



## SPECIAL SERVICE CAMPAIGN 25TC07 (Remedy Notice)

### Certain 2024 Model Year Tacoma and Tacoma HV Blind Spot Monitor System Reprogramming

Model / Years	Production Period	Approximate Total Vehicles
2024 Model Year Tacoma	Mid December 2023 – Late November 2024	166,130
2024 Model Year Tacoma HV	Early May 2024 – Early December 2024	11,450

#### Condition

The subject vehicles are equipped with a Trailer Blind Spot Monitor (TBSM) system, which consists of two Blind Spot Monitor (BSM) sensors. Due to the programming of the BSM sensors, the TBSM system may not be able to detect the extended area for the trailer under certain operating conditions as described in the owner's manual.

#### Remedy

Any authorized Toyota dealer will reprogram the Blind Spot Monitor sensors ECU **FREE OF CHARGE**.

#### Owner Notification

##### **Mail**

Toyota will notify owners by late June 2025. A sample of the owner notification letter has been included for your reference.

##### **Head Unit Notification**

Vehicle Head unit notifications will begin in late May 2025.

##### **Toyota App**

Vehicles involved in this Special Service Campaign will be visible in the Toyota App at time of announcement.

#### Tech Requirements

TIC206A – Electrical Repair 1

#### Repair Time

Repair: 1.2

#### Parts Control at Launch

N/A

#### Parts Replacement Rate

N/A

#### Owner Notification Date

Late May 2025

#### Salvaged Title Eligible

YES

**Customer Contacts**

Customers may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A FAQ 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, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern 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 the Toyota Newsroom <https://pressroom.toyota.com/>



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## Frequently Asked Questions

**Q1: *What is the condition?***

A1: The subject vehicles are equipped with a Trailer Blind Spot Monitor (TBSM) system, which consists of two Blind Spot Monitor (BSM) sensors. Due to the programming of the BSM sensors, the TBSM system may not be able to detect the extended area under certain operating conditions as described in the owner's manual.

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

A2: Toyota will send an owner notification by first class mail starting in late June 2025 advising owners to make an appointment with their authorized Toyota dealer will reprogram the Blind Spot Monitor sensors ECU **FREE OF CHARGE**.

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

A3: There are approximately 177,580 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Tacoma	2024	Mid December 2023 – Late November 2024
Tacoma HV	2024	Early May 2024 – Early December 2024

**Q4: *How long will the repair take?***

A4: The repair takes approximately one and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: *What if I previously paid for repairs related to this Special Service Campaign?***

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6: *How does Toyota obtain my mailing information?***

A6: 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.

**Q7: *What if I have additional questions or concerns?***

A7: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



## Policies And Procedures

### **New and 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.

**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.

### **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.

### **Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.