

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
02/28/2024	Toyota has added 2021-2022 RAV4 Prime HV, 2021-2023 Sienna HV, 2021-2022 Venza HV to this CSP
05/18/2023	Toyota has added 2020-2022 Highlander HV AWD to this CSP

Please review this notification with your staff to ensure that all relevant personnel have been briefed regarding this subject. The most recent update in the attached Dealer Letter will be highlighted with a red box.

Thank you for your cooperation.

Original Publication Date: December 21, 2022

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)
Certain 2020– 2022 Model Year Highlander HV (AWD Only)
Certain 2021– 2022 Model Year RAV4 Prime
Certain 2021– 2023 Model Year Sienna HV
Certain 2021– 2022 Model Year Venza HV

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	473,140
2020 – 2022 Highlander HV	Late June 2019 – Late October 2022	113,410
2021 – 2022 RAV4 Prime	Late November 2021 – Early October 2022	48,260
2021 – 2023 Sienna HV	Early March 2020 – Late September 2022	62,050
2021 – 2022 Venza HV	Early March 2020 – Late October 2022	107,400

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, 2020 to 2022 Highlander HV, 2021 to 2022 RAV4 Prime, 2021 to 2023 Sienna HV, and 2021 to 2022 Venza HV 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, 2020–2022 Highlander HV AWD, 2021–2022 RAV4 Prime, 2021–2023 Sienna HV, 2021–2022 Venza HV 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 804,250 vehicles covered by this Customer Support Program. There are approximately 4,570 vehicles in Puerto Rico involved in this Customer Support Program.

Owner Letter Mailing Date

Toyota is administering this program in phases.

Phase 1

Toyota began notifying owners of applicable Rav4 HV AWD vehicles in early February 2023, and those were distributed over the following several months.

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2022 Rav4 HV AWD	Mid-August 2018 – Mid-November 2022	473,140

Phase 2

In mid-May 2023, Toyota added approximately 113,410 vehicles to this Customer Support Program, as noted here. Toyota will begin to notify owners of the applicable Highlander HV AWD vehicles starting in mid-June 2023, and they will continue to be mailed over several months.

Model / Years	Production Period	Approximate Total Vehicles
2020 – 2022 Highlander HV AWD	Late June 2019 – Late October 2022	113,410

Phase 3

In late February, Toyota added approximately 217,710 vehicles to this Customer Support Program, as noted here. Toyota will begin to notify owners of the applicable vehicles starting in Mid-March 2024, and they will continue to be mailed over several months. A sample of the owner notification has been included for your reference.

Model / Years	Production Period	Approximate Total Vehicles
2021 – 2022 RAV4 Prime	Late November 2021 – Early October 2022	48,260
2021 – 2022 Sienna HV	Early March 2020 – Late September 2022	62,050
2021 – 2022 Venza HV	Early March 2020 – Mid-October 2022	107,400

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 Joshua Burns (469) 292-6449 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			
Model	Part Number	Description	Qty
RAV4 HV	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
Highlander HV	821H1-0E051	HV Floor Under Wire Harness	1
	72693-48010	Rear Seat Cushion Hook Clips	2
	90917-06094	Gasket, Exhaust Pipe	1
	17451-F0020	Gasket, Exhaust Pipe	1
	90177-10005	Nut, Lock	2
	90105-10585	Bolt, Flange	2
Sienna HV	821H1-08020	HV Floor Under Wire Harness	1
	821H1-08030	HV Floor Under Wire Harness (w 120v 1500w AC Inverter)	1
	17451-F0130	Gasket, Exhaust Pipe	1
	90917-A6002	Gasket, Exhaust Pipe	1
	17451-F0020	Gasket, Exhaust Pipe	1
	90177-A0021	Nut, Lock	2
	90105-A0369	Bolt, Flange	2

CBU Production			
Model	Part Number	Description	Qty
RAV4 HV	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
RAV4 Prime	821H1-42032	HV Floor Under Wire Harness	1
	72693-12080	Rear Seat Cushion Hook Clips	2
	90917-A6002	Gasket, Exhaust Pipe	1
	17451-F0100	Gasket, Exhaust Pipe	1
	90177-10005	Nut, Lock	2
	90105-A0369	Bolt, Flange	2
	17173-25020	Gasket, Exhaust Manifold to Head	1
	90126-08052	Bolt, Stud (Manifold to Cylinder Head) <i>*If Needed</i>	1
	90068-14011	Ring, O, No. 3 for Liquid Tube	1
	90099-14155	Ring, O, No. 9 for Discharge Tube	1
Venza HV	821H1-48131	HV Floor Under Wire Harness	1
	72693-06030	Rear Seat Cushion Hook Clips	2
	17451-F0100	Gasket, Exhaust Pipe	1
	90917-A6002	Gasket, Exhaust Pipe	1
	90177-10005	Nut, Lock	2
	90105-A0369	Bolt, Flange	2

Rear Traction Motor Cable Parts: Only requires replacement based on inspection standard.

Model	Part Number	Description	Qty
RAV4 HV / Highlander HV / RAV4 Prime / Sienna HV / Venza HV	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

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 always perform this repair.

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 RAV4 HV Floor Under Wire Harness	4.7
22TE09R2	Replace RAV4 HV Floor Under Wire and Rear Traction Motor Cable	5.7
22TE09R3	Replace Highlander HV Floor Under Wire Harness	9.3
22TE09R4	Replace Highlander HV Floor Under Wire and Rear Traction Motor Cable	10.3
22TE09R5	Replace RAV4 Prime Floor Under Wire Harness	9.5
22TE09R6	Replace RAV4 Prime Floor Under Wire and Rear Traction Motor Cable	12.1
22TE09R7	Replace RAV4 Prime w/ PVM (Panoramic View Monitor) Floor Under Wire Harness	11.0
22TE09R8	Replace RAV4 Prime w/ PVM (Panoramic View Monitor) Floor Under Wire and Rear Traction Motor Cable	13.6
22TE09R9	Replace RAV4 Prime w/ BGM (Guide Line, Camera ECU Back Monitor) Floor Under Wire Harness	10
22TE09I0	Replace RAV4 Prime w/ BGM (Guide Line, Camera ECU Back Monitor) Floor Under Wire and Rear Traction Motor Cable	12.5
22TE09I1	Replace Sienna HV Floor Under Wire Harness	8.3
22TE09I2	Replace Sienna HV Floor Under Wire and Rear Traction Motor Cable	9.1
22TE09I3	Replace Venza HV Floor Under Wire Harness	3.8
22TE09I4	Replace Venza HV Floor Under Wire and Rear Traction Motor Cable	6
22TE09I5	Replace Venza HV w/PVM (Panoramic View Monitor) Floor Under Wire Harness	5.3
22TE09I6	Replace Venza HV w/PVM (Panoramic View Monitor) Floor Under Wire and Rear Traction Motor Cable	7.5

- 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 any of the Op Codes listed above.
 - *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 any of the Op Codes listed above 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

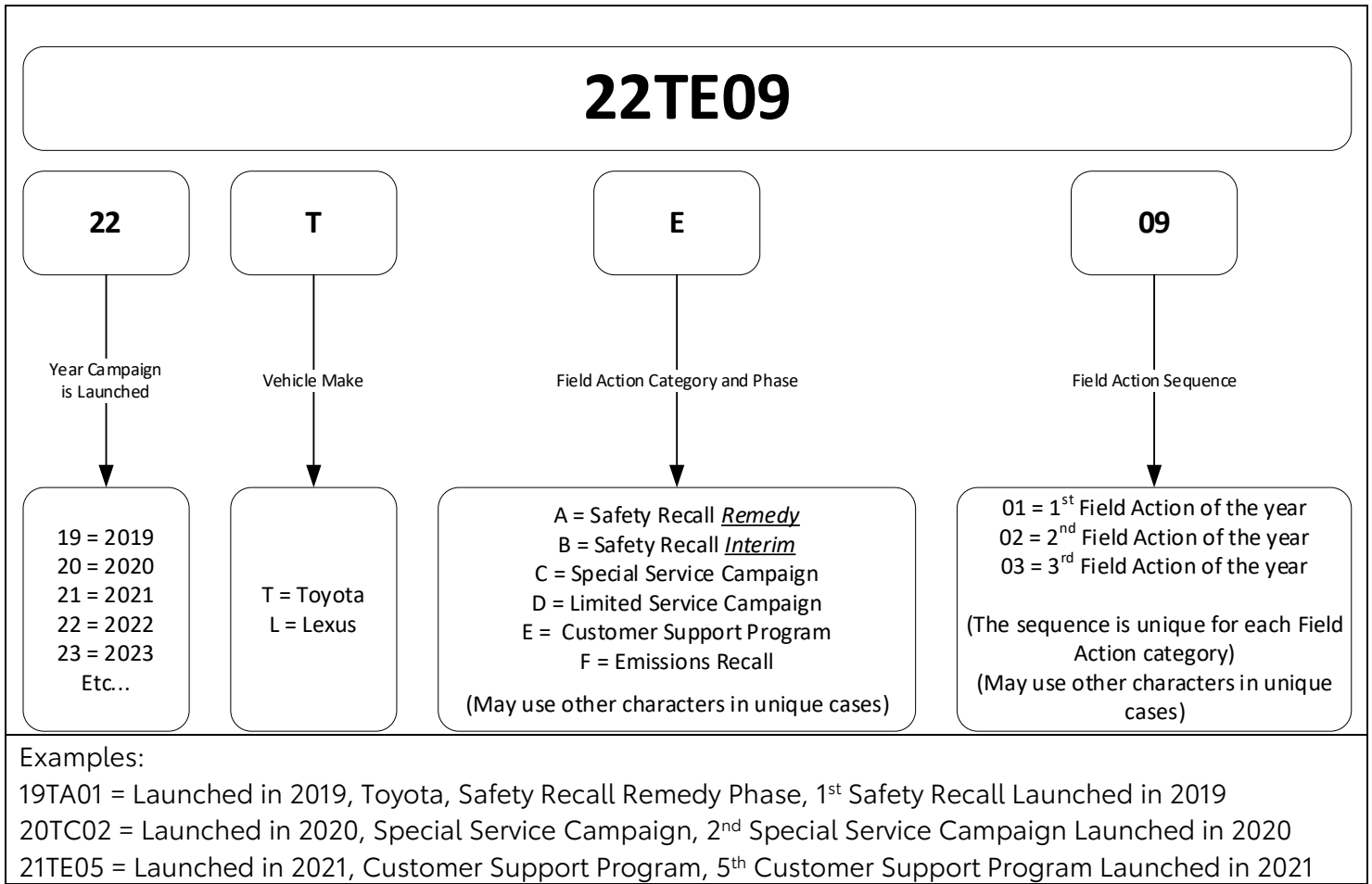
It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is

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)
Certain 2020 – 2022 Model Year Highlander HV (AWD Only)
Certain 2021– 2022 Model Year RAV4 Prime
Certain 2021– 2023 Model Year Sienna HV
Certain 2021– 2022 Model Year Venza HV
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, or, following certain warning indicators, the vehicle may not start.

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, All Wheel Drive Highlander HV vehicles, RAV4 Prime, Sienna HV, and Venza HV vehicles.

Q2: *What is Toyota going to do?*

A2: Toyota will administer this program in phases.

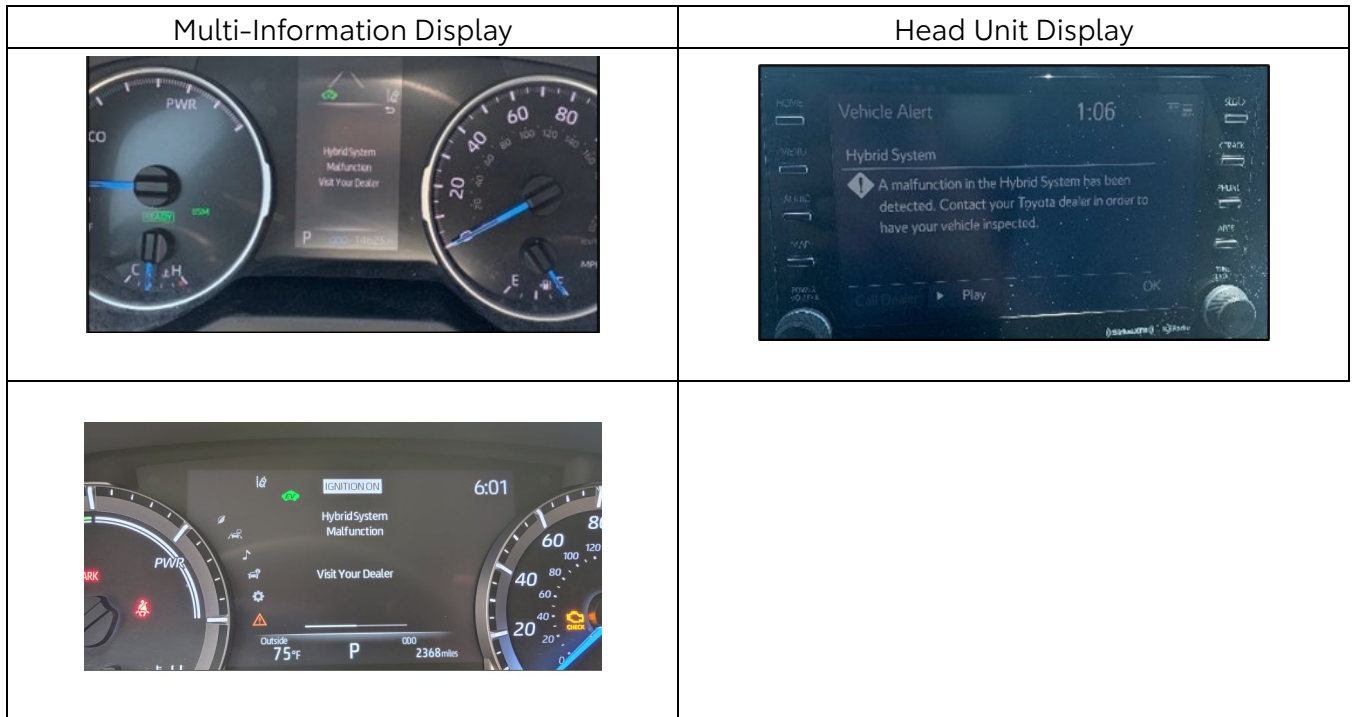
Phase one: Toyota notified owners of involved RAV4 HV vehicles early February 2023.

Phase two: Toyota notified owners of involved Highlander HV vehicles in mid-July 2023.

Phase three: Toyota will notify owners of involved RAV4 Prime, Sienna HV, Venza HV in late March 2024.

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 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 an 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 later.

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 586,550 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
Highlander HV (AWD Only)	2020-2022	Late June 2019 – Late October 2022
RAV4 Prime	2021-2022	Late November 2021 – Early October 2022
Sienna HV	2021-2023	Early March 2020 – Late September 2022
Venza HV	2021-2022	Early March 2020 – Late October 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 AM Radio static may occur 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 5 to 6 hrs. on RAV4 HV, 9 to 10 hrs. on Highlander HV, 9.5 to 14 hrs. on RAV4 Prime, 8.5 to 9 hrs. on Sienna HV, and 4 to 7.5 hrs. on Venza. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q8: *What if I had 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.