

Original Publication Date: August 31, 2023

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

**SPECIAL SERVICE CAMPAIGN 23TC01** *Remedy Notice*

**Certain 2023 Model Year bZ4X**  
**Certain 2023 Model Year Corolla**  
**Certain 2023 Model Year Corolla Cross**  
**Certain 2023 Model Year Corolla Hatchback**  
**Certain 2023 Model Year Corolla HV**  
**Toyota Safety Sense Inoperative Intermittently**

Model / Years	Production Period	Approximate Total Vehicles
2023 Model Year bZ4X	Late March 2022 – Late December 2022	2,590
2023 Model Year Corolla	Late August 2022 – Early February 2023	23,820
2023 Model Year Corolla Cross	Mid November 2022 – Late January 2023	9,910
2023 Model Year Corolla Hatchback	Late May 2022 – Late November 2022	3,420
2023 Model Year Corolla HV	Late May 2022 – Late November 2022	5,420

**Condition**

The subject vehicles are equipped with Toyota Safety Sense (TSS) which consists of several driving assist features, including pre-collision braking, lane departure warning, and more. Due to inappropriate programming of the software within the forward recognition camera, there is a possibility that under certain conditions, TSS functions could become inoperative for approximately 4 seconds before rebooting and becoming operational again.

**Remedy**

Toyota dealers will update the software in the forward recognition camera **FREE OF CHARGE**.

**Covered Vehicles**

There are approximately 45,200 vehicles covered by this Special Service Campaign. Approximately 3,800 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Toyota will begin to notify owners in late August 2023. A sample of the owner notification letter has been included for your reference.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### **New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 23TC01" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### **Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

## Customer Handling, Parts Ordering, and Remedy Procedures

### **Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### **Salvage Title Vehicles**

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

### **Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **Technician Training Requirements**

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:

- TIC206A – Electrical Repair 1

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians that have completed the above courses to perform this 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.

### **Remedy Procedures**

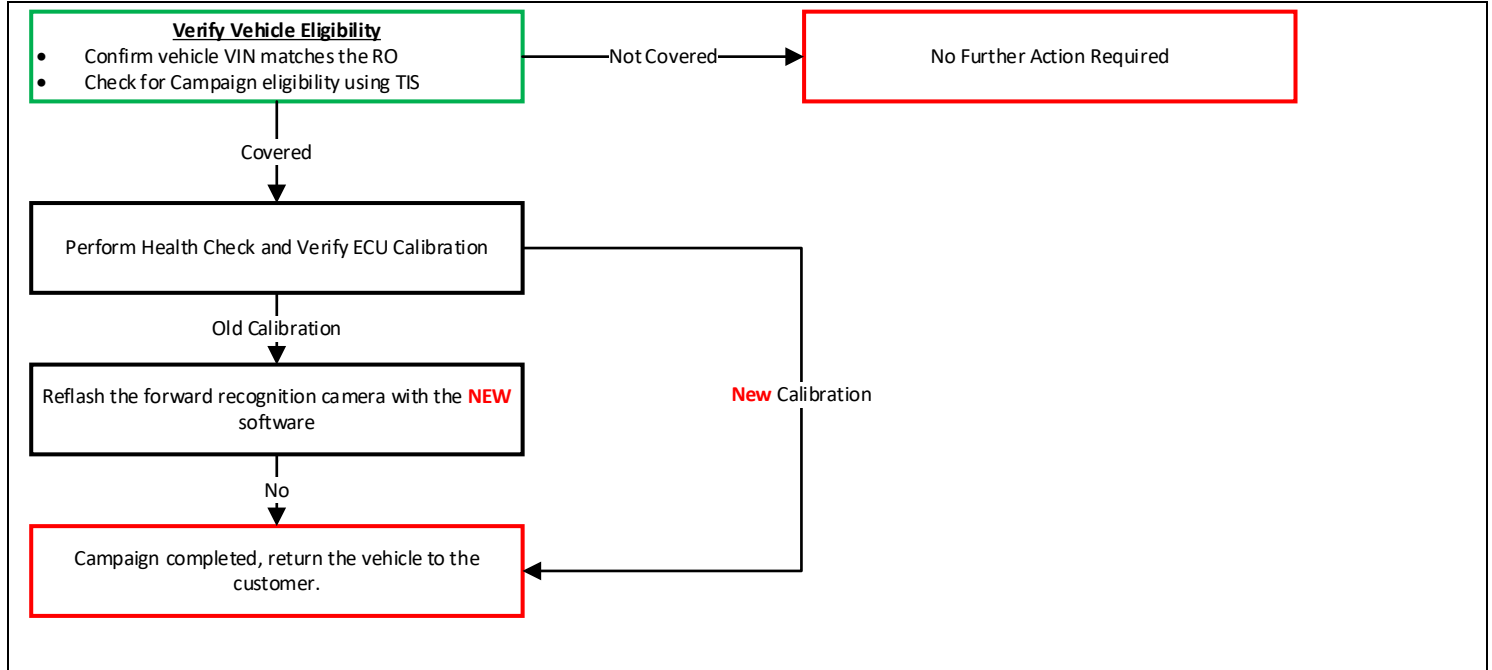
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

### **Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



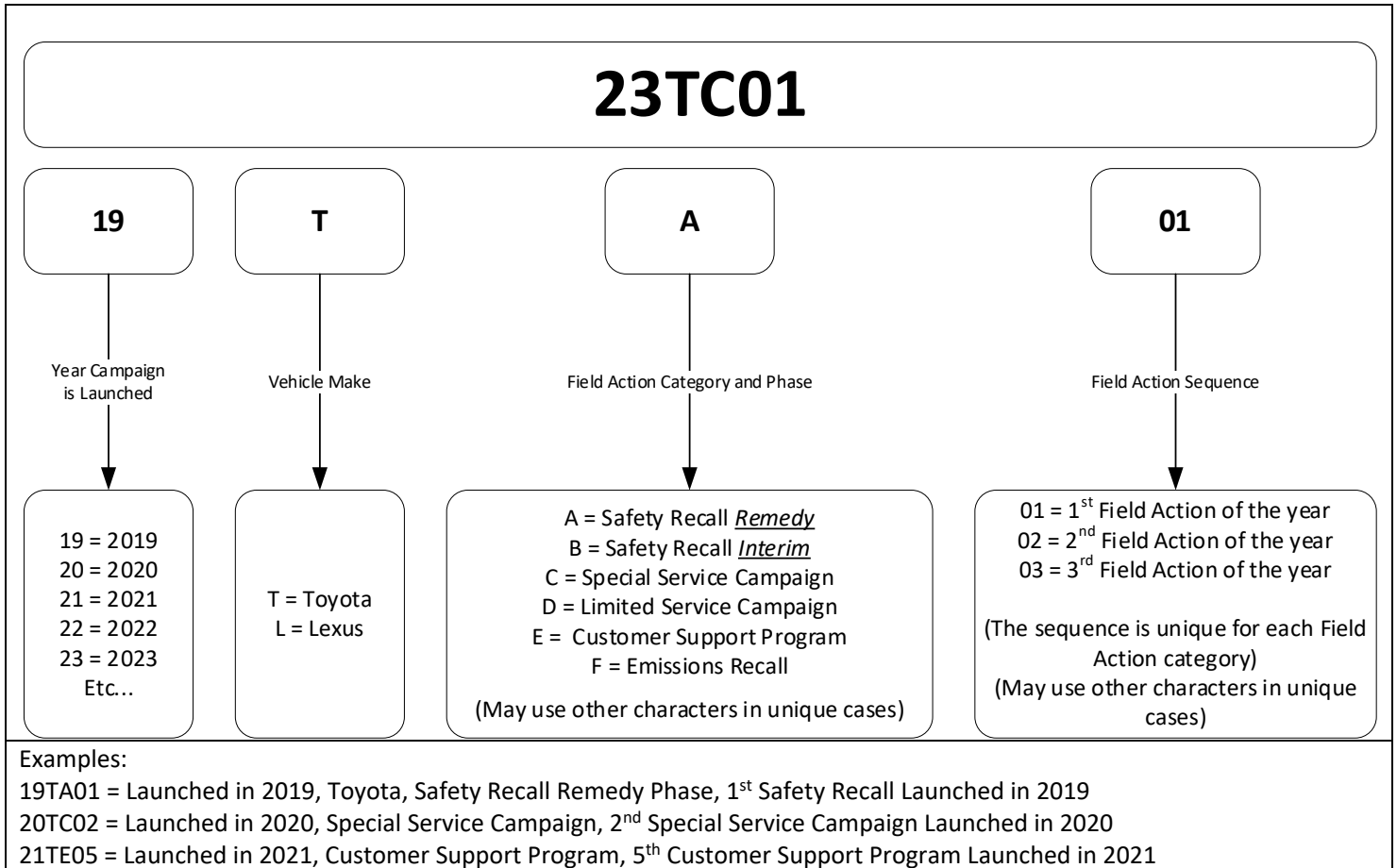
Op Code	Description	Flat Rate Hours
23TC01R1	TSS 3.0 Software update <b>Corolla and Corolla HV</b> <b>Corolla Hatchback</b> <b>Corolla Cross</b> <b>BZ4X</b>	0.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the vehicle's software contains the latest calibration ID (no software update needed), use opcode 23TC01R1.
- These are larger than normal files for this software update. More detail is included in the Technical Instructions.

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

## Campaign Designation / Phase Decoder



***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.***

Thank you for your cooperation.

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### Frequently Asked Questions

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

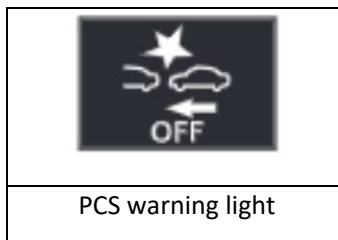
A1: The subject vehicles are equipped with Toyota Safety Sense (TSS) which consists of several driving assist features, including pre-collision braking, lane departure warning, and more. Due to the programming of the software within the forward recognition camera, there is a possibility that under certain conditions, TSS functions could become inoperative for approximately 4 seconds before rebooting and becoming operational again.

**Q1a: *What is the function of the forward recognition camera?***

A1a: It recognizes objects in front of the vehicle and has a computer which contains software for TSS functions including the Pre-Collision System (PCS). For more information about TSS and its functions, please refer to your owner's manual.

**Q1b: *Are there any symptoms of this condition?***

A1b: Yes, when the reboot is occurring, the PCS warning light is illuminated on the combination meter. After the reboot is complete, the PCS warning light will turn off.



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

A2: Any authorized Toyota dealer will update the software in the forward recognition camera **FREE OF CHARGE**.

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

A3: There are approximately 45,200 vehicles covered by this Special Service Campaign.

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**Q3a: Are there any other Toyota/Lexus vehicles covered by this Special Service Campaign in the U.S.?**

A3a: Yes, certain, Lexus NX250, NX350, NX350h, and NX450h+ vehicles are covered by this Special Service Campaign.

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

A4: The repair takes approximately one hour. 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 Special Service Campaign?**

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6: How does Toyota obtain my mailing information?**

A6: 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?**

A7: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



# TOYOTA

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Special Service Campaign 23TC01 (Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

The subject vehicles are equipped with Toyota Safety Sense (TSS) which consists of several driving assist features, including pre-collision braking, lane departure warning, and more. Due to the programming of the software within the forward recognition camera, there is a possibility that under certain conditions, TSS functions could become inoperative for approximately 4 seconds before rebooting and becoming operational again.

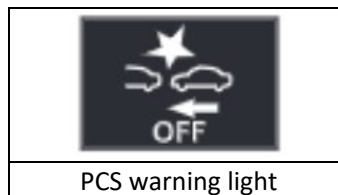
**What will Toyota do?**

Any authorized Toyota dealer will update the software in the forward recognition camera **FREE OF CHARGE**.

**What should you do?**

Please contact your authorized Toyota dealer to make an appointment to have the software update performed. The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

If you observe the PCS warning light turning on in the combination meter, then turning off after about 4 seconds, you may be experiencing the condition. Please bring your vehicle to your dealer for further diagnosis and to have the remedy performed.



**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit [www.toyota.com/recall](http://www.toyota.com/recall).
- ✓ If you require further assistance, you may contact the Toyota Customer Experience 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.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

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