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TOYOTA MOTOR  
NORTH AMERICA

Quality

# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
November 20, 2025	Updated Op Codes and Op Code Descriptions
December 11,2025	Phase 2 Remedy available

*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 25TA13 *(Remedy Notice)*

**Multiple Models and Model Years**  
**Rear View Camera Image May Freeze or Not Display**  
 NHTSA Recall No. 25V-744

**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 – 2025 Prius	Early October 2022 – Early July 2025	12,600	20
2023 – 2025 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.

**Remedy**

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

<b>Tech Requirements</b> TIC206A – Electrical Repair 1
<b>Inspection/Repair Time</b> Repair: 0.6, 0.7 or 0.8
<b>Owner Notification Date</b> Late December
<b>Salvage Title Eligible</b> Yes

**Campaign Phase Interpretation**

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is important that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.*

**REMEDY PHASE – ELIGIBLE FOR REPAIR**

**Campaign Description:** Safety Recall X0X - Remedy Notice - 2004-2005 Model Year Toyota - Generic Recall Description

**Completion Status:** Not Completed

[\[Show Documents\]](#)

**STATUS IDENTIFICATION**

**A:** Campaign Description: X0X Remedy

**B:** Completion Status: Not Completed

- This vehicle is eligible to have the remedy performed.**

## INTERIM PHASE – FUTURE REPAIR

**Campaign Description:** Safety Recall X0X (X1X) - **Interim Notice** - 2004-2005 Toyota - Generic  
**Completion Status:** **Not Completed**  
[Show Documents]

A

B

### STATUS IDENTIFICATION

**A:** Campaign Description: X1X Interim

**B:** Completion Status: Not Completed

- *This vehicle is in the interim phase; the remedy CANNOT be performed at this time.*

### Campaign Phases

Phase	UIO	Vehicles	Estimated Remedy Timing
1	514,600	BZ4X, Camry, Crown, Crown Signia, Grand Highlander, Grand Highlander HV, Highlander, Highlander HV, Land Cruiser, Prius, Prius Prime, Rav4, Rav4 HV, Rav4 PHV, Sienna, Venza	Available Now
2	2,800	Mirai	Available Now

### 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

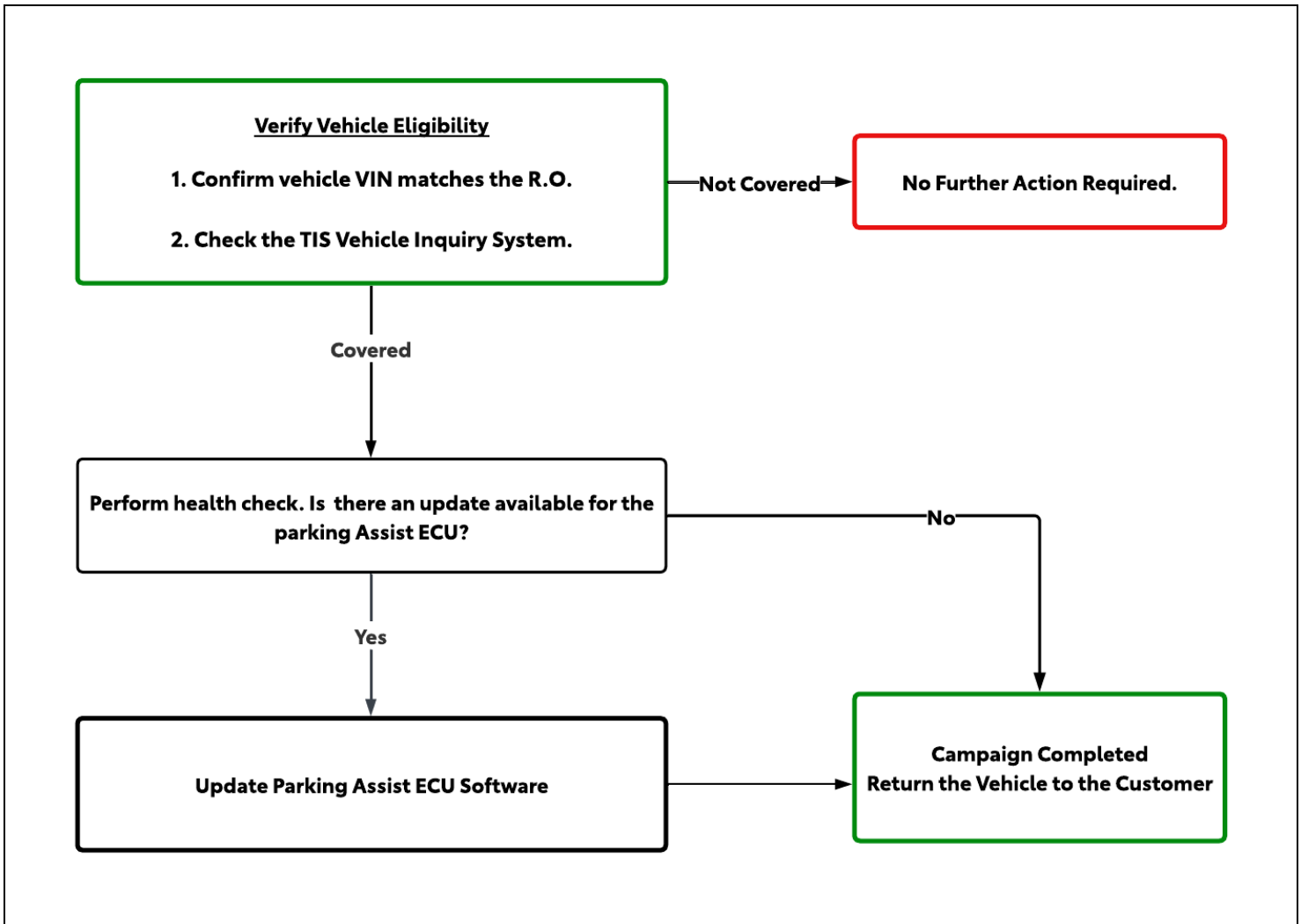
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Toyota Newsroom [pressroom.toyota.com](https://pressroom.toyota.com).

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# Service Department

## Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25TA13R1	Update Parking Assist ECU software on Crown, Crown Signia, Grand Highlander, Grand Highlander HV, Mirai, Prius, Prius Prime, Sienna or Venza	0.6
25TA13R2	Update Parking Assist ECU software on Highlander or Highlander HV	0.7
25TA13R3	Update Parking Assist ECU software on bZ4X, Camry, Land Cruiser, Rav4, Rav4 HV or Rav4 PHV	0.8

- 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 hold at to have completed the following courses:

- TIC206A – Electrical Repair 1

# 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.

## 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 3 seconds before shifting into reverse.
- To avoid a black screen: Vehicle should not be turned on and off in less than 13 seconds; doing so may cause a black screen the next time vehicle ignition is on.

**Q2: What is Toyota going to do?**

A2: 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: Which and how many vehicles are covered by this Safety Recall?**

A3: 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
2025 Crown Signia	Mid-November 2023 – Early August 2025	13,700
2024 – 2026 Grand Highlander	Mid-June 2023 – Mid-September 2025	67,700
2024 – 2026 Grand Highlander HV	Mid-June 2023 – Mid-September 2025	55,300
2023 – 2025 Highlander	Early October 2022 – Early October 2025	45,600
2023 – 2025 Highlander HV	Early October 2022 – Early October 2025	38,000
2024 – 2025 Land Cruiser	Late November 2023 – Early June 2025	39,800
2023 – 2025 Mirai	Late September 2022 – Early September 2025	2,800

2023 – 2025 Prius	Early October 2022 – Early July 2025	12,600
2023 – 2025 Prius Prime	Early October 2022 – Early July 2025	6,500
2023 – 2025 Rav4	Early October 2022 – Mid-September 2025	19,100
2023 – 2025 Rav4 HV	Mid-June 2022 – Early October 2025	93,000
2023 – 2025 Rav4 PHV	Mid-June 2022 – Early May 2025	17,300
2025 Sienna	Early October 2024 – Mid-September 2025	12,800
2023 -2024 Venza	Early October 2022 – Late August 2024	26,800

## 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.

### **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.