



SAFETY RECALL 25TA10 (Remedy Notice)

Certain 2022 – 2025 Model Year Tundra/Tundra Hybrid
 Certain 2023 – 2025 Model Year Sequoia Hybrid
 Rearview Image May Not Display
 NHTSA Recall No. 25V657

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

[Refer to Dealer Inventory Procedures section for more details.](#)

On October 01, 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 Certain 2022 – 2025 Model Year Tundra/Tundra Hybrid, and Certain 2023 – 2025 Model Year Sequoia Hybrid vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022-2025 Tundra	Early November 2021 – Late July 2025	220,860	1,550
2022-2025 Tundra Hybrid	Mid March 2022 – Late July 2025	105,010	2,170
2023-2025 Sequoia Hybrid	Late August 2025 – Early July 2025	67,980	202

Condition

The software in the 14-inch multimedia (center) display in these vehicles could cause the display to show a half green, full green, or full black screen. **[If this occurs while the vehicle is being reversed, the vehicle may not meet a federal safety standard and there can be an increased risk of a crash with a person behind the vehicle.](#)**

Remedy

Any authorized Toyota dealer will update the multimedia display software **FREE OF CHARGE**.

In addition to remedying the noncompliance, the remedy software will also contain various other software optimizations and bug fixes such as:

- Improvements for the reliability of Android Auto and Apple CarPlay connectivity;
- Reducing certain unnecessary prompts in the user interface;
- Defaulting to the last source screen upon start up; and
- Optimizing the software to ensure backup image display time.

Tech Requirements
TIC206A – Electrical Repair 1
Inspection/Repair Time
Repair: 1.7
Parts Control at Launch
N/A
Parts Replacement Rate
N/A
Owner Notification Date
Late-October 2025
Salvage Title Eligible
Yes

Owner Notification

Head Unit Notification

Vehicle Head unit notifications will begin in late-October 2025.

Mail

Toyota will notify owners in late November 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 ensure 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 Toyota Newsroom pressroom.toyota.com.

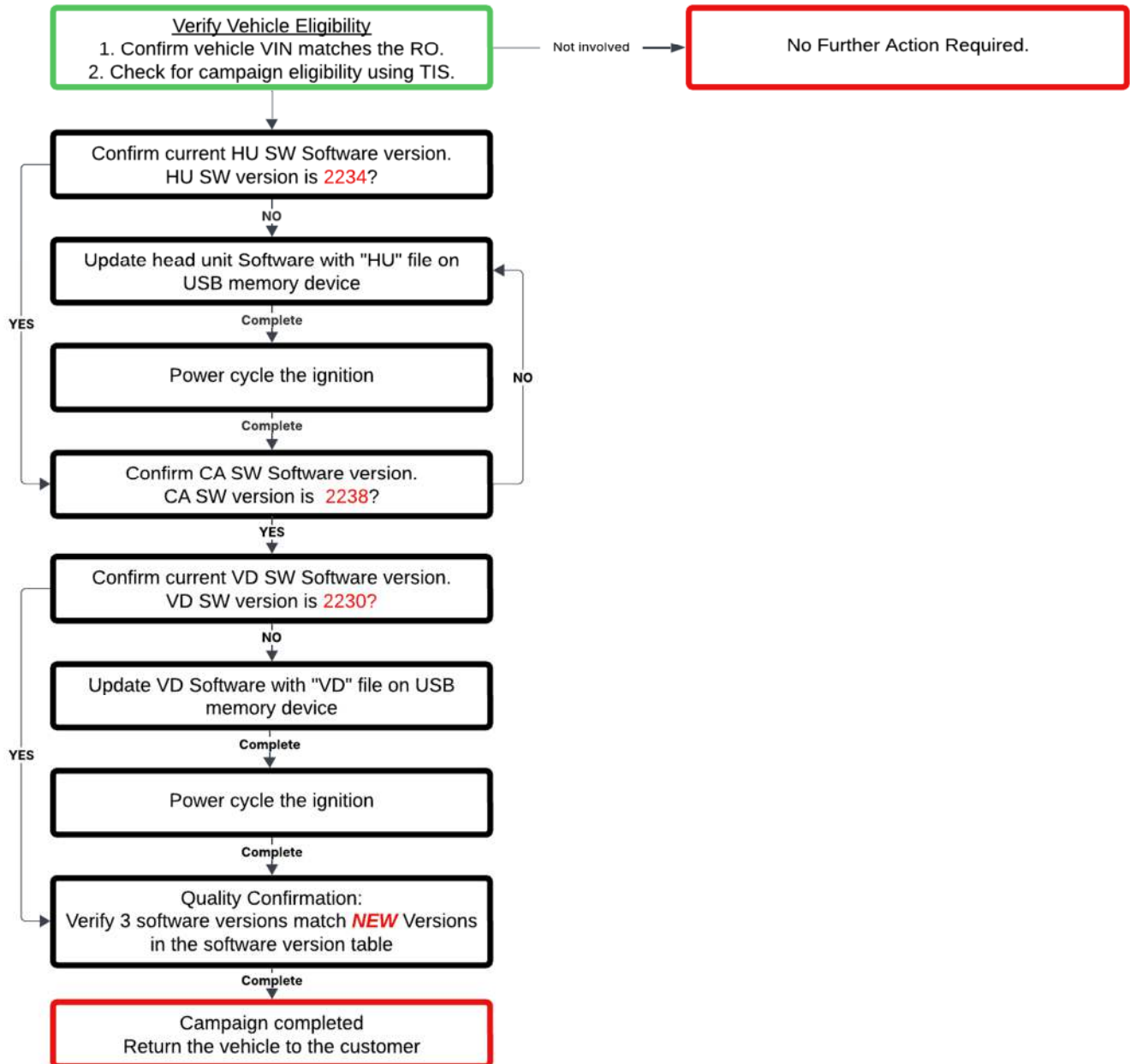
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Service Department

Warranty Reimbursement Procedure

The flow chart is for reference only. **DO NOT** use it in place of the full technical instruction. Follow **ALL** steps as outlined in the full technical instruction to confirm the campaign is completed correctly.



Op Code	Description	Flat Rate Hours
25TA10R1	HU Software Update	1.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the head unit already has the latest versions for all three software and does not require an update, use opcode 25TA10R1.

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 course:

- TIC206A - Electrical Repair 1

Sales Department

New Vehicles in Dealership Inventory

There are approximately 3,920 vehicles in new dealer inventory as of September 30, 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.

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

Frequently Asked Questions

Original Publication Date: October 17, 2025

Q1: What is the condition?

A1: The software in the 14-inch multimedia (center) display in these vehicles could cause the display to show a half green, full green, or full black screen. If this occurs while the vehicle is being reversed, the vehicle may not meet a federal safety standard and there can be an increased risk of a crash with a person behind the vehicle.

Q1a: Is there anything I can do until the remedy is performed?

A1a: Even if the rearview camera is operational, do not overly rely on the system. Always turn and check surroundings before proceeding. If the rearview image is not displaying, customers should turn the vehicle ignition off and back on again which may allow the camera image to display.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification starting late-October 2025, advising to make an appointment with their authorized Toyota dealer to update the multimedia software **FREE OF CHARGE**.

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

A3: There are approximately 393,800 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2022-2025 Tundra	Early November 2021 – Late July 2025	220,860
2022-2025 Tundra HV	Mid-March 2022 – Late July 2025	105,010
2023-2025 Sequoia HV	Late August 2022 – Early July 2025	67,980

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q4: How long will the repair take?

A4: The remedy will take approximately two hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Q5: What if I previously paid for repairs related to this Safety Recall?

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: How does Toyota obtain my mailing information?

A6: 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.

Q7: What if I have additional questions or concerns?

A7: 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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.