

INTEROFFICE MEMORANDUM

Original Publication Date: June 15, 2023

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross   
Vice-President, Product Quality and Service Support

**SECOND KEY DELIVERY PROGRAM 23TJ01**

**Multiple Models and Model Years  
Second Key Delivery Program**

| Model / Years             | Production Period                        | Approximate Total Vehicles |
|---------------------------|--|----------------------------|
| 2022 - 2023 Mirai         | Early November 2022 – Mid January 2023   | 810                        |
| 2023 RAV4 / RAV4 HV (CBU) | Late October 2022 – Early January 2023   | 12,860                     |
| 2022 Prius                | Late October 2022 – Early December 2022  | 4,320                      |
| 2022 Prius Prime          | Late October 2022 – Late November 2022   | 2,370                      |
| 2023 4Runner              | Early November 2022 – Late December 2022 | 16,940                     |
| 2022 C-HR                 | Early November 2022 – Late December 2022 | 340                        |
| 2023 RAV4 Prime           | Early November – Late December           | 2,920                      |
| 2023 bZ4X                 | Early November – Late December           | 800                        |
| 2023 Venza HV             | Late October – Late December             | 6,340                      |
| 2023 Prius                | Late December                            | 120                        |

Specific information for Region support is provided below.

**Condition**

The supply of Smart Keys available for Toyota vehicles has been temporarily limited to one (1) on select models since October 2022 due to global semiconductor shortages impacting certain microchips. Affected vehicles have been delivered with only one Smart Key and a second mechanical key.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on June 15, 2023.

**Important Information for Regions**

Note that a nominal price of \$0.01 has been set for the second key given that the customer already paid for the value of the second Smart Key when they purchased their vehicle. Dealers are being reimbursed 0.4 labor hours for the delivery of the second key which includes administrative aspects of delivering the second key such as ordering and storing parts. Dealers are encouraged to determine appropriate accounting methods for their individual business for each department of the dealership considering this reimbursement plan.