

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
4/10/2025	• Updated PTSG Dealer Support Request

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.



SAFETY RECALL 25TA02 (Remedy Notice)

**Multiple Models and Model Years
Driver Airbag May Not Deploy**

On January 29, 2025, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2023 model year Corolla, Corolla Cross, Corolla Cross HV, Highlander, Highlander HV and Tacoma vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 Model Year Corolla	Late February 2023– Mid July 2023	800	0
2023 Model Year Corolla Cross	Late February 2023– Mid June 2023	220	0
2023 Corolla Cross HV	Late May 2023 – Mid June 2023	10	0
2023 Model Year Highlander	Mid March 2023 – Mid May 2023	175	0
2023 Model Year Highlander HV	Mid March 2023 – Mid May 2023	15	0
2023 Model Year Tacoma	Late March 2023 – Early July 2023	425	0

Condition

The affected vehicles may not have been correctly inspected in a prior recall to determine if a replacement of the spiral cable assembly in the steering column that controls the driver’s side airbag was needed. A loose connection in the spiral cable can cause the airbag warning light to illuminate, and the driver’s airbag may not deploy in a crash. As a result, the vehicle will not comply with a federal safety standard and may increase the risk of injury to the driver in the event of a crash.

Remedy

For all involved vehicles, Toyota dealers will inspect the spiral cable with an improved process and, if necessary, replace the spiral cable with a new cable **FREE OF CHARGE**.

Tech Requirements TIC206A – Electrical Repair 1
Repair Time Repair: 0.4-1.2
Parts Control at Launch Website
Parts Replacement Rate Inspect first
Owner Notification Date March 2025
Salvage Title Eligible Yes

Owner Notification

Mail

Toyota will notify owners by late March 2025.

Head Unit Notification

Vehicle Head unit notifications will begin in February 2025.

Toyota App

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

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

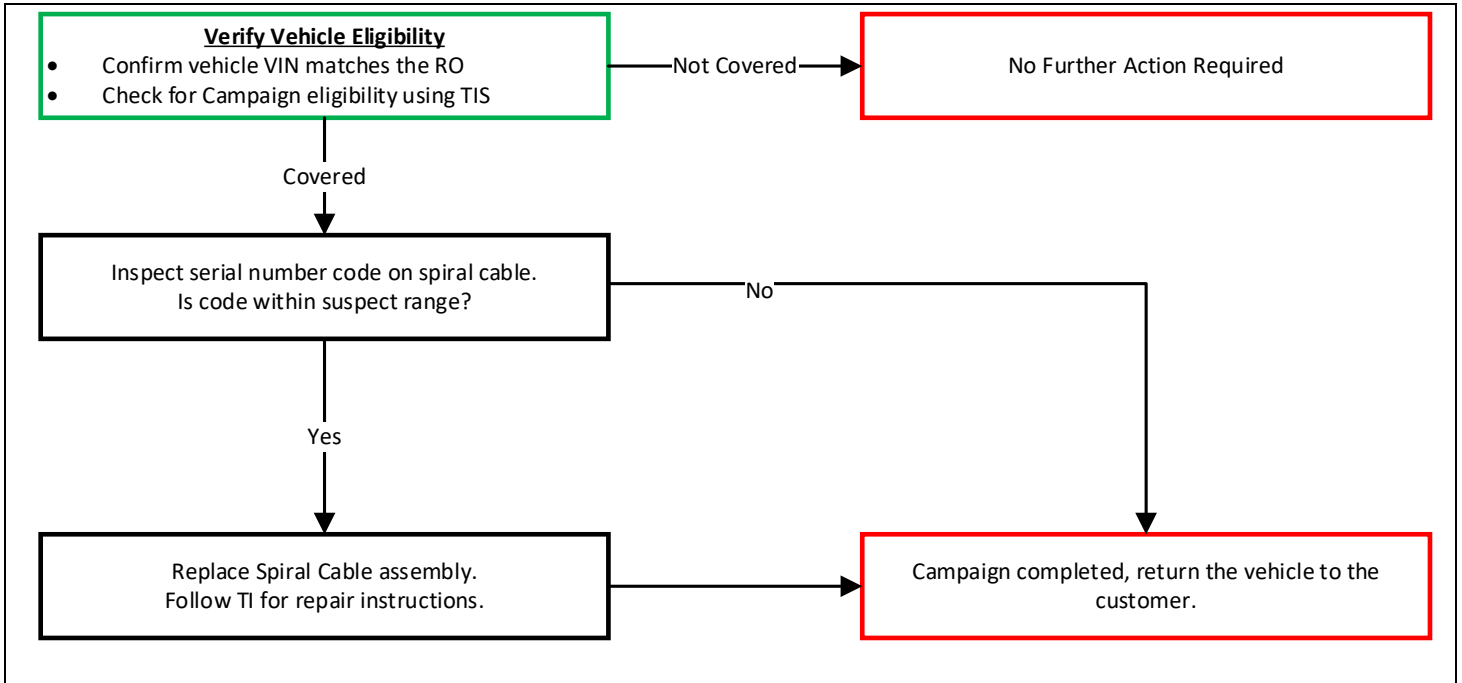
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to pressroom.toyota.com.

Recall Contents

Service Department.....	3
Parts Department	Error! Bookmark not defined.
Sales Department.....	5
Frequently Asked Questions	5
Policies And Procedures.....	7

Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25TA02R1	Inspect Spiral Cable	0.4
25TA02R2	Replace Spiral Cable	1.2

- 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 completed all of 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 that have completed the above courses 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.

Parts Ordering Process

Parts are ordered based on inspection result. Dealers will use an inspection website to complete the inspection. If the inspection website determines the spiral cable needs to be replaced, orders will be automatically placed for the dealer through the website process. Orders will be placed for dealers the morning after the inspection is completed through the website. Dealers will experience normal lead time for parts orders from your facing PDC. The orders can be identified by VIN number on the Pick-shipping label when parts arrive at the dealer.

If you have completed the inspection in the website and the Spiral Cable was found to be within the affected range, but you have not received your parts within 2 days, please submit a PTSG Dealer Support Request using the following link https://support.toyota.com/s/dealer-support-web-to-case?language=en_US.
For GST and SET Dealers, please contact your Parts Support.

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.

See Example Below of Pick-shipping labels:



Model	Part Number	Description	Quantity
Corolla, Corolla Cross, Corolla Cross HV, Highlander, Highlander HV	04003-2610A	Spiral Cable Set w/ Sensor Lock Pin	1
Tacoma	04003-2640E	Spiral Cable Set w/ Sensor Lock Pin	1

Note: Parts are only required if the inspection finds the Spiral Cable serial number within the affected range.

Sales Department

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

Frequently Asked Questions

Q1: *What is the condition?*

A1: The affected vehicles may not have been correctly inspected in a prior recall to determine if a replacement of the spiral cable assembly in the steering column that controls the driver's side airbag was needed. A loose connection in the spiral cable can cause the airbag warning light to illuminate, and the driver's airbag may not deploy in a crash. As a result, the vehicle will not comply with a federal safety standard and may increase the risk of injury to the driver in the event of a crash.

Q2: *Are there any symptoms/warnings if the condition occurs?*

A2: If the condition is present, the airbag warning light will illuminate and electrical controls on the steering wheel may not operate. An example of the airbag warning light is shown below.



Note: The airbag warning light may vary from the image above; refer to the owner's manual to confirm the applicable airbag warning light image. The airbag warning light may illuminate for other reasons than the condition described above.

Q3: *What is Toyota going to do?*

A3: For all involved vehicles, Toyota dealers will inspect the spiral cable with an improved process and, if necessary, replace the spiral cable with a new cable **FREE OF CHARGE**.

Q4: *Why is my vehicle being repaired after I had 23TA08 completed?*

A4: After launching the prior recall remedy, Toyota learned that certain vehicles inspected under the recall may not have been correctly identified as requiring the repair. As such, Toyota will inspect the spiral cable with an improved process and, if necessary, replace it **FREE OF CHARGE** under Safety Recall 25TA02.

Q5: *How long will the repair take?*

A5: For most vehicles, an initial inspection will take approximately 30 minutes. If spiral cable replacement is necessary based on the inspection, this could take an additional hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A6: There are approximately 1,645 vehicles covered by this Safety (Noncompliance) Recall.

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Q5a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A5a: Yes, there are certain 2023–2024 Lexus NX, and 2023 Lexus RX vehicles covered by this Safety Recall.

Q7: *What if I previously paid for repairs related to this Safety (Noncompliance) Recall?*

A7: Reimbursement consideration instructions will be provided in the owner letter.

Q8: *How does Toyota obtain my mailing information?*

A8: 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.

Q9: *What if I have additional questions or concerns?*

A9: 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 may be 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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.