

## INTEROFFICE MEMORANDUM

Original Publication Date: August 31, 2023

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross   
Vice-President, Product Quality and Service Support

## SPECIAL SERVICE CAMPAIGN 23TC01 (Remedy)

Certain 2023 Model Year bZ4X  
Certain 2023 Model Year Corolla  
Certain 2023 Model Year Corolla Cross  
Certain 2023 Model Year Corolla Hatchback  
Certain 2023 Model Year Corolla HV  
Toyota Safety Sense Inoperative Intermittently

Specific information for Region support is provided below.

**Condition**

The subject vehicles are equipped with Toyota Safety Sense (TSS) which consists of several driving assist features, including pre-collision braking, lane departure warning, and more. Due to the programming of the software within the forward recognition camera, there is a possibility that under certain conditions, TSS functions could become inoperative for approximately 4 seconds before rebooting and becoming operational again.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on August 31, 2023.

*Please reference the attached Dealer Letter for additional details.*

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

Thank you for your cooperation.