



SPECIAL SERVICE CAMPAIGN 25TC05 (Remedy Notice)

Certain 2024 Model Year RAV4 HV
Missing Emission Control Information Label

Model / Years	Production Period	Approximate Total Vehicles
2024 RAV4 HV	Early December 2023 – Mid February 2024	125

Condition

The subject vehicles may not have had the required Emission Control Information Label applied to the underside of the engine hood.

Remedy

Any authorized Toyota dealers will install an Emission Control Information Label **FREE OF CHARGE**.

Owner Notification

Mail

Toyota will notify owners by Early May 2025. A sample of the owner notification letter has been included for your reference.

Head Unit Notification

Vehicle Head unit notifications will begin in Early May 2025.

Toyota App

Vehicles involved in this Special Service Campaign will be visible in the Toyota App at the time of announcement.

Customer Contacts

Customers may contact your dealership with questions regarding the Special Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A FAQ is provided to ensure 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.

Tech Requirements TIC206A – Electrical Repair 1
Inspection/Repair Time Repair: 0.4
Parts Control at Launch CPOR
Parts Replacement Rate 100%
Owner Notification Date Early May 2025
Salvaged Title Eligible Yes

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 the Toyota Newsroom <https://pressroom.toyota.com/>

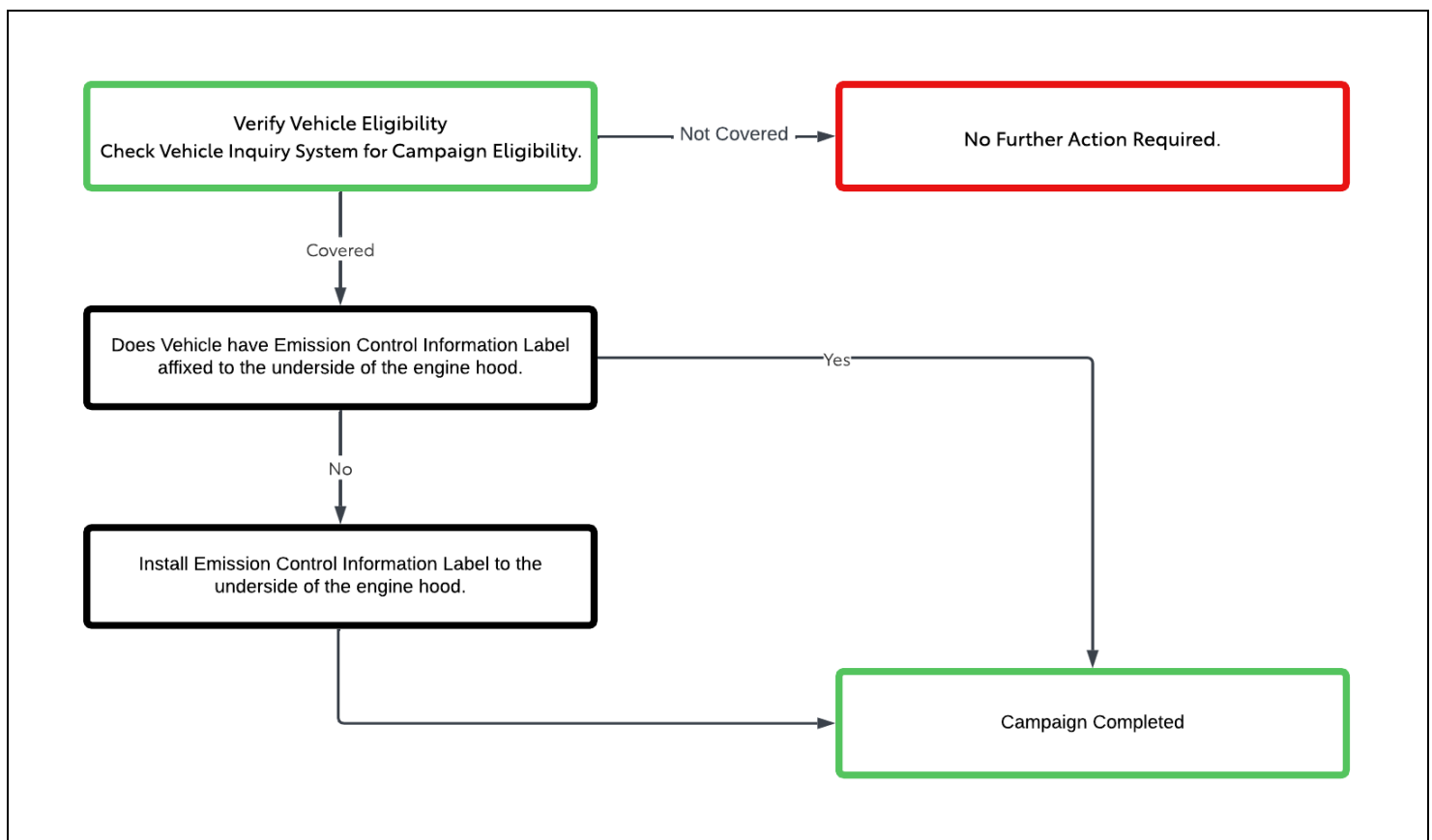


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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25TC05R1	Inspection & Installation of Emission Label	0.4

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

Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer's letter.

Remedy Procedures

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

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

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 have completed the following course.

- TIC206A - Electrical Repair 1

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR) on Service Lane. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign.

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.

Part Number	Description	Quantity
11298-F0085	LABEL, EMISSION CONTROL INFORMATION	1

Sales Department

- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non-SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

[Policy for New Vehicles, TCUV, Pre-Owned Vehicles and Rent a Toyota](#)

Frequently Asked Questions

Q1: *What is the condition?*

A1: The subject vehicles may not have had the required Emission Control Information Label applied to the underside of the engine hood.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail starting in May 2025, advising owners to make an appointment with their authorized Toyota dealer to have the Emission Control Information Label applied **FREE OF CHARGE**.

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

A3: There are approximately 125 vehicles covered by this Special Service Campaign. All vehicles were distributed in Puerto Rico

Model Name	Model Year	Production Period
RAV4 HV	2024	Early December 2023 – Mid February 2024

Q4: *How long will the repair take?*

A4: The repair takes approximately 45 min. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q5: *How does Toyota obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, 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.

Policies And Procedures



New Vehicles in Dealer Inventory

Do not deliver any new vehicles in dealer inventory that are covered by an Emissions Recall unless the vehicle has been remedied.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non-SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available. Keep the completed form on file at the dealership.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited-Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited-Service Campaigns have been completed on that vehicle.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.