

Original Publication Date: April 14, 2022

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

LIMITED SERVICE CAMPAIGN 22TD02 *(Remedy Notice)*

Certain 2021 Model Year Highlander and Highlander Hybrid Sealant for a Seam near the Fuel Inlet

Model / Years	Production Period	Approximate Total Vehicles
2021 Highlander	Late September 2021 – Early October 2021	200
2021 Highlander Hybrid	Late September 2021 – Early October 2021	50

Condition

A seam near the fuel inlet may not have been properly sealed during manufacturing. This can allow water to leak into the interior area of the vehicle, behind the third-row seat, when the vehicle is exposed to wet environmental conditions like rain or a car wash.

Remedy

Any authorized Toyota dealer will apply additional sealant to the affected seam to prevent future water leaks at this location, **FREE OF CHARGE**. In addition, the dealer will inspect the vehicle for evidence of a water leak resulting from this issue and clean or replace any components damaged by such a leak, **FREE OF CHARGE**.

This Limited Service Campaign will be available until February 7, 2025, and is only available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 250 vehicles covered by this Limited Service Campaign. None of the vehicles covered by this Limited Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in April 2022. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited 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 Limited Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. 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 and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form 22TD02" and include the VIN.

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.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Scheduling Instructions

Please review the following information with the staff at your dealership responsible for making customer appointments for this Limited Service Campaign. Please help ensure that those individuals review the following information with customers making an appointment.


BEFORE CUSTOMER ARRIVES AT THE DEALER
<p>The vehicle needs to be dry when it arrives at your dealer to ensure proper sealer hardening.</p> <ul style="list-style-type: none"> • The customer should not bring the vehicle to your dealer if its presently raining, or if rain is forecasted to occur in the next 24 hours • Reschedule the customer's appointment in the event of rainy weather • The customer should not wash the vehicle (or otherwise get it wet) before bringing it to the dealer
BEFORE YOU RETURN VEHICLE TO CUSTOMER
<p>The vehicle needs to remain dry for 24 hours after you return it to the customer to ensure proper sealer hardening.</p> <p>After returning the vehicle, advise the customer not to drive the vehicle in the rain, wash the vehicle, or get the vehicle wet within 24 hours after the you return the vehicle.</p>

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A 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.

Head Unit Notifications

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Customers who receive head unit notification regarding this Limited Service Campaign are requested to schedule an appointment with their authorized dealer to have this Limited Service Campaign completed.

When these messages are received by the vehicle's Data Communication Module, the head unit will display a pop-up prompt stating that the vehicle has a new Limited Service Campaign. The prompt will contain options to 'Remind Me' or to 'View' the message. If a customer chooses 'Remind Me', the customer can then choose to be reminded again on next trip, in 7 days, or in 30 days. If a customer views and then closes the message, the message will be available in the Notification App if the customer chooses to review it again. If the vehicle's completion status remains incomplete for a period of 90 days from the message being viewed, the head unit may display a renotification pop-up prompt as an additional reminder to the customer to have this Limited Service Campaign completed.

The message will completely clear from the vehicle once the following conditions are met: The Limited Service Campaign is completed, the dealer has filed a claim, and the claim is approved by Toyota. Then the message will be cleared at the next clearing cycle, which currently happens weekly.

Owners who receive a head unit notification after having this Limited Service Campaign completed can be advised to ignore the message. Owners with additional concerns can be directed to the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Salvage Title Vehicles

Every attempt should be made to complete an open Limited Service Campaign when circumstances permit, unless noted otherwise in the LSC dealer letter.

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


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 Aaron Fowles (469) 292-1097 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed 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. 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.

All Safety Recall, Service Campaign (SSC/LSC) 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.

Part Description	Qty	Illustration	Remark
<p>3M 08405 (Flexiclear body seam sealer)</p>	<p>1</p>		<p>Order from auto-parts store or online retailer.</p>

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 currently hold at least one of the following certification levels:

- T623 – Electrical Circuit Diagnosis

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 certification level or greater 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 perform this repair at all times.

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.

This Limited Service Campaign will be available until February 7, 2025, and is only available at an authorized Toyota dealer.

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.

Parts Recovery Procedures

All parts replaced as part of this Limited Service Campaign 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.

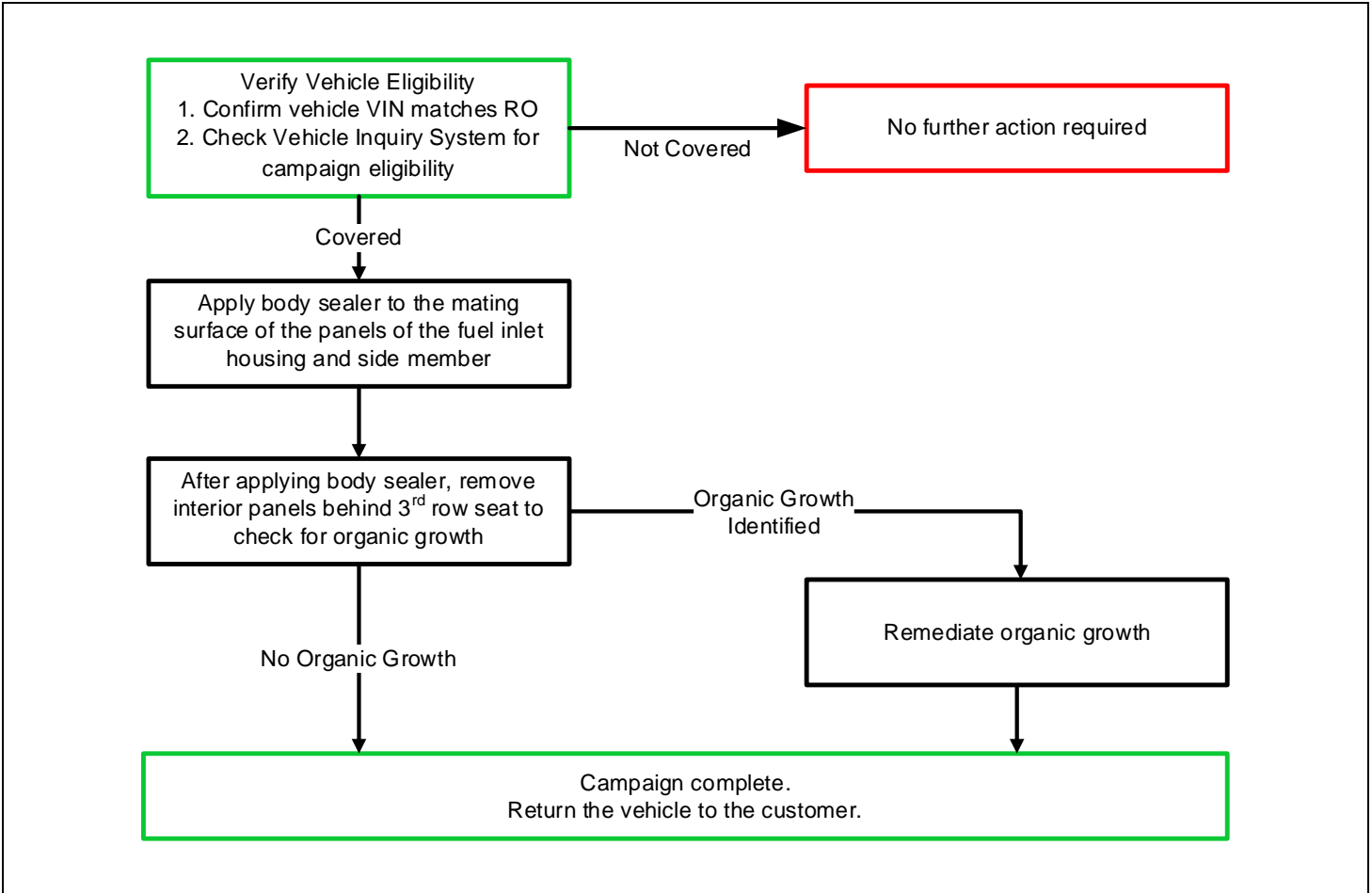
To help minimize dealer storage challenges, Toyota recommends that dealers:

- 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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
TD2201	Apply sealant + check for organic growth + no growth found	1.3
TD2202	Apply sealant + check for organic growth + remediate organic growth	23.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Refer to the next page for allowable sublets.
- ***This Limited Service Campaign expires on February 7, 2025.***

Sublets

Op Code	Sublets
TD2201	3M Flexiclear Body Seam Sealer: Dealers may claim the cost of one tube of 3M Flexiclear body seam sealer (3M PN 08405) under Op Code TD2201 at a maximum rate of \$30 per vehicle as sublet type "SL".
TD2202	<ul style="list-style-type: none"> • SERVPRO: Dealers may claim the cost of SERVPRO's remediation fee under Op Code TD2202 at a maximum rate of \$2,200 per vehicle under sublet type "WL". If a remote travel fee is included in SERVPRO's total fee, dealers may claim a maximum of \$2,400 per vehicle. • 3M Seam Sealer + 3M Spray Adhesive+ 3M Flexiclear Body Seam Sealer: Dealers may claim the cost of 3M seam sealer (3M 08656), 3M spray adhesive (3M 08088), and 3M Flexiclear body seam sealer (3M 08405) under Op Code TD2202 at a maximum rate of \$130 per vehicle as sublet type "SL". • PPE: Dealers may claim the cost of personal protective equipment (PPE) needed for organic growth remediation preparation under Op Code TD2202 at a maximum rate of \$20.00 per vehicle as sublet type "ZZ". • Rental: A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) may be claimed up to a maximum of 14 days at a maximum rate of \$42.00 per day as a sublet type "RT" under Op Code TD2202. <ul style="list-style-type: none"> ○ <i>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.</i> ○ <i>Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.</i>

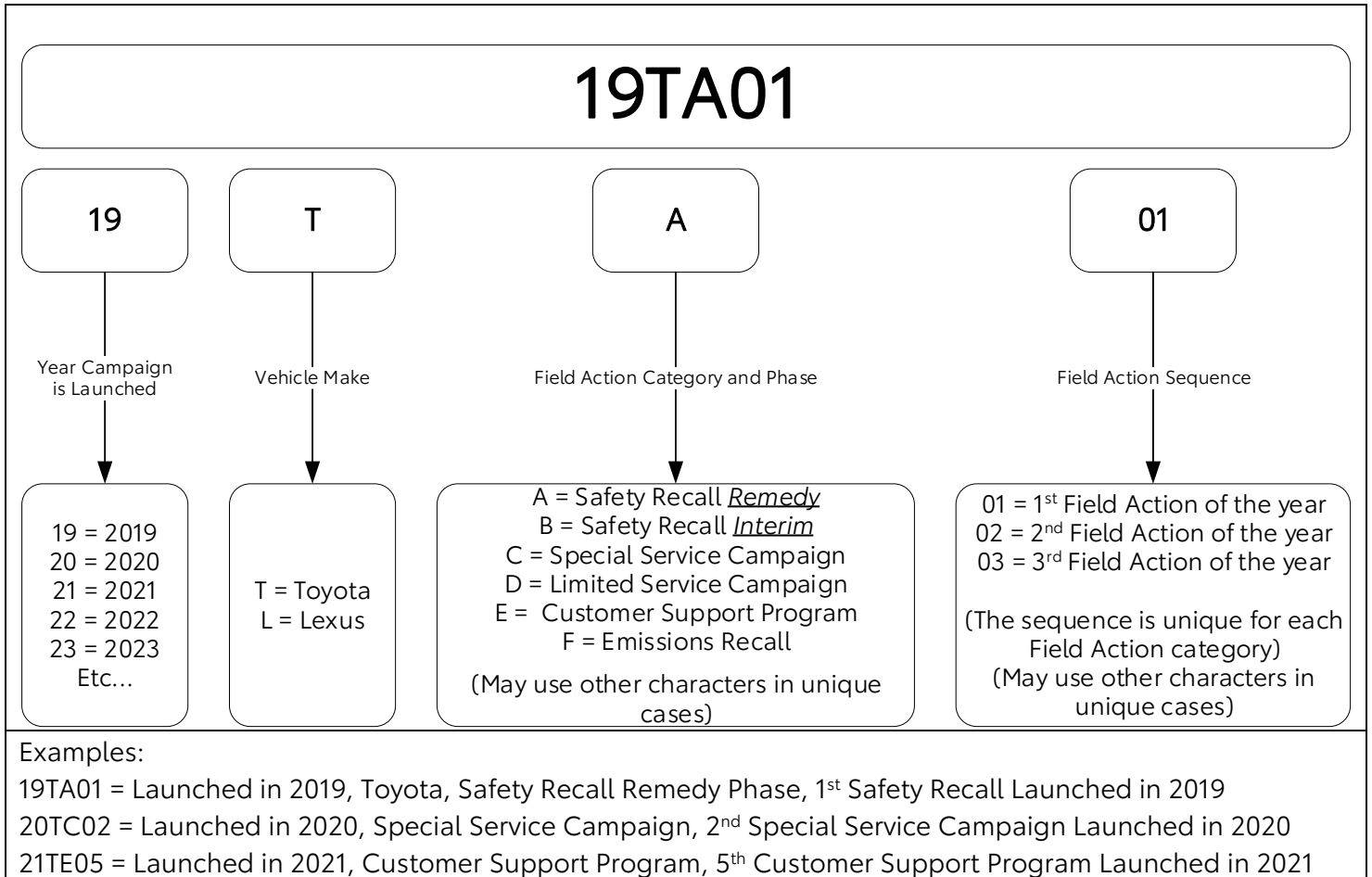
Claim Filing Accuracy and Correction Requests

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

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 Limited Service Campaign.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.

LIMITED SERVICE CAMPAIGN 22TD02 *(Remedy Notice)*

Certain 2021 Model Year Highlander and Highlander Hybrid Vehicles Sealant for a Seam near the Fuel Inlet

Frequently Asked Questions

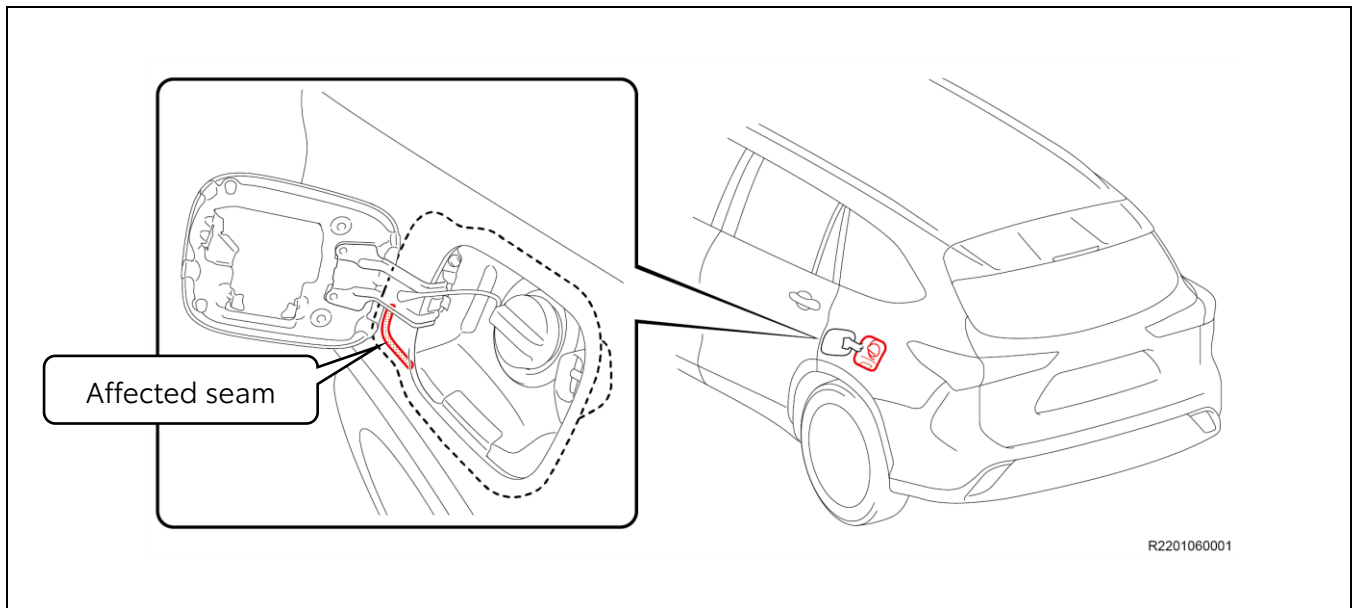
Original Publication Date: April 14, 2022

Q1: *What is the condition?*

A1: A seam near the fuel inlet may not have been properly sealed during manufacturing. This can allow water to leak into the interior area of the vehicle, behind the third-row seat, when the vehicle is exposed to wet environmental conditions like rain or a car wash.

Q1a: *Which seam was not properly sealed during manufacturing?*

A1a: The affected seam is shown in the photograph, below.



Q2: What is Toyota going to do?

A2: Toyota will send an owner notification letter, in late April 2022, advising owners to make an appointment with their authorized Toyota dealer to apply additional sealant to the affected seam to prevent future water leaks at this location, **FREE OF CHARGE**. In addition, the dealer will inspect the vehicle for evidence of a water leak resulting from this issue and clean or replace any components damaged by such a leak, **FREE OF CHARGE**.

Q2a: How long will this Limited Service Campaign be available?

A2a: This Limited Service Campaign will be offered **FREE OF CHARGE** until February 7, 2025.

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

A3: There are approximately 250 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period	Approximate UIO
Highlander	2021	Late September 2021 – Early October 2021	200
Highlander Hybrid	2021	Late September 2021 – Early October 2021	50

Q4: How long will the repair take?

A4: The repair to apply additional sealant to the affected seam and inspect the vehicle should take approximately one and one half hours. However, depending on the dealer's work schedule and the extent of any water damage, you may need to make your vehicle available for a longer period.

Q5: What if I previously paid for repairs related to this Limited 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, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



2021 Model Year Highlander and Highlander Hybrid
Sealant for a Seam near the Fuel Inlet
Limited Service Campaign 22TD02 (Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

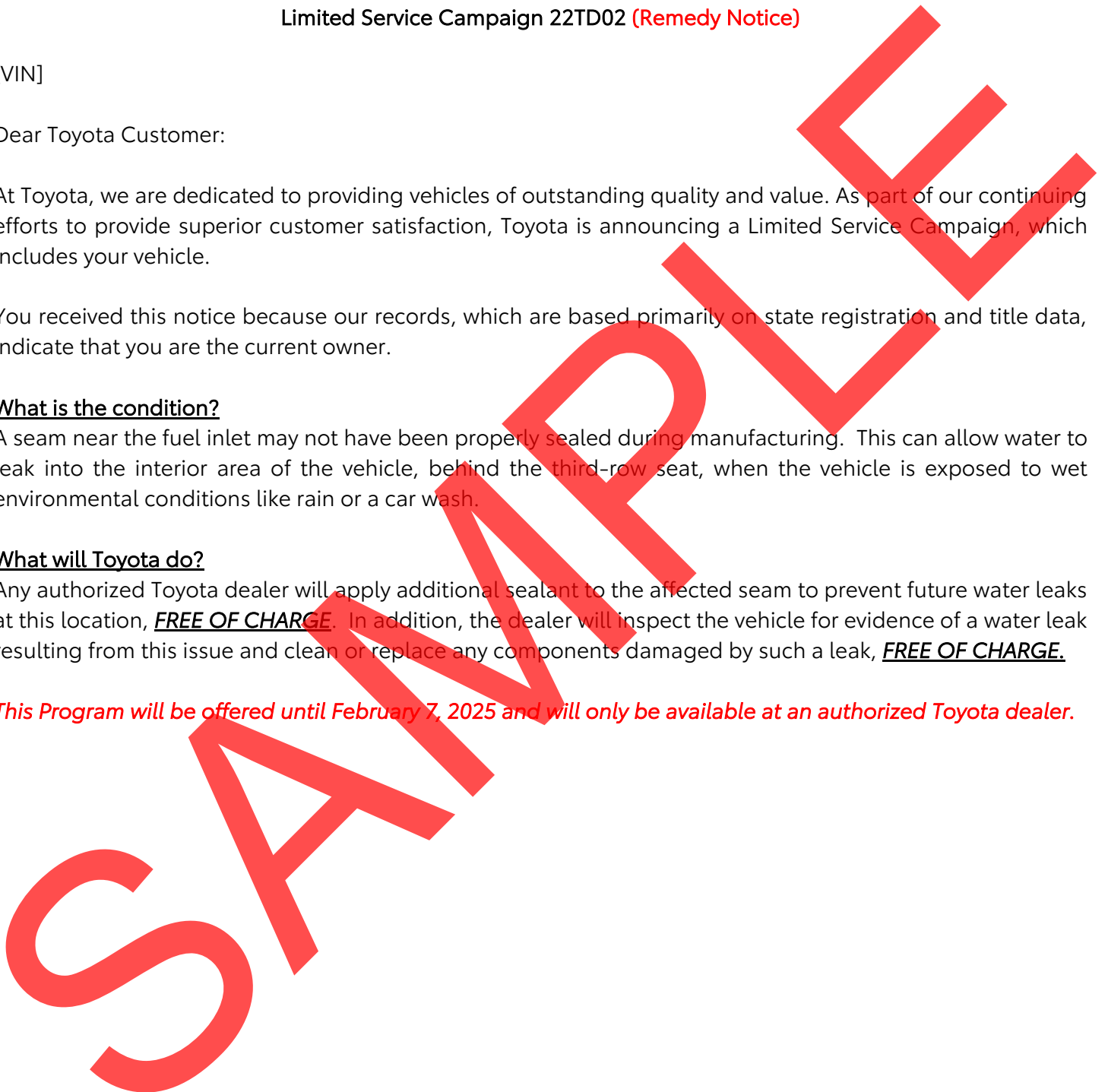
What is the condition?

A seam near the fuel inlet may not have been properly sealed during manufacturing. This can allow water to leak into the interior area of the vehicle, behind the third-row seat, when the vehicle is exposed to wet environmental conditions like rain or a car wash.

What will Toyota do?

Any authorized Toyota dealer will apply additional sealant to the affected seam to prevent future water leaks at this location, **FREE OF CHARGE**. In addition, the dealer will inspect the vehicle for evidence of a water leak resulting from this issue and clean or replace any components damaged by such a leak, **FREE OF CHARGE**.

This Program will be offered until February 7, 2025 and will only be available at an authorized Toyota dealer.




What should you do?

Before you are inconvenienced by this condition, please contact your authorized Toyota dealer to make an appointment to have this remedy performed.

Until the remedy is performed, we recommend avoiding exposing the exterior of your vehicle to water such as rain or a car wash, if possible, to reduce the risk of the aforementioned water leak occurring.

The remedy will require the application of a sealant compound. We recommend you contact your dealer to schedule an appointment in advance to confirm sealant availability and minimize your inconvenience. Be sure to also review the actions you should take to prepare your vehicle for the remedy.



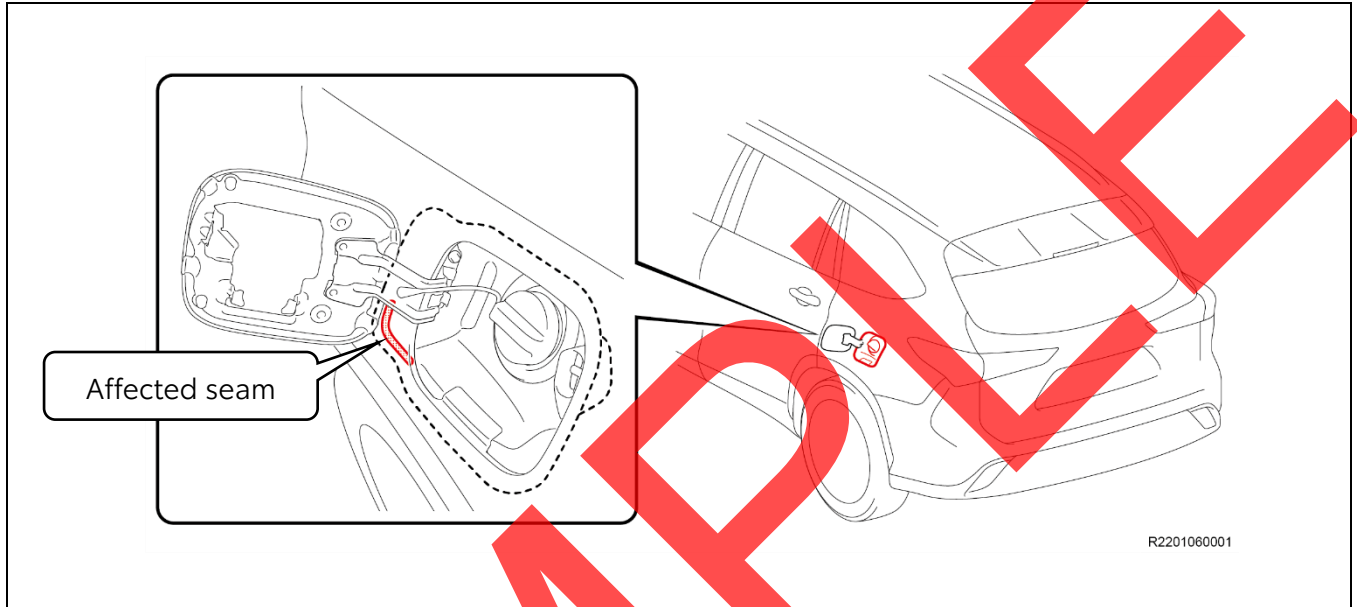
BEFORE YOU ARRIVE AT THE DEALER
<p>Your vehicle needs to be dry when you bring it to the dealer to ensure proper sealer hardening.</p> <ul style="list-style-type: none">• Avoid arranging an appointment to bring your vehicle to the dealer at a time when rain is forecasted to occur, or if rain is forecasted to occur within 24 hours following the appointment <i>Note: in the event of rainy weather, the dealer may reschedule your appointment</i>• Do not wash your vehicle (or otherwise get it wet) before bringing your vehicle to the dealer.
AFTER THE DEALER RETURNS YOUR VEHICLE TO YOU
<p>Your vehicle needs to remain dry for 24 hours after the dealer returns it to you to ensure proper sealer hardening.</p> <ul style="list-style-type: none">• Do not drive your vehicle in the rain, wash your vehicle, or otherwise get your vehicle wet within 24 hours after the dealer returns your vehicle to you.

How long will the repair take?

The repair to apply additional sealant to the affected seam and inspect the vehicle should take approximately one and one half hours. However, depending on the dealer’s work schedule and the extent of any water damage, you may need to make your vehicle available for a longer period.

Which seam was not properly sealed during manufacturing?

The affected seam is shown in the diagram, below.



What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota’s online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the “Resources” tab, select “Safety Recalls and Service Campaigns”, and click on “Submit Reimbursement Request”.

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Brand Engagement Center – TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you have other questions?

- *Your local Toyota dealer will be more than happy to answer any of your questions.*
- For more information on this and other campaigns, please visit www.toyota.com/recall.
- If you require further assistance, you may 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.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

SAMPLE



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Limited Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____