

September 4, 2025

DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Corporation ["TMC"]
1, Toyota-cho, Toyota-city, Aichi-pref., 471-8571, Japan

Affiliated U.S. Sales Company:

Toyota Motor North America, Inc. ["TMNA"]
6565 Headquarters Drive, Plano, TX 75024

Distributor Company for Solterra:

Subaru of America, Inc. ["SOA"]
One Subaru Drive, Camden, NJ 08103

Manufacturer of HVAC Control ECU:

DENSO CORPORATION
1-1, Showa-cho, Kariya-city, Aichi-pref., 448-8661, Japan
Phone: +81-566-25-5511

Country of Origin: Japan

2. Identification of Involved Vehicles and Affected Components:

Based on production records, we have determined the involved vehicle population to be the vehicles listed in the table below.

Make/Car Line	Model Year	Manufacturer	Production Period
Toyota / bZ4X	2023-2025	TMC	March 30, 2022 through June 12, 2025
Lexus / RZ	2023-2025		January 23, 2023 through June 12, 2025
Subaru / Solterra	2023-2025		March 29, 2022 through June 3, 2025

Applicability	Part Number	Part Name	Component Description
MY2023-2025 Toyota bZ4X	88650-42A00 88650-42A01 88650-42B40 88650-42C00	Amplifier Assy, Air Conditioner	HVAC Control ECU
MY2023-2025 Lexus RZ	886H0-46010 886H0-46011 886H0-46020 886H0-46021 886H0-46030 886H0-46040 886H0-46070 886H0-46080		
MY2023-2025 Subaru Solterra	8865042A00 8865042C00		

- Note: (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.
- (2) This issue only affects vehicles equipped with an HVAC control ECU containing the specific software from the specific supplier. Other Toyota or Lexus vehicles sold in the U.S. are equipped with an HVAC control ECU with different software.

3. Total Number of Vehicles Potentially Involved:

Toyota bZ4X : 41,499
Lexus RZ : 20,501
Subaru Solterra : 32,320
Total : 94,320

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

100% of the involved vehicles contain an HVAC control ECU with the programming described in this report. Whether the issue, in each case, will lead to reduced visibility depends on the certain conditions described in Section 5.

5. Description of Problem:

The subject vehicles are equipped with Heating, Ventilation, and Air Conditioning (HVAC) systems that, among other things, control the windshield defroster function. Due to the programming of the HVAC control ECU software, under certain conditions, such as a specific failure mode of the electrical compressor, the HVAC system will enter a failsafe mode that suspends the heater operation of the system and affects defroster function. In some cases, when the vehicle is operated in certain low temperatures, the defrosting performance reduces and may not remove frost, ice, and/or fog from the windshield glass. This can reduce driver visibility and increase the risk of a crash in certain driving conditions.

6. Chronology of Principal Events:

March, 2025 – August, 2025

In March 2025, Toyota received an information request from Transport Canada (TC) regarding HVAC system failures on some 2023-2024 Toyota bZ4x vehicles. Upon review of the complaints received by TC, customers reported the defroster did not operate when the windshield fogged during driving and that the electrical compressor, which is an HVAC-related component, appeared to be a main failure component. The electrical compressor serves as one of two heat sources; even if one heat source fails, the other remains operational. Therefore, it was initially assumed that the impact on windshield fogging and defroster performance would be limited. To better understand the conditions under which the defroster was not functioning, customers were contacted, and a vehicle data investigation was initiated.

Based on the customer contacts, it was found that they had been driving in extremely low temperature environments. Vehicle testing was conducted to simulate electric compressor failure occurrences under extreme cold conditions. Testing did not confirm fogging of the windshield during driving. However, heater performance was worse than expected, as electric compressor failure had a greater impact on heater performance than initially assumed. A review of the HVAC system control logic was then undertaken.

After reviewing the HVAC control logic, it was found that, under certain conditions, such as certain electric compressor failures, the HVAC control ECU enters a failsafe mode that also suspends the second heat source, which had been previously assumed to remain operational. Toyota hypothesized that this control logic could potentially affect heater and defrosting performance, and further vehicle tests were conducted.

The testing confirmed that the defrosting performance reduces within a specific temperature range due to failsafe mode operation. When an HVAC-related component failure occurs, such as a specific failure mode of the electric compressor, and the system enters failsafe mode, warning messages such as “EV System Malfunction” or “Drive Start Control Malfunction,” and warning indicators illuminate. Under these conditions, when the vehicle is operated in certain low temperatures, the defrosting performance reduces and may not remove frost, ice, and/or fog from the windshield glass. This can reduce driver visibility and increase the risk of a crash in certain driving conditions.

August 29, 2025

Based on the results of the above investigation, Toyota decided to conduct a voluntary safety recall campaign.

As of August 22, 2025 based on a diligent review of records, Toyota’s best engineering judgment is that there are 31 Toyota Field Technical Reports and 501 warranty claims that have been received from U.S. sources that relate or may relate to this condition and which were considered in the decision to submit this report.

7. Description of Corrective Repair Action:

All known Toyota and Lexus owners of the subject vehicles will be notified to return their vehicles to a Toyota or Lexus dealer. To address the safety defect, for all involved vehicles, dealers will update the HVAC control ECU software, free of charge.

Subaru retailers will update the HVAC control ECU software at no cost to the customer.

For customer satisfaction, dealers will inspect and, if necessary, replace the electrical compressor, free of charge.

Reimbursement Plan for pre-notification remedies

The owner letter will instruct vehicle owners who have paid to have this condition remedied prior to this campaign to seek reimbursement pursuant to Toyota’s General Reimbursement Plan.

Subaru will provide reimbursement to owners for repairs according to the general plan submitted in May 2024.

8. Recall Schedule:

Notifications to owners of the affected vehicles will occur by November 3, 2025. A copy of the draft owner notification will be submitted as soon as it is available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on September 4, 2025. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

Toyota bZ4X	: 25TB07 [Interim] / 25TA07 [Remedy]
Lexus RZ	: 25LB04 [Interim] / 25LA04 [Remedy]
Subaru Solterra	: WRD-25