

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
11/02/2022	Updated Owner Notification timing

The most recent update in the attached Dealer Letter will be highlighted with a red box.



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

Thank you for your cooperation.

Original Publication Date: October 02, 2022

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

SPECIAL SERVICE CAMPAIGN 22TC11 (Remedy Notice)

Certain 2023 Model Year bZ4X Vehicles Software Update – DC Cold Weather Charging

Model / Years	Production Period	Approximate Total Vehicles
2023 bZ4X	Late March 2022 – Late April 2022	260

Condition

A software update has been developed for certain 2023 model year bZ4X vehicles. Included in the update is an improvement of DC fast charging performance during low temperatures.

Remedy

Any authorized Toyota dealer will update the software in the vehicle's applicable ECUs **FREE OF CHARGE**.

Covered Vehicles

There are approximately 260 vehicles covered by this Special Service Campaign. There are no vehicles distributed to Puerto Rico involved in this Special Service Campaign.

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 Special 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 Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery.

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 Special 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 Special Service Campaign when circumstances permit, unless noted otherwise in the SSC 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.

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 Special Service Campaign 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.

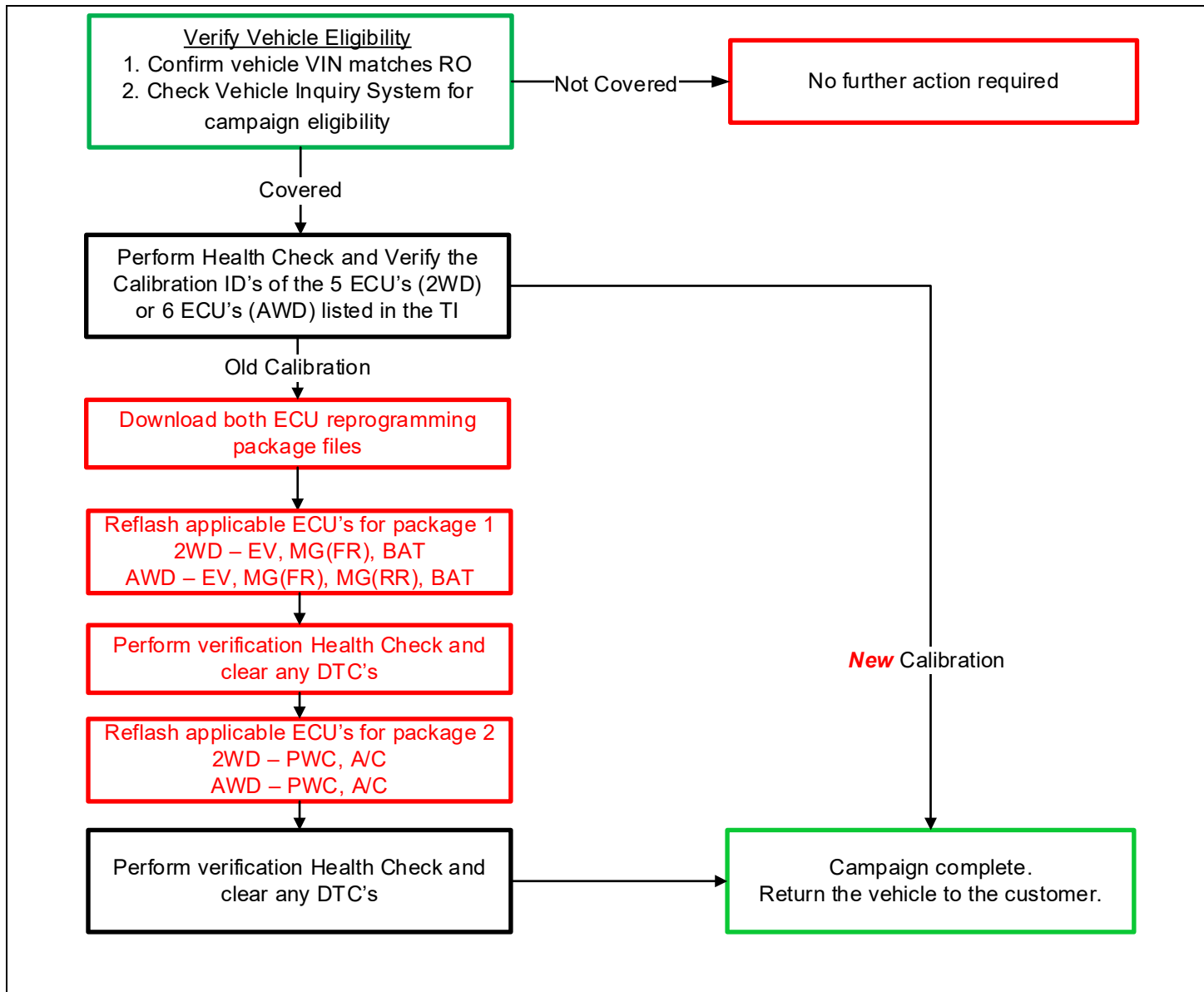
To help minimize dealer storage challenges, Toyota recommends that dealers:

- 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



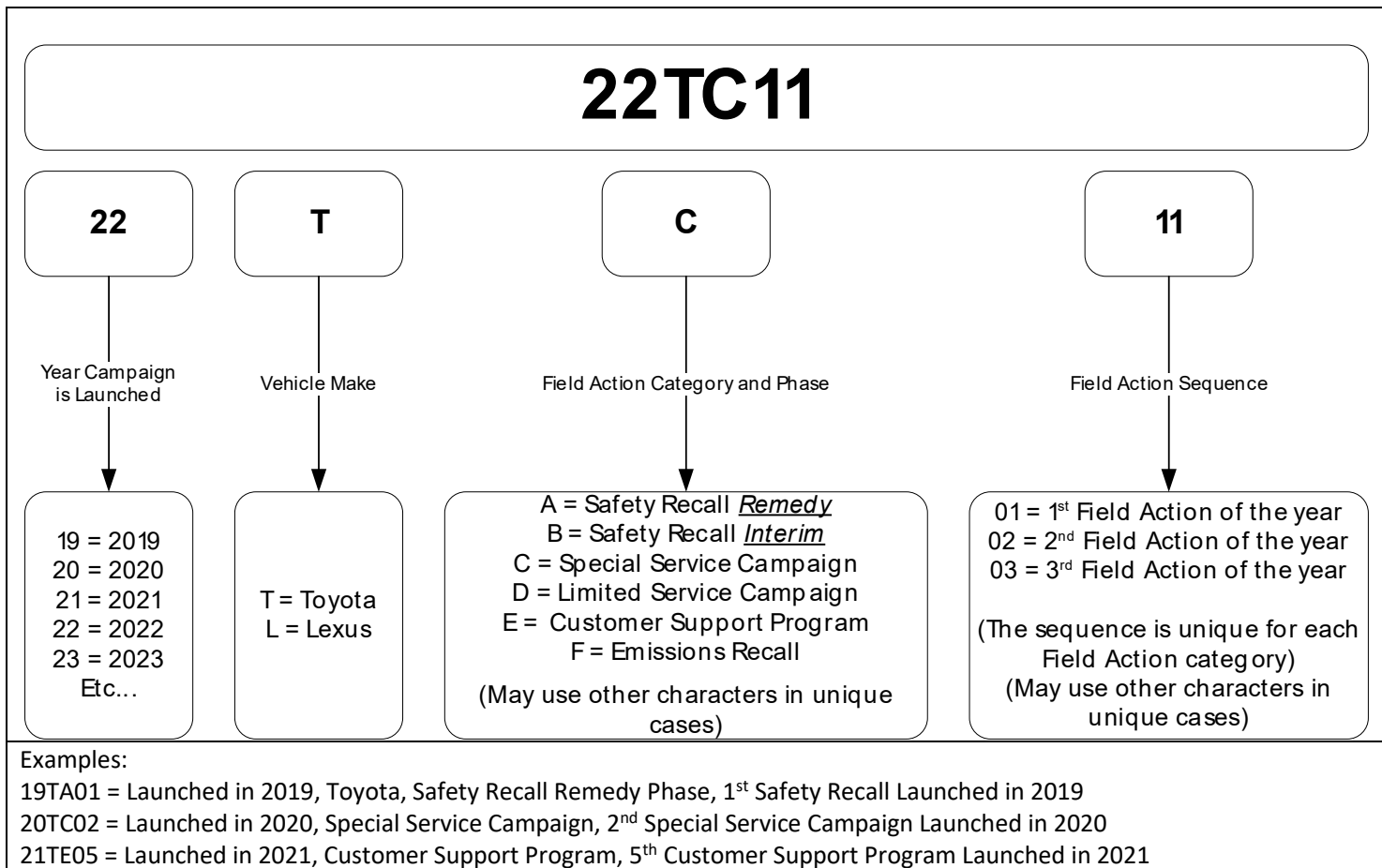
Op Code	Description	Flat Rate Hours
22TC11R1	Update Multiple ECU Software	1.9

- The flat rate time includes 0.1 hours for administrative cost per unit for the dealership.
- In the rare case one or several of the ECUs above contain the latest calibration ID (no software update needed), use opcode 22TC11R1.

Claim Filing Accuracy and Correction Requests

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

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



SPECIAL SERVICE CAMPAIGN 22TC11 (Remedy Notice)

Certain 2023 Model Year bZ4X Vehicles
Software Update – DC Cold Weather Charging

Frequently Asked Questions

Original Publication Date: November 02, 2022

Q1: What is the condition?

A1: A software update has been developed for certain 2023 model year bZ4X vehicles. Included in the update is an improvement of DC charging performance during low temperatures.

Q1b: What is DC charging?

A1b: This is a charging method that uses a DC charger (direct current charger) that complies with SAE J 1772. The traction battery can be charged in a shorter time when using DC charging than when using AC charging. SAE is an abbreviation for an industrial standard issued by the Society of Automotive Engineers.

Q2: What if I do not live in a cold weather location? Do I still need to complete this Software Update?

A2: It is important to keep the software in your vehicle up to date to achieve the most efficient charging and operating levels possible.

Q3: What is Toyota going to do?

A3: Toyota will begin to notify owners in early February 2023 advising them that their authorized Toyota dealer will perform this Software update **FREE OF CHARGE**.

Q4: Which and how many vehicles are covered by this Special Service Campaign?

A4: There are approximately 260 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
bZ4X	2023	Late March 2022 – Late April 2022

Q5: How long will the software update take?

A5: The software update should take approximately two hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period.

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

Certain 2023 Model Year bZ4X Vehicles
Software Update -DC Cold Weather Charging
Special Service Campaign 22TC11 **Software Update Notice**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

A software update has been developed for certain 2023 model year bZ4X vehicles. Included in the update is an improvement of DC charging performance during low temperatures.

What will Toyota do?

Any authorized Toyota dealer will update the software in the vehicle's applicable ECUs **FREE OF CHARGE** to you.

What should you do?

If the wheels and hub bolts on your vehicle **HAVE NOT** been replaced under Safety Recall 22TA06 – Potential Loss of Vehicle Control, please **DO NOT DRIVE** your vehicle. Please contact your dealer for vehicle pickup.

If this remedy for Safety Recall 22TA06 has been completed on your vehicle already, please contact your authorized Toyota dealer to make an appointment to have this software update performed. The service should take approximately two hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit www.toyota.com/recall.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience 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.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/owners>.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC

SAMPLE