

Original Publication Date: July 12, 2023

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

## SAFETY RECALL 23TA07 (Interim Notice 23TB07)

### Certain 2021 - 2022 Model Year Rav4 Prime Potential Risk of Vehicle Fire

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2021 - 2022 Model Year Rav4 Prime	Late November 2019 – Late May 2022	41,500	0

On July 12, 2023, Toyota filed a (Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2021 - 2022 Model Year Rav4 Prime vehicles.

#### Condition

A component that converts electricity voltage could be damaged in manufacturing and experience a short circuit, generating excessive heat. Under certain conditions, this short circuit can generate enough heat to increase the risk of a vehicle fire.

#### Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will replace the DC-DC converter with a new improved part **FREE OF CHARGE**. At this time, Toyota estimates the remedy can be available in the 4th quarter of 2023, but this timing is subject to change.

#### Covered Vehicles

There are approximately 41,500 vehicles covered by this Safety Recall. No vehicles covered by this Safety Recall were distributed to Puerto Rico.

#### Owner Letter Mailing Date

Toyota will notify owners by early September 2023.

*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 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 - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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:** 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.

### 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 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 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](mailto:quality_compliance@toyota.com). In the subject line of the email, state "Disclosure Form 23TB07" 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 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.

### **Head Unit Notifications**

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Customers who receive head unit notification regarding this Safety Recall are requested to schedule an appointment with their authorized dealer to have this Safety Recall completed.

When these messages are received by the vehicle's Data Communication Module, the head unit will display a pop-up prompt stating that the vehicle has a new Safety Recall. The prompt will contain options to 'Snooze' or to 'View' the message. If a customer chooses 'Snooze', the message will continue to reappear every 20 minutes until the customer chooses 'View'. If a customer views and then closes the message, the message will be available in the Notification App if the customer chooses to review it again. If the vehicle's completion status remains incomplete for a period of 90 days from the message being viewed, the head unit may display a renotification pop-up prompt as an additional reminder to the customer to have this Safety Recall completed.

The message will completely clear from the vehicle once the following conditions are met: The Safety Recall is completed, the dealer has filed a claim, and the claim is approved by Toyota. Then the message will be cleared at the next clearing cycle, which currently happens daily.

Owners who receive a head unit notification after having this Safety Recall completed can be advised to ignore the message. Owners with additional concerns can be directed to 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 Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

## Warranty Reimbursement Procedures

### Loaner Vehicle or Alternative Transportation Reimbursement Procedure

Until the vehicle is inspected and the remedy is performed, if necessary, Toyota recommends that customers refrain from charging their vehicle while the ambient temperature has been below, is below, or is expected to drop below 41 degrees Fahrenheit (5 degrees Celsius). If this is not feasible for a customer, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$42 per day.

Op Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days
TBD	Vehicle Rental 61-90 Days
TBD	Vehicle Rental 91-120 Days

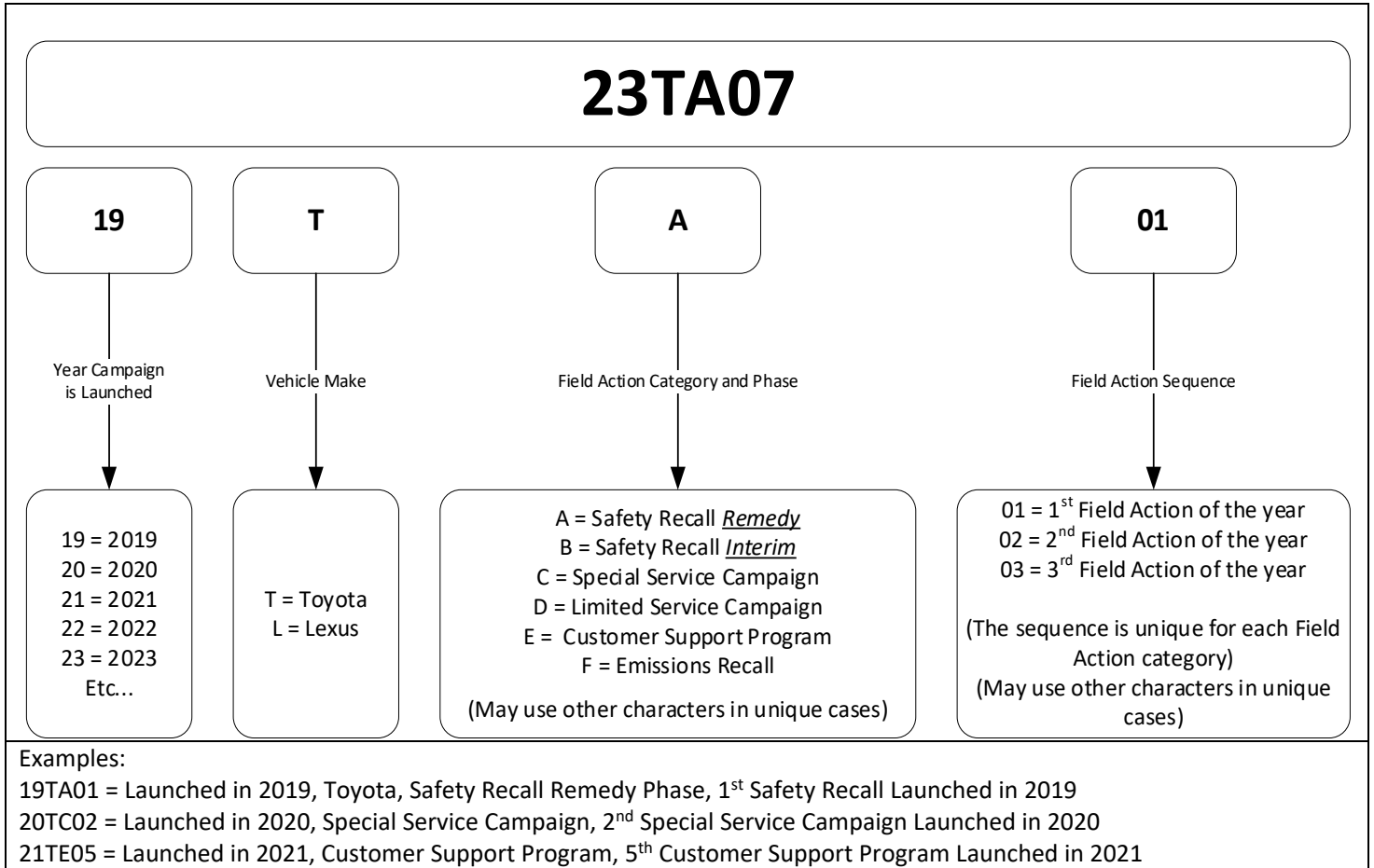
#### **NOTE:**

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

**Campaign 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 Safety Recall.**

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

## SAFETY RECALL 23TA07 (Interim Notice 23TB07)

**Certain 2021 - 2022 Model Year Rav4 Prime  
Potential Risk of Vehicle Fire**

### Frequently Asked Questions


**Original Publication Date: July 12, 2023**

**Q1: What is the condition?**

A1: A component that converts electricity voltage could be damaged in manufacturing and experience a short circuit, generating excessive heat. Under certain conditions, this short circuit can generate enough heat to increase the risk of a vehicle fire.

**Q1a: Are there any warnings when this condition occurs?**

A1a: Yes, if this condition occurs on the vehicle, the hybrid vehicle control ECU may display the following warning messages :

<p style="color: blue; margin: 0;"><b>One of two messages is displayed alternatively.</b></p> <p style="margin: 0;">#1: "Hybrid System Stopped Stop in a Safe Place Shift to P See Owner's Manual."</p> <p style="margin: 0; color: blue;">#2: "Charging System Malfunction Stop in a Safe Place See Owner's Manual."</p>	
Warning Message	Master Warning Light
in a Multi-information display (A buzzer also sounds)	

**Q1b:** Is there anything I can do to prevent this issue from occurring?

**A1b:** Yes, until the remedy is performed, customers can reduce the potential for this condition to occur if they refrain from charging the vehicle while the ambient temperature has been below, is below, or is expected to drop below 41 degrees Fahrenheit (5 degrees Celsius ).

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

A2: Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will replace the DC/DC converter with a new improved part **FREE OF CHARGE**.

**Q3: When will the remedy become available?**

A3: Toyota is currently preparing the parts and repair instructions for the remedy. At this time, Toyota estimates that the remedy can be available in the 4<sup>th</sup> quarter of 2023.

**Q4: Which and how many vehicles are covered by this Safety Recall?**

A4: There are approximately 41,500 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Rav4 Prime	2021 - 2022	Late November 2019 – Late May 2022

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: Yes, certain Lexus NX450h+ vehicles are also covered by this Safety Recall.

**Q5: What if I previously paid for repairs related to this Safety Recall?**

A5: Reimbursement consideration instructions will be provided in the owner letter.

**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](http://www.toyota.com/recall) or [www.safercar.gov](http://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](http://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 _____