



SAFETY RECALL 24TA13 (Interim Notice 24TB13)

Certain 2023–2024 Model Year Corolla and Corolla HV Potential Loss of Steering

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 (Not Available)

Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will replace the steering intermediate shaft with a new one, **FREE OF CHARGE**. At this time Toyota estimates the remedy can be available in January 2025

<u>Tech Requirements</u> TBD
<u>Inspection/Repair Time</u> TBD
<u>Parts Control at Launch</u> TBD
<u>Parts Replacement Rate</u> TBD
<u>Owner Notification</u> By late January 2025

Owner Notification

Mail

Toyota will notify owners by late January 2025.

Toyota App

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

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

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

If the vehicle owner is uncomfortable driving their vehicle while we prepare the remedy, a loaner vehicle or alternative transportation through Rent a Toyota can be claimed for \$42 per day.

Op Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	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

Sales Department

[Policy for 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: Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will replace the steering intermediate shaft with a new one, **FREE OF CHARGE**. At this time Toyota estimates the remedy can be available in January 2025

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 drive 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

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. 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.

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.