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

CUSTOMER SUPPORT PROGRAM 22TE09

**Certain 2019 – 2022 Model Year Rav4 HV (AWD Only)
 Coverage for HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion**

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2022 Rav4 HV AWD	Mid-August 2018 – Mid-November 2022	437,140

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for the HV Floor Under Wire Harness and the Rear Traction Motor Cable on certain 2019 to 2022 Rav4 HV AWD 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 coverage 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.

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 2019-2022 model year Rav4 HV AWD 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 will be offered for 8 years or 100,000 miles*** (whichever comes first).

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 473,100 vehicles covered by this Customer Support Program. There are 3,400 vehicles in Puerto Rico involved in this Customer Support Program.

Owner Letter Mailing Date

Toyota will begin to notify owners early February 2023 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

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 Customer Support Program. 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.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state’s law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- 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”.

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.22](#), “Warranty Solicitation.” Non-compliance of this policy may result in a claim debit.

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.

As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. **Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

HV Floor Under Wire Harness Repair Parts

NAP Production		
Part Number	Description	Qty
821H1-0R011	HV Floor Under Wire Harness (2019-2021 MY)	1
821H1-0R012	HV Floor Under Wire Harness (2022 MY)	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

CBU Production		
Part Number	Description	Qty
821H1-42021	HV Floor Under Wire Harness (2019-2021 MY)	1
821H1-48131	HV Floor Under Wire Harness (2022 MY)	1
72693-12080	Rear Seat Cushion Hook Clips	2
90917-06094	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.

NAP Production		
Part Number	Description	Qty
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

CBU Production		
Part Number	Description	Qty
G1149-42010	Rear Traction Motor Cable	1
G114D-47021	Cap Motor Cable Terminal	1
91552-E1255	Bolt, w Washer	2
90119-14186	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.

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:

- Hybrid Expert Technician
- Master Technician
- Master Diagnostic Technician

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.

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

Remedy Procedures

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

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 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

Reimbursement Procedure

Op Code	Description	Flat Rate Hours
22TE09R1	Replace HV Floor Under Wire Harness	4.7
22TE09R2	Replace HV Floor Under Wire and Rear Traction Motor Cable	5.7

- All claims should be filed under CSP opcodes.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 1 day as a sublet type “RT” under Op Code 22TE09R1 and 22TE09R2
 - **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.**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under Op Code 22TE09R1 and 22TE09R2 for a maximum of \$250 as sublet type “TW” in the event the customer vehicle cannot be driven due to DTC.)
 - **Towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**

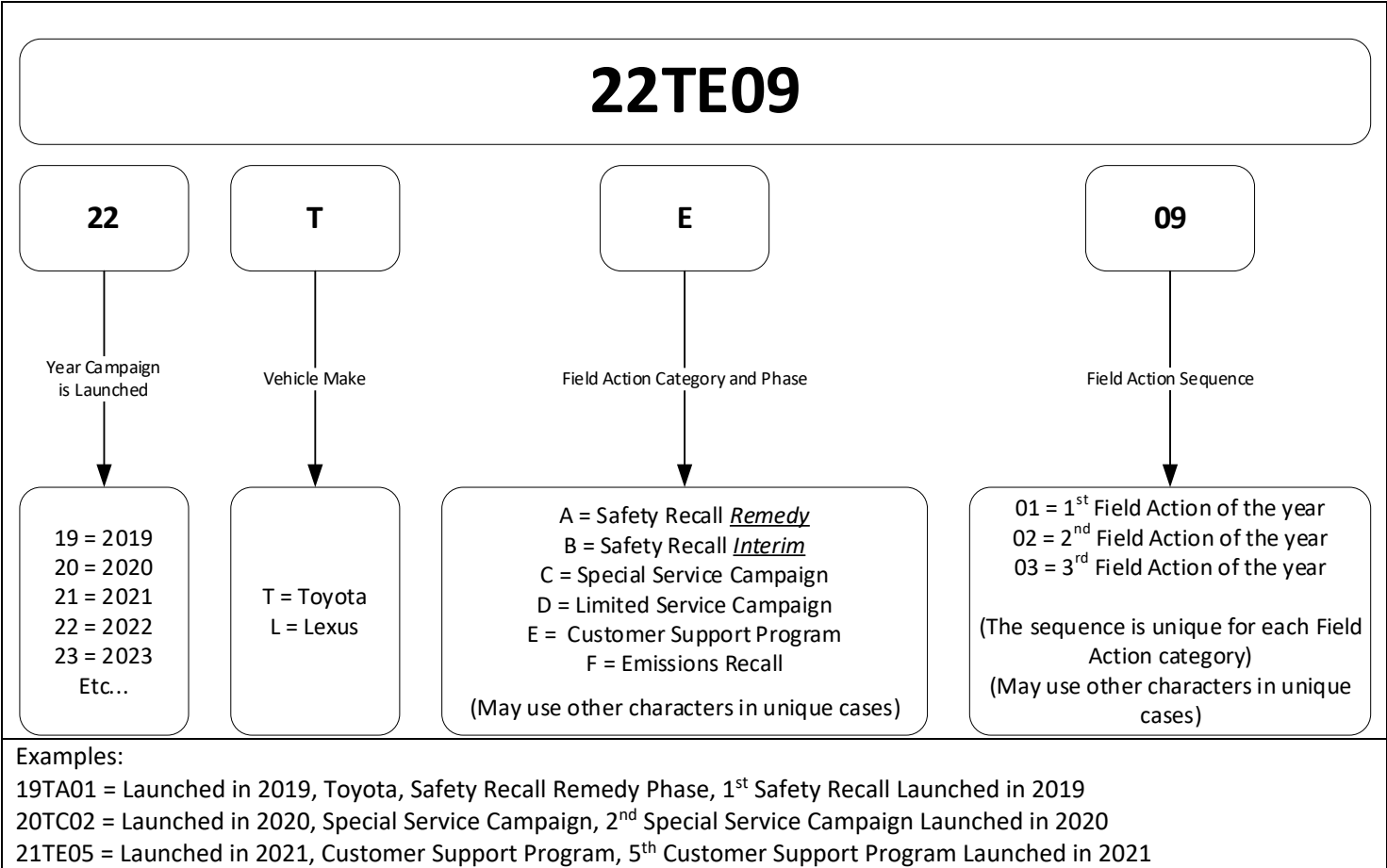
Claim Filing Accuracy and Correction Requests

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.

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 Customer Support Program.

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



CUSTOMER SUPPORT PROGRAM 22TE09

**Certain 2019 – 2022 Model Year Rav4 HV (AWD Only)
Coverage for HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion**

Frequently Asked Questions
Original Publication Date: December 21, 2022

Q1: What is the condition?

A1: The subject vehicles may exhibit excessive corrosion on the HV Floor Under Wire Harness and Rear Traction Motor Cable at the connector located at the Rear Motor Generator. Excessive corrosion can cause AM Radio Static during certain drive cycles. If the specific DTC(s) mention set, it could eventually lead to the vehicle not starting.

Q1a: What is the HV Floor Under Wire Harness and Rear Traction Motor Cable?

A1a: The HV Floor Under Wire Harness and Rear Traction Motor Cable are high voltage electrical wires that provide electrical power to the rear wheel electric rear motor generator of All Wheel Drive Rav4 HV vehicles.

Q2: What is Toyota going to do?

A2: Toyota will send (in phases consistent with parts availability and repair capacity) starting in early February 2023, an owner notification by first class mail advising owners of this Customer Support Program.

Q3: Are there any warnings that this condition exists?

A3: If your vehicle detects a hybrid system issue, you may have messages displayed on the Multi-Information Display or the Head Unit Display as shown below. If these messages appear, contact the dealer for proper diagnosis.



Note: It is possible for the lights above to be illuminated and not be related to the condition outlined in this Customer Support Program.

If an owner thinks they are experiencing the AM Static condition described in this Customer Support Program, the owner can perform a simple stationary test.

1. In a safe area, start the vehicle in Park .
2. Tune the radio to a known AM station in your area.
3. Listen to the radio and take note of the sound quality.
4. After confirming the sound quality, place the vehicle into Reverse or Drive with your foot on the brake for 3 seconds. Then place the vehicle back into Park.
5. Repeat step 4 for an additional 2 times.
6. If the vehicle has the concern, the static will start exactly when the vehicle is placed into Drive and/or Reverse. The static will then go away when placed back into Park.

Note: If you are not a regular listener to AM radio, static can be considered normal depending on the reception and as you are driving. This static is not related to this condition.

If an owner believes the vehicle is affected after performing the AM Static check, they should contact their local Toyota dealer for appropriate diagnosis.

Q3a: What if my vehicle is determined to have the AM static due to corrosion, but does not have the DTCs?

A3a: At this time, Toyota has a limited supply of parts and will be prioritizing repairs for those owners who are unable to start their vehicle and have active DTCs. If your vehicle is confirmed to have the corrosion condition, but is only experiencing the AM static, your vehicle may need to be repaired at a later date.

A3b: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A3b: 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.

Q4: Which and how many vehicles are covered by this Customer Support Program?

A4: There are approximately 437,100 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
Rav4 HV (AWD Only)	2019-2022	Mid-August 2018 – Mid-November 2022

Q5: What are the details of this program?

A5: This Customer Support Program provides coverage as it applies to the HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion. If sufficient corrosion occurs, the vehicle can set DTC P0AA649 and/or P1C8049 or create AM Radio Static during certain driving conditions. If the covered conditions are verified, the affected cable will be repaired or replaced under the terms of this Customer Support Program.

- ***This coverage will be offered for 8 years or 100,000 miles (whichever comes first)***

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.

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 and been diagnosed by an authorized Toyota dealer with the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner 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 five to six hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

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