

Original Publication Date: December 16, 2025

TOYOTA MOTOR
NORTH AMERICA

Quality

◀ IMPORTANT UPDATE ▶

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

| DATE | TOPIC |
|------------|----------------------------------------------------------------------------------------------|
| 05/20/2026 | Add NHTSA number, Campaign Service Tools, rental op codes, estimated launch timing, and FAQ. |

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 25TA15 (Interim Notice 25TB15)

Certain 2025 – 2026 Model Year Camry HV
2026 Model Year Corolla Cross HV
Loose Inverter Bolt

NHTSA Recall No. 25V-869



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

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



On December 16, 2025, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on Certain 2025 – 2026 Model Year Camry HV, Certain 2026 Model Year Corolla Cross HV vehicles.

| Model / Years | Production Period | Approximate Total Vehicles | Approximate Stop Sale Dealer Inventory |
|-----------------------|---------------------------------------|----------------------------|----------------------------------------|
| 2025-2026 Camry HV | Late August 2025 – Mid-November 2025 | 51,640 | 3,540 |
| 2026 Corolla Cross HV | Late August 2025 – Late-November 2025 | 3,760 | 140 |

Condition

A bolt inside the inverter in the hybrid powertrain can become loose and could lead to a loss of motive power or could lead to a fire when the vehicle is on. A loss of motive power while driving at higher speeds or a vehicle fire could increase the risk of a crash or an injury.

| |
|-----------------------------------------------------|
| <u>Interim Rental Available</u> Yes |
| <u>Owner Notification Date</u> Mid February 2026 |

Remedy (Not Available)

At this time, Toyota estimates the remedy can be available in the 2nd quarter of 2026.

Owner Notification

Mail

Toyota notified owners in mid-February 2026.

Toyota App

Vehicles involved in this Safety 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.

Recall Contents

| | |
|----------------------------------|---|
| Service Department..... | 4 |
| Sales Department..... | 5 |
| Frequently Asked Questions | 6 |
| Policies And Procedures..... | 8 |

Service Department

Warranty Reimbursement Procedure

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

A loaner vehicle or alternative transportation through Rent a Toyota can be claimed for \$42 per day.


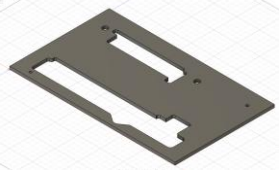
| Op Code | Description |
|----------|-----------------------------|
| 25TB15V1 | Vehicle Rental 1-30 Days |
| 25TB15V2 | Vehicle Rental 31-60 Days |
| 25TB15V3 | Vehicle Rental 61-90 Days |
| 25TB15V4 | Vehicle Rental 91-120 Days |
| 25TB15V5 | Vehicle Rental 121-150 Days |
| 25TB15V6 | Vehicle Rental 151-180 Days |
| 25TB15V7 | Vehicle Rental 181-210 Days |

NOTE:

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Rental claims for this recall are required to be filed every 30 days by the dealer. Claim filing must be filed in sequential rental opcode order based on the number of days that a customer has been in a rental vehicle.

Campaign Service Tools (CST)

Prior to launch of Safety Recall 25TA15, each dealership will receive three CSTs. Below are the tools that will be shipped to the attention of the Service Manager. Please ensure these tools are held until the remedy is available.

| Item No. | Part Number | Name | Quantity | Description | Image |
|----------|-------------|-----------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1 | 00002-02955 | Torque wrench (CST) Shipped Early May | 1 | Beam Style Torque Wrench |  |
| 2 | FF AWD | Inverter Cover (AWD and FF) CST Shipping Late May to Early June | 2 | Job Aid -Cover used during inspection/repair of inverter to prevent debris from entering. |  |

Sales Department

New Vehicles in Dealership Inventory

There are approximately 3,680 vehicles in new dealer inventory as of December 15, 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 at 60-day intervals. 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.

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](#)

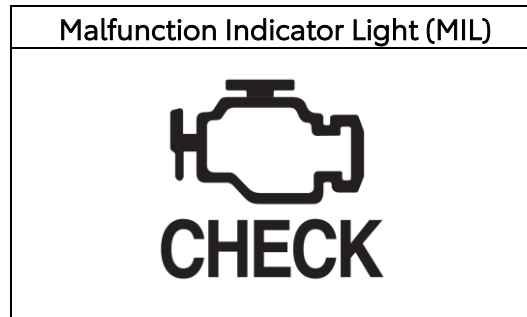
Frequently Asked Questions

Q1: What is the condition?

A1: A bolt inside the inverter in the hybrid powertrain can become loose and could lead to a loss of motive power or could lead to a fire when the vehicle is on. A loss of motive power while driving at higher speeds or a vehicle fire could increase the risk of a crash or an injury.

Q1a: Which warning lights and messages may be displayed if the condition is present?

A1a: If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed.



The accelerator response will be diminished. There will be significant loss of power, and the vehicle will accelerate very slowly.

If you experience this condition, pull over to a safe location as soon as possible and contact your Toyota Dealer.

Note: The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

Q2: What is Toyota going to do?

A2: When the remedy is available, any authorized Toyota dealer will inspect the inverter and repair or replace it based on Toyota's inspection criteria **FREE OF CHARGE**.

Q3: When will the remedy become available?

A3: Toyota is currently preparing the remedy. At this time, Toyota estimates that the remedy can be available in the 2nd quarter of 2026.

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

A4: There are approximately 55,400 vehicles covered by this Safety Recall.

| Model / Years | Production Period | Approximate Total Vehicles |
|-------------------------|---------------------------------------|----------------------------|
| 2025-2026 / Camry HV | Late August 2025 – Mid-November 2025 | 51,640 |
| 2026 / Corolla Cross HV | Late August 2025 – Late-November 2025 | 3,760 |

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

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.

Original Publication Date: December 16, 2025

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

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 defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

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.

Original Publication Date: December 16, 2025

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.

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.