

INTEROFFICE MEMORANDUM

Original Publication Date: February 09, 2024

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

From: Gary Ross 
Vice-President, Product Quality and Service SupportSPECIAL SERVICE CAMPAIGN 23TC08 *(Remedy)*Certain 2021–2023 Model Year Venza HV
Skid Control ECU Reprogram

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on February 09, 2024.

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.