



SPECIAL SERVICE CAMPAIGN 26TC03 (Remedy Notice)

Certain 2022 – 2025 Model Year RAV4
Incorrect Mass Air Flow Sensor Reading

Model / Years	Production Period	Approximate Total Vehicles
2022 – 2025 RAV4	Late November 2021 – Early April 2025	769,000

Condition

In wet conditions, water contacting the radiator in the subject vehicles after idling for an extended period can create steam that can cause an incorrect engine sensor reading. This can lead to a warning light, a rough-running engine, or a potential engine stall while idling or operating at low speeds.

Remedy

Any authorized Toyota dealer will perform one of the following repairs based on availability and Toyota’s instructions:

- (1) replace the upper radiator air guide assembly **FREE OF CHARGE, OR**
- (2) update engine software **FREE OF CHARGE.**

Either repair will correct the condition; both are not required.

Owner Notification

Mail

Toyota will notify owners by Early July 2026.

Toyota App

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

Customer Contacts

Customers may contact your dealership with questions regarding this Special Service Campaign. Please welcome them to your dealership and answer any questions that they may have. An 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.

<u>Tech Requirements</u> TIC206B – Electrical Repair 2
<u>Inspection/Repair Time</u> Repair: .6
<u>Parts Control at Launch</u> CPOR
<u>Parts Replacement Rate</u> 100%
<u>Owner Notification Date</u> Early July 2026
<u>Salvaged Title Eligible</u> YES

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>.



Special Service Campaign Contents

Service Department 2

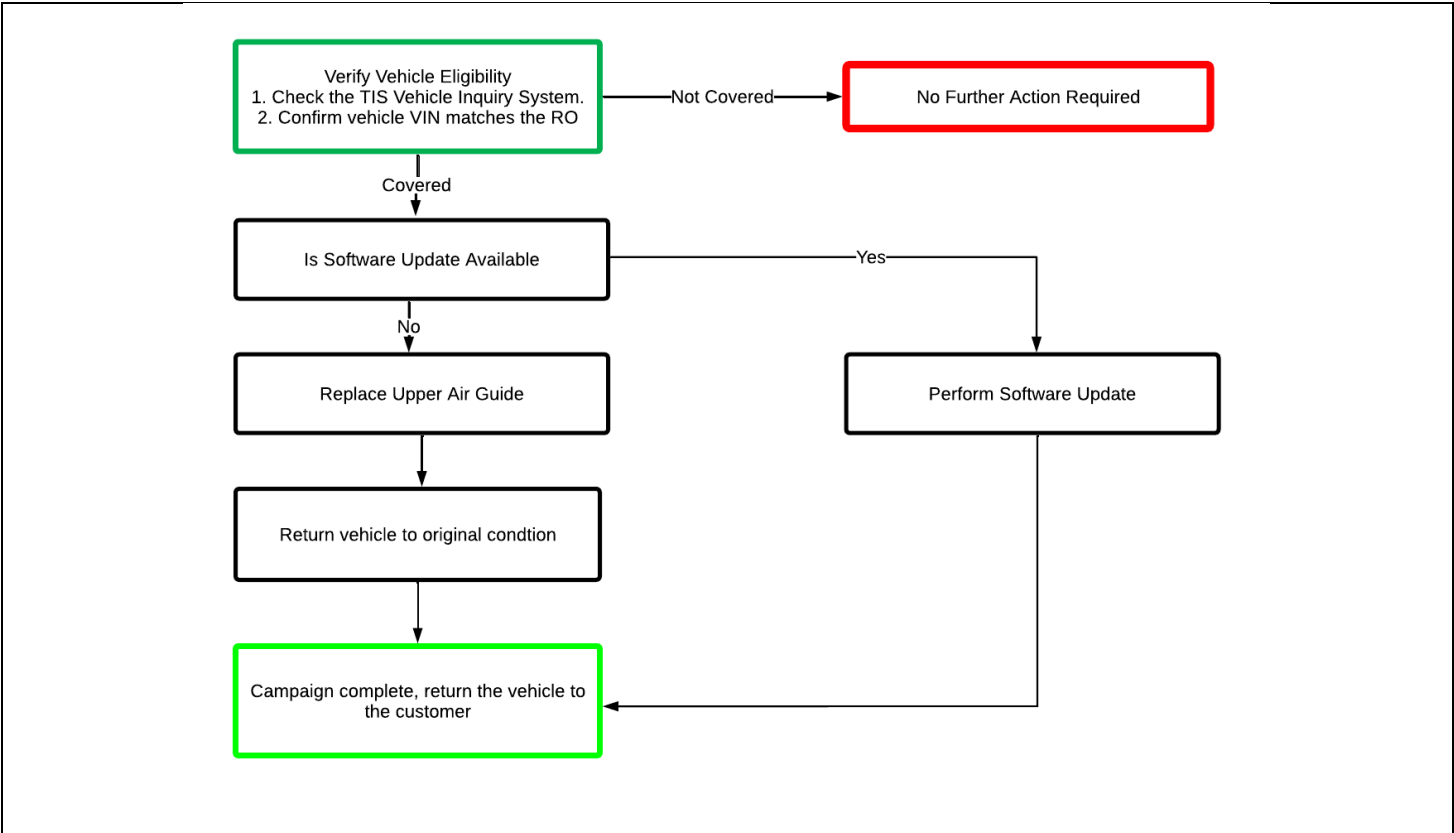
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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
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26TC03R1	Replacement of Guide, Radiator Air, No.2	0.6
TBD	Reprogramming of "EFI-ECU" (Currently Not Available)	TBD

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

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.

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.

Emissions Repair Procedures for California Dealers

As this Special Service Campaign includes emission relevant 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 early September 2026. 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 indicated.

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

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.

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]

- TIC206B - Electrical Repair 2

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR) on Service Lane. 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.

Part Number	Description	Quantity
04006-0210R	GUIDE, RADIATOR AIR, NO.2	1

Once the software update becomes available, part replacement will no longer be required.

Frequently Asked Questions

Q1:What is the condition?

A1: In wet conditions, water contacting the radiator in the subject vehicles after idling for an extended period can create steam that can cause an incorrect engine sensor reading. This can lead to a warning light, a rough-running engine, or a potential engine stall while idling or operating at low speeds.

Q1a: What should be done if the condition is experienced?

A1a: If you experience this condition, contact your Toyota Dealer for assistance.

Q2:What is Toyota going to do?

A2: Any authorized Toyota dealer will replace the upper radiator air guide assembly FREE OF CHARGE. Toyota is currently developing software that will correct the condition without requiring replacement of the upper radiator air guide assembly. Once updated Software is available, any authorized Toyota dealer will update the software FREE OF CHARGE. Please note that if the upper radiator air guide assembly is replaced under this Special Service Campaign, the software update will not be needed.

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

A3: There are approximately 769,000 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
RAV4	2022-2025	Early November 2021 – Early April 2025

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q4: How long will the repair take?

A4: The repair takes approximately one 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 (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

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. 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 a Special Service Campaign.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. 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.

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.

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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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall 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 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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owners letter.