



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

**1200 New Jersey Avenue SE
Washington, DC 20590**

September 10, 2025

25V577

Brad Wyatt
Toyota Motor Engineering & Manufacturing
6565 Headquarters Drive
Plano, TX 75024

Subject: Inoperative Defrosting and Defogging System

Dear Brad Wyatt:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/BZ4X/2023-2025
SUBARU/SOLTERRA/2023-2025
LEXUS/RZ/2023-2025

Mfr's Report Date: September 04, 2025

NHTSA Campaign Number: 25V577

Components:

VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM

Potential Number of Units Affected: 94,320

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2023-2025 bZ4X, Lexus RZ, and Subaru Solterra vehicles. During certain HVAC system faults, such as electrical compressor failure, the defroster and defogger system may become inoperative.

Consequence:

An inoperative defroster and defogger system can decrease the driver's visibility under certain driving conditions, increasing the risk of a crash.

Remedy:



Dealers will update the HVAC control ECU software, free of charge. Dealers will also inspect the electrical compressor, and replace it, if necessary, free of charge. Owner notification letters are expected to be mailed October 20, 2025. Owners may contact Toyota's customer service at 1-800-331-4331. Toyota's numbers for this recall are 25TB07 and 25TA07. Lexus' numbers for this recall are 25LB04 and 25LA04. Subaru's number for this recall is WRD-25.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Toyota Motor Engineering & Manufacturing's contact for this recall will be Debora Crews who may be reached by email at DEBORA.CREWS@DOT.GOV. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement