



## LIMITED SERVICE CAMPAIGN 22TD04 (Remedy Notice)

Certain 2021 Model Year Sienna Vehicles  
Certain 2021 Model Year Venza Vehicles  
Accessory Dash Camera Firmware Reprogram

### Frequently Asked Questions

Original Publication Date: June 30, 2022

#### Q1: *What is the condition?*

A1: A Toyota Genuine Accessory Dash Camera was installed in the involved vehicles. If the Micro SD Card used in the accessory dash camera is damaged, the dash camera may continuously attempt to read/write data to the card. This can lead to an increase in temperature of the card and may lead to localized melting of the card and the surrounding areas of the dash camera.

#### Q1a: *Are there any warnings that this condition is occurring?*

A1a: If a read/write error of the Micro SD Card is detected, flashing LED lights and audible beeping is emitted from the accessory dash camera.

#### Q1b: *What should the customer do if the condition occurs?*

A1b: If the customer experiences this condition, turn off power to the dash camera and wait for about 10 minutes for it to cool down. Once it is safe to touch, remove SD card to end the continuous read/write issue.

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

Toyota will send an owner notification by first class mail starting in mid-July 2022, advising owners to make an appointment with their authorized Toyota dealer to have the Dash Camera inspected and either reprogrammed or replaced **FREE OF CHARGE**.

#### Q2a: *How long will this Limited Service Campaign be available?*

A2a: This Limited Service Campaign will be offered **FREE OF CHARGE** until June 30, 2025.

#### Q3: *Which and how many vehicles are covered by this Limited Service Campaign?*

A2: There are approximately 2800 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
Sienna	2021	Early November 2020 – Early September 2021*
Venza	2021	Late July 2020 – Late August 2021*

\*Note: Only certain Toyota Genuine Accessory Dash Cameras are affected. Toyota Genuine Accessory dash cameras installed in vehicles produced after the above noted production period have been corrected and are not part of this campaign.

**Q4: *How long will the repair take?***

A3: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: *What if I previously paid for repairs related to this Limited Service Campaign?***

A4: Reimbursement consideration instructions will be provided in the owner letter.

**Q6: *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.

**Q7: *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.