

INTEROFFICE MEMORANDUM

Original Publication Date: April 06, 2023

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM 22TE05

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

Specific information for Region support is provided below.

Condition

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on April 06, 2023.

22TE05 Website Information**Dealer Link:**

<https://22te05.imagespm.info/>

Admin Link:

<https://22te05.imagespm.info/admin/>

FTS Login Information

Username: First Name.Last name Example: John.Doe

Password: Toyota22

The 22TE05 website will allow the FTS to approve, deny, and comment on any submission.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.