

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
5/14/2026	Updated HV floor Under Wire Harness Repair Parts list
10/14/2025	Updated HV floor Under Wire Harness Repair Parts list
08/07/2025	Toyota has added Certain 2023-2024 RAV4 HV, 2023-2024 RAV4 Prime, 2023-2024 Highlander HV, 2023-2024 Sienna HV, 2023-2024 Venza HV, and 2023-2024 Crown HV. Toyota has expanded coverage to 10 year/unlimited mile coverage with completion of Campaign - LSC 25TD01. <i>Sienna HV vehicles are currently not included in the LSC 25TD01. An LSC will issued at a later date and the completion of that LSC will be required to maintain the extended 10 year/ 100,000 mile coverage at that time.</i>
02/28/2024	Toyota has added 2021-2022 RAV4 Prime HV, 2021-2023 Sienna HV, 2021-2022 Venza HV to this CSP
05/18/2023	Toyota has added 2020-2022 Highlander HV AWD to this CSP

Please review this notification with your staff to ensure that all relevant personnel have been briefed regarding this subject. The most recent update in the attached Dealer Letter will be highlighted with a red box. 

Thank you for your cooperation.



CUSTOMER SUPPORT PROGRAM 22TE09

Certain 2019– 2024 Model Year RAV4 HV (AWD Only)
Certain 2021– 2024 Model Year RAV4 Prime
Certain 2020– 2024 Model Year Highlander HV (AWD Only)
Certain 2021– 2024 Model Year Sienna HV
Certain 2021– 2024 Model Year Venza HV
Certain 2023– 2024 Model Year Crown HV
Coverage for HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2024 RAV4 HV AWD	Mid-August 2018 – Mid-February 2024	659,210
2020 – 2024 Highlander HV	Late November 2019 – Early March 2024	166,600
2021 – 2024 RAV4 Prime	Late June 2019 – Early May 2024	86,650
2021 – 2024 Sienna HV	Early March 2020 – Mid-May 2024	109,400
2021 – 2024 Venza HV	Early March 2020 – Mid-February2024	151,790
2023 – 2024 Crown HV	Late May 2022 – Early March 2024	27,020

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing an expanded Customer Support Program to provide coverage for the HV Floor Under Wire Harness and the Rear Traction Motor Cable on certain 2019 to 2024 RAV4 HV AWD, 2020 to 2024 Highlander HV, 2021 to 2024 RAV4 Prime, 2021 to 2024 Sienna HV, and 2021 to 2024 Venza HV, 2023 to 2024 Crown HV vehicles.

Background

Although the HV Floor Under Wire Harness and Rear Traction Motor Cable is 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. Toyota is providing extended coverage under this Customer Support Program for repairs related to excessive corrosion to the wire harness connections at the Rear Motor Generator. Excessive corrosion can cause AM Radio Static during certain drive cycles, or the vehicle may not start.

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

<u>Tech Requirements</u> TIC206A – Electrical Repair 1
<u>Repair Time</u> Repair: 3.3 – 13.6
<u>Parts Control at Launch</u> MAC D
<u>Owner Notification Date</u> Early October
<u>Salvaged Title Eligible</u> No

Customer Support Program Details

This Customer Support Program provides coverage as it applies to HV Floor Under Wire Harness and Rear Traction Motor Generator Cable on certain 2019–2024 model year RAV4 HV AWD, 2020–2024 Highlander HV AWD, 2021–2024 RAV4 Prime, 2021–2024 Sienna HV, 2021–2024 Venza HV, and 2023–2024 Crown HV vehicles. The specific condition covered by this program is excessive corrosion at the connector of the HV Floor Under Wire Harness and Rear Traction Motor Cable. If the condition is verified per Toyota inspection criteria, the vehicle will be repaired or have the affected wire harness/cable replaced under the terms of this Customer Support Program.

- *This coverage has been expanded from 8 years from date of first use or 100,00 miles (whichever comes first) to 10 years/unlimited miles.*
- *To maintain the expanded 10 years/unlimited mile coverage the vehicle must have LSC 25TD01 completed by September 30, 2028. Vehicles that have not had LSC 25TD01 will revert to 8 years from date of first use or 100,00 miles (whichever comes first) when LSC 25TD01 expires.*
- *Sienna HV vehicles are currently not included in the LSC 25TD01. An LSC will be issued at a later date and the completion of that LSC will be required to maintain the extended 10 years/ unlimited miles coverage at that time.*

This coverage is for work performed at an authorized Toyota 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.

Covered Vehicles

There are approximately 1,200,700 vehicles covered by this Customer Support Program. There are approximately 8,720 vehicles in Puerto Rico involved in this Customer Support Program.

Owner Letter Mailing Date

Phase 1

Toyota began notifying owners of applicable RAV4 HV AWD vehicles in early February 2023, and those were distributed over the following several months.

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2022 RAV4 HV AWD	Mid-August 2018 – Mid-November 2022	473,140

Phase 2

In mid-May 2023, Toyota added approximately 113,410 vehicles to this Customer Support Program, as noted here. Toyota began notifying owners of the applicable Highlander HV AWD vehicles starting in mid-June 2023, and the remainder were distributed over the following several months.

Model / Years	Production Period	Approximate Total Vehicles
2020 – 2022 Highlander HV AWD	Late June 2019 – Late October 2022	113,410

Phase 3

In late February 2024, Toyota added approximately 217,710 vehicles to this Customer Support Program, as noted here. Toyota began to notify owners of the applicable vehicles starting in Mid-

March 2024 and continued mailing notices over the following several months. A sample of the owner's notification has been included for your reference.

Model / Years	Production Period	Approximate Total Vehicles
2021 – 2022 RAV4 Prime	Late November 2021 – Early October 2022	48,260
2021 – 2022 Sienna HV	Early March 2020 – Late September 2022	62,050
2021 – 2022 Venza HV	Early March 2020 – Mid-October 2022	107,400

Phase 4

In Mid-September 2025, Toyota added approximately 396,450 vehicles to this Customer Support Program, as noted here. Toyota will begin to notify owners of applicable vehicles starting in early October 2025.

Owners previously notified under phases 1-3 will also be renotified to inform them of the change in CSP coverage during the duration of the LSC 25TD01 which expands the coverage to 10 years unlimited mileage.

This coverage expansion does require LSC 25TD01 to be performed to receive the 10 year/unlimited miles under CSP 22TE09. If LSC 25TD01 is not performed before the expiration date, the vehicle coverage under 22TE09 will revert to 8 years or 100,000 miles (*whichever comes first*) for eligible vehicles.

Note: Sienna HV vehicles are currently not included in the LSC 25TD01. An LSC with the Sienna HV vehicle will be issued at a later date and the completion of that LSC will be required to maintain the extended 10 years/ unlimited miles coverage at that time.

Model / Years	Production Period	Approximate Total Vehicles
2021 – 2024 RAV4 HV AWD	Mid-August 2018 – Mid-February 2024	186,070
2020 – 2024 Highlander HV	Late June 2019 – Early May 2024	53,230
2021 – 2024 RAV4 Prime	Late November 2021 – Early March 2024	38,390
2021 – 2024 Sienna HV	Early March 2020 – Mid-May 2024	47,350
2021 – 2024 Venza HV	Early March 2020 – Mid-February 2024	44,390
2023 – 2024 Crown HV	Late May 2022 – Early March 2024	27,020

Owner Notification

Customers who receive the owner's letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to ensure consistent messaging is communicated to customers.

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.

Mail

Toyota will start notifying owners in early October 2025.

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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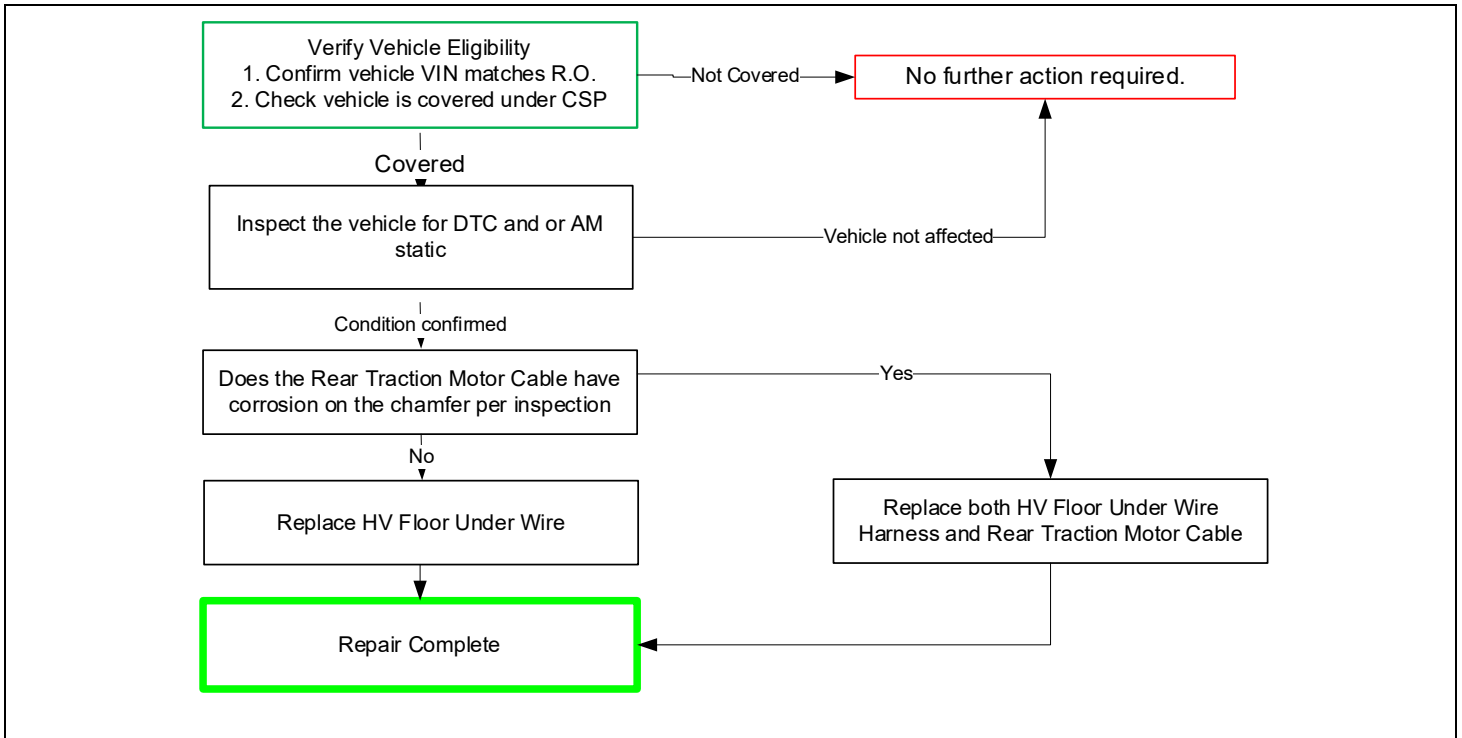
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Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
22TE09R1	Replace RAV4 HV Floor Under Wire Harness	4.7
22TE09R2	Replace RAV4 HV Floor Under Wire and Rear Traction Motor Cable	5.7
22TE09R3	Replace Highlander HV Floor Under Wire Harness	9.3
22TE09R4	Replace Highlander HV Floor Under Wire and Rear Traction Motor Cable	10.3
22TE09R5	Replace RAV4 Prime Floor Under Wire Harness	9.5
22TE09R6	Replace RAV4 Prime Floor Under Wire and Rear Traction Motor Cable	12.1
22TE09R7	Replace RAV4 Prime w/ PVM (Panoramic View Monitor) Floor Under Wire Harness	11.0
22TE09R8	Replace RAV4 Prime w/ PVM (Panoramic View Monitor) Floor Under Wire and Rear Traction Motor Cable	13.6
22TE09R9	Replace RAV4 Prime w/ BGM (Guide Line, Camera ECU Back Monitor) Floor Under Wire Harness	9.9
22TE0910	Replace RAV4 Prime w/ BGM (Guide Line, Camera ECU Back Monitor) Floor Under Wire and Rear Traction Motor Cable	12.5
22TE0911	Replace Sienna HV Floor Under Wire Harness	8.3
22TE0912	Replace Sienna HV Floor Under Wire and Rear Traction Motor Cable	9.1
22TE0913	Replace Venza HV Floor Under Wire Harness	3.8
22TE0914	Replace Venza HV Floor Under Wire and Rear Traction Motor Cable	6
22TE0915	Replace Venza HV w/PVM (Panoramic View Monitor) Floor Under Wire Harness	5.3
22TE0916	Replace Venza HV w/PVM (Panoramic View Monitor) Floor Under Wire and Rear Traction Motor Cable	7.5
22TE0917	Replace Crown HV Floor Under Wire	3.3
22TE0918	Replace Crown HV Floor Under Wire and Rear Traction Motor Cable	4.1

Note: Vehicles that have the cable replacement performed under CSP 22TE09, will not require LSC 25TD01 to be completed. LSC 25TD01 will automatically be closed once CSP 22TE09 is completed.

- All claims should be filed under the CSP opcode.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 3 days as a sublet type "RT" under any of the Op Codes listed above.
 - **For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.**
 - **A rental invoice MUST be attached to all rental claims. These claims may be subject to debit if the rental invoice is not attached.**
- Towing can be claimed under any of the Op Codes listed above for a maximum of \$250 as sublet type "TW" in the event the customer vehicle cannot be driven due to DTC.
 - **Towing invoices MUST be attached to all towing claims. These claims may be subject to debit if the towing invoice is not attached.**
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Salvage Title Vehicles

- This CSP **IS NOT** emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title are **NOT ELIGIBLE** for coverage under this CSP.

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 this CSP’s diagnosis and 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”. Additionally, to ensure that all vehicles have the repair performed correctly, technicians performing this repair are required to have completed the following course:

- TIC209A - Electrified Powertrain Vehicle Repair

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above course completed to perform this 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 always perform this repair.

NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.

Customer Reimbursement

Reimbursement consideration instructions 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 in Campaign Part Order Request (CPOR) on Service Lane or are 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 as part controls can be adjusted throughout the life of the campaign.

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.

HV Floor Under Wire Harness Repair Parts

NAP Production			
Model	Part Number	Description	Qty
RAV4 HV	821H1-0R014	HV Floor Under Wire Harness	1
	72693-06030	Rear Seat Cushion Hook Clips	2
	90917-A6002	Gasket, Exhaust Pipe	1
	17451-F0100	Gasket, Exhaust Pipe	1
	90177-A0021	Nut, Lock	2
	90105-A0369	Bolt, Flange	2
Highlander HV	821H1-0E053	HV Floor Under Wire Harness	1
	72693-48010	Rear Seat Cushion Hook Clips	2
	90917-A6002	Gasket, Exhaust Pipe	1
	17451-F0020	Gasket, Exhaust Pipe	1
	90177-10005	Nut, Lock	2
	90105-A0369	Bolt, Flange	2
Sienna HV	821H1-08022	HV Floor Under Wire Harness	1
	821H1-08032	HV Floor Under Wire Harness w/ 120V 1500W AC Inverter	1
	17451-F0020	Gasket, Exhaust Pipe	1
	90917-A6002	Gasket, Exhaust Pipe	1
	17451-F0020	Gasket, Exhaust Pipe	1
	90177-A0021	Nut, Lock	2
	90105-A0369	Bolt, Flange	2

CBU Production			
Model	Part Number	Description	Qty
RAV4 Prime	821H1-42034	HV Floor Under Wire Harness	1
	72693-12080	Rear Seat Cushion Hook Clips	2
	17451-F0100	Gasket, Exhaust Pipe	1
	90917-A6002	Gasket, Exhaust Pipe	1
	90177-10005	Nut, Lock	2
	90105-A0369	Bolt, Flange	2
	90068-14011	Ring, O, No. 3 for Liquid Tube	1
	90099-14155	Ring, O, No. 9 for Discharge Tube	1
	90126-A0019	Bolt, Stud (Manifold to Cylinder Head) <i>*If Needed</i>	1
Venza HV	821H1-0R014	HV Floor Under Wire Harness	1
	72693-06030	Rear Seat Cushion Hook Clips	2
	17451-F0100	Gasket, Exhaust Pipe	1
	90917-A6002	Gasket, Exhaust Pipe	1
	90177-10005	Nut, Lock	2
	90105-A0369	Bolt, Flange	2
	821H1-30062	HV Floor Under Wire Harness	1
Crown HV	821H1-48131	HV Floor Under Wire Harness	1
	72693-12080	Hook, RR Seat Cushion Lock	2
	90917-96094	Gasket, Exhaust Pipe	1
	17451-25040	Gasket, Exhaust Pipe	1
	90177-10005	Nut, Lock	2
	90105-10585	Bolt, Flange	2

Rear Traction Motor Cable Parts: Only requires replacement based on inspection standard.

Model	Part Number	Description	Qty
RAV4 HV Highlander HV RAV4 Prime Sienna HV Venza HV Crown HV	G1149-42010	Rear Traction Motor Cable	1
	G114D-47021	Cap, Motor Cable Terminal	1
	90105-A0420	Bolt, w Washer	2
	90119-A0512	Bolt, W Washer	1

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Policies And Procedures

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

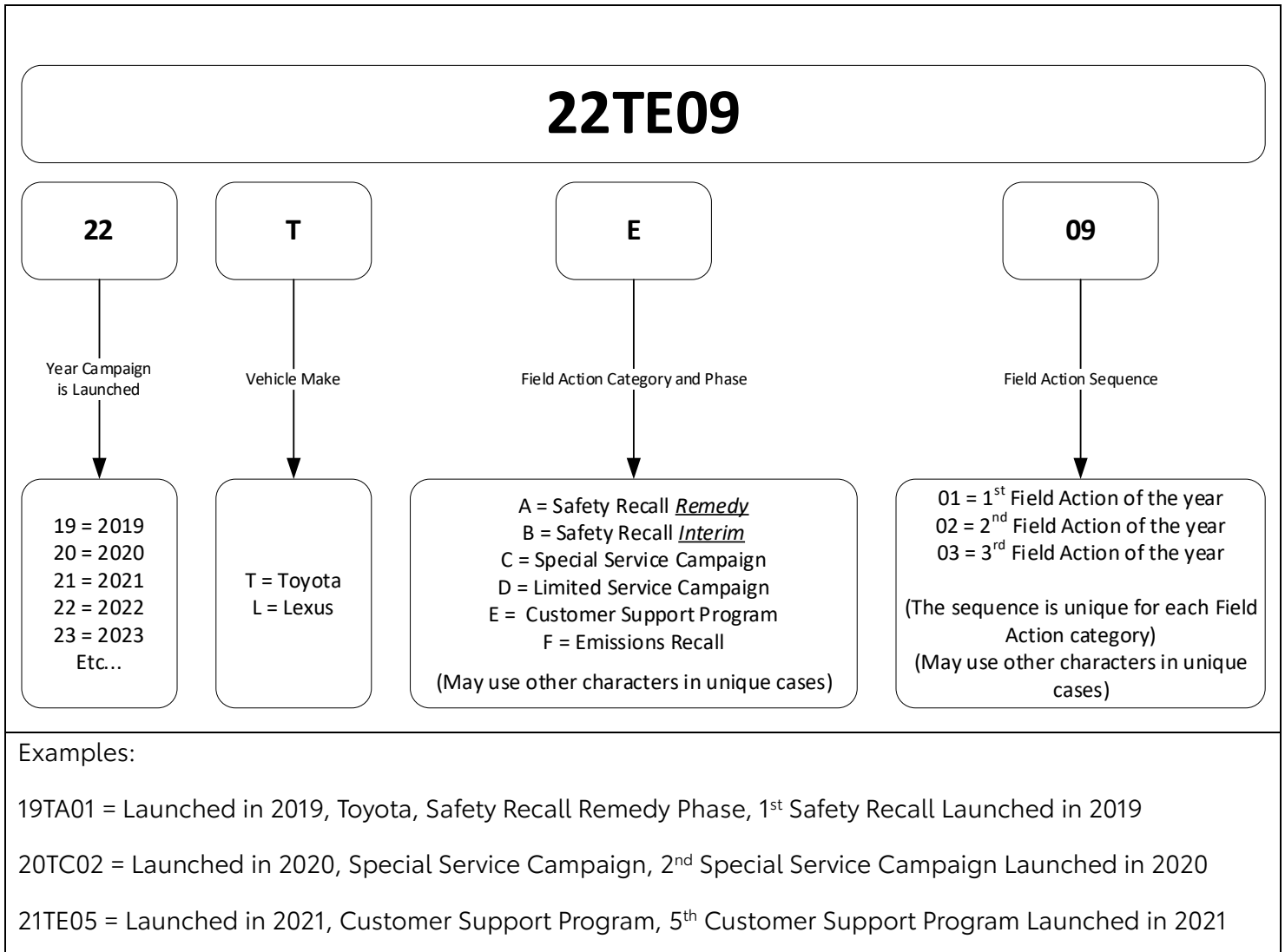
All parts replaced as part of this Customer Support Program must be turned over to the parts department until the appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap 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 campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign 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.

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 Customer Support Program.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.