

Original Publication Date: August 28, 2024

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

## SAFETY RECALL 24TA06 (*Remedy Notice*)

Certain 2023 – 2024 Model Year Prius and Prius Prime  
Rear Door May Open While Driving  
NHTSA Recall No. 24V-274

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 – 2024 Prius	Early October 2022 – Early April 2024	42,600	1,000
2023 – 2024 Prius Prime	Early October 2022 – Early April 2024	13,100	800



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.**

*Refer to Dealer Inventory Procedures section for more details.*



On April 17, 2024, 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 2023 – 2024 model year Prius and Prius Prime vehicles.

### Condition

Water can enter and short circuit the electronic rear door latches in the involved vehicles. If the doors are not locked, they could open while the vehicle is moving or in a crash, increasing the risk of injury to occupants.

### Remedy

Any authorized Toyota dealer will replace both right and left rear door opener switches with improved ones **FREE OF CHARGE**.

### Covered Vehicles

There are approximately 55,700 vehicles covered by this Safety Recall. Approximately 260 vehicles involved in this Safety Recall were distributed to Puerto Rico.

### Owner Letter Mailing Date

Toyota will begin to notify owners by early September 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

There are approximately 1,800 vehicles in new dealer inventory as of April 15, 2024.



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 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.

### **Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. 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.

**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 Campaigns have been completed on that vehicle.

### **Rent a Toyota & Service Loaners**

Toyota requests that dealers remove all Rent a Toyota 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.

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 the Toyota Newsroom <https://pressroom.toyota.com/>.

### Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Part Description	Quantity	Remarks
04004-16147	Switch, Door Control (SSP Kit)*	1	Required
* The kit above includes the following parts.			
Part Number	Part Name	Quantity	
84931-47010	Insulator ASSY RH	1	
84931-47020	Insulator ASSY LH	1	
69219-47080	Sponge	6	
90467-07227	Clip (yellow color)	2	

Part Number	Part Description	Quantity	Remarks
04004-14147	Door Belt Moulding LH	1	As needed
04004-14247	Door Belt Moulding RH	1	As needed

\*The Door Belt Moulding is only required in the rare case that it is damaged during the repair. Do not order for stock.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to complete the following courses:

- TIC206A - Electrical Repair 1

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**Parts Recovery Procedures**

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

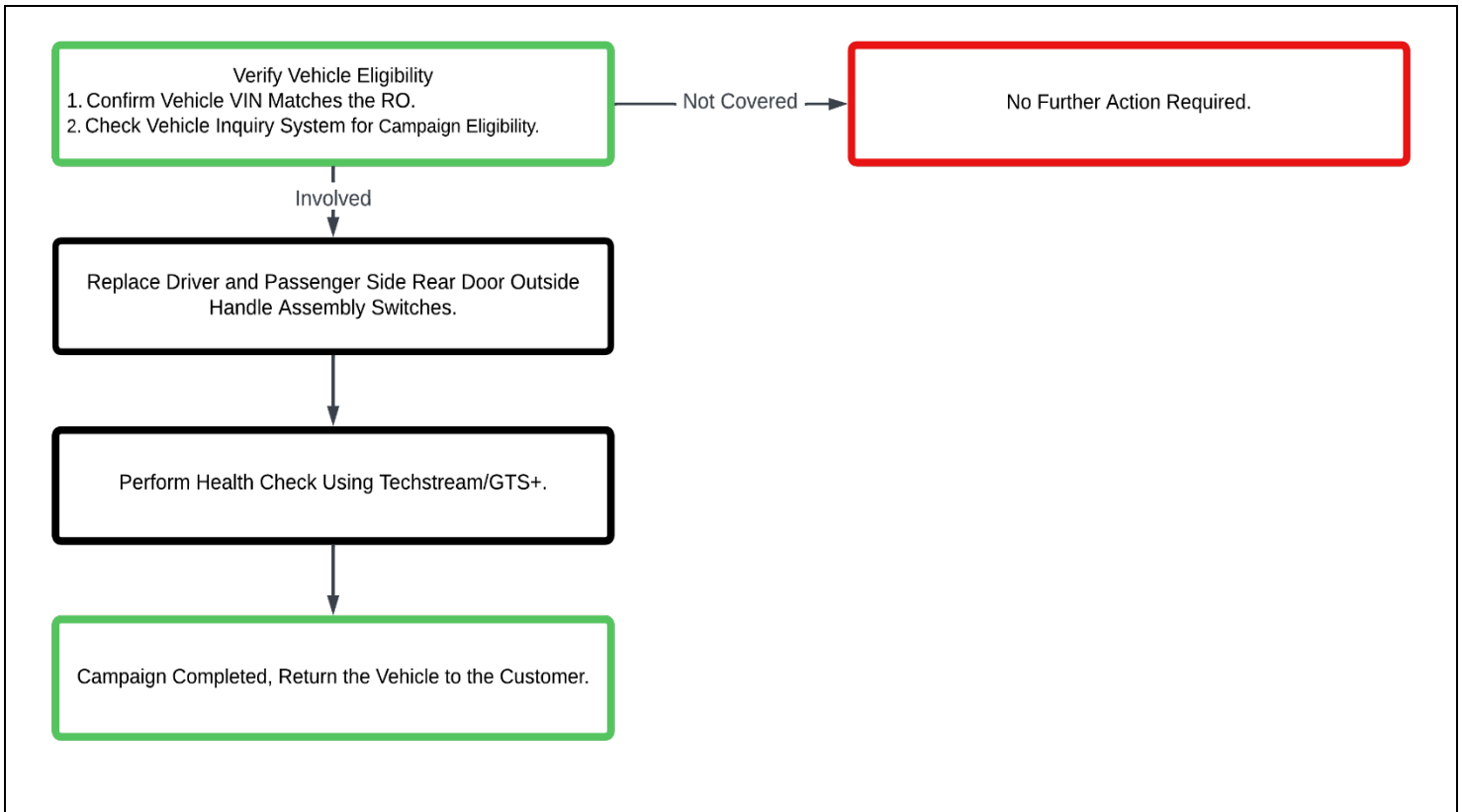
To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



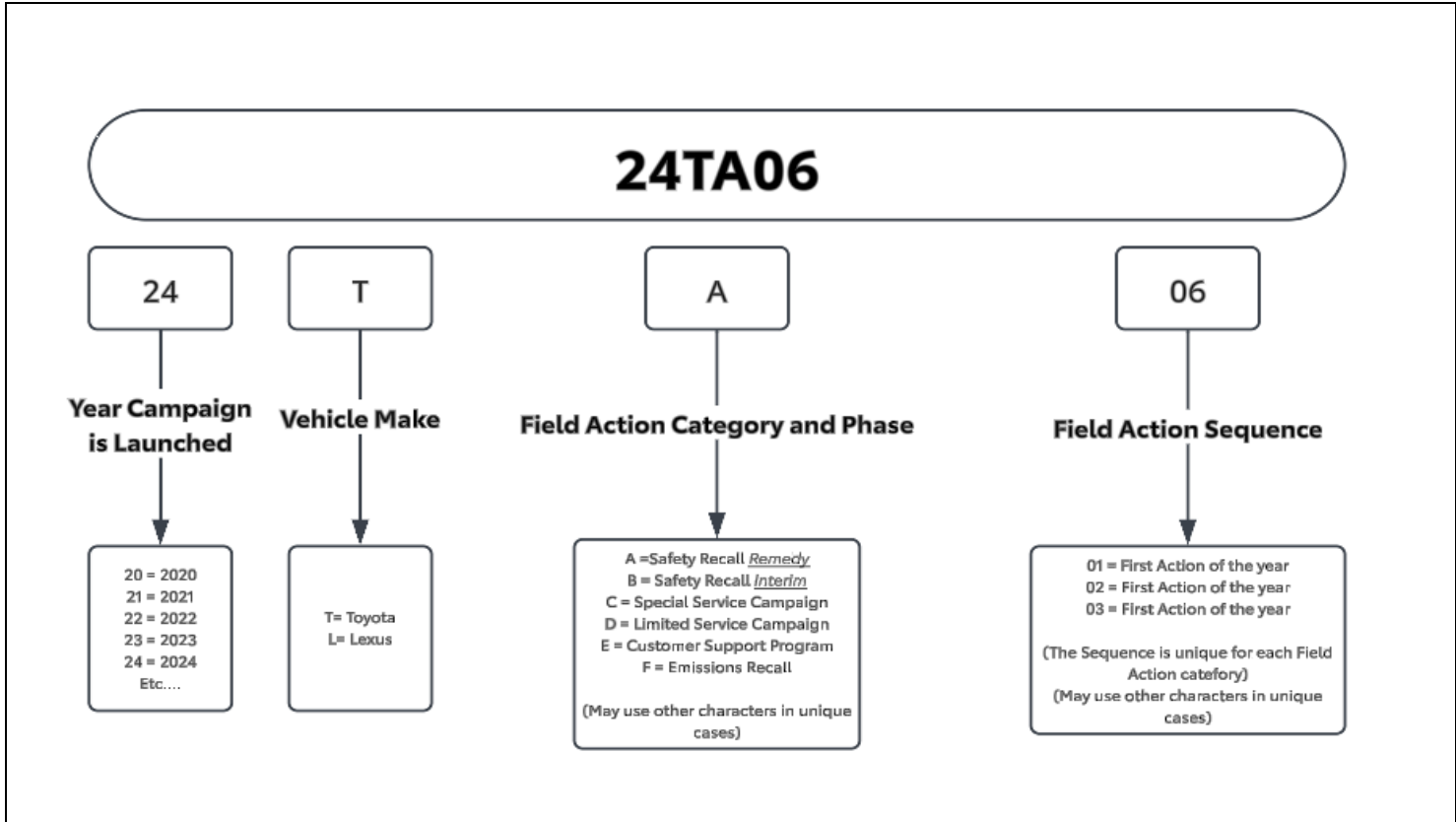
Op Code	Description	Flat Rate Hours
24TA06R1	Replace Both rear door opening switches	1.4
24TA06R2	Replace both door opening switches & door belt moulding on right side	1.4
24TA06R3	Replace both door opening switches & door belt moulding on left side	1.4
24TA06R4	Replace both door opening switches & both door belt mouldings	1.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In case that parts are not available due to a backorder situation, a rental vehicle can be claimed for a maximum of 4 days at a cost of \$42 per day under opcodes 24TA06R1, 24TA06R2, 24TA06R3 & 24TA06R4 using sublet type "RT".
- **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if a rental invoice is not attached.**

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Campaign Designation / Phase Decoder**



**Examples:**

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

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





## SAFETY RECALL 24TA06 (Remedy Notice)

Certain 2023 – 2024 Model Year Prius and Prius Prime  
Rear Door May Open While Driving  
NHTSA Recall No. 24V274

### Frequently Asked Questions

Original Publication Date: August 28, 2024

**Q1: What is the condition?**

A1: Water can enter and short circuit the electronic rear door latches in the involved vehicles. If the doors are not locked, they could open while the vehicle is moving or in a crash, increasing the risk of injury to occupants.

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

A2: Any Authorized Toyota dealer will replace both right and left rear door opener switches with improved ones.

**Q3: Which and how many vehicles are covered by this Safety Recall?**

A3: There are approximately 55,700 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2023 – 2024 Prius	Early October 2022 – Early April 2024	42,600
2023 – 2024 Prius Prime	Early October 2022 – Early April 2024	13,100

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q4: How long will the repair take?**

A4: The repair takes approximately one and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5:** *How does Toyota obtain my mailing information?*

A5: 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.

**Q6:** *What if I have additional questions or concerns?*

A6: 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.

**Q7:** *Are there any warnings that this condition exists?*

A7: Yes, if a short-circuit occurs that causes a door to open, there will be a notification on the combination meter, and a buzzer will sound if the vehicle is in motion.



**Q8:** *Are there any preventative measures I can take to reduce the possibility of the door opening unexpectedly?*

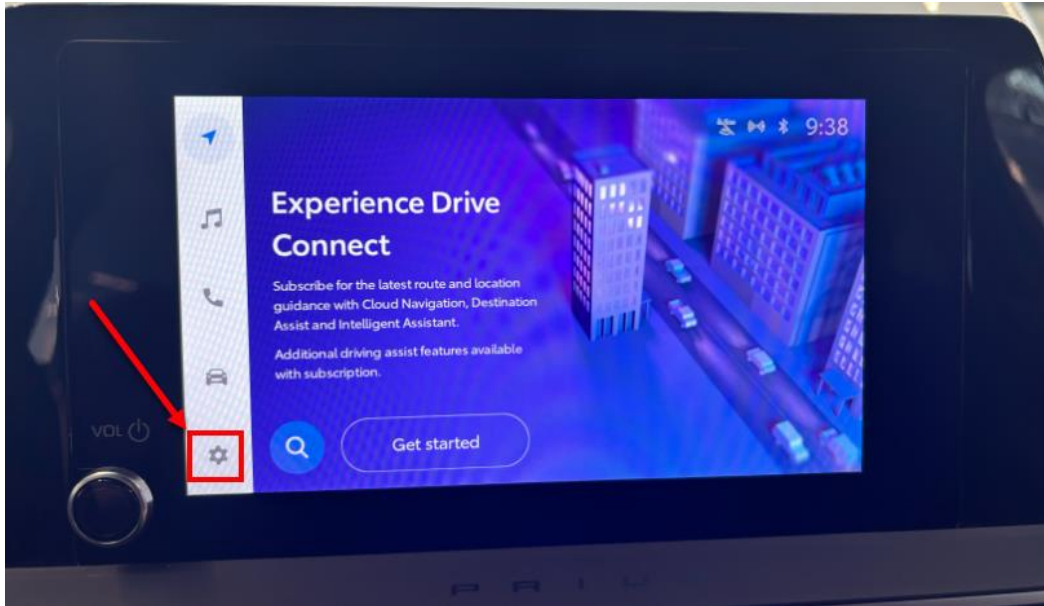
A8: Yes. You can avoid large water splashes in the rear door(s) area such as pressure washing or automatic car washes.

Also, ensure that the doors on your vehicle automatically lock when you shift from "Park". If they don't, you can enable this automatic door locking function through your vehicle's head unit following the steps shown below. **This procedure can only be completed while vehicle is in Park.** Please contact your local Toyota dealer for additional assistance free of charge if necessary.

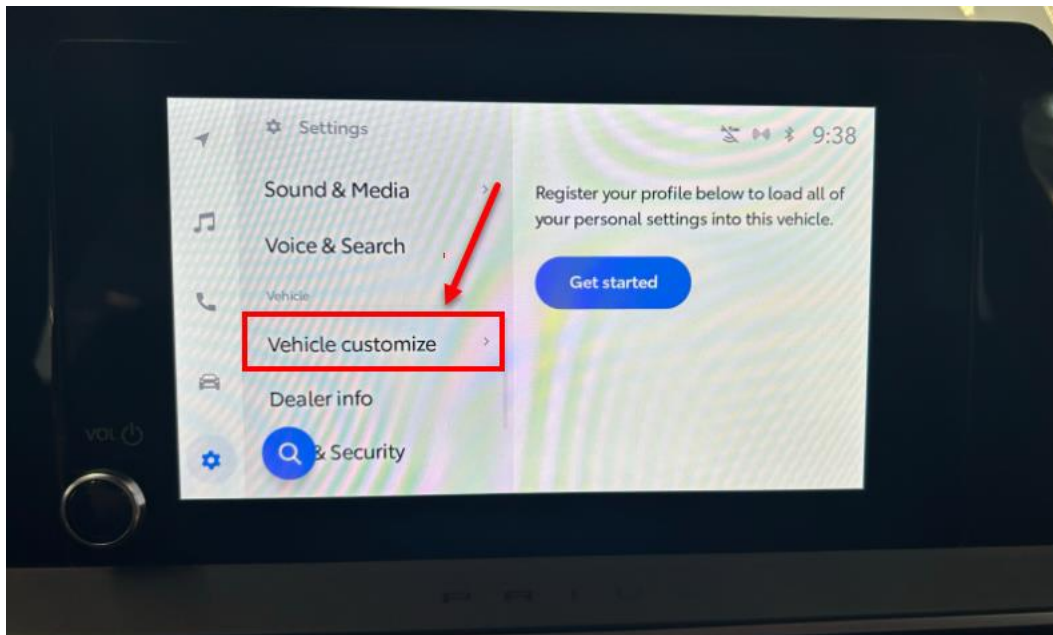
## Enable Automatic Door Locking Function Steps

Step 1: Ensure vehicle is in Park.

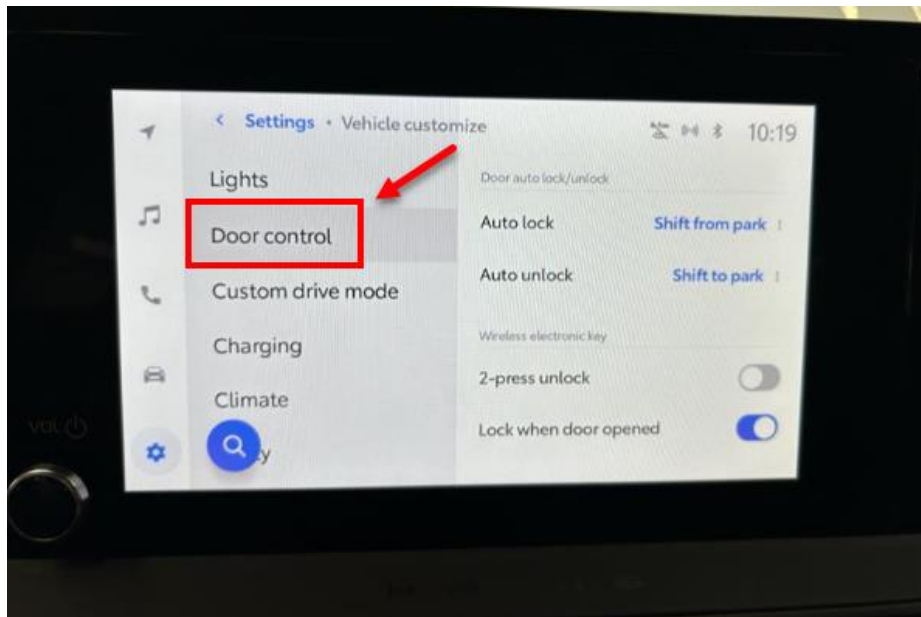
Step 2: Access the Settings menu by pressing the gear on the bottom left as shown below.



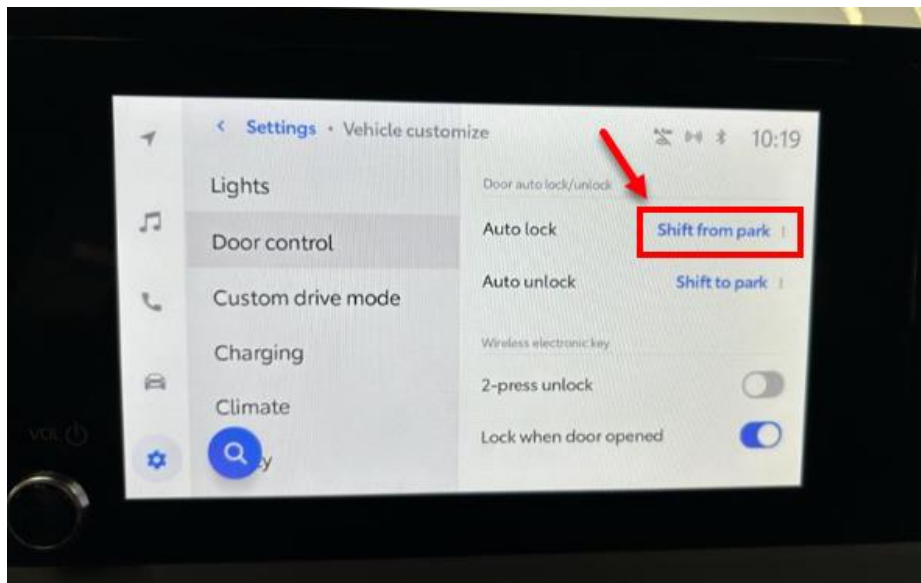
Step 3: Select Vehicle customize menu as shown below.



Step 4: Select Door control as shown below.



Step 5: Ensure "Shift from park" from Auto lock menu is selected as shown below.



Example of correct menu selection is shown below.

