

Original Publication Date: December 20, 2023

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

SAFETY RECALL 23TA15 (Interim Notice 23TB15)

**Multiple Models and Model Years
Passenger Airbag May Not Deploy**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020-2021 Avalon	Early July 2020 – Late April 2021	9,100	0
2020-2021Avalon HV	Early July 2020 – Early May 2021	5,800	0
2020-2022 Camry	Early July 2020 – Early November 2023	202,500	0
2020-2022 Camry HV	Early July 2020 – Late September 2021	27,100	0
2020-2021 Corolla	Late May 2020 – early March 2021	92,700	0
2020-2021 Highlander	Late May 2020 – Late September 2021	134,900	0
2020-2021 Highlander HV	Early June 2020 – Late September 2021	58,100	0
2020-2021 RAV4	Early June 2020 – Late May 2021	249,800	0
2020-2021 RAV4 HV	Early June 2020 – Mid-November 2021	76,800	0
2021 Sienna HV	Mid-October 2020 – Late March 2021	35,300	0



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On December 20, 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 the models described in the table above.

Condition

The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat, that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant's weight, and the airbag may not deploy as designed in certain crashes, increasing the risk of injury.

Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**.

At this time, Toyota estimates the remedy can be available in Quarter 3, 2024, but this is subject to change based on parts availability.

Covered Vehicles

There are approximately 892,000 vehicles covered by this Safety Recall. Approximately 2,100 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by mid-February 2024.

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. In the subject line of the email, state "Disclosure Form 23TA15/23TB15" 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.

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

If the Vehicle owner is uncomfortable driving their vehicle while we prepare the remedy, 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
TBD	Vehicle Rental 121-150 Days
TBD	Vehicle Rental 151-180 Days
TBD	Vehicle Rental 181-210 Days
TBD	Vehicle Rental 211-240 Days

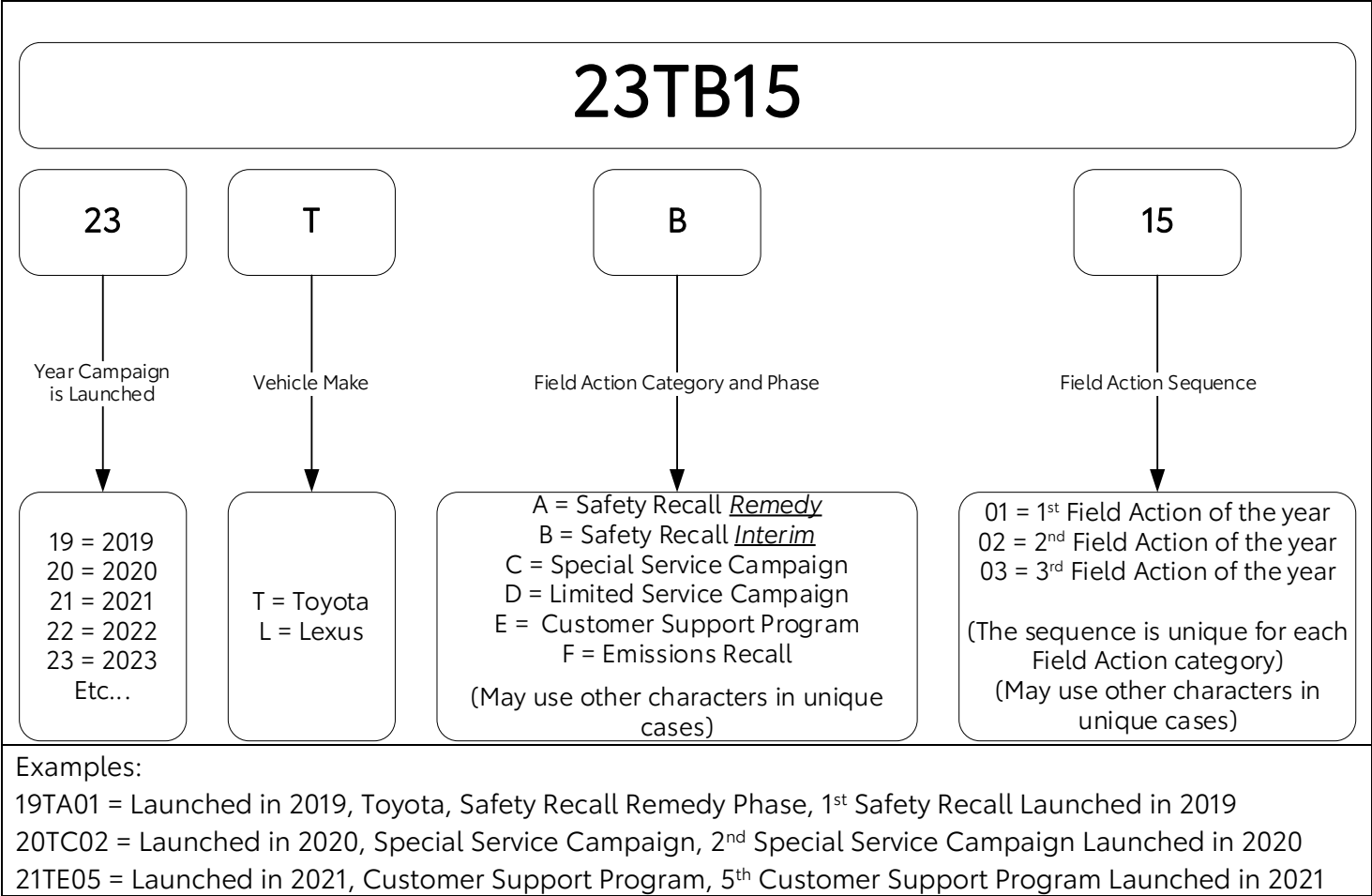
NOTE:

- 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 23TA15 (*Interim Notice 23TB15*)

Multiple Models and Model Years

Passenger Airbag May Not Deploy

Frequently Asked Questions

Original Publication Date: December 20, 2023

Q1: *What is the condition?*

A1: The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat, that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant's weight, and the airbag may not deploy as designed in certain crashes, increasing the risk of injury.

Q2: *Are there any warnings that this condition exists?*

A2: Yes, the SRS warning light and the "Passenger Airbag OFF" light will be illuminated, and a multi-information display message will be displayed.

Q2a: *What should I do if my vehicle exhibits this condition before a remedy is made available?*

A2a: If your vehicle's SRS light is illuminated, have your vehicle inspected and repaired by an authorized Toyota dealer. The SRS warning light may illuminate reasons other than the condition described above.

Q3: *What is Toyota going to do?*

A3: Toyota is currently preparing the remedy for this issue, When the remedy is available, Toyota will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**.

Q4: *When will the remedy become available?*

A4: At this time, Toyota estimates that the remedy can be available in Quarter 3, 2024, but is subject to change based on parts availability.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 892,000 vehicles covered by this Safety Recall.

Model Years	Model	Production Period	Approximate Total Vehicles
2020-2021	Avalon	Early July 2020 – Late April 2021	9,100
2020-2021	Avalon HV	Early July 2020 – Early May 2021	5,800
2020-2022	Camry	Early July 2020 – Early November 2023	202,500
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2020-2021	RAV4 HV	Early June 2020 – Mid November 2021	76,800
2021	Sienna HV	Mid October 2020 – Late March 2021	35,300

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

A5a: Yes, there are certain Lexus 2021 ES250, 2020-2022 ES300H, 2020-2021 ES350, 2020-2021 RX450H, 2020-2021 RX350 vehicles covered by this Safety Recall.

Q6: What if I previously paid for repairs related to this Safety Recall?

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: How does Toyota obtain my mailing information?

A7: 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.

Q8: What if I have additional questions or concerns?

A8: 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 <https://www.toyota.com/owners> or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____