

Original Publication Date: February 09, 2024

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

SPECIAL SERVICE CAMPAIGN 23TC08 (Remedy Notice)

Certain 2021–2023 Model Year Venza HV Skid Control ECU Reprogram

Model / Years	Production Period	Approximate Total Vehicles
2021–2023 Venza HV	Early March 2020 – Mid June 2023,	70,500

Condition

One of the features in your vehicle is the predictive efficient drive system. This system uses the navigation system to predict likely deceleration or stopping locations based on the driving situation and traffic patterns, to enhance fuel economy. However, for some vehicles, the navigation system may not learn these driving patterns due to a programming error in the skid control ECU.

Remedy

Any authorized Toyota dealer will update the software in the skid control ECU ***FREE OF CHARGE***.

Covered Vehicles

There are approximately 70,500 vehicles covered by this Special Service Campaign. No vehicles covered by this Special Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in late February 2024. A sample of the owner notification letter has been included for your reference.

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

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. 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 an Special 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. In the subject line of the email state "Disclosure Form 23TC08" 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 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, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 Joshua Burns in Toyota Corporate Communications at (469) 292-6449. 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 Special Service Campaign 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 recall repair are required to have completed the following courses:

- TIC206A – Electrical Repair 1

It is the dealership's responsibility to select technicians with the above course completions to perform this Special Service Campaign 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.

Emissions Repair Procedures for California Dealers

As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form and affix an Authorized Modification Label to the vehicle after repairs have been completed.

The vehicle owner may require the Proof of Correction form for vehicle registration renewal. *It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by late September 2024. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicted.

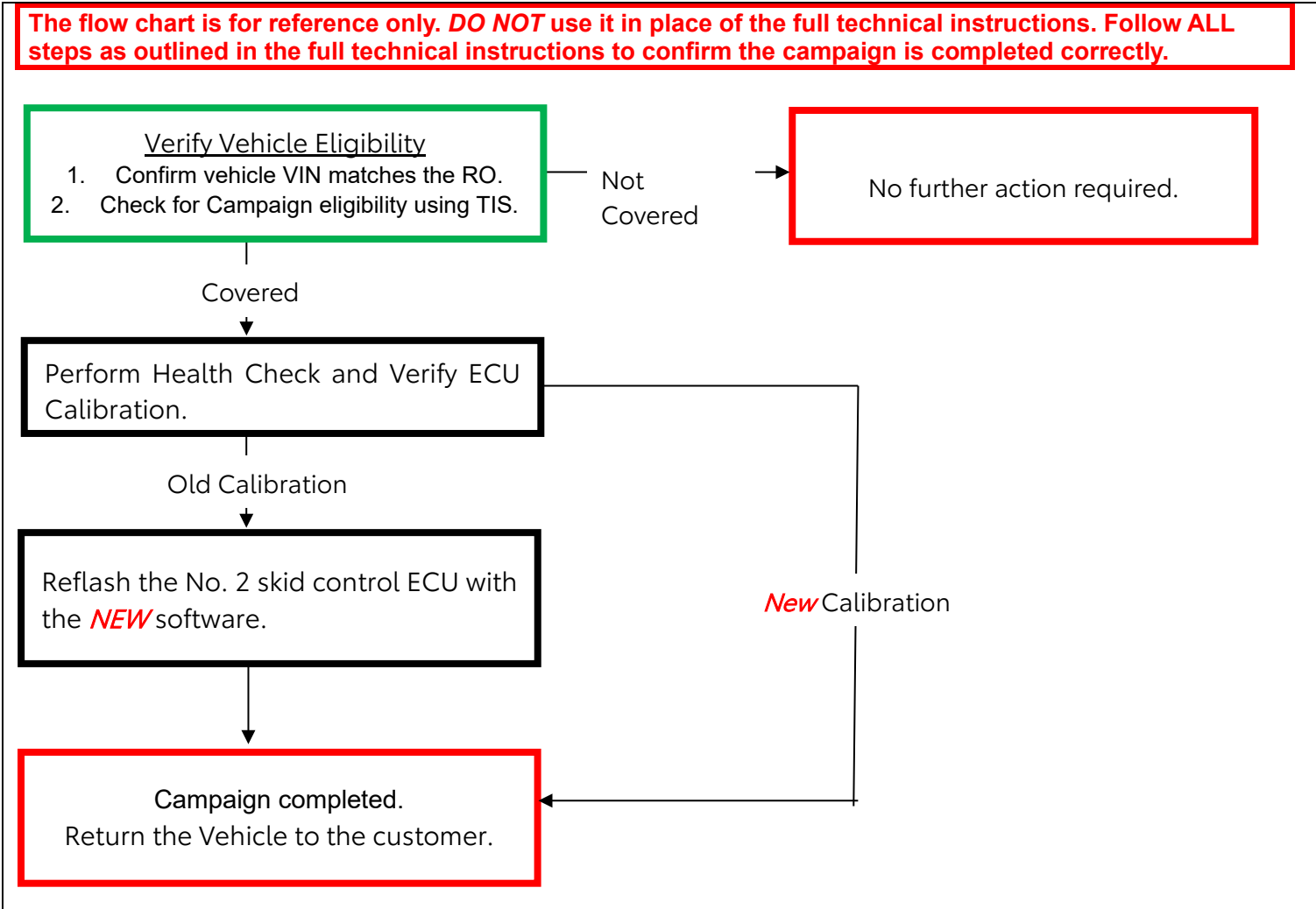


Form booklets and Authorization Labels can be ordered from the MDC (Booklet material number 00410-92007, Label material number 00451-00001-LBL).

1-4	"Remedy for (Campaign Designation) "	6	Date Completed
5	Dealer Code	7	Campaign Designation

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



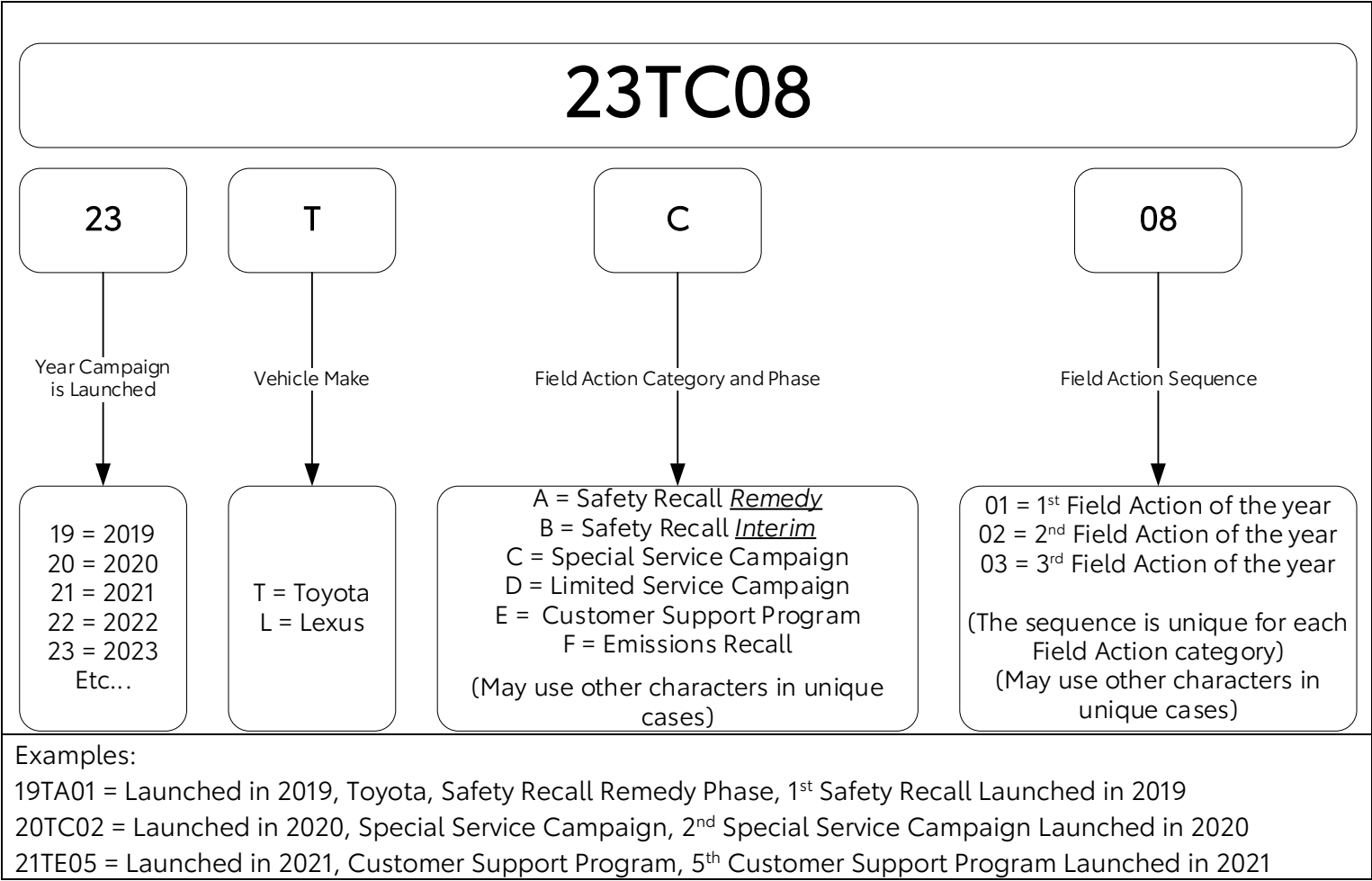
Op Code	Description	Flat Rate Hours
23TC08R1	Reprogram Skid Control ECU	0.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the Skid Control ECU contains the latest calibration ID (no software update needed), use opcode 23TC08R1.

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 23TC08 *(Remedy Notice)*

Certain 2021–2023 Model Year Venza HEV
Skid Control ECU Reprogram

[Frequently Asked Questions](#)

[Original Publication Date: February 09, 2024](#)

Q1: *What is the condition?*

A1: One of the features in your vehicle is the predictive efficient drive system. This system uses the navigation system to predict likely deceleration or stopping locations based on the driving situation and traffic patterns, to enhance fuel economy. However, for some vehicles, the navigation system may not learn these driving patterns due to a programming error in the skid control ECU.

Q1a: *Are there any symptoms of this condition?*

A1a: No, there are no advanced warnings prior to the occurrence of this condition.

Q2: *What is Toyota going to do?*

A2: Owners of the vehicles covered by this Special Service Campaign will receive an owner notification letter via first class mail starting in mid-March 2024. Any authorized Toyota dealer will update the software in the Skid Control ECU **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years, and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q2a: *How does Toyota obtain my mailing information?*

A2a: 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.

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

A3: There are approximately 70,500 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Venza HEV	2021-2023	Early March 2020 – Mid June 2023

Q4: How long will the repair take?

A4: To reprogram the Skid Control ECU will take approximately 1 hour. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer’s work schedule.

Q5: What if I have additional questions or concerns?

A5: 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.



2021–2023 Model Year Venza HEV
Skid Control ECU Reprogram
Special Service Campaign (Remedy 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?

One of the features in your vehicle is the predictive efficient drive system. This system uses the navigation system to predict likely deceleration or stopping locations based on the driving situation and traffic patterns, to enhance fuel economy. However, for some vehicles, the navigation system may not learn these driving patterns due to a programming error in the skid control ECU.

What will Toyota do?

Any authorized Toyota dealer will reprogram the Skid Control ECU **FREE OF CHARGE** to you.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the software update **FREE OF CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the skid control ECU reprogrammed. The remedy will take approximately 1 hour; 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 live in California and don't have this Special Service Campaign performed?

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you

supply proof that the campaign has been completed during your vehicle registration renewal process.

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 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/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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



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 Special 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 or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

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 [or https://www.toyota.com/owners](https://www.toyota.com/owners) or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____