

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
8/11/2026	Added New Counter Measured Repair Part Numbers on Page 4

The most recent update in the attached Dealer Letter will be highlighted with a red box.



Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



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

CUSTOMER SUPPORT PROGRAM 24TE04

Multiple Model & Model Year Toyota Vehicles

Coverage for Flow Shut-off Valve Coolant Leak

Model / Years	Production Period	Approximate Total Vehicles
Certain 2019-2021 Avalon & Avalon HV	Mid-October 2017 to Early February 2021	22,090
Certain 2018-2021 Camry & Camry HV	Mid-January 2017 to Late March 2021	1,168,020
Certain 2020-2021 Corolla	Early May 2018 to Mid-January 2021	108,580
Certain 2019-2021 Corolla HB	Mid-February 2019 to Mid-April 2020	47,510
Certain 2020-2021 Highlander HV	Late June 2019 to Mid-March 2021	68,370
Certain 2019-2021 RAV4 & RAV4 HV	Early March 2018 to Early February 2021	925,210
Certain 2021 RAV4 PHV	Late November to Early April 2021	12
Certain 2021 Sienna HV	Early March 2020 to Late March 2021	44,920
Certain 2021 Venza	Early March 2020 to Late March 2020	12

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Flow Shut-off Valve Coolant Leak on multiple Model & Model Year Toyota Vehicles.

Background

Although the flow shut-off valve is covered by Toyota's New Vehicle Limited Warranty for 36 months or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to Flow Shut-off Valve Coolant Leak.

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

The specific condition covered by this program is for a small engine coolant leak that can occur from a specific valve that can allow coolant to drip on other parts of the vehicle. This can cause "Engine Maintenance Required" to be displayed on the instrument cluster or cause the A/C not to function normally. If the condition is verified, the vehicle will be repaired with a new flow shut-off valve under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until November 30, 2025, regardless of mileage.
- The **Secondary Coverage** is applicable for 10 years from the date of first use or 100,000 miles, whichever occurs 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 2,384,700 vehicles covered by this Customer Support Program. Approximately 17,000 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in early December 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 ensure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-800-331-4331) - 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".

Emissions Repair Procedures for California Dealers

As this Customer Support Program includes emission related parts, California dealers are requested to affix an Authorized Modification Label to the vehicle after repairs have been completed.

Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicated.

Authorization Labels can be ordered from the MDC (Label material number 00451-00001-LBL).



Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.22](#), "Warranty Solicitation." Non-compliance with 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 the Toyota Newsroom <https://pressroom.toyota.com/>

Parts Ordering Process – Non-SET and GST Parts Ordering Process

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.

Model	Model Year	Part Number **	Description	Quantity
Avalon	2021	16260-F0300	HOSE ASSY, WATER BY PASS	1
Camry	2018-2021	or	HOSE ASSY, WATER BY-PASS	1
RAV4	2019-2021	16260-F0010	HOSE ASSY, WATER BY-PASS	1
Avalon HV	2019-2021	16260-F0310	HOSE ASSY, WATER BY PASS	1
Camry HV	2018-2021	or	HOSE ASSY, WATER BY-PASS	1
RAV4 HV	2019-2021	16260-F0021	HOSE ASSY, WATER BY-PASS	1
RAV4 PHV	2021		HOSE ASSY, WATER BY-PASS	1
Venza HV	2021		HOSE ASSY, WATER BY-PASS	1
Highlander HV	2020-2021	16260-F0330	HOSE ASSY, WATER BY-PASS	1
Sienna HV	2021	or	HOSE ASSY, WATER BY-PASS	1
		16260-F0100		
Corolla	2020-2021	16671-F2030	VALVE, WATER	1
Corolla HB	2019-2021	or	VALVE, WATER	1
		16671-F2010		
Highlander HV*	2020-2021	16260-F0340*	HOSE ASSY, WATER BY-PASS	1
Sienna HV*	2021	or	HOSE ASSY, WATER BY-PASS	1
		16260-F0140*		

**** Both part numbers are counter measured parts which can be ordered and used to repair vehicles involved in this Customer Support Program.**

Note: * For Mexico vehicles only

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 have completed the following course:

- TIC-201A – Engine Repair

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#, EX: [24-TMS-0044-T](#).

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 used by various departments for defect analysis, quality control analysis, product evaluation, and 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: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Op Code	Description	Model	Flat Rate Hours
24TE04R1	Replace Water Valve	Corolla & Corolla HB	1.4
24TE04R2	Replace Water By-pass Hose	RAV4	1.4
24TE04R3	Replace Water By-pass Hose	Avalon HV, Camry, Camry HV, Highlander, RAV4 HV, RAV4 PHV, Sienna HV, Venza	1.5

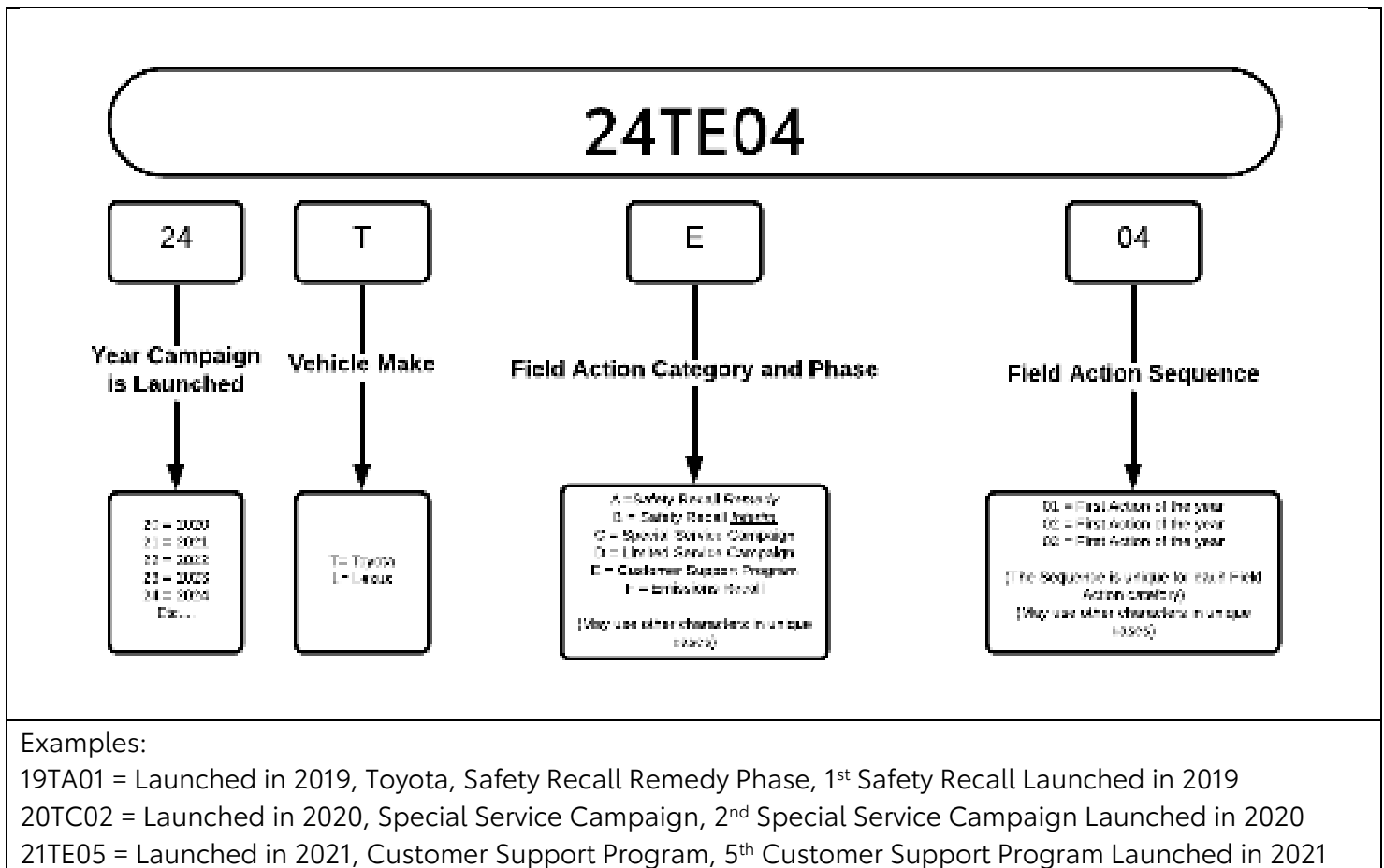
Claim Filing Accuracy and Correction Requests

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 a claim has been filed using an incorrect Op Code or a claim 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.