

Original Publication Date: January 26, 2023

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

CUSTOMER SUPPORT PROGRAM 23TE01

Multiple Models and Model Years Coverage for High-Pressure Fuel Pump – Low Pressure Fuel Seepage

Model / Years	Production Period	Approximate Total Vehicles
2020-2022 Model Year Highlander Hybrid	Late June 2019 – Mid-February 2022	93,900
2021 Model Year Rav4 Prime	Late November 2019 – Early September 2021	24,200
2019-2022 Model Year Rav4	Early March 2018 – Mid-February 2022	952,100
2019-2022 Model Year Rav4 Hybrid	Late August 2018 – Mid-February 2022	328,500
2021-2022 Model Year Sienna Hybrid	Late July 2020 – Late January 2022	73,850
2021-2022 Model Year Venza Hybrid	Early March 2020 – Early February 2022	72,200
2019-2022 Model Year Avalon	Late October 2017 – Early July 2021	49,850
2018-2022 Model Year Camry	Mid January 2017 – Early July 2021	63,440
2017-2022 Model Year Highlander	Early November 2016 – Early September 2021	922,360
2018-2020 Model Year Sienna	Late July 2016 – Late September 2020	338,720
2016-2022 Model Year Tacoma	Mid August 2015 – Mid November 2021	1,157,010

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for the High-pressure Fuel Pump on Multiple Models and Model Years.

Background

Although the high-pressure fuel pump is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to the presence of a fuel odor in or around the engine bay originating at the high-pressure fuel pump of the subject vehicles.

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 for the involved vehicles as it applies to the high-pressure fuel pump. The specific condition covered by this program is related to a presence of fuel odor in or around the engine bay originating from the high-pressure fuel pump. If the condition is verified, the vehicle will be repaired with a new high pressure fuel pump under the terms of this Customer Support Program.

- ***This coverage will be offered 10 years from the Date of First Use (DOFU), regardless of mileage***

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 4,129,998 vehicles covered by this Customer Support Program. Approximately 33,550 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in 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** emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title **ARE 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 potentially 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.

Hybrid Vehicles:

Part Number	Description	Quantity
23101-*****	FUEL PUMP ASSEMBLY	1
23224-*****	FUEL PUMP SPACER GASKET	1
22271-*****	THROTTLE BODY GASKET	1

NOTE: The part numbers for this campaign should be verified by inputting the vehicle's VIN into the Electronic Parts Catalog to confirm the correct service part numbers.

Conventional Gasoline Vehicles:

Part Number	Description	Quantity
23101-*****	FUEL PUMP ASSEMBLY	1
23224-*****	FUEL PUMP SPACER GASKET	1
17176-*****	AIR SURGE TANK TO INTAKE MANIFOLD GASKET	1
23291-*****	INJECTOR VIBRATION INSULATOR	1
17177-*****	NO. 1 INTAKE MANIFOLD TO HEAD GASKET	1
22271-*****	THROTTLE BODY GASKET	1
25627-*****	EGR VALVE GASKET	1
25628-*****	EGR INLET GASKET	1
25629-*****	EGR VALVE ADAPTER GASKET	1
25685-*****	EGR COOLER GASKET	1
17171-*****	NO. 1 INTAKE MANIFOLD TO HEAD GASKET	1

NOTE: The part numbers for this campaign should be verified by inputting the vehicle's VIN into the Electronic Parts Catalog or CPOR to confirm the correct service part numbers.

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:

- TIC201A– 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.

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

Remedy Procedures

Technical instructions for this Customer Support Program can be found in TSB: T-SB-0008-23

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

NOTE: Please submit all repairs under this Customer Support Program, regardless of New Vehicle Limited Warranty

Inspection Only Opcode

Op Code	Description	Flat Rate Hours
23TE01R1	Inspection (A25A Engine - Highlander, RAV4, RAV4 HV, RAV4 Prime, Venza, Sienna)	0.5
23TE01R2	Inspection (2GR Engine – Avalon, Camry, Highlander, Sienna)	1.0
23TE01R3	Inspection (2GR – Tacoma)	0.5

Inspect and Repair Opcodes

Op Code	Description	Flat Rate Hours
23TE01R4	Inspect and Replace High Pressure Fuel Pump (A25A Engine - Highlander, RAV4, RAV4 HV, RAV4 Prime, Venza, Sienna)	1.5
23TE01R5	Inspect and Replace High Pressure Fuel Pump (2GR Engine – Sienna, Highlander)	3.5
23TE01R6	Inspect and Replace High Pressure Fuel Pump (2GR Engine – Camry, Avalon)	2.5
23TE01R7	Inspect and Replace High Pressure Fuel Pump (2GR Engine – Tacoma)	1.5

Claim Filing Accuracy and Correction Requests

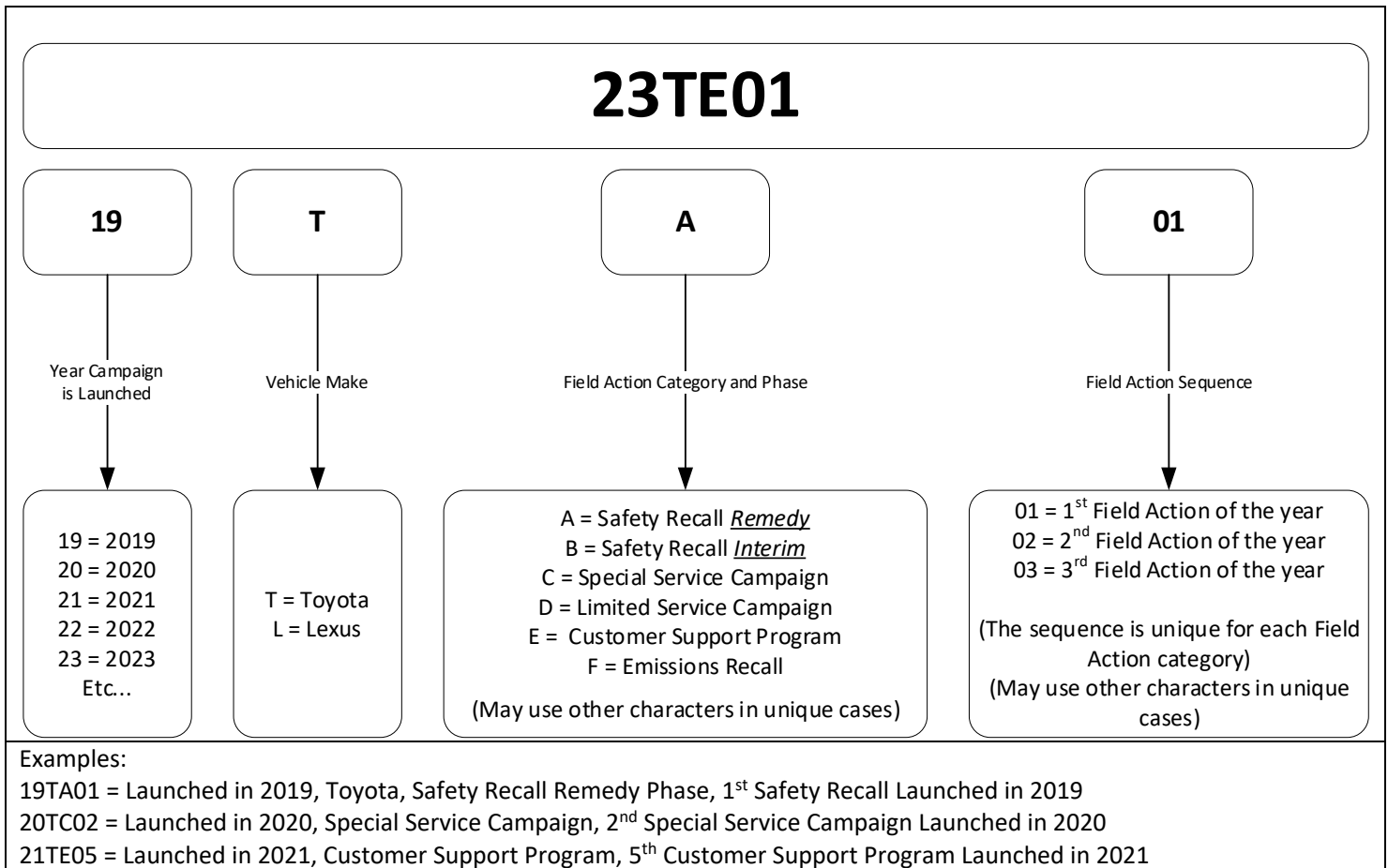
It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim

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.



TOYOTA

CUSTOMER SUPPORT PROGRAM 23TE01

Multiple Models and Multiple Model Years Coverage for High-pressure Fuel Pump – Low Pressure Fuel Seepage

Frequently Asked Questions

Original Publication Date: January 26, 2023

Q1: *What is the condition?*

A1: The subject vehicles are equipped with a high-pressure fuel pump located in the engine compartment of the vehicle. Under certain specific conditions, minor corrosion could cause a small seepage of non-pressurized fuel from the pump and lead to a fuel odor.

Q1a: *What is the high-pressure fuel pump?*

A1a: The high-pressure fuel pump uses a mechanical camshaft driven plunger to increase fuel pressure from the in-tank fuel pump prior to distribution to the direct injection system.

Q1b: *What if my vehicle was previously included in a fuel pump related recall?*

A1b: Toyota previously announced Safety Recall 20TA02 related to the in-tank fuel pump (low pressure pump). This customer support program provides coverage for the high-pressure mechanical fuel pump which is different from the in-tank fuel pump.

Q2: *What is Toyota going to do?*

A2: Although the high-pressure fuel pump is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to the presence of a fuel odor in or around the engine bay originating from the high-pressure fuel pump of the subject vehicles.

Toyota will send an owner notification by first class mail starting in Mid February 2023, advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the vehicle will be repaired with a new high pressure fuel pump under the terms of this Customer Support Program.

Q3: How do I know if this condition exists?

A3: If the presence of a fuel odor in or around the engine compartment is detected, the vehicle may be experiencing this condition. The condition covered by this customer support program is specific to the engine compartment fuel odor from the high-pressure fuel pump seepage.

This condition is most commonly noticed upon vehicle start up with the heating / air conditioning system turned on while drawing air through the fresh air vent (non-recirculation). The presence of a fuel odor originating from the high-pressure fuel pump may be detected in the vehicle interior under these conditions.

The presence of a fuel odor is common after refueling the vehicle and other sources of gasoline. Fuel odor can also be caused by other vehicle conditions. Persistent odor could indicate the condition covered by this program or a different condition not covered exists. If a fuel odor is detected, you should have the vehicle diagnosed by an authorized Toyota dealer.

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

A4: There are approximately 4,129,998 vehicles covered by this Customer Support Program.

Model / Years	Production Period	Approximate Total Vehicles
2020-2022 Model Year Highlander Hybrid	Late June 2019 – Mid-February 2022	93,900
2021 Model Year Rav4 Prime	Late November 2019 – Early September 2021	24,200
2019-2022 Model Year Rav4	Early March 2018 – Mid-February 2022	952,100
2019-2022 Model Year Rav4 Hybrid	Late August 2018 – Mid-February 2022	328,500
2021-2022 Model Year Sienna Hybrid	Late July 2020 – Late January 2022	73,850
2021-2022 Model Year Venza Hybrid	Early March 2020 – Early February 2022	72,200
2019-2022 Model Year Avalon	Late October 2017 – Early July 2021	49,850
2018-2022 Model Year Camry	Mid January 2017 – Early July 2021	63,440
2017-2022 Model Year Highlander	Early November 2016 – Early September 2021	922,360
2018-2020 Model Year Sienna	Late July 2016 – Late September 2020	338,720
2016-2022 Model Year Tacoma	Mid August 2015 – Mid November 2021	1,157,010

Q5: What are the details of this program?

A5: This Customer Support Program provides coverage for involved vehicles as it applies to the high-pressure fuel pump. The specific condition covered by this program is related to a presence of fuel odor in or around the engine bay originating from the high-pressure fuel pump. If the condition is verified, the vehicle will be repaired with a new high pressure fuel pump under the terms of this Customer Support Program.

- The Coverage will be offered for 10 years from the Date of First Use (DOFU) regardless of mileage.

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: Which part(s) are covered by this Customer Support Program?

A6: The specific component covered by this Customer Support Program is the high-pressure fuel pump.

Q7: What should an owner do if experiencing this condition?

A7: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. To allow dealers to more accurately diagnose the condition, Toyota recommends owners avoid refueling the vehicle directly before their appointment. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner.

Q7a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A7a: 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.

Q8: What if an owner HAS NOT experienced this condition but would like to have the repair completed?

A8: This Customer Support Program only applies to vehicles that have exhibited 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.

Q9: How long will the repair take?

A9: The repair takes approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: What if I previously paid for repairs related to this Customer Support Program?

A10: Reimbursement consideration instructions will be provided in the owner letter.

Q11: How does Toyota obtain my mailing information?

A11: 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.

Q12: What if I have additional questions or concerns?

A12: 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.

Certain 2020-2022 Model Year Highlander Hybrid
Certain 2021-2022 Model Year Rav4 PHV
Certain 2019-2022 Model Year Rav4
Certain 2019-2022 Model Year Rav4 Hybrid
Certain 2021-2022 Model Year Sienna Hybrid
Certain 2021-2022 Model Year Venza Hybrid
Certain 2019-2022 Model Year Avalon
Certain 2018-2022 Model Year Camry
Certain 2017-2022 Model Year Highlander
Certain 2018-2020 Model Year Sienna
Certain 2016-2022 Model Year Tacoma
Coverage for High-pressure Fuel Pump – Low Pressure Fuel Seepage
CUSTOMER SUPPORT PROGRAM 23TE01 NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

Toyota has received reports about a fuel seepage from the high-pressure fuel pump in the subject vehicles. In these reports, customer have experienced fuel odor. While the majority of vehicles will not experience this condition, we are offering the following Customer Support Program.

This Customer Support Program provides coverage as it applies to the high-pressure fuel pump on the models and model years listed above. The specific condition covered by this program is related to a presence of fuel odor in or around the engine bay originating from the high-pressure fuel pump. If the condition is verified, the vehicle will be repaired with a new high pressure fuel pump under the terms of this Customer Support Program.

How can I tell if I have this condition?

If the presence of a fuel odor in or around the engine compartment is detected, the vehicle may be experiencing this condition. The condition covered by this customer support program is specific to the engine compartment fuel odor from the high-pressure fuel pump seepage.

This condition is most commonly noticed upon vehicle start up with the heating/air conditioning system turned on while drawing air through the fresh air vent (non-recirculation). The presence of a fuel odor originating from the high-pressure fuel pump may be detected in the vehicle interior under these conditions.

The presence of a fuel odor is common after refueling the vehicle and other sources of gasoline. Fuel odor can also be caused by other vehicle conditions. Persistent odor could indicate the condition covered by this program or a different condition not covered exists. If a fuel odor is detected, you should have the vehicle diagnosed by an authorized Toyota dealer.

Coverage

10 years from the Date of First Use (DOFU) with no mileage limitation

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

If you have experienced this condition, we recommend you contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. To allow dealers to more accurately diagnose the condition, Toyota recommends owners avoid refueling the vehicle directly before their appointment. The repair will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

What if you have other questions?

- Refer to the *Frequently Asked Questions* sheet included with this letter.
- Your local Toyota dealer will also be more than happy to answer any of your questions.
- 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.

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.

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

If you have previously paid for repairs related to this condition, please mail a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to the following address for reimbursement consideration:

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

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

We have sent this notice in the interest of your continued satisfaction with our products. 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.

▼ Remove at perforation and place in the back of your owner's manual ▼

Customer Support Program 23TE01 Details

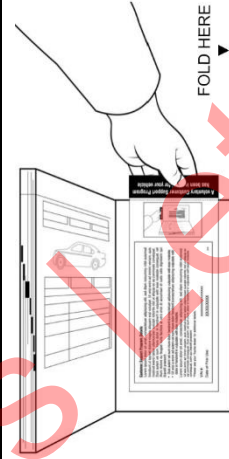
This Customer Support Program provides coverage as it applies to the high-pressure fuel pump on certain 2020-2022 Model Year Highlander Hybrid, certain 2021-2022 Model Year Rav4 PHV, certain 2019-2022 Model Year Rav4, certain 2019-2022 Model Year Rav4 Hybrid, certain 2021-2022 Model Year Sienna Hybrid, certain 2021-2022 Model Year Venza Hybrid, certain 2019-2022 Model Year Avalon, certain 2018-2022 Model Year Camry, certain 2017-2022 Model Year Highlander, certain 2018-2020 Model Year Sienna, and certain 2016-2022 Model Year Tacoma. The specific condition covered by this program is related to a presence of fuel odor in or around the engine bay originating from the high-pressure fuel pump. If the condition is verified, the vehicle will be repaired with a new high pressure fuel pump under the terms of this Customer Support Program.

- **The coverage will be offered for 10 years from the Date of First Use (DOFU), regardless of mileage.**

Please note that this coverage is for work performed at an authorized Toyota dealer only.

This coverage 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.

*Please see your Toyota dealer for additional details VIN# _____
Date of First Use _____



A voluntary Customer Support Program has been initiated for your vehicle

Sample Owner's

TOYOTA

CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

Q1: *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.**

Q3: *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: *Which part(s) are covered by this Customer Support Program?*

A5: Refer to the owner letter to find the specific component(s) covered by this program.

Q6: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6: 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.