

Original Publication Date: November 2, 2022

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

## LIMITED SERVICE CAMPAIGN 22TD05 *Remedy Notice*

### Certain 2023 Model Year bZ4X Software Update for “Car Finder” Feature

| Model / Years | Production Period                   | Approximate Total Vehicles |
|---------------|-------------------------------------|----------------------------|
| 2023 bZ4X     | Late October 2021 – Early June 2022 | 260                        |

#### Software Update

The Car Finder app, which is included with a Toyota One app subscription, operates the headlights to help locate the vehicle in a parking lot. Updated software is available to improve system operation. When the headlamp switch is off, the new software keeps the headlamps on for about 60 seconds unless prior to that you unlock or open the driver’s door or turn the ignition on. This update is available whether or not you currently have a subscription or decide to subscribe in the future.

#### Update for Body Control Module

Any Authorized Toyota dealer will update the Body Control Module **FREE OF CHARGE**

***This Limited Service Campaign will be available until September 30, 2025, and is only available at an authorized Toyota dealer.***

#### Covered Vehicles

There are approximately 300 vehicles covered by this Limited Service Campaign. No vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

#### Owner Notification

In addition to your dealer outreach, Toyota will notify customers about this issue by email and/or first-class mail. The notifications will begin November 2, 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 Limited Service Campaign 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 and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers complete this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign 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 Limited Service Campaign.

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 22TD05" 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.

## 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 Limited Service Campaign. 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 Limited Service Campaign when circumstances permit, unless noted otherwise in the LSC 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 Tyler Litchenberger (469) 292-2671 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **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 currently hold at least one of the following certification levels:

- Expert Technician (Hybrid)

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.

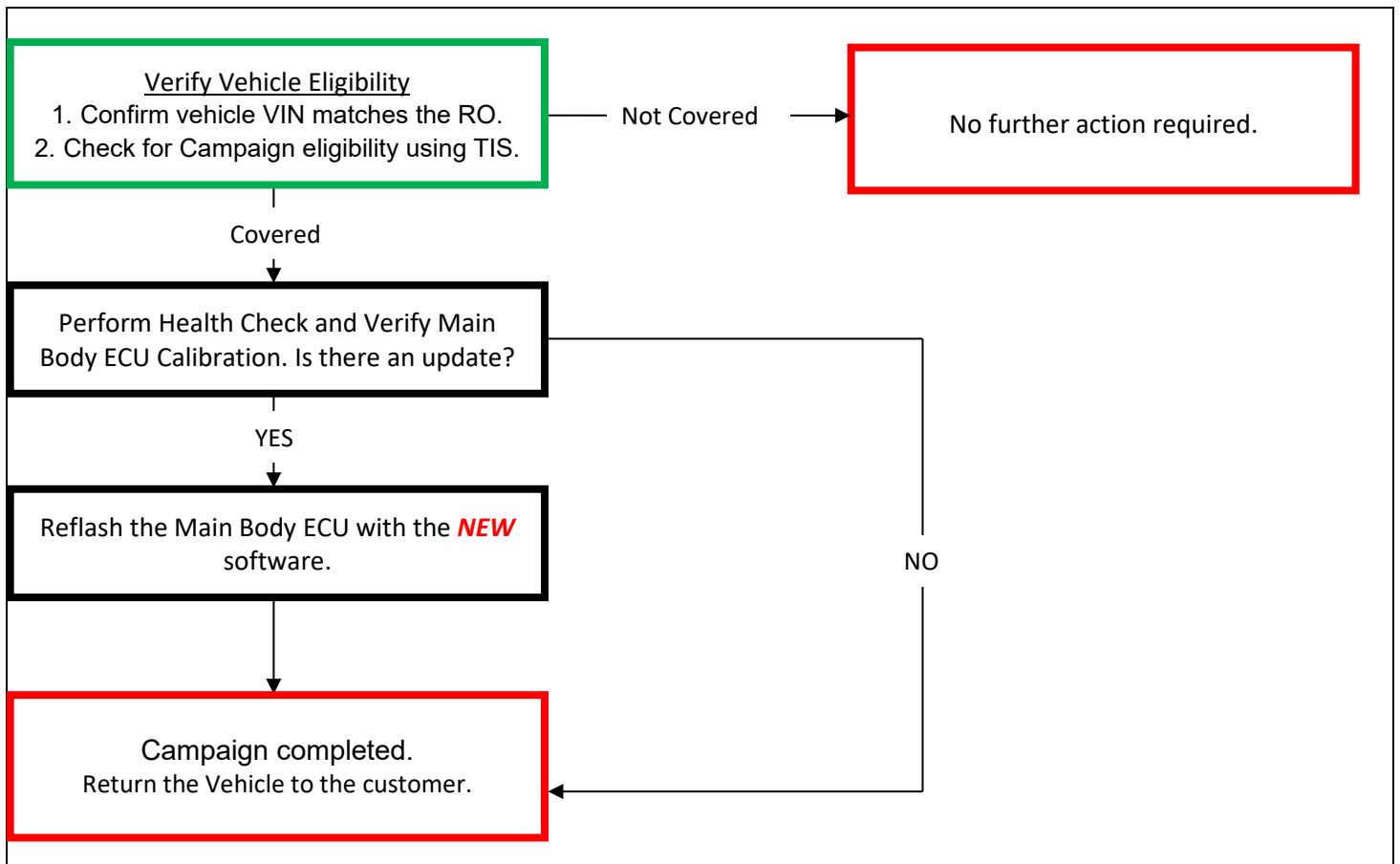
*This Limited Service Campaign will be available until 09/30/2025, and is only available at an authorized Toyota dealer.*

**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.

**Warranty Reimbursement Procedures**

**Warranty Reimbursement Procedure**



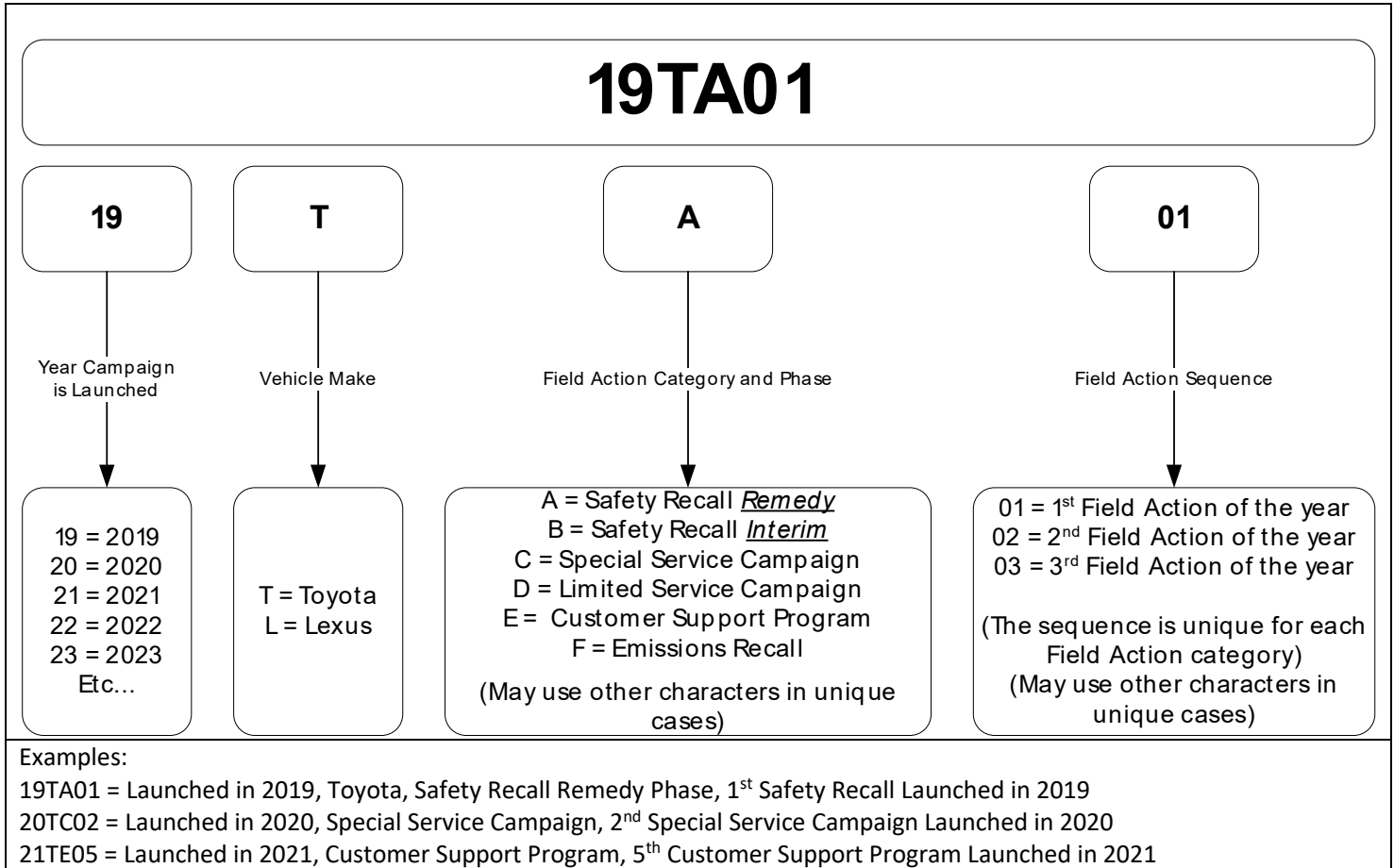
| Op Code | Description         | Flat Rate Hours |
|---------|---------------------|-----------------|
| 22T05A  | BCM Software Update | 0.9             |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- *This Limited Service Campaign expires on September 30, 2022.*

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Limited Service Campaign. 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**



**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 Limited Service Campaign.**

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



## LIMITED SERVICE CAMPAIGN 22TD05 *Remedy Notice*

### Certain 2023 Model Year bZ4X Software Update for “Car Finder” Feature

#### Frequently Asked Questions

Original Publication Date: November 2, 2022

**Q1: *What is the condition?***

A1: The Car Finder app, which is included with a Toyota One app subscription, operates the headlights to help locate the vehicle in a parking lot. Updated software is available to improve system operation. When the headlamp switch is off, the new software keeps the headlamps on for about 60 seconds unless prior to that you unlock or open the driver’s door or turn the ignition on. This update is available whether or not you currently have a subscription or decide to subscribe in the future.

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

A2: Toyota will send an owner notification starting in Late November 2022 advising owners that their authorized Toyota dealer will update the BCM *FREE OF CHARGE*.

**Q2a: *How long will this Limited Service Campaign be available?***

A2a: This Limited Service Campaign will be offered *FREE OF CHARGE* until **September 30, 2025**.

**Q3: *Which and how many vehicles are covered by this Limited Service Campaign?***

A3: There are approximately 20 vehicles covered by this Limited Service Campaign.

| Model Name | Model Year | Production Period                   |
|------------|------------|-------------------------------------|
| bZ4X       | 2023       | Late October 2021 – Early June 2022 |

No vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

**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.



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 TCUV units.

This vehicle is involved in a Limited Service Campaign. 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 

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Campaign Code 

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Model \_\_\_\_\_

Model Year \_\_\_\_\_

#### Customer Information

|                               |                             |
|-------------------------------|-----------------------------|
| <b>Customer Name</b> _____    | <b>Customer Email</b> _____ |
| <b>Customer Address</b> _____ | <b>Home Phone #</b> _____   |
| _____                         | <b>Mobile Phone #</b> _____ |
| _____                         | <b>Date</b> _____           |

*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

|                                  |                                     |
|----------------------------------|-------------------------------------|
| <b>Dealer Name/Address</b> _____ | <b>Dealer Code</b> _____            |
| _____                            | <b>Dealer Phone Number</b> _____    |
| _____                            | <b>Dealer Staff Name</b> _____      |
| _____                            | <b>Dealer Staff Signature</b> _____ |