



SAFETY RECALL 25TA13 (Interim Notice 25TB13)

**Multiple Models and Model Years
Rear View Camera Image May Freeze or Not Display
NHTSA Recall No. [TBD]**

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

On October 30,2025, 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 Multiple model year Multiple Model vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 – 2025 BZ4X	Late October 2021 – Mid June 2025	13,600	30
2025 - 2026 Camry	Mid – April 2024 – Early October 2025	37,400	500
2023 – 2026 Crown	Late May 2022 – Early April 2025	15,500	40
2025 Crown Signia	Mid-November 2023 – Early August 2025	13,700	100
2024 – 2026 Grand Highlander	Mid-June 2023 – Mid-September 2025	67,700	200
2024 - 2026 Grand Highlander HV	Mid-June 2023 – Mid-September 2025	55,300	100
2023 – 2025 Highlander	Early October 2022 – Early October 2025	45,600	300
2023 – 2025 Highlander HV	Early October 2022 – Early October 2025	38,000	300
2024 – 2025 Land Cruiser	Late November 2023 – Early June 2025	39,800	50
2023 – 2025 Mirai	Late September 2022 – Early September 2025	2,800	3
2023 – 2026 Prius	Early October 2022 – Early July 2025	12,600	20
2023 – 2026 Prius Prime	Early October 2022 – Early July 2025	6,500	100

2023 – 2025 Rav4	Early October 2022 – Mid-September 2025	19,100	150
2023 – 2025 Rav4 HV	Mid-June 2022 – Early October 2025	93,000	200
2023 – 2025 Rav4 PHV	Mid-June 2022 – Early May 2025	17,300	4
2025 Sienna	Early October 2024 – Mid-September 2025	12,800	60
2023 -2024 Venza	Early October 2022 – Late August 2024	26,800	3

Condition

Under certain circumstances the backup camera image in the subject vehicles may not be displayed or may freeze briefly after being displayed while reversing. 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.

<u>Interim Rental Available</u> Not Available
<u>Owner Notification Date</u> Late December

Remedy (Not Available)

When the remedy is available Toyota dealers will update the software for the Panoramic View Monitor system’s Parking Assist ECU, which will address this issue, **FREE OF CHARGE.**

Owner Notification

Mail

Toyota will notify owners by late December 2025.

Toyota App

Vehicles involved in this Noncompliance 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 Toyota Newsroom pressroom.toyota.com.

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Sales Department

New Vehicles in Dealership Inventory

There are approximately 2,190 vehicles in new dealer inventory as of October 27,2025.



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.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

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

Frequently Asked Questions

Q1: What is the condition?

A1: Under certain circumstances the backup camera image in the subject vehicles may not be displayed or may freeze briefly after being displayed while reversing. 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.

- To avoid Image freeze: After Ignition is on, allow at least 2 seconds before shifting into reverse.
- To avoid a black screen: Vehicle should not be turned on and off in less than 3 seconds; doing so will cause a black screen the next time vehicle ignition is on.

Q2: What is Toyota going to do?

A2: When the remedy is available Toyota dealers will update the software for the Panoramic View Monitor system's Parking Assist ECU, which will address this issue, **FREE OF CHARGE**.

Q3: When will the remedy become available?

A3: At this time, Toyota estimates that the remedy can be available in November 2025.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 517,400 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2023 – 2025 BZ4X	Late October 2021 – Mid June 2025	13,600
2025 - 2026 Camry	Mid – April 2024 – Early October 2025	37,400

2023 – 2026 Crown	Late May 2022 – Early April 2025	15,500
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Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: Yes, ES 205, ES 300h, ES 350, GX, LC 500, LC500c, LC 500h, LS 500, LS500h, LX600, LX700h, NX 250, NX 350, NX 350h, NX 450h, RX 350, RX 350h, RX500h, RX 450h+, RZ 300e, RZ 450e, TX 350, TX 500h and TX550h+ vehicles are covered by this Safety Recall .

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

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the noncompliance has been remedied.

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 noncompliance has been remedied.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.