

Original Publication Date: December 5, 2024

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 | | HOSE ASSY, WATER BY-PASS | 1 |
| RAV4 | 2019-2021 | | HOSE ASSY, WATER BY-PASS | 1 |
| Avalon HV | 2019-2021 | 16260-F0310 | HOSE ASSY, WATER BY-PASS | 1 |
| Camry HV | 2018-2021 | | HOSE ASSY, WATER BY-PASS | 1 |
| RAV4 HV | 2019-2021 | | 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 | | HOSE ASSY, WATER BY-PASS | 1 |
| Corolla | 2020-2021 | 16671-F2030 | VALVE, WATER | 1 |
| Corolla HB | 2019-2021 | | VALVE, WATER | 1 |
| Highlander HV* | 2020-2021 | 16260-F0340* | HOSE ASSY, WATER BY-PASS | 1 |
| Sienna HV* | 2021 | | HOSE ASSY, WATER BY-PASS | 1 |

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 complete the course listed below.:

- TIC-201A – Engine 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 always perform this 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# [T-SB-0112-24](#).

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 |

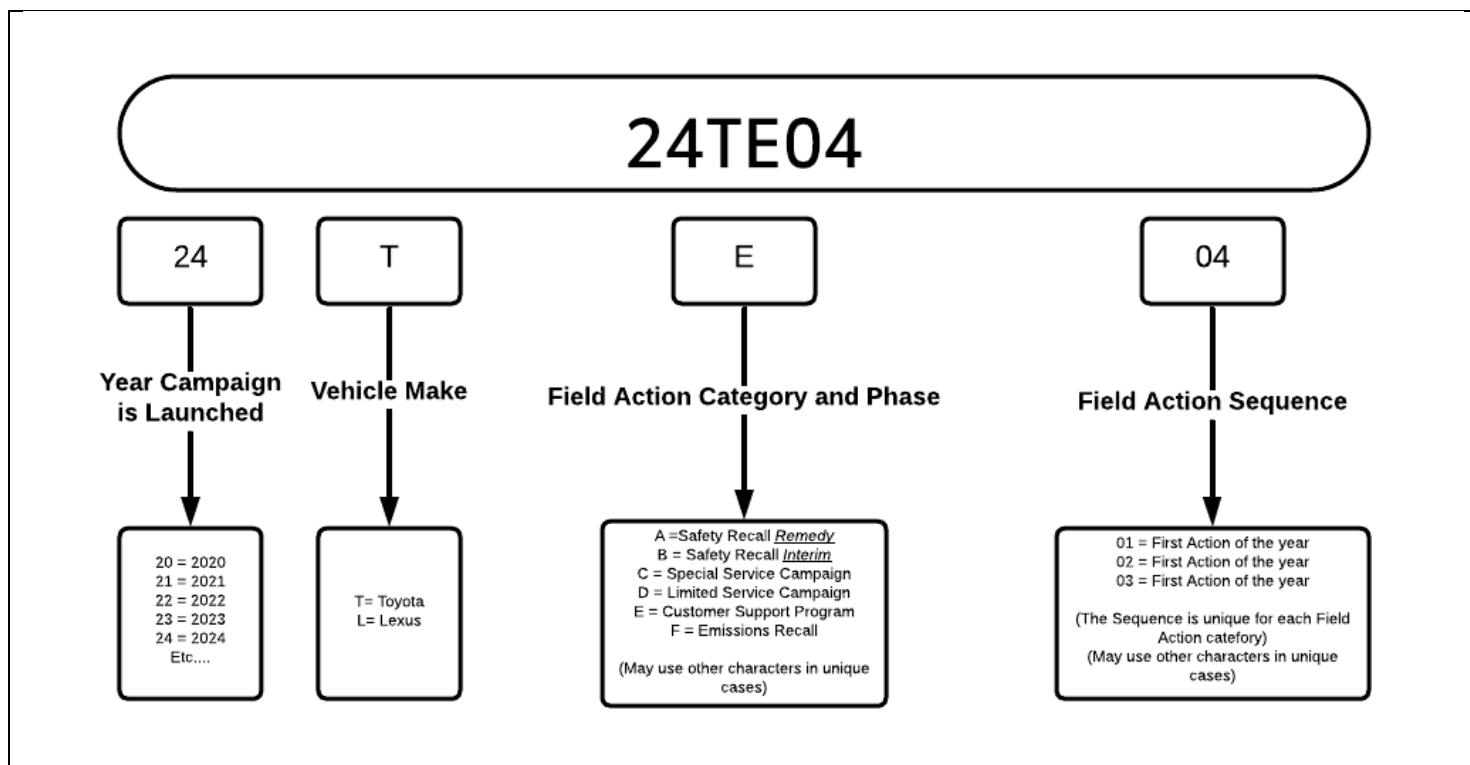
Claim Filing Accuracy and Correction Requests

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



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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.



CUSTOMER SUPPORT PROGRAM 24TE04

Multiple Model & Model Year Toyota Vehicles
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Frequently Asked Questions

Original Publication Date: December 5, 2024

Q1: What is the condition?

A1: The specific condition covered by this program is for a small engine coolant leak 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.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting in late December 2024, advising owners of this Customer Support Program

If the owner experiences this condition, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the flow shut-off valve with a new one at no charge to you.

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

A3: There are approximately 2,384,700 vehicles covered by this Customer Support Program.

| Model Name | Model Year | Production Period |
|--------------------|-------------|---|
| Avalon & Avalon HV | 2019 - 2021 | Mid-October 2017 to Early February 2021 |
| Camry & Camry HV | 2018 - 2021 | Mid-January 2017 to Late March 2021 |
| Corolla | 2020-2021 | Early May 2018 to Mid-January 2021 |
| Corolla HB | 2019-2021 | Mid-February 2019 to Mid-April 2020 |
| Highlander HV | 2020-2021 | Late June 2019 to Mid-March 2021 |
| RAV4 & RAV4 HV | 2019-2021 | Early March 2018 to Early February 2021 |
| RAV4 PHV | 2021 | Late November to Early April 2021 |
| Sienna HV | 2021 | Early March 2020 to Late March 2021 |
| Venza | 2021 | Early March 2020 to Late March 2020 |

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?*

A3a: Yes, there are Certain Lexus ES and UX vehicles covered by this Customer Support Program.

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

A4: This Customer Support Program provides coverage as it applies to the flow shut-off valve. 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.
- After the Primary Coverage, 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.

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

A5: The specific component covered by this Customer Support Program is as follows:

- Water Valve
or
- Hose Assy, Water-Bypass

Q6: *What should an owner do if experiencing this condition?*

A6: 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. 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.

Q7: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A7: 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.

Q8: *How long will the repair take?*

A8: 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.

Q9: *What if I had 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 1-800-331-4331 - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.