

Original Publication Date: April 6, 2023

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

**CUSTOMER SUPPORT PROGRAM 22TE05****Certain 2019-2021 Model Year RAV4, RAV4 HV  
Certain 2021 Model Year RAV4 Prime  
Coverage for Roof Rail Water Leak**

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2021 RAV4	Early March 2018 – Late August 2021	858,200
2019-2021 RAV4HV	Late August 2018 – Late July 2021	267,900
2021 RAV4 Prime	Late November 2019 – Early October 2020	2,000

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for roof rail water leaks on 2019 – 2021 model year RAV4, RAV4HV, and RAV4 Prime vehicles.

**Background**

Although the roof rails are 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 roof rail water leaks.

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 the roof rails on certain 2019-2021 RAV4 and RAV4HV and RAV4 Prime vehicles. The specific condition covered by this program is roof rail water leaks from the roof rail mounting clips due to deterioration of the seal of the roof rail clips. If a water leak has been verified, the vehicle will be inspected and repaired with new roof rail clips. The vehicle will also be inspected for water damage and cleaned and/or repaired accordingly 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 1,128,100 vehicles covered by this Customer Support Program. There are 13,200 vehicles in Puerto Rico involved in this Customer Support Program.

**Owner Letter Mailing Date**

Toyota will begin to notify owners in Mid April, 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.

Normal/Moon Roof Type		
Part Number	Description	Quantity
04002-1410R	ROOF CLIP	1
04002-1610R	RETAINER, ROOF RACK, FR	1
04002-1810R	PAD, ROOF SIDE RAIL GARNISH	1

Panoramic Roof Type		
Part Number	Description	Quantity
04002-1420R	RETAINER, ROOF RACK, FR KIT	1
04002-1810R	PAD, ROOF SIDE RAIL GARNISH	1

Off Road Roof Type		
Part Number	Description	Quantity
04002-1410R	ROOF CLIP	1
04002-1610R	RETAINER, ROOF RACK, FR	1
PT278-422FP-RH	RAV PAD ROOF SIDE RAIL GARN RT	1
PT278-422FP-LH	RAV PAD ROOF SIDE RAIL GARN LT	1
63437-0E070	SEAL, ROOF CARRIER, NO.2	8

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:

- Certified Service Technician (any specialty)

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 [T-SB-0016-23](#).

### **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:

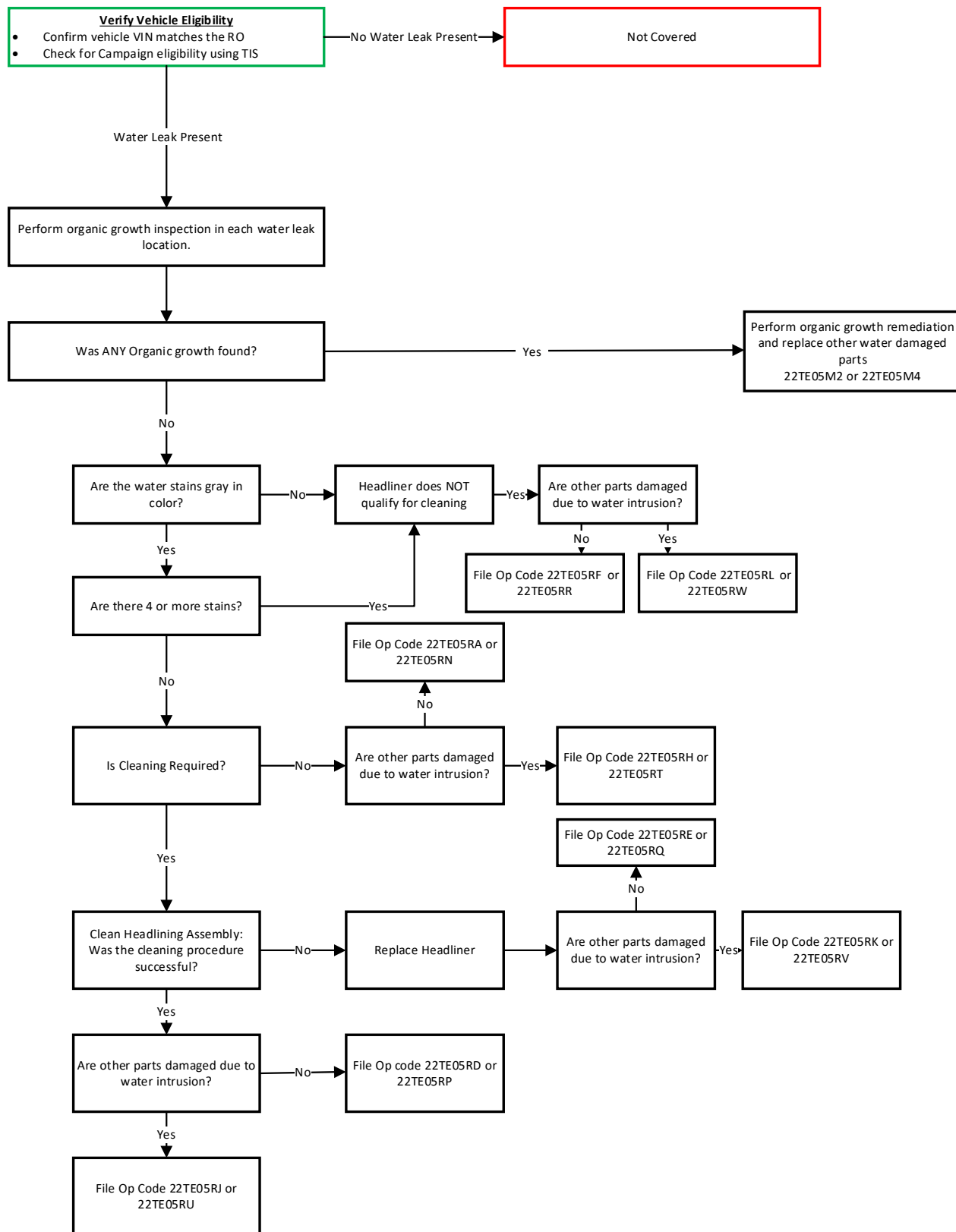
- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

## Warranty Reimbursement Procedures

### Reimbursement Procedure

Opcode varies based on model grade in flow chart. Use grade to select correct opcode.



**NOTE:** All claims filed for this repair should be submitted under the CSP, including vehicles still under the New Vehicle Limited Warranty.

<b>All Trim levels except Off Road Trim Opcodes</b>		
<b>Op Code</b>	<b>Description</b>	<b>Flat Rate Hours</b>
22TE05RA	<b>All Trim levels except Off Road</b> Replace Roof Rail clips (N/M/P)	1.1

- **NOTE: For repairs requiring part replacement beyond 22TE05RA and 22TE05RN, Toyota requires a clear copy of the approved inspection report be attached to all campaign claims. Please see Warranty Policy 4.21 for photo documentation requirements.**

22TE05RD	Clean Headliner and Install Roof Rail Clips (N/M/P)	2.6
22TE05RE	Clean Headliner, Replace Headliner and Roof Rail clips (N/M/P)	4.4
22TE05RF	Replace Headliner and Roof Rail clips (N/M/P)	2.9
22TE05RH	Headliner OK, Replace other water Damaged Parts, and Replace Roof Rail Clips (N/M/P)	1.1 + Actual Time*
22TE05RJ	Clean Headliner, Replace other Water Damaged Parts, Replace Roof Rail Clips (N/M/P)	2.6 + Actual Time*
22TE05RK	Clean and Replace Headliner, Replace other Parts, Replace Roof Rail Clips (N/M/P)	4.4 + Actual Time*
22TE05RL	Replace Headliner and Replace other Parts, and Replace Roof Rail Clips (N/M/P)	2.9 + Actual Time*

**\*Utilize the Electronic Flat Rate Manual as a guideline to aggregate labor times associated with the removal of interior components damaged due to water intrusion, taking into consideration any overlapping labor. Time Punches and additional documentation will be required. Refer to Warranty Policy 4.21 and 8.14 for additional information.**

<b>Off Road Trim Opcodes</b>		
<b>Op Code</b>	<b>Description</b>	<b>Flat Rate Hours</b>
22TE05RN	Replace Roof Rail clips (OR)	2.9

- **NOTE: For repairs requiring part replacement beyond 22TE05RA and 22TE05RN, Toyota requires a clear copy of the approved inspection report be attached to all campaign claims. Please see Warranty Policy 4.21 for photo documentation requirements.**

22TE05RP	Clean Headliner and Install Roof Rail Clips (OR)	4.4
22TE05RQ	Clean and Replace Headliner and Roof Rail clips (OR)	4.4
22TE05RR	Replace Headliner and Roof Rail clips (OR)	2.9
22TE05RT	Headliner OK, replace other water Damaged Parts, and Replace Roof Rail Clips (OR)	2.9 + Actual Time*
22TE05RU	Clean Headliner, replace other Water Damaged Parts, Replace Roof Rail Clips (OR)	4.4 + Actual Time*
22TE05RV	Clean and Replace Headliner, replace other Parts, and Replace Roof Rail Clips (OR)	4.4 + Actual Time*
22TE05RW	Replace Headliner and Replace other Parts, and Replace Roof Rail Clips (OR)	4.4 + Actual Time *

**\*Utilize the Electronic Flat Rate Manual as a guideline to aggregate labor times associated with the removal of interior components damaged due to water intrusion, taking into consideration any overlapping labor. Time Punches and additional documentation will be required. Refer to Warranty Policy 4.21 and 8.14 for additional information.**

- Dealers may claim the cost of glass cleaner and microfiber towels needed for headliner cleaning under Op Code 22TE05RD, 22TE05RE, 22TE05RJ, 22TE05RK, 22TE05RP, 22TE05RQ, 22TE05RU and 22TE05RV at a maximum rate of \$2.00 per vehicle as sublet type "OF".
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of **1 day** at \$42.00/day as a sublet type "RT" under Op Code 22TE05RE, 22TE05RK, 22TE05RP, 22TE05RQ, 22TE05RU, and 22TE05RV.
  - **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.**
- **This coverage will be offered 10 years from the Date of First Use (DOFU), regardless or mileage.**

**Organic Growth Remediation Required Repairs**

Organic Growth remediation is conducted through a nationwide program with SERVPRO Commercial, LLC that has been implemented by Toyota Motor North America (TMNA). While this program has been implemented by TMNA, it requires the dealer to confirm services rendered by SERVPRO and requires direct payment from the dealer to SERVPRO Commercial, LLC (SERVPRO Headquarters). Reimbursement for this expense is recovered under approved repairs through specific sublet instructions below.

**Note: At the end of this section is a flowchart outlining the responsibilities of all parties involved for vehicle remediation.**

<b>All Trims Except Off Road Op Codes</b>		
<b>Op Code</b>	<b>Description</b>	<b>Flat Rate Hours</b>
22TE05M2	Replace Headliner, Organic Growth Remediation, Replace Roof Clips, and other water damaged parts (N/M/P)	4.5 + Actual Time*

<b>Off Road Trim Op Codes</b>		
<b>Op Code</b>	<b>Description</b>	<b>Flat Rate Hours</b>
22TE05M4	Replace Headliner, Organic Growth Remediation, Replace Roof Rail Clips, and other water damaged parts (OR)	4.5 + Actual Time*

**\*NOTE:**

- For repairs requiring part replacement beyond 22TE05RA and 22TE05RN, Toyota requires a clear copy of the approved inspection report be attached to all campaign claims. Please see Warranty Policy 4.21 for photo documentation requirements.
- Utilize the Electronic Flat Rate Manual as a guideline to aggregate labor times associated with the removal of interior components damaged due to water intrusion, taking into consideration any overlapping labor. Time Punches and additional documentation will be required. Refer to Warranty Policy 4.21 and 8.14 for additional information.

**SERVPRO Remediation Sublet Details**

Dealers claim the cost of organic growth remediation by vendor SERVPRO under Op Code 22TE05M2 and 22TE05M4 as sublet type “WL”.

**Sample SERVPRO Commercial, LLC Invoice**

**SERVPRO COMMERCIAL**

Fax: (615) 451-5391  
Tax ID #

Invoice Number:	
Date:	
Page:	1
Customer PO#	

Payment Terms: **NET 30**  
Payment Due Date:

**DO NOT ACCEPT ANY OTHER INVOICE  
MUST COME FROM SERVPRO COMMERCIAL ONLY**

**\*\*Please do not accept an email for any banking changes please call to confirm.**

**Bill To:**

Quantity	Description	Unit Price	Extended Price
1	SERVPRO® RESTORATION SERVICES		
1	COMMERCIAL® MANAGEMENT FEE		

**Service Details:**  
Description of Service: See Detailed Estimate Attached  
Store #:  
WorkOrder #:  
Customer Name:

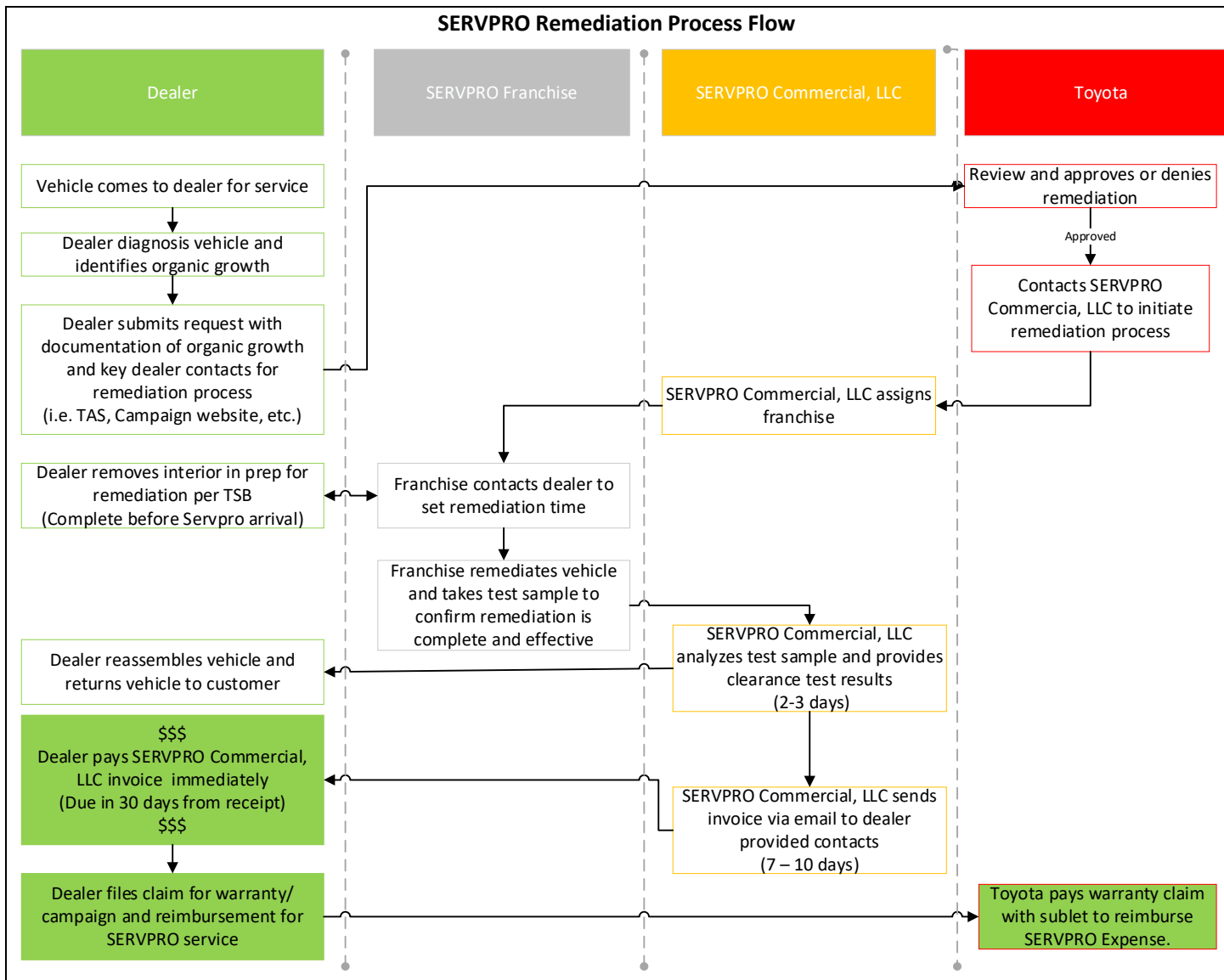
Subtotal:	
Tax:	
<b>TOTAL DUE:</b>	

**IMPORTANT SERVPRO INVOICING INFORMATION**

- **Invoice must be from SERVPRO Commercial, LLC**
- **DO NOT PAY THE SERVPRO FRANCHISE!** SERVPRO FRANCHISES are **NOT AUTHORIZED** to invoice dealers!
- Invoice will include 2 cost related items:
  - Servpro Restoration Services (If travel fee is included it will be included in this cost)
  - Commercial Management Fee (This must be on invoice)
- 7-10 business days after remediation is completed invoice will be emailed to dealer and sent from [xxxxx@servpro.com](mailto:xxxxx@servpro.com)
- Invoices are **NET 30** and should be paid **IMMEDIATELY – DO NOT WAIT FOR THE WARRANTY CLAIM TO BE PAID BEFORE PAYING THE INVOICE!**
- If you have invoice questions or have not received an invoice within the 7-10 days from completion, contact SERVPRO Commercial at: [kwilson@servpro.com](mailto:kwilson@servpro.com)
- If you have additional questions, please reference the Servpro Quick Reference guide on TIS – Featured Content

**Other Sublet Details**

- Dealers may claim the cost of seam sealer and spray adhesive needed for installing insulation sheeting under Op Code 22TE05M2 and 22TE05M4 at a maximum rate of \$70.00 per vehicle as sublet type “SL”.
- Dealers may claim the cost of personal protective equipment needed for organic growth remediation preparation under Op Code 22TE05M2 and 22TE05M4 at a maximum rate of \$20.00 per vehicle as sublet type “ZZ”.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 17 days at \$42.00 as a sublet type “RT” under Op Code 22TE05M2 and 22TE05M4.
  - **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.**
- **This coverage will be offered 10 years from the Date of First Use (DOFU), regardless of mileage.**



**Claim Filing Accuracy and Correction Requests**

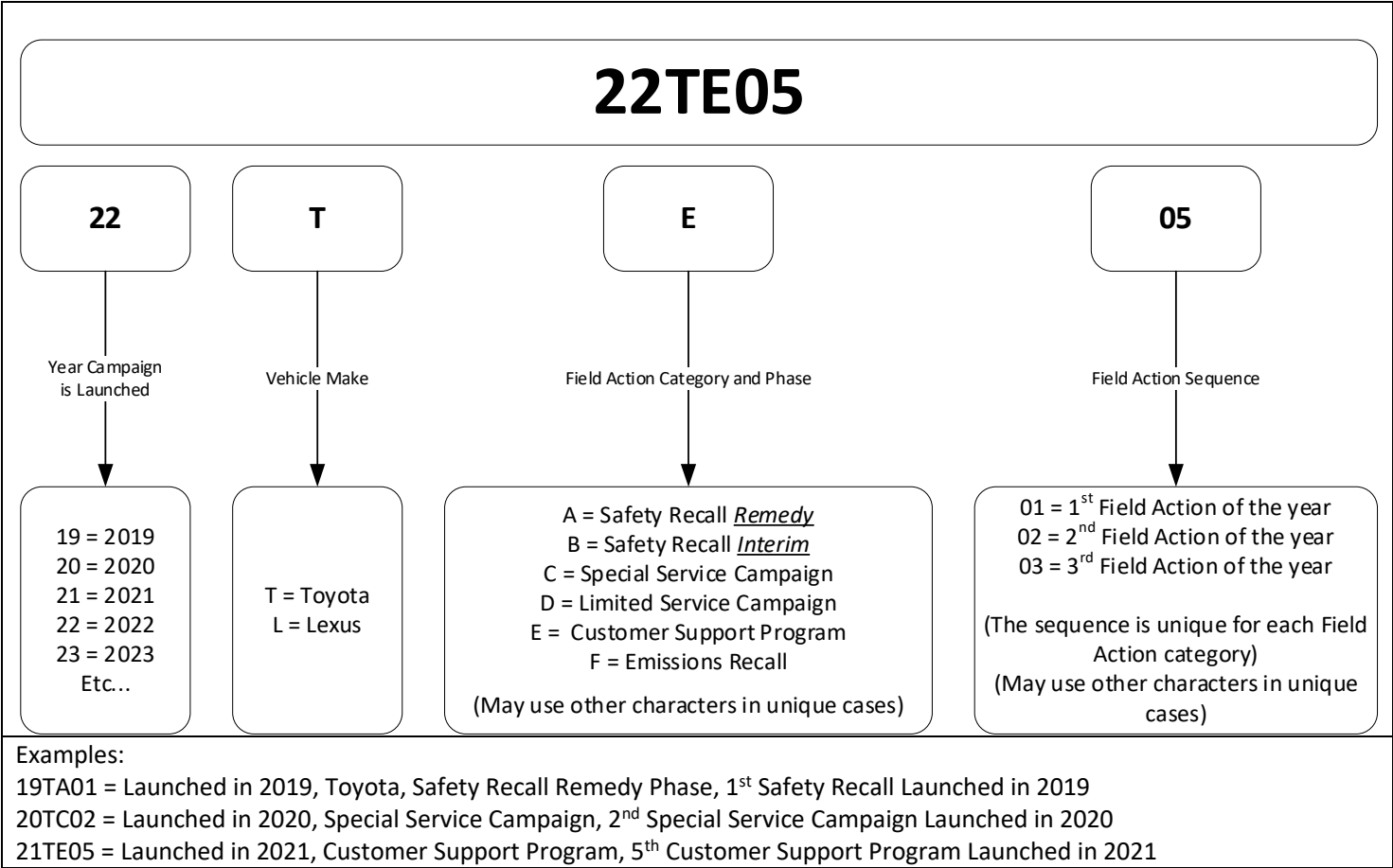
It is the dealer’s responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect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



## CUSTOMER SUPPORT PROGRAM 22TE05

Certain 2019-2021 Model Year RAV4 and RAV4HV  
Certain 2021 Model Year RAV4 Prime  
Coverage for Roof Rail Water Leak

### Frequently Asked Questions

Original Publication Date: April 6, 2023

**Q1: What is the condition?**

A1: The subject vehicles are equipped with roof rails which are retained by clips in the roof's sheet metal. Some RAV4 series vehicles may have an increased potential for a water leak due to deterioration of the sealing portion of the clips.

**Q1a: Are there any symptoms of this condition?**

A1a: If the condition exists, the vehicle's headliner could be damp or have a water stain present in the area.

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

A2: Toyota will send an owner notification (in phases consistent with parts availability and repair capacity) starting in Mid April, 2023, by first class mail 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 as soon as possible to minimize damage to vehicle parts from any water leak. If the condition is verified, the dealer will replace the roof rail clips with new ones **FREE OF CHARGE** and inspect the vehicle for water damage. If water damage is found as the result of the roof rail leak, Toyota will clean, replace and/or repair damaged parts, **FREE OF CHARGE**.

**Q3: Which and how many vehicles are covered by this Customer Support Program?**

A3: There are approximately 1,128,100 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period	UIO
RAV4	2019-2021	Early March 2018 – Late August 2021	858,200
RAV4 HV	2019 - 2021	Late August 2018 – Late July 2021	267,900
RAV4 Prime	2021	Late November 2019 – Early October 2020	2,000

**Q4: What are the details of this program?**

A4: This Customer Support Program provides coverage as it applies to the roof rails and their retaining clips on certain 2019-2021 RAV4, RAV4HV, and RAV4 Prime vehicles. The specific condition covered by this program is roof rail water leaks from the roof rail mounting clips. If the condition is verified, the vehicle will be repaired with new roof clips under the terms of this Customer Support Program.

- This 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.*

**Q5: *What should an owner do if experiencing this condition?***

A5: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, to minimize damage to vehicle parts from any water leak and resulting inconvenience, a local Toyota dealer should be contacted as soon as possible for appropriate diagnosis and repair. 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.

**Q6a: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?***

A6a: 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.

**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 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: *What should an owner do to prepare for the inspection?***

A7: Please ensure that all vehicle roof accessories are removed for example remove bicycle racks, storage containers, or any other accessory that may utilize the roof rails.

**Q8: *How long will the repair take?***

A8: The repair time ranges from 1 - 4 hours depending on the vehicle model. However, the repair time may increase significantly over several days depending on the extent of any water intrusion resulting from this condition that is identified. Your dealer's work schedule may also require the vehicle to be available for a longer period of time.

**Q9: *What if I previously paid for repairs related to this Customer Support Program?***

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10: *How does Toyota obtain my mailing information?***

A10: 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.

**Q11: *What if I have additional questions or concerns?***

A11: 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 2019-2021 Model Year RAV4, RAV4HV, and RAV4 Prime  
Coverage for Roof Rail Water Leak  
**CUSTOMER SUPPORT PROGRAM (22TE05) 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.**

This Customer Support Program provides coverage as it applies to the roof rails and their retaining clips on certain 2019-2021 RAV4, RAV4HV, and RAV4 Prime vehicles. The specific condition covered by this program is roof rail water leaks from the roof rail mounting clips. If the condition is verified, the vehicle will be repaired with new roof clips under the terms of this Customer Support Program.

### Coverage

This Customer Support Program provides coverage as it applies to roof rails on certain 2019-2021 RAV4 and RAV4HV and RAV4 Prime vehicles. The specific condition covered by this program is roof rail water leaks from the roof rail mounting clips. If a water leak has been verified, the vehicle will be inspected and repaired with new roof rail clips, and Toyota will clean, replace and/or repair water damaged parts 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.*

### 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, to minimize damage to vehicle parts from any water leak, we recommend you contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair as soon as possible. The repair could take 1 - 4 hours depending on the vehicle model. However, the repair time and resulting inconvenience to you may increase significantly over several days depending on the extent of any water intrusion resulting from this condition that is identified. Your dealer's work schedule may also require the vehicle to be available for a longer period of time.***

Note: Non-Toyota-Approved aftermarket accessories of certain types such as, cargo baskets, luggage carriers ladder racks, and roof top tents can make it difficult or impossible for a dealer to install the remedy parts. Toyota does not recommend modifying vehicles with non-Toyota-approved parts and cannot evaluate how any such aftermarket parts could affect a vehicle's operation. That is why it may be necessary for you to remove the accessories prior to the remedy being performed. Dealers may charge additional costs to do this. **In addition, if the use of non-Toyota-approved accessories cause or contribute to the condition covered by this Program, coverage will not apply, and you will be responsible for any repairs that are needed.**

**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/owners>

**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 Details

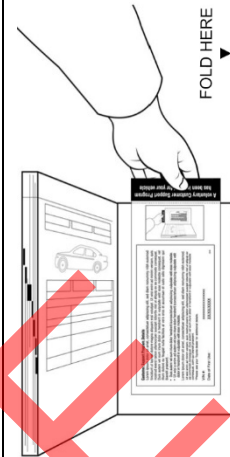
This Customer Support Program provides coverage as it applies to the roof rails on certain 2019-2021 RAV4 and RAV4HV and RAV4 Prime vehicles. The specific condition covered by this program is roof rail water leaks from the roof rail mounting clips. If a water leak has been verified, the vehicle will be inspected and repaired with new roof rail clips. The vehicle will also be inspected for water damage and cleaned and/or repaired accordingly under the terms of this Customer Support Program.

- ***This coverage will be offered 10 years from 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

## 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.