

TECHNICAL INSTRUCTIONS

FOR

SPECIAL SERVICE CAMPAIGN 22TC09

bZ4X VIN VERIFICATION

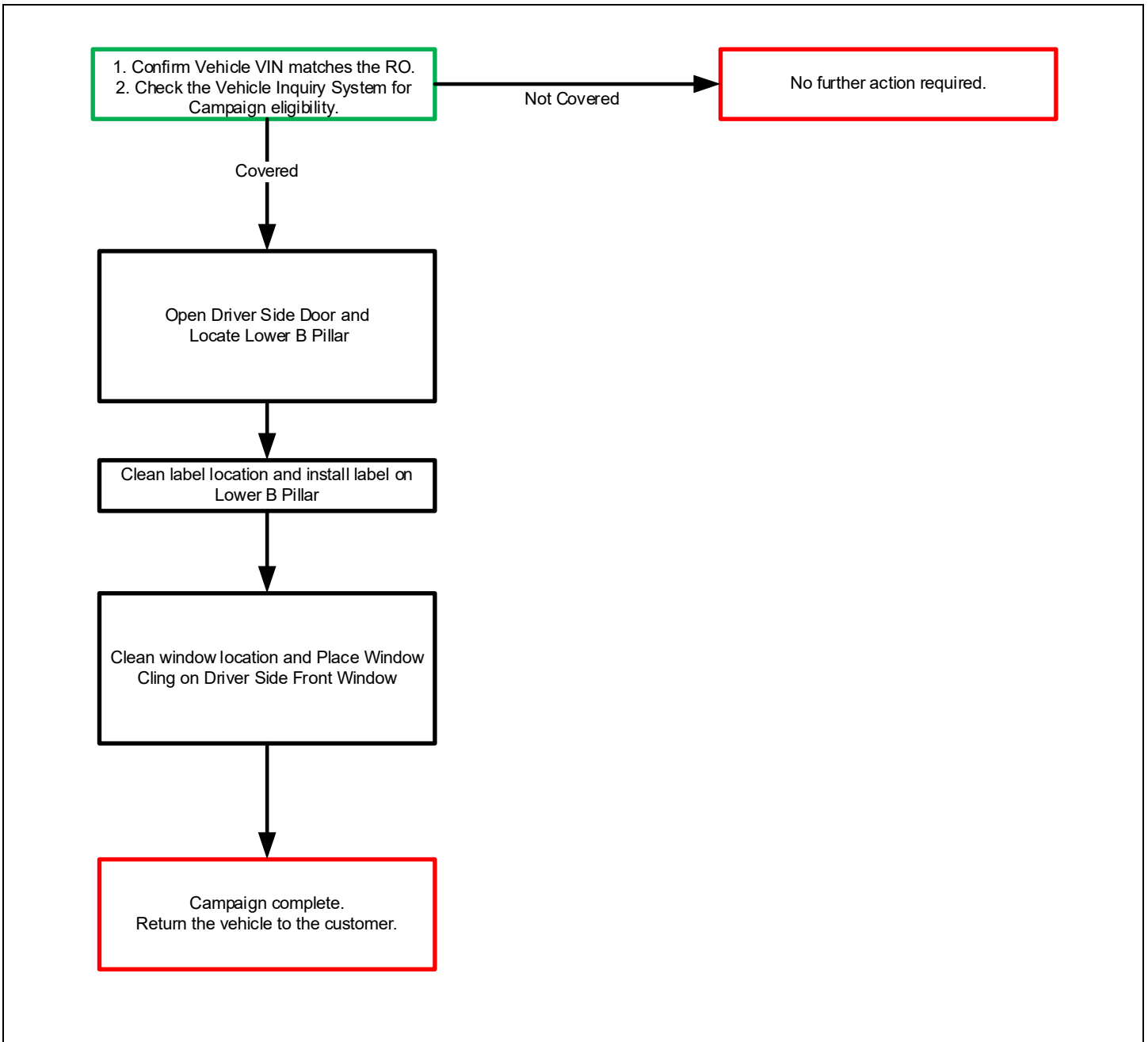
CERTAIN 2023 MODEL YEAR bZ4X VEHICLES

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 have completed all of the following courses:

- **T623 – Toyota Electrical Circuit Diagnosis**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicle's VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. BACKGROUND

Toyota recently became aware that the make of the 2023 bZ4X may be mis-identified as “Subaru” when the first eight digits of the vehicle’s VIN is decoded using the National Highway Traffic Safety Administration’s (NHTSA) database.

We want to assure the customer that their vehicle is a genuine Toyota product, manufactured at Toyota’s Motomachi plant in Japan, and that their VIN is unique to their vehicle.

IV. PREPARATION

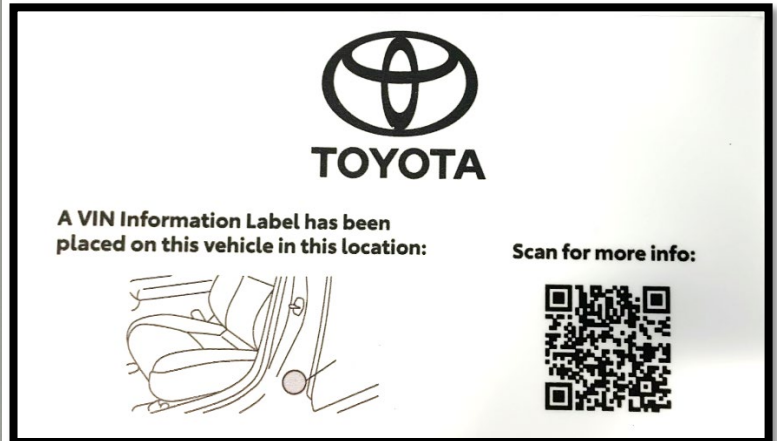
1. PARTS

Part Description	Quantity
bZ4X Label	1
Window Cling	1

2. TOOLS & EQUIPMENT

- None

V. COMPONENTS



VII. APPENDIX

A. CAMPAIGN DESIGNATION/PHASE DECODER

22TC09

19

Year Campaign
is Launched

19 = 2019
20 = 2020
21 = 2021
22 = 2022
23 = 2023
Etc...

T

Vehicle Make

T = Toyota
L = Lexus

A

Field Action Category and Phase

A = Safety Recall *Remedy*
B = Safety Recall *Interim*
C = Special Service Campaign
D = Limited Service Campaign
E = Customer Support Program
F = Emissions Recall

(May use other characters in unique cases)

01

Field Action Sequence

01 = 1st Field Action of the year
02 = 2nd Field Action of the year
03 = 3rd Field Action of the year

(The sequence is unique for each Field
Action category)
(May use other characters in unique
cases)

Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019

20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020

21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021