

## INTEROFFICE MEMORANDUM

Original Publication Date: November 20, 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 Camry	Early October 2022 – Early January 2023	30,250
2022 2023 RAV4 / RAV HV	Early October 2022 – Early January 2023	51,150
2022 – 2023 Highlander / Highlander HV	Early October 2022 – Early January 2023	48,600
2023 RAV4 Prime	Early November 2022 – Late June 2023	15,750
2023 bZ4X	Early November 2022 – Late June 2023	6,500
2023 Venza HV	Late October 2022 – Late June 2023	19,200
2023 Prius	Late December 2022 – Late June 2023	18,800
2022 – 2023 Tundra / Tundra HV	Mid-October 2022 – Late June 2022	71,300
2023 Sequoia	Mid-October 2022 – Late June 2022	11,650
2023 Crown	Mid-January 2023 – Late June 2023	11,650
2023 Sienna HV	Mid-October – Late June 2023	44,650

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 November 21, 2023 notifying the dealers that the remedy for phase 4 vehicles has launched.

**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.