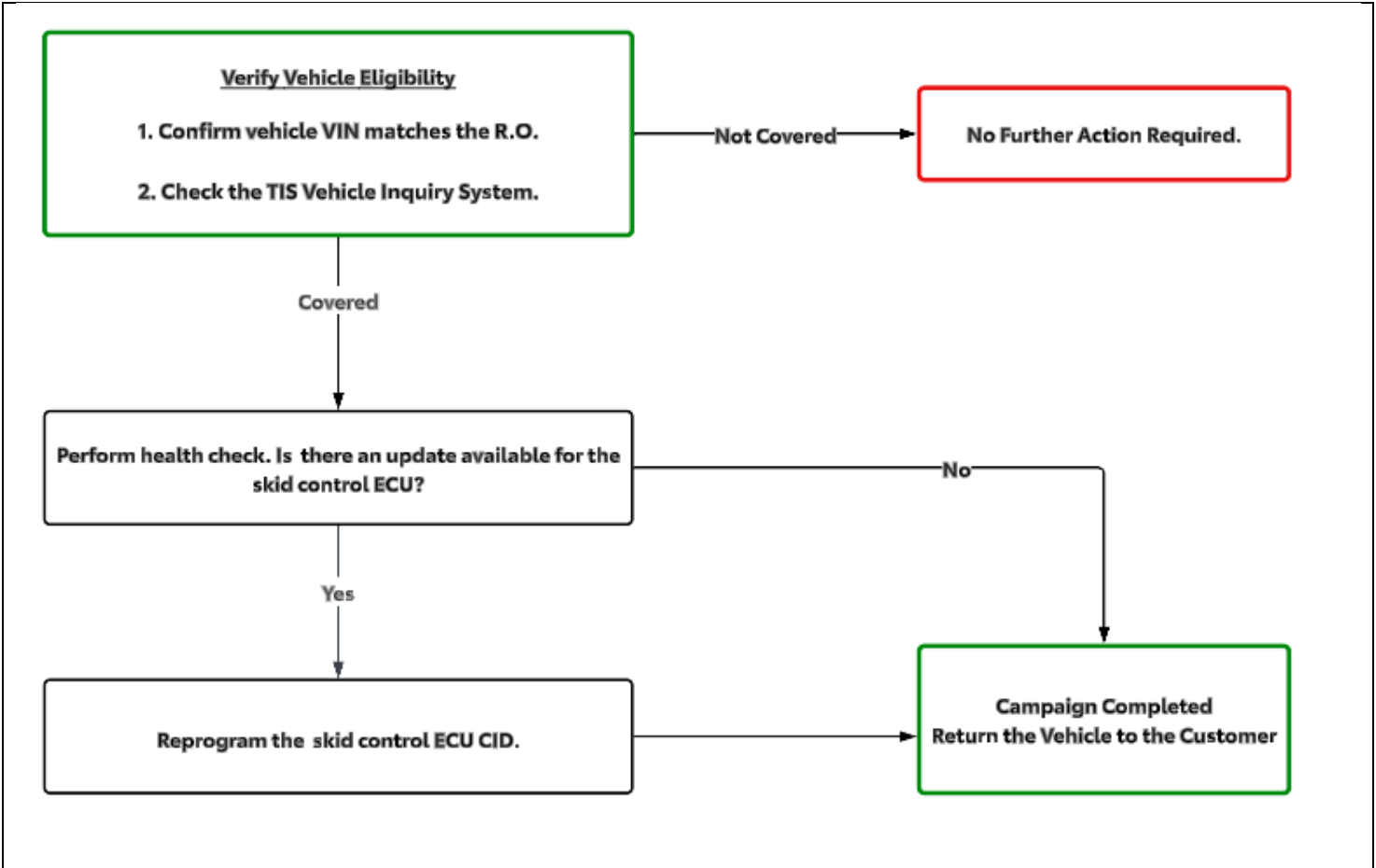


Form booklets and Authorization Labels can be ordered from the MDC (Booklet material number 00410-92007, Label material number 00451-00001-LBL).

1-4	"Remedy for (Campaign Designation) "	6	Date Completed
5	Dealer Code	7	Campaign Designation

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



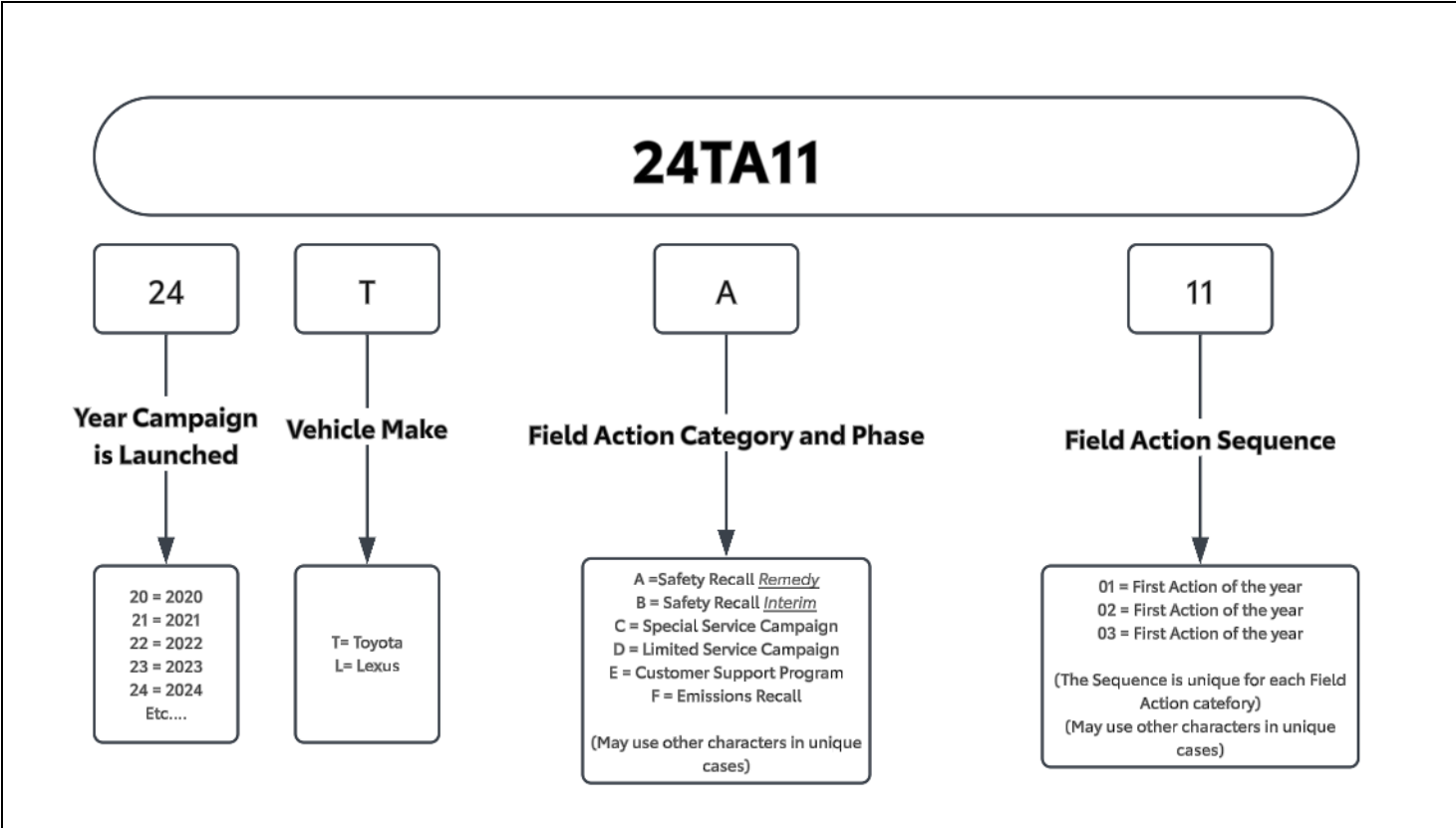
Op Code	Description	Flat Rate Hours
24TA11R1	Skid Control ECU Reprogramming	0.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the vehicle software contains the latest calibration ID (no software update needed), use opcode 24TA11R1

Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

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.

TOYOTA MOTOR
NORTH AMERICA

Quality

◀ IMPORTANT UPDATE ▶

The attached FAQ has been updated. Refer to the details below.

DATE	TOPIC
11/21/2024	<ul style="list-style-type: none">Recall amended to include 2023-2025 Corolla HV

*The most recent update in the attached FAQ will be highlighted with a **red box**.*

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

Thank you for your cooperation.



SAFETY RECALL 24TA11 *(Remedy Notice)*

Certain 2023–2024 Model Year Corolla Cross HV &

Certain 2023– 2025 Model Year Corolla HV

Temporary Hard Brake Pedal During Cornering

[Frequently Asked Questions](#)

Original Publication Date: September 20, 2024

Q1: *What is the condition?*

A1: In certain situations, during brake application when turning a corner, a driver may temporarily experience a hard brake pedal that can cause the stopping distance to be more than expected. This can increase the risk of a crash.

Q2: *What is Toyota going to do?*

A2: Any authorized Toyota dealer will update the programming of the skid control Electronic Control Unit (ECU) software for the brake actuator **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. (In this case, the skid control ECU is such a part.) In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process

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

A3: There are approximately 145,200 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Corolla Cross HV	2023 - 2024	Early June 2022 – Early September 2024
Corolla HV	2023 - 2025	Late May 2022- Early November 2024

Q4: *How long will the repair take?*

A4: The repair takes approximately 45 minutes. 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.