

September 11, 2025

DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

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

Toyota Motor Manufacturing, Kentucky, Inc. ["TMMK"]
1001 Cherry Blossom Way, Georgetown, KY, 40324

Toyota Motor Manufacturing, Indiana, Inc. ["TMMI"]
4000 Tulip Tree Drive, Princeton, IN 47670-4000

Toyota Motor Manufacturing Canada Inc. ["TMMC"]
1055 Fountain Street North, Cambridge, Ontario, Canada N3H 5K2

Toyota Motor Manufacturing, Baja California, Inc. ["TMMBC"]
Carretera Libre Tijuana Tecate 33143 El Realito, 22550 Tijuana, B.C., Mexico

Toyota Motor Manufacturing Guanajuato ["TMMGT"]
México 45D, 38195 San Pedro Tenango, Gto., Mexico

Affiliated U.S. Sales Company:

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

Manufacturer of the Combination Meter:

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

DENSO International America, Inc.
 24777 Denso Drive, Southfield, Michigan 48086 U.S.A.
 Phone: +1-248-350-7500

Country of Origin: Japan and U.S.A.

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 / 4Runner	2025	TMC	August 6, 2024 through August 9, 2024
Toyota / Camry	2025	TMMK	April 2, 2024 through November 22, 2024
Toyota / Crown	2023-2025	TMC	May 30, 2024 through October 28, 2024
Toyota / Crown Signia	2025	TMC	November 10, 2023 through December 3, 2024
Toyota / Grand Highlander	2024-2025	TMMI	January 5, 2023 through January 2, 2025
Toyota / GR Corolla	2023-2025	TMC	June 20, 2022 through September 26, 2024
Toyota / Highlander	2023-2025	TMMI	June 6, 2022 through November 13, 2024
Toyota / RAV4	2023-2025	TMC / TMMC	June 20, 2022 through February 28, 2025
Toyota / RAV4 Prime	2023-2025	TMC	June 17, 2022 through September 16, 2024
Toyota / Tacoma	2024-2025	TMMBC / TMMGT	December 14, 2023 through November 14, 2024

Toyota / Venza	2023-2024	TMC	October 4, 2022 through September 5, 2024
Lexus / LS500, LS500h	2024-2025	TMC	October 16, 2023 through November 5, 2024
Lexus / RX350, RX350h, RX500h	2025	TMMC	June 24, 2024 through November 7, 2024
Lexus / TX350, TX500h, TX550h	2024-2025	TMMI	March 13, 2023 through December 16, 2024

Applicability	Part Number	Part Name	Component Description
MY2025 Toyota / 4Runner	83800-35V00 83800-35V10		
MY2025 Toyota / Camry	83800-AQ040 83800-AQ041		
MY2023-2025 Toyota / Crown	83800-3AT00 83800-3AT01 83800-3AT02 83800-3AT10 83800-3AT11 83800-3AT12 83800-3AU70 83800-3AU71 83800-3AU72 83800-3AU70 83800-3AV20 83800-3AV21 83800-3AV22 83800-3AV30 83800-3AV31 83800-3AV32 83800-3AX70 83800-3AX80 83800-3AX90 83800-3AY00 83800-3AY10 83800-3AY20 83800-3AY30 83800-3AY40	Meter Assy, Combination	Combination meter

MY2025 Toyota / Crown Signia	83800-3AW90	Meter Assy, Combination	Combination meter
MY2024-2025 Toyota / Grand Highlander	83800-0EW90 83800-0EW91 83800-0EZ60 83800-0EZ61 83800-0EZ70 83800-0EZ71		
MY2023-2025 Toyota / GR Corolla	83800-1AQ70 83800-1AQ71 83800-1AQ72 83800-1AQ73		
MY2023-2025 Toyota / Highlander	83800-0EX60 83800-0EX61 83800-0EX80 83800-0EX81 83800-0EY00 83800-0EY01 83800-0EY20 83800-0EY21 83A00-0E340 83A00-0E341 83A00-0E410 83A00-0E411 83A00-0E430 83A00-0E431 83A00-0E450 83A00-0E451		
MY2023-2025 Toyota / RAV4	83800-4AB40 83800-4AB41 83800-4AB60 83800-4AB61 83800-0RE60 83800-0RE61 83800-0RE80 83800-0RE81		
MY2023-2025 Toyota / RAV4 Prime	83800-4AD90 83800-4AD91 83800-4AD92		
MY2024-2025 Toyota / Tacoma	83800-AK040 83800-AK041 83800-AK050 83800-AK051		

MY2023-2025 Toyota / Venza	83800-4DK90 83800-4DK91	Meter Assy, Combination	Combination meter
MY2024-2025 Lexus / LS500, LS500h	83800-50W70 83800-50W71 83800-50W72 83800-50X20 83800-50X21 83800-50X22 83800-50X80 83800-50X81 83800-50X82		
MY2025 Lexus / RX350, RX350h, RX500h	83800-0EL50 83800-0EP10 83800-0ET80 83800-0ET90		
MY2024-2025 Lexus / TX350, TX500h, TX550h+	83800-0EW50 83800-0EW60 83A00-0E240		

- 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 involves vehicles in the above production range which have a 12.3-inch monitor combination meter with specific software designed by a specific supplier. Other Toyota and Lexus vehicles either are not equipped with this combination meter, have a different memory device, or have different software.

3. Total Number of Vehicles Potentially Involved:

Toyota 4Runner : 7
Toyota Camry : 49,865
Toyota Crown : 39,165
Toyota Crown Signia : 13,811
Toyota Grand Highlander : 76,677
Toyota GR Corolla : 11,530
Toyota Highlander : 84,172
Toyota RAV4 : 113,286
Toyota RAV4 Prime : 33,001
Toyota Tacoma : 107,983
Toyota Venza : 26,934
Lexus 500 : 1,934

Lexus LS500h	: 3
Lexus RX350	: 4
Lexus RX350h	: 3
Lexus RX500h	: 3
Lexus TX350	: 26,220
Lexus TX500	: 6,215
Lexus TX550h+	: 564
Total	: 591,377

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

100% of the involved vehicles contain a combination meter system with the software programming described in Section 5 below. Whether the issue, in each case, will cause the monitor to go blank depends on the combination meter operation time as described.

5. Description of Problem:

The subject vehicles are equipped with a combination meter system where various information is displayed (telltale and indicator lights, vehicle gauges, messages, etc.) in a 12.3-inch display monitor in the instrument panel. Due to improper programming of the combination meter, unnecessary data is repeatedly written to a memory device in the combination meter when the combination meter operates, causing the memory device to deteriorate earlier than intended. If this occurs, the 12.3-in monitor will not be displayed at ignition on and will remain in this state. If the vehicle is driven without a working 12.3-in monitor and certain malfunctions occur during that drive, there is a possibility that indicators for those malfunctions could be missed if the driver does not notice the redundant notification on the center multimedia screen. Depending on the malfunction, continuous driving could lead to an increased risk of a crash or an increased risk of injury in the event of a crash.

6. Chronology of Principal Events:

February 2024 – July 2025

After receiving a dealer technical report in February 2024, Toyota investigated an issue involving the 12.3-inch monitor combination meter and found that the software was unnecessarily writing to the memory device at an abnormally large rate. The investigation found that this could cause the monitor to go blank at IG-On because the memory device deteriorates earlier than intended and would fail.

July 2025

Toyota assessed various functions that could be impacted by a blank combination meter monitor. In this assessment, Toyota observed that the vast majority of tell-tales and indicator lights (e.g., check engine light, fuel status, turn signals) have redundant information in the center multimedia display, providing sufficient information to the driver.

Based on these assessments, Toyota determined that there is no unreasonable risk to safety presented by this issue. As a result, on July 10, 2025, Toyota decided to conduct a Customer Satisfaction Campaign. On July 15, 2025, Toyota called NHTSA to inform the Agency of its assessment of the issue and to explain the filing of its Foreign Recall Report.

September 2025

On September 2, 2025, Toyota met with NHTSA to discuss this issue and explain its assessment in further detail. While Toyota continues to believe that its assessment of this condition is appropriate, on September 5, 2025 it decided to conduct a voluntary safety recall campaign in response to NHTSA's feedback on this issue.

As of September 5, 2025, based on a diligent review of records, Toyota's best engineering judgement is that there are 14 Toyota Field Technical Reports and 381 warranty claims regarding the 12.3-in blank combination meter monitor on the subject vehicles that have been received from U.S. sources that relate or may relate to this condition.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified to return their vehicles to a Toyota or Lexus dealer. For all involved non-PHEV vehicles, the dealer will update the programming of the combination meter, at no cost. For all involved PHEV vehicles, the dealer will inspect the combination meter and, depending on inspection results, update the programming of the combination meter or replace the combination meter with a new one, at no cost.

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.

8. Recall Schedule:

Notifications to owners of the affected vehicles will occur by November 10, 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 11, 2025. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

	<u>Interim</u>	<u>Remedy</u>
Lexus:	25LB05	25LA05
Toyota:	25TB08	25TA08