



SPECIAL SERVICE CAMPAIGN 24TC08 *(Remedy Notice)*

Certain 2023 – 2024 Corolla HV Models
Certain 2023 Prius Models
Certain 2023–2024 Prius Prime Models
Fuel Tank Filler Clamp and Vapor Leak Detection

Model / Years	Production Period	Approximate Total Vehicles
2023 – 2024 Corolla HV	Late May 2022– Early September 2024	43,900
2023 Prius	Early October 2022 – Early September 2023	21,300
2023–2024 Prius Prime	Early October 2022 – Early October 2023	5,600

Condition

In the subject vehicles, the vapor leak detection monitor system may not detect a vapor leak from the fuel filler cap and illuminate the malfunction indicator lamp (MIL). If fuel vapor leaks from the filler cap, it is possible that there could be a fuel smell.

Remedy

For Prius and Corolla HV vehicles, Toyota dealers will install a Fuel Tank Clamp **FREE OF CHARGE**.

For Prius Prime Vehicles, Toyota dealers will recalibrate the Engine Control computer **FREE OF CHARGE**.

Tech Requirements TIC206A – Electrical Repair 1
Inspection/Repair Time Repair: 1.0 – 2.0
Parts Control at Launch CPOR
Parts Replacement Rate 100%
Owner Notification Date February 2025
Salvaged Title Eligible YES

Owner Notification

Mail

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

Head Unit Notification

Vehicle Head unit notifications will begin in February 2025.

Toyota App

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

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/>

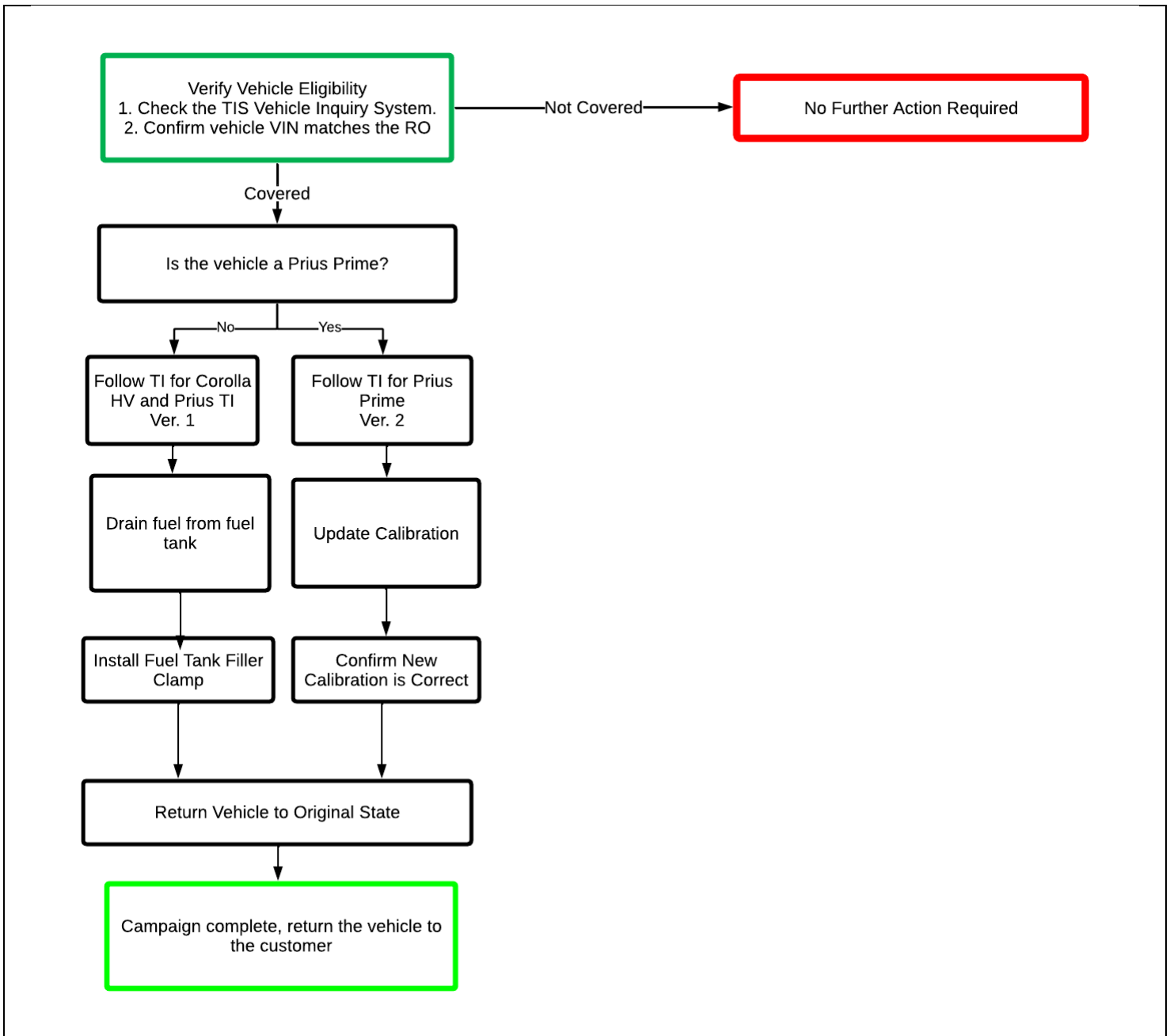


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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24TC08R1	Install Fuel Tank Filler Clamp	1.7
24TC08R2	Recalibrate the Engine Control Computer (Prius Prime Only)	0.7

- 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 letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Remedy Procedures

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

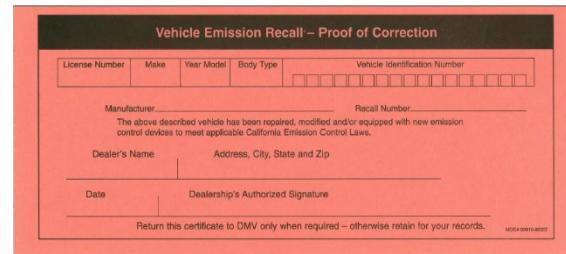
Repair Quality Confirmation

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.

Emissions Repair Procedures for California Dealers

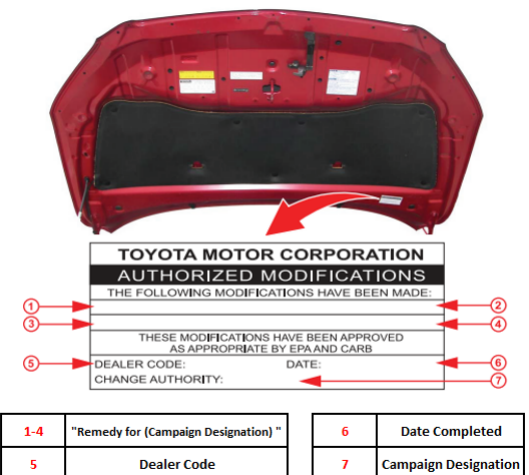
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form and affix an Authorized Modification Label to the vehicle after repairs have been completed.

The vehicle owner may require the Proof of Correction form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.***



Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early July 2025. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

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 indicted.



Form booklets and Authorization Labels can be ordered from the MDC (Booklet material number 00410-92007, Label material number 00451-00001-LBL).

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 letter.

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 courses.

- 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, or are 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 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
04004-33147	FUEL TANK CLAMP SET	1*

*Prius Prime vehicles **DO NOT** require parts. Refer to the technical instructions for more details.

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: In the subject vehicles, the vapor leak detection monitor system may not detect a vapor leak from the fuel filler cap and illuminate the malfunction indicator lamp (MIL). If fuel vapor leaks from the filler cap, it is possible that there could be a fuel smell.

Q1a: *Are there any symptoms of this condition?*

A1a: If the condition exists, a fuel smell may be present from the rear of the vehicle.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail starting in mid-December 2024, advising owners to make an appointment with their authorized Toyota dealer for a free repair. For Prius Prime vehicles Toyota dealers will recalibrate the Engine Control computer **FREE OF CHARGE**. For Corolla HV and Prius vehicles Toyota dealers will install a fuel tank clamp **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A3: There are approximately 70,700 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Corolla HV	2023 – 2024	Late May 2022– Early September 2024
Prius	2023	Early October 2022 – Early September 2023
Prius Prime	2023-2024	Early October 2022 – Early October 2023

Q4: *How long will the repair take?*

A4: The repair takes approximately one and a half hours for Corolla HV and Prius vehicles, and one hour for Prius Prime vehicles. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *What if I previously paid for repairs related to this Special Service Campaign?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: 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

Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Emission Recall on any new or used vehicles currently in dealer inventory that are covered by this Emission Recall 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 an Emission Recall.

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.

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.

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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall 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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.



Certain 2023–2024 Corolla HV Models
Certain 2023 Prius Models
Fuel Tank Filler Clamp and Vapor Leak Detection
Special Service Campaign (Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

In the subject vehicles, the vapor leak detection monitor system may not detect a vapor leak from the fuel filler cap and illuminate the malfunction indicator lamp (MIL). If fuel vapor leaks from the filler cap, it is possible that there could be a fuel smell.

What will Toyota do?

Toyota dealers will install a Fuel Tank Clamp *FREE OF CHARGE*.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will install a Fuel Tank Clamp *FREE OF CHARGE* to you.

The remedy will require parts replacement. Please contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. If possible, please bring your vehicle to the dealership with **¼ tank of fuel or less**.

The remedy will take approximately **2 hours**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you live in California and don't have this Special Service Campaign performed?

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this *NO CHARGE* Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you have other questions?

- *Your local Toyota dealer will be more than happy to answer any of your questions.*
- For more information on this and other campaigns, please visit www.toyota/recall.
- ✓ If you require further assistance, you may contact the Toyota Brand Engagement Center (1-888-270-9371) – Monday through Friday, 8:00am to 8:00pm, Saturday 9:00 am to 7:00pm Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



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Fuel Tank Filler Clamp and Vapor Leak Detection
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What will Toyota do?

Toyota dealers will recalibrate the Engine Control computer **FREE OF CHARGE**.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the software update **FREE OF CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the Engine Control Computer recalibrated. The remedy will take approximately **1 hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

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