

Original Publication Date: April 13, 2022

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

SAFETY (NONCOMPLIANCE) RECALL 22TA03 (Interim Notice 22TB03)

Certain 2020 – 2022 Model Year Highlander Hybrid
 Certain 2021 – 2022 Model Year Mirai
 Certain 2021 – 2022 Model Year Rav4 Prime
 Certain 2022 Model Year Rav4 Hybrid
 Certain 2021 – 2022 Sienna Hybrid
 Certain 2021 – 2022 Venza Hybrid
 Vehicle Stability Control System May Not Default to "On"

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020 – 2022 Highlander Hybrid	Early October 2019 – Early April 2022	129,600	382
2021 – 2022 Mirai	Late May 2020 – Early April 2022	3,900	51
2021 – 2022 Rav4 Prime	Late November 2019 – Late March 2022	38,400	53
2022 Rav4 Hybrid	Early September 2021 – Early April 2022	47,600	574
2021 – 2022 Sienna Hybrid	Early March 2020 – Early April 2022	140,800	1151
2021 – 2022 Venza Hybrid	Early March 2020 – Early April 2022	91,100	122



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On April 13, 2022, Toyota will file a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2020-2022 model year Highlander Hybrid, 2021-2022 model year Mirai, 2021-2022 model year Rav4 Prime, 2022 model year Rav4 Hybrid, 2021-2022 model year Sienna Hybrid, 2021-2022 model year Venza Hybrid vehicles.

Condition

A software error can cause the Vehicle Stability Control system (VSC) not to default to "ON" the next time the car is started under certain circumstances. This can result in noncompliance with a federal safety requirement. Operating the vehicle with VSC deactivated could increase the risk of a crash in certain driving conditions.

Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, any authorized Toyota dealer will update the software in the Skid Control ECU **FREE OF CHARGE**. At this time, Toyota estimates the remedy can be available in late April 2022.

Covered Vehicles

There are approximately 451,500 vehicles covered by this Safety (Noncompliance) Recall. Approximately 2,200 vehicles involved in this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by the middle of June 2022.

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 Safety (Noncompliance) Recall 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 Vehicles in Dealership Inventory

There are approximately 2,333 vehicles in new dealer inventory as of April 11, 2022.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- 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.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety (Noncompliance) Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety (Noncompliance) Recall and that the remedy is currently being prepared by Toyota.

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. In the subject line of the email, state "Disclosure Form 22TA03/22TB03" 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.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

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 Safety (Noncompliance) Recall. 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

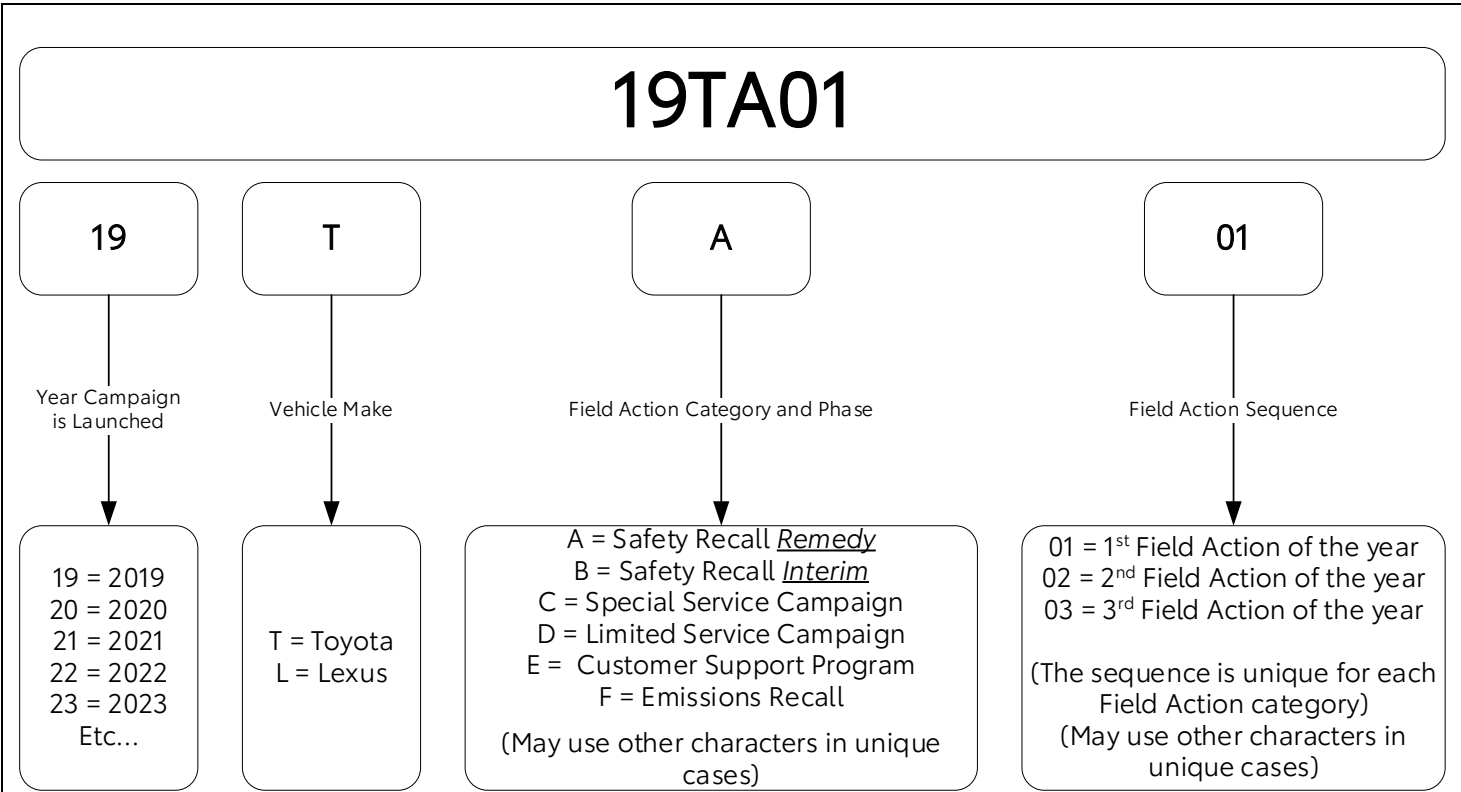
Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

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 Aaron Fowles (469) 292-1097 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Campaign Designation / Phase Decoder



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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 Safety (Noncompliance) Recall.

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

SAFETY (NONCOMPLIANCE) RECALL 22TA03 *(Interim Notice 22TB03)*

Certain 2020 – 2022 Model Year Highlander Hybrid
Certain 2021 – 2022 Model Year Mirai
Certain 2021 – 2022 Model Year Rav4 Prime
Certain 2022 Model Year Rav4 Hybrid
Certain 2021 – 2022 Sienna Hybrid
Certain 2021 – 2022 Venza Hybrid
Vehicle Stability Control System May Not Default to "On"

Frequently Asked Questions

Original Publication Date: April 13, 2022

Q1: *What is the condition?*

A1: A software error can cause the Vehicle Stability Control system (VSC) not to default to "ON" the next time the car is started under certain circumstances. This can result in noncompliance with a federal safety requirement. Operating the vehicle with VSC deactivated could increase the risk of a crash in certain driving conditions.

Q1a: *What are the specific circumstances under which this condition could occur?*

A1a: If the driver manually turns off the VSC by the VSC in-vehicle control and the ignition is turned off and then turned back on while the brake pedal is continuously depressed, the VSC will not return to the default ON setting at the next ignition cycle.

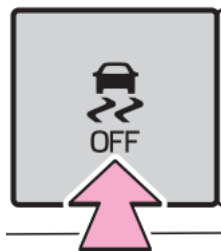
Q2: *Are there any symptoms/warnings before the condition can occur?*

A2: No. However, when the VSC system is not activated, a warning light on the instrument panel will be continuously displayed alerting the driver that the VSC system is not activated.



Q3: *Is there anything I can do to avoid this condition?*

A3: This condition does not occur as long as you fully release the brake pedal between ignition cycles. In addition, if the VSC system is off when the vehicle is started, you can press your VSC / TRAC button shown below to reactivate the VSC system.



Q4: *What is Toyota going to do?*

A4: Toyota is currently developing a remedy. When the remedy is available it will be **FREE OF CHARGE** to owners.

Q4a: *When will the remedy be available?*

A4a: At this time, Toyota estimates the remedy will be available late April 2022.

Q5: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A5: There are approximately 451,500 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Highlander Hybrid	2020 - 2022	Early October 2019 – Early April 2022
Mirai	2021 - 2022	Late May 2020 – Early April 2022
Rav4 Prime	2012 - 2022	Late November 2019 – Late March 2022
Rav4 Hybrid	2022	Early September 2021 – Early April 2022
Sienna Hybrid	2021 -2022	Early March 2020 – Early April 2022
Venza Hybrid	2021 - 2022	Early March 2020 – Early April 2022

Q5a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A5a: Yes, there are approximately 6,600 Lexus vehicles covered by Safety (Noncompliance) Recall 22LA01. The following vehicles are covered: certain Lexus LS 500h vehicles, certain Lexus LX 600 vehicles, certain Lexus NX 350h vehicles and certain Lexus NX 450h+ vehicles.

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.



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____