



CUSTOMER SUPPORT PROGRAM 26TE03

Certain 2021–2024 Model Year Mirai
Coverage for Electric Heater Replacement

Model / Years	Production Period	Approximate Total Vehicles
2021–2024	Mid- June 2021 to Mid-December 2023	5,500

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for certain 2021–2024 MY Mirai electric heater replacement.

Background

Although the Mirai Electric Heater Assemblies are covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers’ ownership experience. Under this program, Toyota is providing additional coverage for repairs related to Mirai electric heater assembly potentially becoming inoperative.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Tech Requirements TIC209A – EVP Repair TEN021B – Mirai
Repair Time Repair: 3.0
Parts Control at Launch MAC
Owner Notification Date Mid-May
Salvaged Title Eligible No

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the electric heater on certain 2021–2024 MY Mirai vehicles. The specific condition covered by this program is: The electric heater potentially could fail when exposed to stress over time, causing the heater to become inoperative. If the condition is verified, the vehicle will be repaired with a new electric heater assembly under the terms of this Customer Support Program.

- This coverage will be offered for 10 years, regardless of mileage, from the date of first use.*

This coverage is for work performed at an authorized Toyota Mirai dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner’s Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Owner Notification

Mail
Toyota will notify owners by mid-May. A sample of the owner’s notification letter has been included for your reference.

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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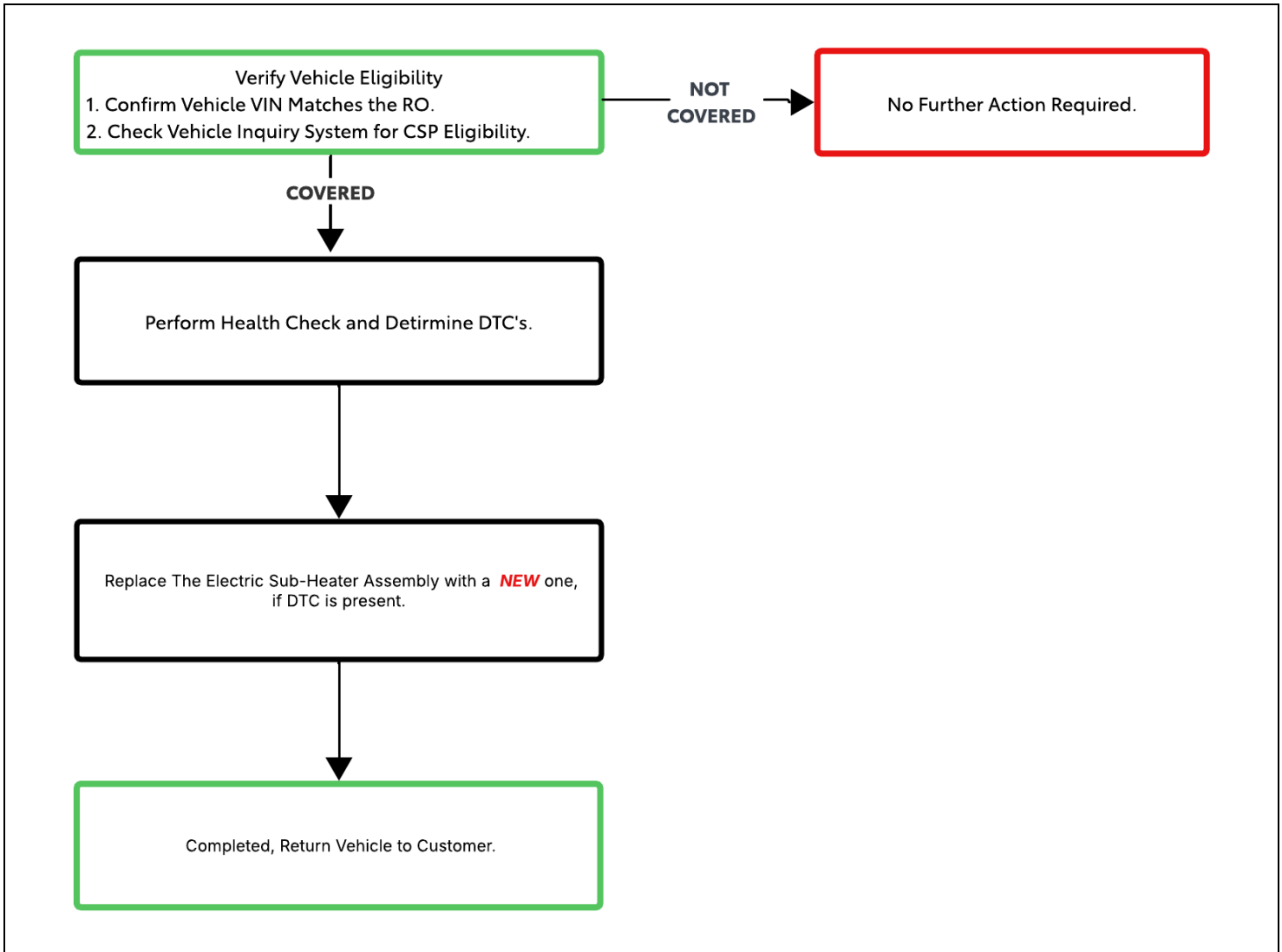
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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
26TE03R1	Replace the Electric Heater Sub Assembly	3.0

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

Salvage Title Vehicles

- Vehicles branded as salvage, total loss, true mileage unknown, or similar title are **NOT ELIGIBLE** for coverage under this Customer Support Program.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Remedy Procedures

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

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 repair are required to have completed the following courses:

- TIC209A – EVP Repair
- TEN021B – Mirai

Customer Reimbursement

Reimbursement, consideration instructions for previous customer-paid repairs will be included in the owner's letter.

Parts Department

Parts Information

At the time of launch, parts for this Customer Support Program can be ordered by MAC. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the program.

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
04004-73162	Heater Sub-Assy, Electric	1
04005-15162	Coolant, FC Stack	1

Frequently Asked Questions

Q1: What is the condition?

A1: This Customer Support Program provides coverage as it applies to the electric heater on certain 2021-2024 MY Mirai vehicles. The specific condition covered by this program is: The electric heater potentially could fail when exposed to stress over time, causing the heater to become inoperative. If the condition is verified, the vehicle will be repaired with a new electric heater assembly under the terms of this Customer Support Program.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting mid-May 2026, advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the electric heater assembly which has this condition with a new one **FREE OF CHARGE**.

Q3: Which and how many vehicles are covered by this Customer Support Program?

A3: There are approximately 5,500 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
Mirai	2021-2024	Mid- June 2021 to Mid-December 2023

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

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.

Q4: What are the details of this program?

A4: This Customer Support Program provides coverage as it applies to the electric heater on certain 2021-2024 MY Mirai vehicles. The specific condition covered by this program is: The electric heater potentially could fail when exposed to stress over time, causing the heater to become inoperative. If the condition is verified, the vehicle will be repaired with a new electric heater assembly under the terms of this Customer Support Program.

- ***Coverage will be offered for 10 years, regardless of mileage, from the date of first use (DOFU).***

This coverage is for work performed at an authorized Toyota Mirai dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Q5: *What should an owner do if experiencing this condition?*

A5: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner.

Q6a: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

Q6: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A6: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to tear off the sheet included in the owner's letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q7: *How long will the repair take?*

A7: The repair takes approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q8: *What if I previously paid for repairs related to this Customer Support Program?*

A8: Reimbursement consideration instructions will be provided in the owner's letter.

Q9: *How does Toyota obtain my mailing information?*

A9: 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.

Q10: *What if I have additional questions or concerns?*

A10: 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.

Policies And Procedures

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support 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.

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the claim accurately and promptly. The time a dealer is required to hold parts is based on when the claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.