

Original Publication Date: August 11, 2022

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

**SPECIAL SERVICE CAMPAIGN 22TC05 (Remedy Notice)**

Certain 2022 Model Year Camry  
 Certain 2022 Model Year Camry Hybrid  
 Certain 2021-2022 Model Year Rav4  
 Certain 2021 Model Year Rav4 Hybrid  
 Certain 2022 Model Year Avalon Hybrid  
 Certain 2022 Model Year Highlander Hybrid  
 Certain 2022 Model Year Sienna Hybrid  
 Crankcase Case Vent

Model / Years	Production Period	Approximate Total Vehicles
2022 Model Year Camry	Mid-November 2021 – Mid-December 2021	6,700
2022 Model Year Camry Hybrid	Mid-November 2021 – Mid-December 2021	1,000
2021-2022 Model Year Rav4	Mid-November 2021 – Mid-February 2022	5,000
2021 Model Year Rav4 Hybrid	Mid-November 2021 – Early December 2021	3,350
2022 Model Year Avalon Hybrid	Mid-November 2021 – Mid-December 2021	190
2022 Model Year Highlander Hybrid	Mid-November 2021 – Late December 2021	10
2022 Model Year Sienna Hybrid	Mid-November 2021 – Early March 2022	2,500

**Condition**

The subject vehicles may have been equipped with an engine containing an incorrectly manufactured Crankcase Case Vent. If the engine is equipped with an incorrectly manufactured Crankcase Case Vent, the vehicle may not comply with certain Federal emissions regulations.

**Remedy**

Any authorized Toyota dealer will inspect the Crankcase Case Vent and, if necessary, replace it **FREE OF CHARGE**.

**Covered Vehicles**

There are approximately 18,750 vehicles covered by this Special Service Campaign. North American produced vehicles covered by this Special Service Campaign were not distributed to Puerto Rico.

**Owner Notification Date**

Toyota will begin to notify owners in Late August 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 Special 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 Vehicles in Dealership Inventory

There are approximately 0 vehicles in new dealer inventory as of August 10, 2022.

Toyota requires that dealers complete this Special Service Campaign on any new 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.

### Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any 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 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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 22TC05" 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 Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special 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 Special Service Campaign are requested to schedule an appointment with their authorized dealer to have this Special 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 Special 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 Special Service Campaign completed.

The message will completely clear from the vehicle once the following conditions are met: The Special 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 daily.

Owners who receive a head unit notification after having this Special Service Campaign completed can be advised to ignore the message. Owners with additional concerns can be directed to 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.

### **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.

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 also 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.*

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
04002-08125	Gasket Kit for: Camry & Rav4 Vehicles (Conventional Gasoline)	1*
04002-08225	Gasket Kit for: Camry Hybrid, Rav4 Hybrid, Avalon Hybrid, Highlander Hybrid & Sienna Hybrid Vehicles (Hybrid)	1*
04002-08325	Crankcase Case Vent Kit	1

**\*Vehicles that require Crankcase Case Vent replacement will require a gasket kit. Each repair will require a total of two part numbers, Gasket Kit and Crankcase Case Vent Kit. Depending on vehicle type (Conventional Gasoline or Hybrid) select the correct gasket kit.**

### 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 recall repair are required to currently have completed all of the following courses:

- T151 – Engine Service and 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 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.

### 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 Special 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.

### Vehicles Emission Recall Proof of Correction Form (California only)

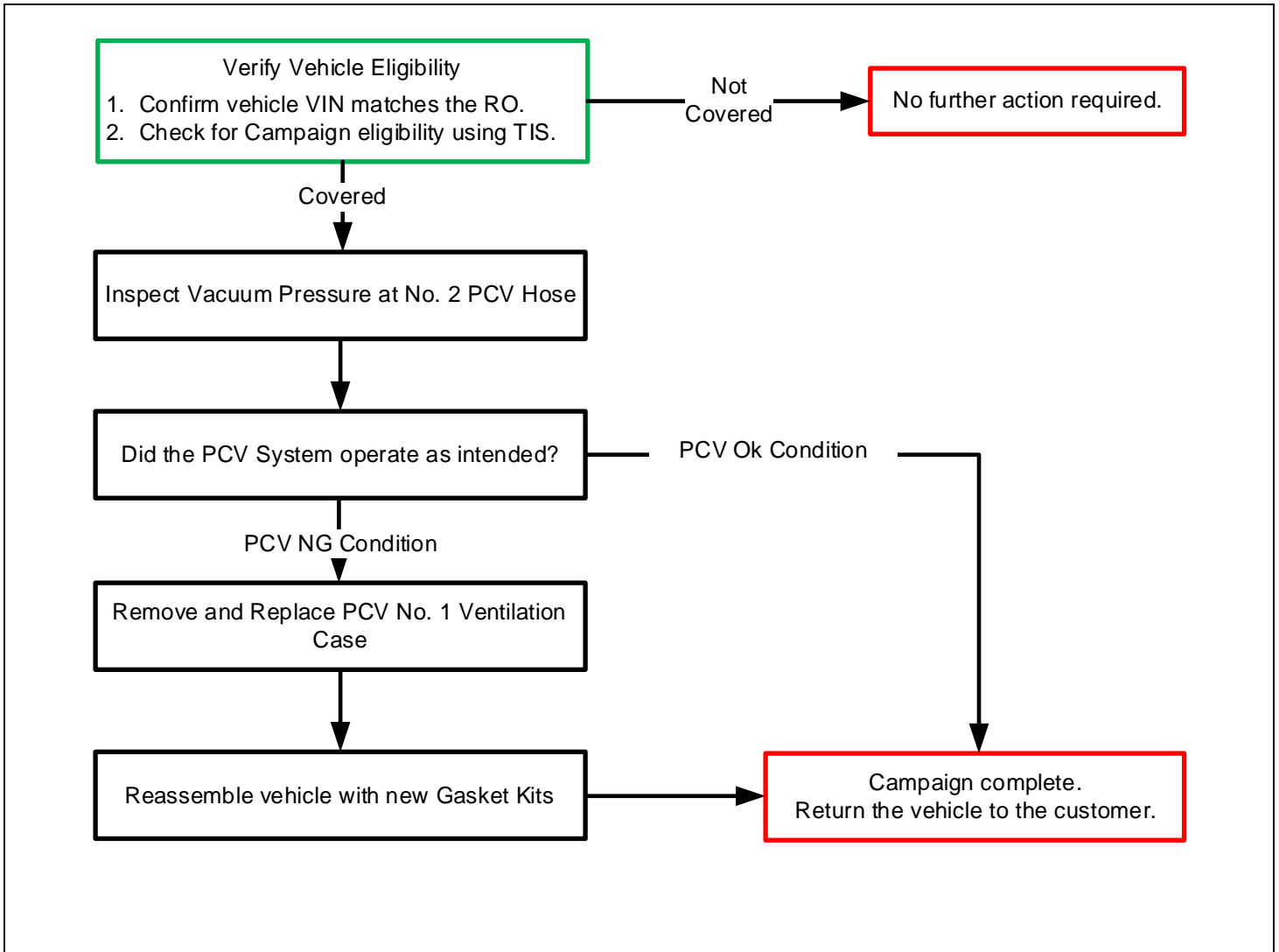
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

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 June 2023. 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.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form is designed for California dealers to use after completing repairs on vehicles affected by an emission recall. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). There are also sections for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealer's Authorized Signature. A note at the bottom states: "Return this certificate to DMV only when required – otherwise retain for your records." The form number 00410-92007 is visible in the bottom right corner.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
	Inspect Crankcase Case Vent Operation	
	Inspect Crankcase Case Vent Operation + Replace Case Vent Gasoline	
	Inspect Crankcase Case Vent Operation + Replace Case Vent Hybrid	

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

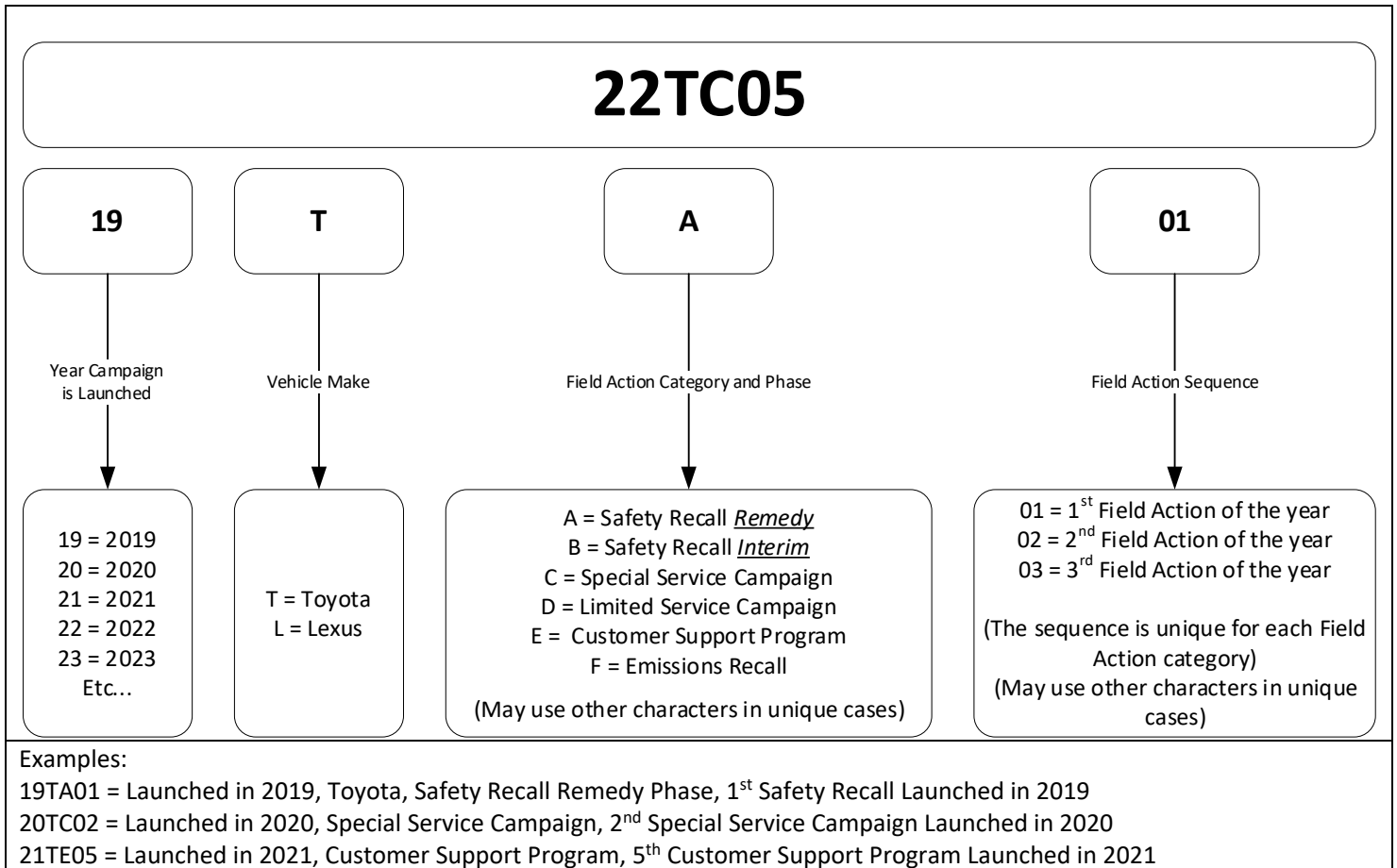
### Claim Filing Accuracy and Correction Requests

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.

## 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 Special Service Campaign.***

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



## SPECIAL SERVICE CAMPAIGN 22TC05 *(Remedy Notice)*

Certain 2022 Model Year Camry  
Certain 2022 Model Year Camry Hybrid  
Certain 2021-2022 Model Year Rav4  
Certain 2021 Model Year Rav4 Hybrid  
Certain 2022 Model Year Avalon Hybrid  
Certain 2022 Model Year Highlander Hybrid  
Certain 2022 Model Year Sienna Hybrid  
Crankcase Case Vent

### Frequently Asked Questions

Original Publication Date: August 11, 2022

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

A1: The subject vehicles may have been equipped with an engine containing an incorrectly manufactured Crankcase Case Vent. If the engine is equipped with an incorrectly manufactured Crankcase Case Vent, the vehicle may not comply with certain Federal emissions regulations.

**Q1a: *What is the Crankcase Case Vent?***

A1a: The Crankcase Case Vent is used to separate engine oil mist and blowby gases in the Crankcase. The Crankcase Case Vent enhances the oil mist collection rate, thus reducing oil consumption and the buildup of deposits.

**Q1b: *Are there any symptoms of this condition?***

A1b: No, there are no symptoms of this condition. If this condition occurs, the check engine light does NOT illuminate.

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

A2: Toyota will send an owner notification starting in late-August, 2022, advising owners to make an appointment with their authorized Toyota dealer to have the Crankcase Case Vent inspected and if necessary, replaced, **FREE OF CHARGE**.

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A3: There are approximately 18,750 vehicles covered by this Special Service Campaign.

Model Name	Model Year	UIO	Production Period
Camry	2022	6,700	Mid-November 2021 – Mid-December 2021
Camry Hybrid	2022	1,000	Mid-November 2021 – Mid-December 2021
Rav4	2021-2022	5,000	Mid-November 2021 – Mid-February 2022
Rav4 Hybrid	2021	3,350	Mid-November 2021 – Early December 2021
Avalon Hybrid	2022	190	Mid-November 2021 – Mid-December 2021
Highlander Hybrid	2022	10	Mid-November 2021 – Late December 2021
Sienna Hybrid	2022	2,500	Mid-November 2021 – Early March 2022

**Q3a: Are there any other Lexus/Toyota/Scion vehicles affected by this issue in the U.S.?**

A3a: Yes, there are approximately 240 Lexus vehicles cover by Special Service Campaign 22LC02. The following vehicles are covered: certain 2022 model year ES300h vehicles and certain 2022 model year ES250 vehicles.

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

A4: The repair takes approximately 45 minutes to one-and on-half hours depending on inspection results. 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, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



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Certain 2022 Model Year Camry  
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Certain 2021-2022 Model Year Rav4  
Certain 2021 Model Year Rav4 Hybrid  
Certain 2022 Model Year Avalon Hybrid  
Certain 2022 Model Year Highlander Hybrid  
Certain 2022 Model Year Sienna Hybrid  
Crankcase Case Vent  
Special Service Campaign 22TC05 (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 Special 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?**

The subject vehicles may have been equipped with an engine containing an incorrectly manufactured Crankcase Case Vent. If the engine is equipped with an incorrectly manufactured Crankcase Case Vent, the vehicle may release crankcase emissions.

## **What is the Crankcase Case Vent?**

The Crankcase Case Vent is used to separate engine oil mist and blowby gases in the Crankcase. The Crankcase Case Vent enhances the oil mist collection rate, thus reducing oil consumption and the buildup of deposits.

## **What will Toyota do?**

Any authorized Toyota dealer will inspect the Crankcase Case Vent and, if necessary, replace it **FREE OF CHARGE**.

## **What should you do?**

Please contact your authorized Toyota dealer to make an appointment to have the Crankcase Case Vent inspected and if necessary, replaced **FREE OF CHARGE**. The remedy will take approximately 45 minutes to one- and one-half hours depending on inspection results. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

## **What if you live in California and don't have this Special Service Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**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 Customer Experience 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](http://www.toyota.com/recall).
- ✓ If you require further assistance, you may contact the Toyota Customer Experience 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.



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 Special 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](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN 

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Campaign Code 

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Model \_\_\_\_\_ Model Year \_\_\_\_\_

#### Customer Information

<b>Customer Name</b> _____	<b>Customer Email</b> _____
<b>Customer Address</b> _____	<b>Home Phone #</b> _____
_____	<b>Mobile Phone #</b> _____
_____	<b>Date</b> _____

*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](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

#### Dealer Information

<b>Dealer Name/Address</b> _____	<b>Dealer Code</b> _____
_____	<b>Dealer Phone Number</b> _____
_____	<b>Dealer Staff Name</b> _____
_____	<b>Dealer Staff Signature</b> _____