

## ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
November 21, 2023	<ul style="list-style-type: none"><li>Phase 4 vehicles added (approx. 132,000 vehicles)</li><li>Additional Phase 2 NAP vehicles added (approx. 8,000 vehicles)</li></ul>
October 12, 2023	<ul style="list-style-type: none"><li>Phase 3 vehicles added (approx. 60,000 vehicles)</li><li>Sienna vehicles produced from October 2022 – February 2023 added</li><li>Crown vehicles produced from Mid-January 2023 – February 2023 added</li></ul>
August 29, 2022	<ul style="list-style-type: none"><li>Phase 2 vehicles added (approx. 150,000 vehicles)</li><li>Sienna vehicles produced from October 2022 – December 2022 were originally intended to be included with Phase 2 but are currently delayed until Phase 3 (estimated launch October 2023)</li></ul>

*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: June 15, 2023

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

## 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 (CBU)	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	48,600
2023 RAV4 Prime	Early November 2022 – Late June 2023	15,750
2023 bZ4X	Early November 2022 – Late June 2023	6,500
2023 Venza HV	Late October 2022 – Late June 2023	19,200
2023 Prius	Late December 2022 – Late June 2023	18,800
2022 – 2023 Tundra / Tundra HV	Mid-October 2022 – Late June 2022	71,300
2023 Sequoia	Mid-October 2022 – Late June 2022	11,650
2023 Crown	Mid-January 2023 – Late June 2023	11,650
2023 Sienna HV	Mid-October – Late June 2023	44,650

**Reason for Program**

The subject vehicles were delivered with only one (1) Smart Key on select models since October 2022 due to a global semiconductor shortage impacting certain microchips. The affected vehicles were delivered with one (1) Smart Key and a second mechanical key.

**Program Details**

Any authorized Toyota dealer will duplicate and provide the owner with one (1) additional Smart Key **FREE OF CHARGE**. Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table in the attached FAQ to determine the remedy status and dates that Toyota estimates the remedy will become available for each model.

**Second Key Program Phase Interpretation**

This program will be launched in phases due to parts availability. Only vehicles in the currently launched phase(s) will be searchable on TIS. If a customer contacts your dealer about status of the program on their vehicle and it is not applicable to this program on TIS/SLP, use the table in the attached FAQ to further assist the customer on coverage and timing of launch for their phase.

**Covered Vehicles**

There are approximately 394,000 vehicles covered by this Second Key Delivery Program at this time. Approximately 2,800 vehicles covered by this Second Key Delivery Program were distributed to Puerto Rico.

**Owner Letter Mailing Date**

A sample of the owner notification letter has been included for your reference.

Phase 1 Customer Mailing	July 2023
Phase 2 Customer Mailing	September 2023
Phase 3 Customer Mailing	October 2023
Phase 4 Customer Mailing	December 2023

*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 Second Key Delivery Program 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 providing a second key to any guest**. Dealers should program the second key as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

**New and Used Vehicles (not certified) in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers deliver the second key under this Second Key Delivery Program on any new or used vehicles currently in dealer inventory **that are covered by this phase of the Second Key Delivery Program** prior to customer delivery.

However, if the second key is not immediately available for delivery at the time of sale, delivery of a covered vehicle is acceptable, provided that the guest is clearly informed that they will only be receiving one key at the time of delivery until the second key is available.

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 second key is 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 23TJ01" and include the VIN.

### **Toyota Certified Used Vehicle (TCUV)**

For a vehicle that is covered by this phase of the Second Key Delivery Program to be sold as a Toyota Certified used Vehicle (TCUV), the Second Key Delivery Program will need to be completed prior to delivery to the customer. Please note: the second keys are available as of the date of this notice for the vehicles that are covered in this phase of the program, so please check your inventory for any of the above-referenced models, and if applicable, immediately order the second key through TIS so it will be available at the time of sale.

## 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 Second Key Delivery Program. 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, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### **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 Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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

It is possible that parts for this Second Key Delivery Program 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.

Part Number	Description	Quantity
04002-*****	TRANSMITTER SUBASSY, ELECTRICAL KEY	1

**Refer to CPOR to determine the specific part number required for each VIN.**

**Technician Training Requirements**

Appropriate handling and delivery of the second key for covered vehicles is extremely important to Toyota. All dealership technicians performing this key programming and delivery activity 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 activity performed correctly; technicians performing this activity are required to currently have completed all of the following courses:

- TIC206a Electrical Repair 1

Always check which technicians can perform the activity 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 activity. Carefully review your resources, the technician skill level, and ability before assigning technicians to this activity. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this activity at all times.

**Remedy Procedures**

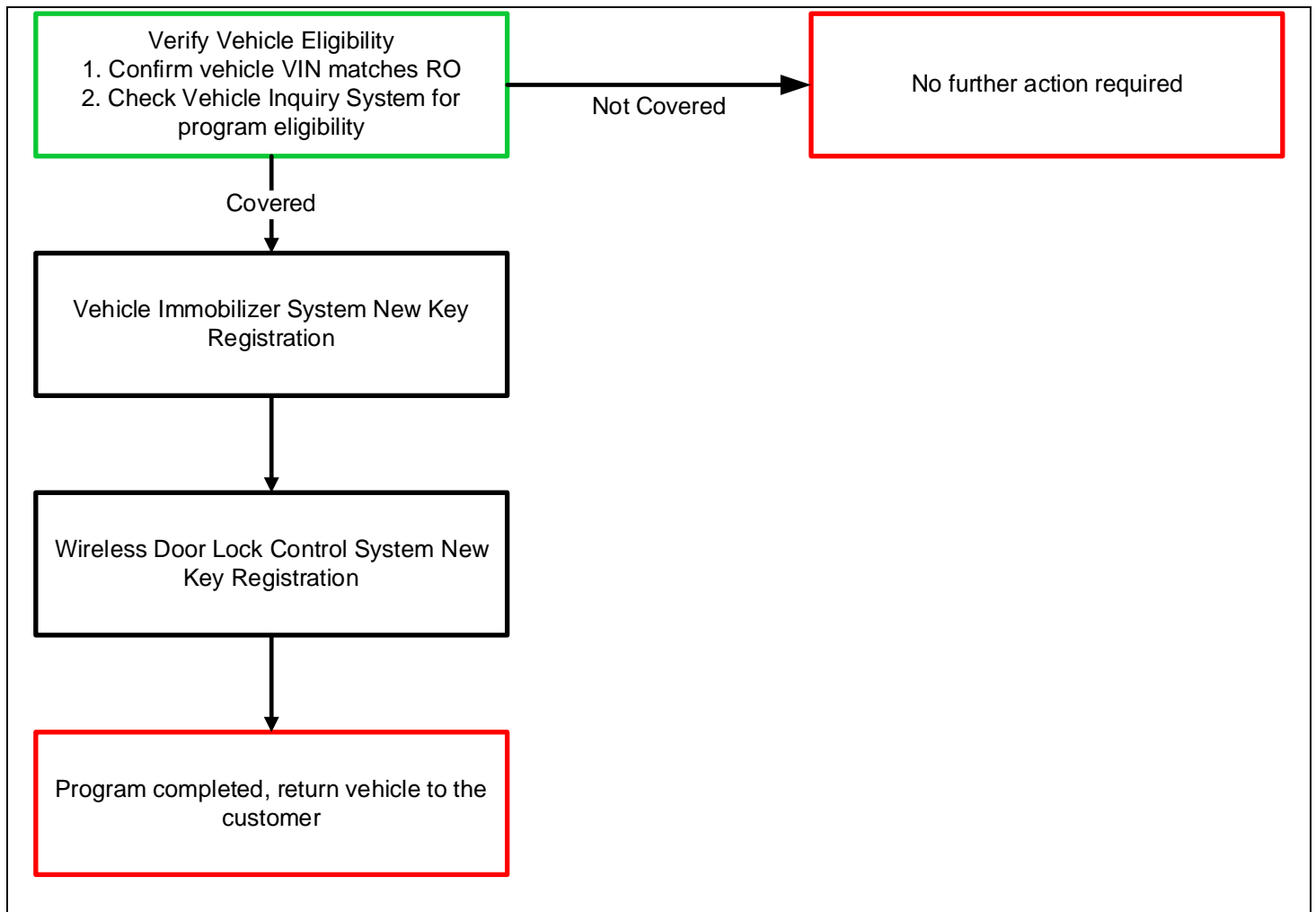
Refer to TIS for Technical Instructions on this activity. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**Repair Quality Confirmation**

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

**Reimbursement Procedures**

**Reimbursement Procedure**



Op Code	Description	Flat Rate Hours
23TJ01R1	Provide Customer with Second Key	0.4

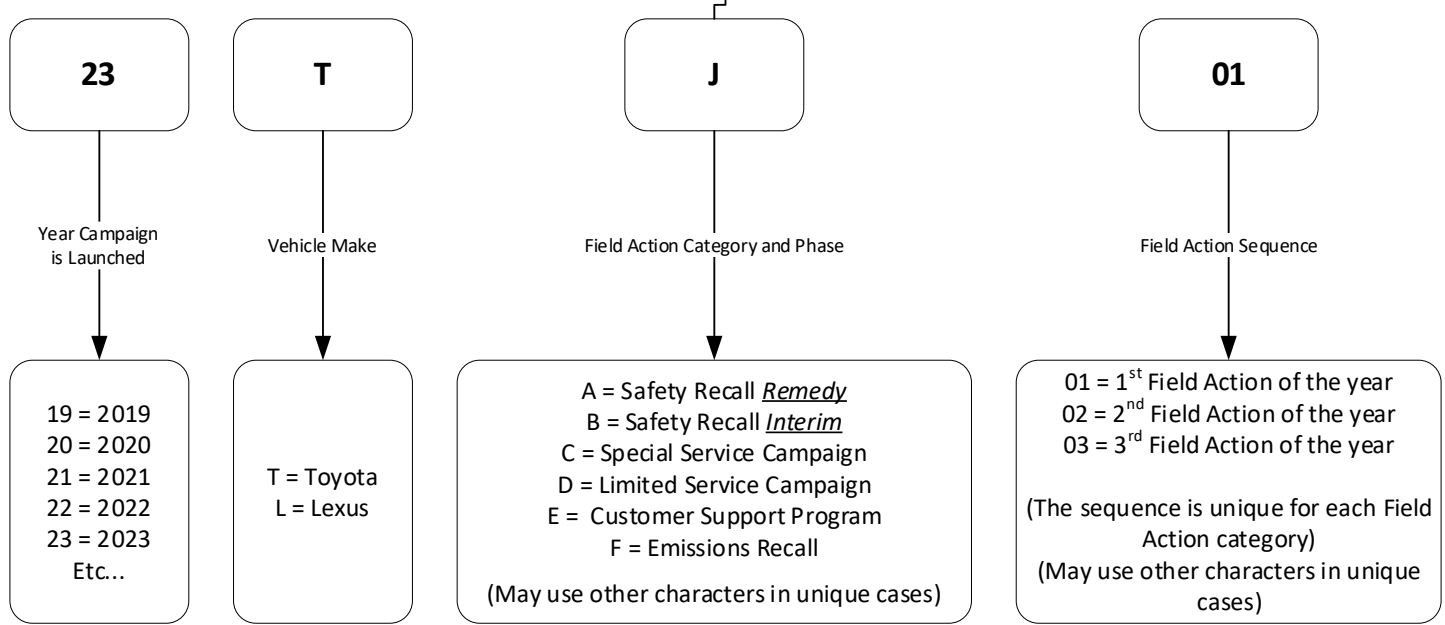
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Second Key Delivery Program. 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

# 23TJ01



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

## SECOND KEY DELIVERY PROGRAM 23TJ01

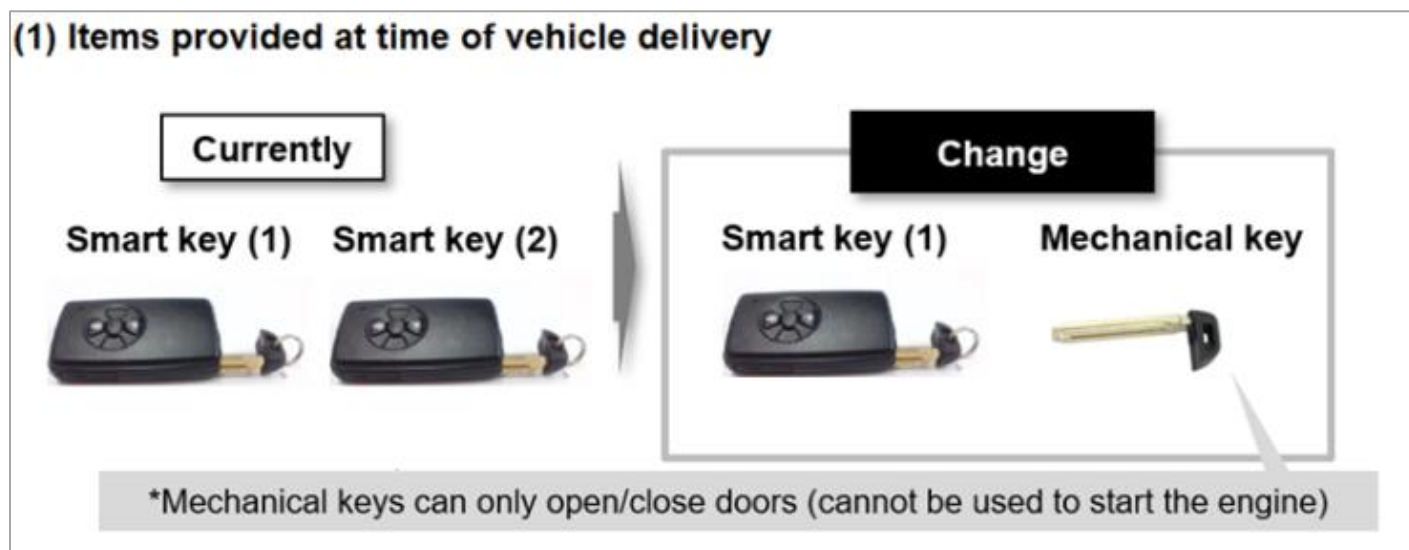
### Multiple Models and Model Years Second Key Delivery Program

#### Frequently Asked Questions

Original Publication Date: November 21, 2023

**Q1: What is the reason for the program?**

A1: The subject vehicles were delivered with only one (1) Smart Key on select models since October 2022 due to a global semiconductor shortage impacting certain microchips. The affected vehicles were delivered with one (1) Smart Key and a second mechanical key.



\*The Smart Key shown above is an example and may be a different design depending on the model of vehicle.

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

A2: Any authorized Toyota dealer will duplicate and provide the owner with one (1) additional Smart Key **FREE OF CHARGE**. Toyota has sufficient parts to begin a phased implementation of the remedy.

**Q2a: How can I determine if a vehicle is eligible for the Second Key Delivery Program?**

A2a: Vehicles involved in the Second Key Delivery Program will appear during a TIS/SLP VIN lookup if they are involved in a phase for which the remedy is available. You can use the chart at the end of this FAQ to determine which phase a vehicle is involved in and for which phases the remedy is available.



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

A3: There are approximately 394,000 vehicles covered by this 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 (CBU)	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	48,600
2023 RAV4 Prime	Early November 2022 – Late June 2023	15,750
2023 bZ4X	Early November 2022 – Late June 2023	6,500
2023 Venza HV	Late October 2022 – Late June 2023	19,200
2023 Prius	Late December 2022 – Late June 2023	18,800
2022 – 2023 Tundra / Tundra HV	Mid-October 2022 – Late June 2022	71,300
2023 Sequoia	Mid-October 2022 – Late June 2022	11,650
2023 Crown	Mid-January 2023 – Late June 2023	11,650
2023 Sienna HV	Mid-October – Late June 2023	44,650

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

A3a: Yes, there are certain 2022–2023 Lexus GX, IS, LC, LS, LX, NX, RC-F, RX, UX, RZ and ES vehicles covered under this program.

**Q4: How long will pairing the key take?**

A4: It will take 45 minutes to pair the key to the vehicle. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: Do customers need to bring anything with them to their appointment to receive their second Smart Key?**

A5: Yes. Customers will need to bring the vehicle and original Smart Key equipped with their vehicle to their appointment. The original key will be used to program the new Smart Key to the vehicle.

**Q6: Why does this only apply to certain vehicle models?**

A6: Some vehicles have a different Smart Key that is not being impacted at this time.

**Q7: Which models are currently being produced with only one (1) Smart Key?**

A7: Rav4 Prime, bZ4X, Venza, Prius, Prius Prime, Crown, Sienna, Tundra, and Sequoia.

**Q8: *What is the difference between a Type #2 (15CY) and Type #3/#4 (19CY) Smart Key?***

A8: The Type #2 (15CY) and Type #3/Type #4 (19CY) Smart Keys have a different design and use different semiconductors. The models that use these different types of Smart Keys are explained in the chart below. Due to differences in the supply of the semiconductors used, the timeline for each type is different.

**Q9: *How long will the shortage last?***

A9: We continue to work diligently to minimize the impact to our customers. At this time, we estimate that all models will return to production with two (2) Smart Keys in February 2024.

**Q10: *How will Toyota notify customers when their second Smart Key is available?***

A10: We plan to notify affected customers by first class mail when second keys are available and ask customers to return to a Toyota dealer with their vehicle and original Smart Key so dealers can program a new second key and provide it to the customer. The mailing will also occur in phases, and the timing will be approximately one week after the announcement of each phase.

**Q11: *Is the second Smart Key delivery part of Toyota's New Vehicle Limited Warranty?***

A11: No. The second key delivery is not considered part of Toyota's New Vehicle Limited Warranty. This is simply the delivery of the second Smart Key included in the purchase of the vehicle, but which was unavailable at the time of the vehicle delivery due to the ongoing chip shortage situation.

**Q12: *A customer recently had a new Smart Key registered to their vehicle and now there is a message on the Multi-Information Display (MID) about a new key being registered. Is this normal?***

A12: Yes. Depending on the model, a message may display for up to 10 days and is intended to provide the owner a notice that a new key has been registered. This message is displayed to inform the owner that a new key has been registered and help prevent the vehicle from being stolen if the registration was unauthorized. Refer to the Repair Manual or Owner's Manual for more information.

**Q13: *What if a customer has lost their original key or has an urgent need for a second key, but is not yet eligible for the program because they are involved in a later phase?***

A13: If a customer has lost their only Smart Key or has an urgent need for a second key, please provide them with a second key as a goodwill gesture if they are involved in a later phase. For other extenuating circumstances, please have the customer contact the Toyota Brand Engagement Center for further assistance.

**Q14: *How does Toyota obtain my mailing information?***

A14: 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.

**Q15: *What if I have additional questions or concerns?***

A15: 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.

The table below describes the phases currently planned for the Second Key Delivery Program and the estimated timing of announcement. This table will be updated over time as more details become available.

Phase	Announcement Timing	# of Vehicles
Phase 1	<b>Remedy Available</b>	~52,000
Phase 2	<b>Remedy Available</b>	~150,000
Phase 3	<b>Remedy Available</b>	~60,000
Phase 4	<b>Remedy Available</b>	~132,000
Phase 5	December 2023	~150,000
Phase 6	March 2024	TBD

\*Timing subject to change

Dealers can identify which models were produced with one (1) Smart Key and which phase a vehicle belongs to using the chart below.

Example: Customer has a 4Runner produced in **December 2022**. Confirm the production date of the vehicle against the Start and End Production Dates in the table below to confirm if the vehicle was produced with one (1) Smart Key. If so, **check the color of the box** corresponding to the model and production month in the table below, and **compare to the Phase summary table to the left**. The box for 4Runner produced in December has a dark green color which means it is part of Phase 1, which is currently estimated to be announced in June 2023.

Model	Production Location	Key Type	Production <b>Start</b> w/ 1 Smart Key	Production <b>End</b> w/ 1 Smart Key	Approximate Vehicle Volume	Production Year / Month																
						2022			2023										2024			
						Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	
22MY - 23MY Mirai	Japan	Type #2 (15CY)	11/8/2022	1/16/2023	800																	
23MY RAV4 / RAV4 HV			10/31/2022	1/9/2023	13,000																	
22MY Prius			10/31/2022	12/1/2022	4,300																	
22MY Prius Prime			10/31/2022	11/24/2022	2,400																	
23MY 4Runner			11/7/2022	1/10/2023	17,000																	
22MY C-HR			11/5/2022	12/28/2022	300																	
23MY - 24MY RAV4 Prime		Type #3/#4 (19CY)	11/4/2022	Ongoing	TBD																	
23MY - 24MY b24X			11/9/2022	Ongoing	TBD																	
23MY - 24MY Venza			10/31/2022	Ongoing	TBD																	
23MY - 24MY Prius			12/22/2022	Ongoing	TBD																	
23MY - 24MY Prius Prime			TBD	Ongoing	TBD																	
23MY - 24MY Crown			1/12/2023	Ongoing	TBD																	
23MY Camry			10/6/2022	Ongoing	TBD																	
22MY - 23MY RAV4 / RAV4 HV	NA	Type #2 (15CY)	10/6/2022	1/3/2023	30,200																	
22MY - 23MY Highlander / Highlander HV			10/6/2022	1/3/2023	51,100																	
22MY - 23MY Sienna HV			10/7/2022	1/3/2023	48,600																	
22MY - 24MY Tundra / Tundra HV		Type #3/#4 (19CY)	10/17/2022	Ongoing	TBD																	
23MY - 24MY Sequoia HV			10/12/2022	Ongoing	TBD																	
23MY - 24MY Grand Highlander			10/13/2022	Ongoing	TBD																	
24MY Grand Highlander	6/28/2023	Ongoing	TBD																			



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 Second Key Delivery Program. At this time, parts are not available and the second key has **NOT** been provided. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the second key delivered at **NO CHARGE** when the part 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 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Program Code 

--	--	--	--	--	--

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 key becomes available. This information will only be used for program 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> _____

# TOYOTA

## Multiple Models and Model Years 23TJ01 Second Key Delivery Program

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As a result of a global semiconductor shortage, your vehicle was delivered with only one (1) Smart Key, instead of two. As supply of Smart Keys improves, Toyota is announcing a Second Key Delivery Program, 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 reason for the program?**

The subject vehicles were delivered with only one (1) Smart Key on select models since October 2022 due to a global semiconductor shortage impacting certain microchips. The affected vehicles were delivered with one (1) Smart Key and a second mechanical key.

### **What will Toyota do?**

Any authorized Toyota dealer will duplicate and provide the owner with one (1) additional Smart Key **FREE OF CHARGE**.

### **What should you do?**

To minimize inconvenience, please contact your authorized Toyota dealer to make an appointment to have the additional Smart Key transmitter duplicated and provided to you. This will require your dealer to order a new key for your vehicle in advance of your appointment. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. The registration of the new key will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

### **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 program and other campaigns, please visit [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may 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.

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.