



SAFETY RECALL 24TA13 (Remedy Notice)

Certain 2023–2024 Model Year Corolla and Corolla HV
Potential Loss of Steering
NHTSA Recall No. 24V-878

On November 21, 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 2023–2024 model year Corolla and Corolla HV vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023–2024 Corolla	Mid-July 2023 – Early September 2023	3,200	0
2023–2024 Corolla HV	Mid-July 2023 – Early September 2023	4,800	0

Condition

A part of the steering shaft, which allows the steering wheel to control the direction of the front wheels, may have been manufactured with cracks. If the cracks grow over time, this part of the steering shaft can separate and can lead to a loss of steering, increasing the risk of a crash.

Remedy

Any authorized Toyota dealer will replace the steering intermediate shaft with a new one, **FREE OF CHARGE**.

Owner Notification

Mail

Toyota will notify owners by late January 2025. A sample of the owner notification letter has been included for your reference.

Head Unit Notification

Vehicle Head unit notifications will begin in late January 2025.

Toyota App

Vehicles involved in this Safety Recall will be visible in the Toyota App at time of announcement.

Tech Requirements

T4535 – Steering, Suspension and Handling

Inspection/Repair Time

Repair: 0.7

Parts Control at Launch

CPOR

Parts Replacement Rate

100%

Owner Notification Date

Late January 2025

Salvage Title Eligible

Yes

Customer Contacts

Customers may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A FAQ 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.

Media Contacts

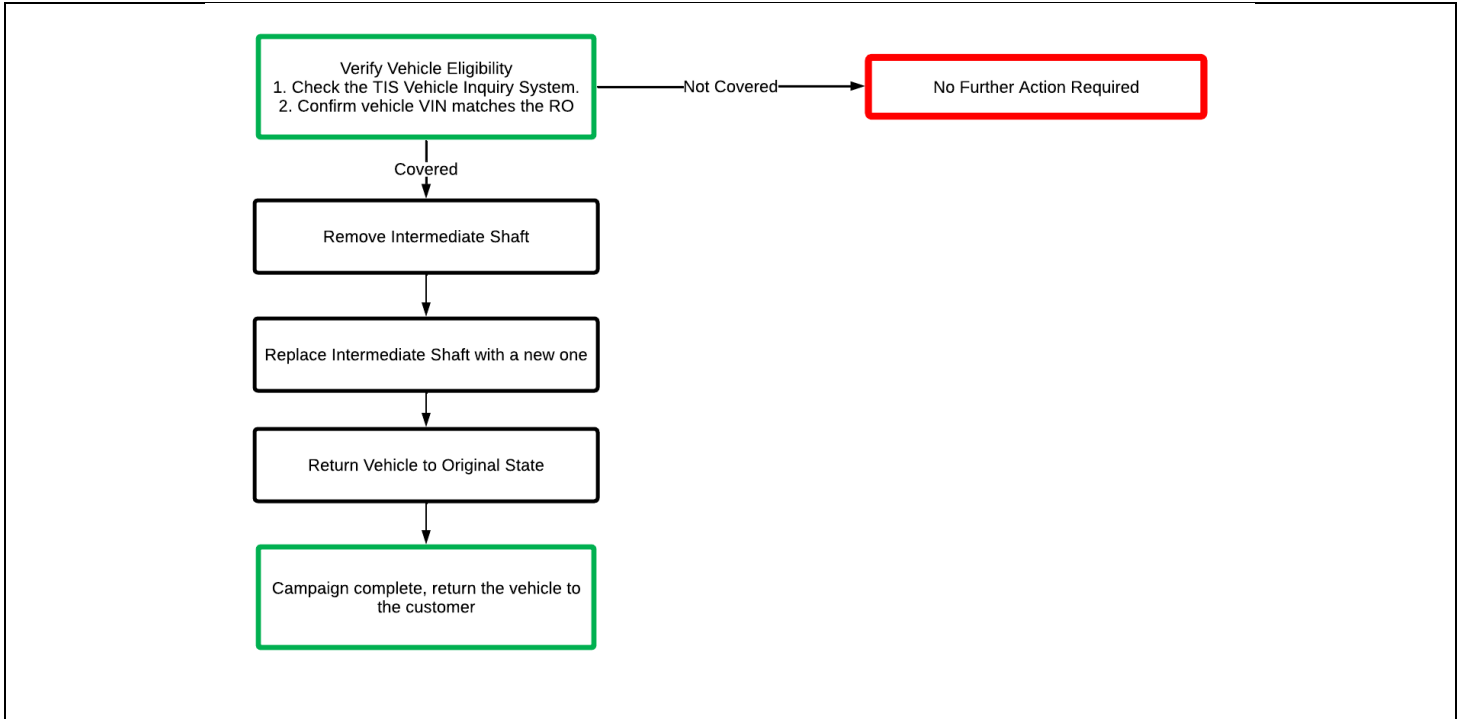
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to pressroom.toyota.com.

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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24TA13R1	Replace Intermediate Shaft	0.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

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.

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.

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 to have completed the following courses:

- T4535 – Steering, Suspension and Handling

Interim Period Loaner Vehicle or Alternative Transportation Reimbursement Procedure

If the vehicle owner was uncomfortable driving their vehicle while the remedy was prepared, a loaner vehicle or alternative transportation through Rent a Toyota could be claimed for \$42 per day.

Op Code	Description
24TB13V1	Vehicle Rental 1-30 Days
24TB13V2	Vehicle Rental 31-60 Days

NOTE:

- Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR) on Service Lane due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign.

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.

Part Number	Description	Quantity
04004-04216	SHAFT ASSY, STEERING INTERMEDIATE, NO. 2	1

Sales Department

[Policy for New Vehicles, TCUV, Pre-Owned Vehicles and Rent a Toyota](#)

Frequently Asked Questions

Q1: *What is the condition?*

A1: A part of the steering shaft (which allows the steering wheel to control the direction of the front wheels) may have been manufactured with cracks. If the cracks grow over time this part of the steering shaft can separate and can lead to a loss of steering, increasing the risk of a crash.

Q2: *What is Toyota going to do?*

A2: Any authorized Toyota dealer will replace the steering intermediate shaft with a new one, **FREE OF CHARGE**.

Q2a: *Are there any warnings that this condition exists?*

A2a: If the cracks develop sufficiently, an abnormal noise may occur from the steering column, and the driver could experience abnormal steering vibration and additional play in the steering wheel while turning.

Q2b: *What should I do if the condition occurs on my vehicle?*

A2b: If you experience any of the symptoms mentioned above while operating the vehicle, stop the vehicle in a safe area at the earliest opportunity and contact your local Toyota dealer for assistance.

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

A3: There are approximately 8,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Corolla	2023-2024	Mid-July 2023 – Early September 2023
Corolla HV	2023-2024	Mid-July 2023 – Early September 2023

Q4: *How does Toyota obtain my mailing information?*

A4: 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.

Q5: *What if I have additional questions or concerns?*

A5: 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.

Policies And Procedures

New Vehicles in Dealership Inventory - Reminder

Below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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: 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.

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.

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.

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.

IMPORTANT SAFETY RECALL

Certain 2023–2024 Model Year Corolla and Corolla HV Vehicles
Potential Loss of Steering
NHTSA Recall No. 24V-878
Toyota Recall No. 24TA13 (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 - 2024 model year Corolla and Corolla HV 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?

A part of the steering shaft, which allows the steering wheel to control the direction of the front wheels, may have been manufactured with cracks. If the cracks grow over time, this part of the steering shaft can separate and can lead to a loss of steering, increasing the risk of a crash.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. **The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. 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 replace the steering intermediate shaft with a new one, **FREE OF CHARGE**.

This is an important Safety Recall

The remedy will take approximately **1 hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

- If the cracks develop sufficiently, an abnormal noise may occur from the steering column, and the driver could experience abnormal steering vibration and additional play in the steering wheel while turning.
- If you experience any of the symptoms mentioned above while operating the vehicle, stop the vehicle in a safe area at the earliest opportunity and contact your local Toyota dealer for assistance.

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