

INTEROFFICE MEMORANDUM

Original Publication Date: October 11, 2023

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

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

SECOND KEY DELIVERY PROGRAM 23TJ01

Multiple Models and Model Years
Second Key Delivery Program

| Model / Years | Production Period | Approximate Total Vehicles |
|--|--|----------------------------|
| 2022 - 2023 Mirai | Early November 2022 – Mid January 2023 | 810 |
| 2023 RAV4 / RAV4 HV (CUB) | Late October 2022 – Early January 2023 | 12,860 |
| 2022 Prius | Late October 2022 – Early December 2022 | 4,320 |
| 2022 Prius Prime | Late October 2022 – Late November 2022 | 2,370 |
| 2023 4Runner | Early November 2022 – Late December 2022 | 16,940 |
| 2022 C-HR | Early November 2022 – Late December 2022 | 340 |
| 2023 Camry | Early October 2022 – Early January 2023 | 30,250 |
| 2022 2023 RAV4 / RAV HV | Early October 2022 – Early January 2023 | 51,150 |
| 2022 – 2023 Highlander / Highlander HV | Early October 2022 – Early January 2023 | 40,650 |
| 2023 RAV4 Prime | Early November 2022 – Late February 2023 | 7,160 |
| 2023 bZ4X | Early November 2022 – Late February 2023 | 2,470 |
| 2023 Venza HV | Late October 2022 – Late February 2023 | 9,400 |
| 2023 Prius | Late December 2022 – Late February 2023 | 5,090 |
| 2022 – 2023 Tundra / Tundra HV | Mid-October 2022 – Late December 2022 | 23,980 |
| 2023 Sequoia | Mid-October 2022 – Late December 2022 | 4,150 |
| 2023 Crown | Mid-January 2023 – Late February 2023 | 3,170 |
| 2023 Sienna HV | Mid-October – Late February 2023 | 19,900 |

Specific information for Region support is provided below.

Condition

The supply of Smart Keys available for Toyota vehicles has been temporarily limited to one (1) on select models since October 2022 due to global semiconductor shortages impacting certain microchips. Affected vehicles have been delivered with only one Smart Key and a second mechanical key.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on October 12, 2023 notifying the dealers that the remedy for phase 3 vehicles has launched.

Important Information for Regions

Note that a nominal price of \$0.01 has been set for the second key given that the customer already paid for the value of the second Smart Key when they purchased their vehicle. Dealers are being reimbursed 0.4 labor hours for the delivery of the second key which includes administrative aspects of delivering the second key such as ordering and storing parts. Dealers are encouraged to determine appropriate accounting methods for their individual business for each department of the dealership considering this reimbursement plan.