



SAFETY RECALL 25TA03 (Remedy Notice)

Certain 2025 Model Year Camry HV  
Increased Risk of Injury due to Seat Belt Damage

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

On Feb 6, 2025, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2025 model year Camry HV vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2025 Camry HV	Early October 2024 – Mid-December 2024	32,500	750

Condition

The second-row center seatbelt of the subject vehicles may have been damaged during manufacturing. This may cause the seatbelt to not meet certain strength requirements. If an occupant is belted in the second-row center seat with a damaged seatbelt, it may increase the risk of injury during certain crashes.

Remedy

Any authorized Toyota dealer will inspect the second-row center seatbelt webbing and if necessary, replace the seatbelt assembly, **FREE OF CHARGE**.

Tech Requirements TIC206A – Electrical Repair 1
Repair Time Repair: 1.0 Inspection: 0.3
Parts Control at Launch MAC
Parts Replacement Rate 0.05%
Owner Notification Date February - 2025
Salvage Title Eligible Yes

## **Owner Notification**

### **Mail**

Toyota will notify owners by early April 2025.

### **Head Unit Notification**

Vehicle head unit notifications will begin in late 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](https://pressroom.toyota.com).

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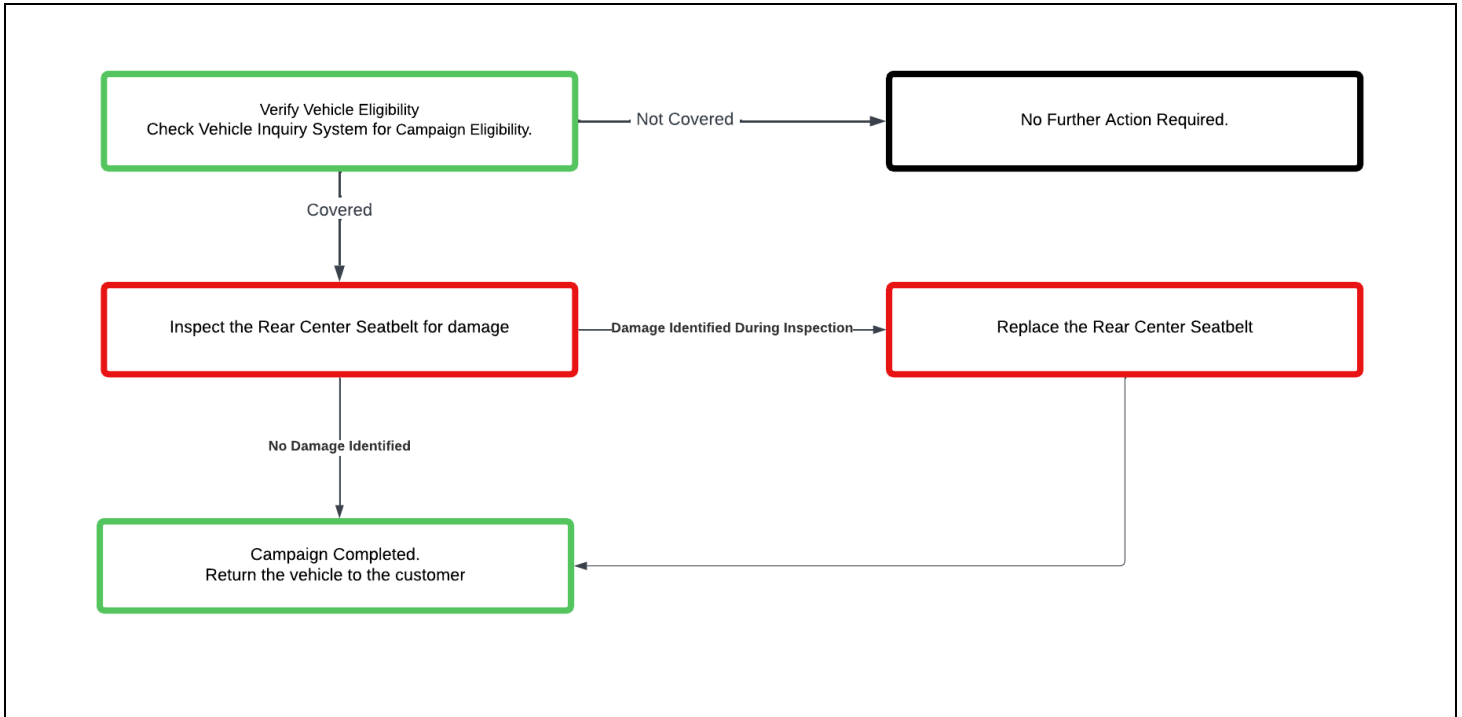
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# Service Department

## Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25TA03R1	Inspect Seat Belt Only	0.3
25TA03R2	Inspect and Replace seat belt assembly	1.0

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- If replacement is necessary, a loaner vehicle or alternative transportation can be claimed up to a maximum of 4 days as a sublet type "RT" under Op Code 25TA03R2. Use of the Rent a Toyota Program is preferred.
  - *For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.*
  - *Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*

### 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 have completed the following course:

- TIC206A – Electrical Repair 1

## Parts Department

### Parts Information

At the time of launch, parts for this campaign are on Manual Allocation Control (MAC) 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. For MAC code D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
73350-AQ010-C0	BELT ASSY, REAR SEAT, OUTER CENTER	1

## Sales Department

### New Vehicles in Dealership Inventory

There are approximately 750 vehicles in new dealer inventory as of February 3, 2025.



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.

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

Frequently Asked Questions

**Q1:** *What is the condition? (Description of problem)*

A1: The second-row center seatbelt of the subject vehicles may have been damaged during manufacturing. This may cause the seatbelt to not meet certain strength requirements. If an occupant is belted in the second-row center seat with a damaged seatbelt, it may increase the risk of injury during certain crashes.

**Q1a:** *Are there any warnings that this condition exists?*

A1a: No.

**Q2:** *How long will the remedy take?*

A2: The inspection will take approximately 10 minutes and the repair, if necessary, takes approximately one hour. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

A3: There are approximately 32,500 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Camry HV	2025	Early October 2024 – Mid-December 2024

**Q4:** *What if I previously paid for repairs related to this Safety Recall?*

A4: Reimbursement consideration instructions will be provided in the owner letter.

**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.

## Policies And Procedures

### 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.

### **Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.