

INTEROFFICE MEMORANDUM

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To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support

SAFETY RECALL 23TA05 (Remedy Notice)

Certain 2023 Model Year Camry and Camry HV Vehicles
DO NOT DRIVE – Potential Loss of Vehicle Control

Specific information for Region support is provided below.

Condition

The subject vehicles may have significantly under-tightened wheel nuts that may loosen and detach, causing a wheel to detach from the vehicle after low-mileage use. A wheel detaching from a moving vehicle can result in a loss of vehicle control, increasing the risk of a crash. **No one should drive these vehicles until the remedy is performed.**

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on June 15, 2023.

Region Support for Vehicles with Additional Damage

In limited cases the dealership will open a TAS case for vehicles with additional damage. The FTS is requested to review the TAS case, extent of damage, and requested repair time. Please update the TAS case with a closed status if the repair is approved, and document the allowable time for claim submission related to this repair. Please be sure to use the following Op code.

Op Code	Description	Flat Rate Hours
23TA05R3	Inspect and re-torque all wheel nuts + repair additional damage	0.9 + Actual Time

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- If the actual time for replacement of the damaged parts is over 4 hours, a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of **3 days** at \$42.00/day as a sublet type "RT" under Op Code 23TA05R3.

Actual operation time	Maximum rental period
4.0 - 5.9 hours	1 day
6.0 - 11.9 hours	2 days
12.0 - 17.9 hours	3 days

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.