

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter + FAQ have been updated. Refer to the details below.*

DATE	TOPIC
10/05/2023	This Software Update has been expanded to include additional VINs.

*The most recent update in the attached Dealer Letter + FAQ will be highlighted with a red box.*

Please review this notification with your staff to ensure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: July 27, 2023

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

## SOFTWARE UPDATE 23TC05

### Certain 2023 Model Year bZ4X EV Charging Performance + Display Software Update

Model / Years	Production Period	Approximate Total Vehicles
2WD bZ4X / 2023	Late October 2021 – Early August 2023	3100
AWD bZ4X / 2023	Mid November 2021 – Early August 2023	6600

#### Condition

A software update has been developed for certain 2023 model year bZ4X vehicles. It is designed to improve DC-charging performance, and enhance visualization of the remaining range, current state of charge (SOC), and real-life energy consumption.

#### Software Update

Any authorized Toyota dealer will perform the software update on the involved vehicles **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 9,600 vehicles covered by this Software Update. None of the vehicles involved in this Software Update were distributed to Puerto Rico.

#### Owner Notification Date

Toyota will begin to notify owners in late July 2023 via head unit messaging followed by direct mailing. A sample of the owner 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 Software Update 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 Software Update on any new or used vehicles currently in dealer inventory that are covered by this Software Update prior to customer delivery.

**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, Software Update, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Software Updates, and Limited Service Campaigns have been completed on that vehicle.

## Customer Handling and Software Update Procedure

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Software Update. 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 Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Salvage Title Vehicles

Every attempt should be made to complete an open Software Update 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 software update quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this update 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 update performed correctly; technicians performing this update are required to have completed the following courses :

- TIC206A – Electrical Repair 1
- TEC100E – GTS+ Level 1

Always check which technicians can perform the update by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians who have completed the courses above. Carefully review your resources, the technician skill level, and ability before assigning technicians to this update. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this update at all times.

### **Software Update Procedures**

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

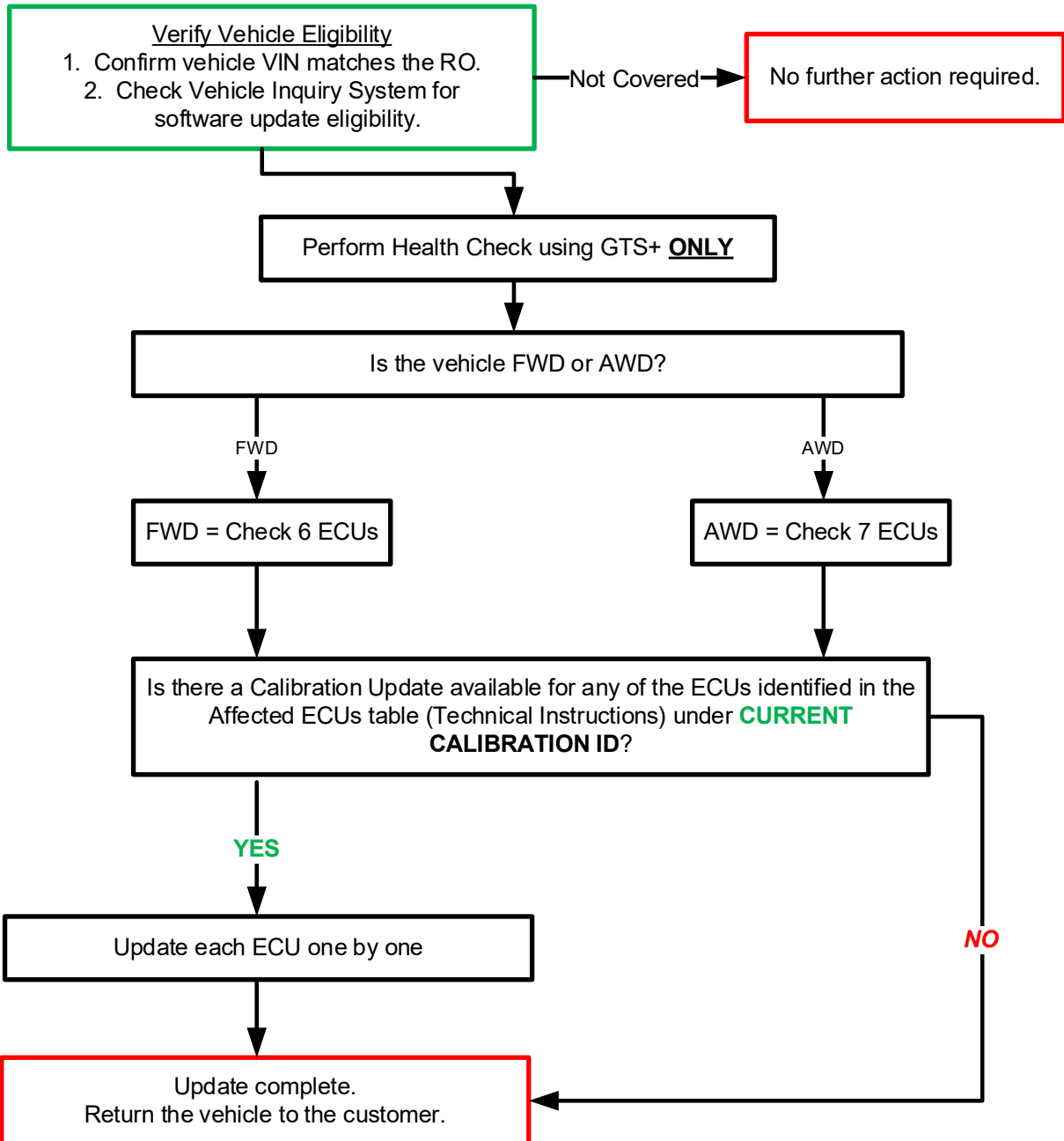
### **Software Update Confirmation**

The software update quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the complete software update, please designate at least one associate (someone other than the individual who performed the update) to verify the update has been completed on all applicable ECUs of prior to customer delivery.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure

The flow chart is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the update is completed correctly.



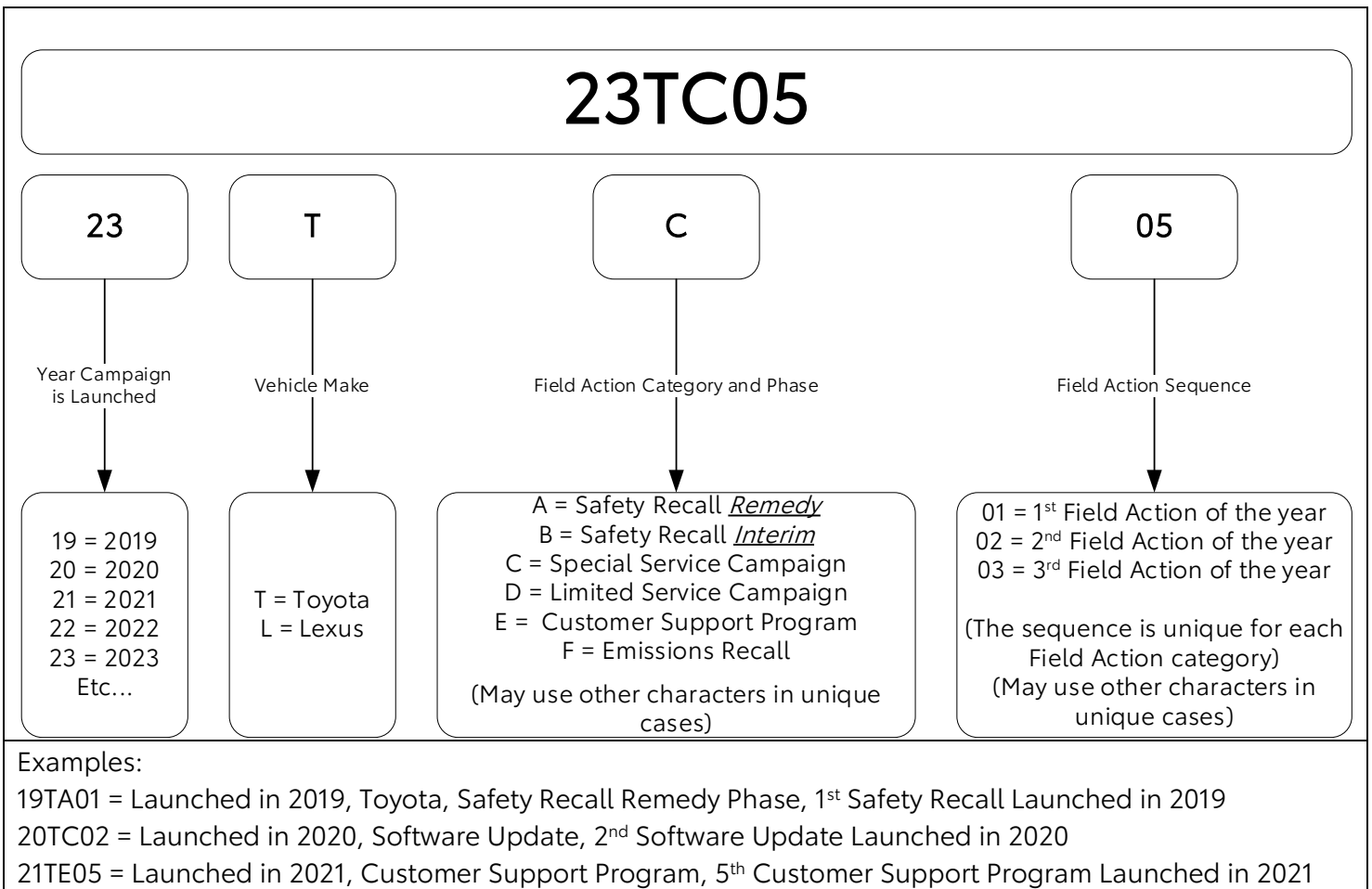
Op Code	Description	Flat Rate Hours
23TC05R1	Reprogram ECUs with Software Updates	1.9

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Software Update. 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.

**Software Update 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 Software Update.*

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.

## SOFTWARE UPDATE 23TC05

Certain 2023 Model Year bZ4X  
EV Charging Performance + Display Software Update

[Frequently Asked Questions](#)

Original Publication Date: July 27, 2023

**Q1:** *What does the software update do?*

**A1:** A software update has been developed for certain 2023 model year bZ4X vehicles. It is designed to improve DC-charging performance, and enhance visualization of the remaining range, current state of charge (SOC), and real-life energy consumption.

**Q1a:** *How will I know if my car has been updated?*

**A1a:** After the update is performed, the multi-information screen will display the state of charge of the traction battery in a percentage. This visual indicator will be shown directly under the remaining range.

Before software update



After software update



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

**A2:** Starting in July 2023, Toyota will send an owner notification advising owners to make an appointment with their authorized Toyota dealer to perform a software update **FREE OF CHARGE**.

**Q3:** *I previously received a letter and/or an in-vehicle head unit message from Toyota regarding a software update for my vehicle. Do I still need to get that update completed?*

**A3:** The previous software update designated Special Service Campaign 22TC11 is included in this software update. If your vehicle was involved in 22TC11 and you have not already had 22TC11 performed on your vehicle, 23TC05 will resolve and close 22TC11.

**Q3a:** *What if I already had the software update for Special Service Campaign 22TC11 performed on my vehicle?*

A3a: Even if you have already had Special Service Campaign 22TC11 performed on your vehicle, please contact your authorized Toyota dealer to make an appointment to have the Software Update 23TC05 update performed.

**Q4:** *Which and how many vehicles are covered by this Software Update?*

A4: There are approximately 9,600 vehicles covered by this Software Update.

Model Name	Model Year	Production Period
bZ4X 2WD	2023	Late October 2021 – Early August 2023
bZ4X 4WD	2023	Mid November 2021 – Early August 2023

**Q5:** *How long will the software update take?*

A5: The software update will take approximately two hours to complete. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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 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.





2023 Model Year bZ4X  
EV Charging Performance + Display Software Update  
Software Update

[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 Software Update, 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 will the software update do?**

A software update has been developed for certain 2023 model year bZ4X vehicles. It is designed to improve DC-charging performance, and enhance visualization of the remaining range, current state of charge (SOC), and real-life energy consumption.

**What will Toyota do?**

Any authorized Toyota dealer will perform the software update on your vehicle **FREE OF CHARGE**.

**What should you do?**

Make an appointment at any authorized Toyota dealer to have the update performed on your vehicle **FREE OF CHARGE** to you.

The software update will take approximately two hours to complete. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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](https://www.toyota.com/recall).
- If you require further assistance, you may 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.

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.

SAMPLE