

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.