

# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
September 30, 2020	<ul style="list-style-type: none"><li>• The remedy for Phase 4 vehicles is now available.</li></ul>
September 3, 2020	<ul style="list-style-type: none"><li>• The claim filing instructions for Highlander have been updated.</li></ul>
July 29, 2020	<ul style="list-style-type: none"><li>• The remedy for Sienna vehicles that have been converted for wheelchair accessibility by a Toyota-authorized mobility company is now available.</li><li>• Additional interim rental opcodes have been added to the Dealer Letter.</li><li>• The claim filing instructions for Highlander have been clarified.</li></ul>
July 1, 2020	<ul style="list-style-type: none"><li>• The remedy for Phase 3 vehicles is now available.</li></ul>
June 25, 2020	<ul style="list-style-type: none"><li>• The remedy for Phase 2 vehicles is now available.</li></ul>

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

Thank you for your cooperation.

Original Publication Date: June 18, 2020

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

**SAFETY RECALL 20TA02 (Interim Notice 20TB02) - Remedy Notice****Multiple Models and Model Years  
Vehicle May Stall During Driving at Higher Speed  
NHTSA Recall No. 20V-012**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2014 - 2015 4Runner	Early September 2013 - Mid-February 2015	112,500	0
2018 - 2019 Camry	Mid-November 2017 - Mid-February 2019	19,300	70
2018 - 2019 Highlander	Early November 2017 - Early July 2019	375,850	960
2014 - 2015 Land Cruiser	Early September 2013 - Mid-March 2015	4,500	0
2018 - 2019 Sequoia	Early April 2018 - Mid-March 2019	11,100	130
2017 - 2019 Sienna	Early November 2017 - Mid-February 2019	111,500	90
2018 - 2019 Tacoma	Early November 2017 - Mid-February 2019	323,900	300
2018 - 2019 Tundra	Early April 2018 - Early February 2019	71,800	140
2018 - 2019 Corolla	Mid-October 2017 - Early February 2019	364,700	30
2018 - 2019 Avalon	Early April 2018 - Mid-February 2019	20,700	140
2014 FJ Cruiser	Early September 2013 - Early August 2014	17,200	0

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On March 4, 2020, Toyota amended a previously filed Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA). The amended Defect Information Report (DIR) informs the National Highway Traffic Safety Administration (NHTSA) of Toyota's intent to amend the prior voluntary Safety Recall to cover certain 2014 - 2015 model year 4Runner vehicles, certain 2018 - 2019 model year Camry, Highlander, Sequoia, Tacoma, Tundra, Corolla, and Avalon vehicles, certain 2014 model year FJ Cruiser vehicles, certain 2017 - 2019 model year Sienna, and certain 2014 - 2015 model year Land Cruiser vehicles.

**Note:** When this Safety Recall was first announced on January 13, 2020, there were approximately 564,300 vehicles covered. As of March 3, 2020, this Safety Recall has been amended to cover a total of approximately 1,433,050 vehicles.

**Condition**

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

**Remedy**

Any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**. Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status and dates that Toyota estimates the remedy will become available for each vehicle model.

**Important Note:** The dates specified in this table are estimates and are subject to change due to possible impacts of COVID-19.

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	FJ Cruiser	17,200	Remedy Available Now
	2014 MY 4Runner	65,000	
	Sequoia	11,100	
	Tundra	71,800	
	2019 MY Avalon	19,900	
	Camry	19,300	
2	Corolla	364,700	
	Highlander	375,850	
3	2018 MY Avalon	800	
	Sienna	111,500	
	2015 MY 4Runner	47,500	
4	Tacoma	323,900	
5	Land Cruiser	4,500	Late <b>October</b> 2020

**\*Sienna Mobility Vehicles:** Refer to the polices on the next page related to Sienna vehicles that have been converted for wheelchair accessibility.

**Sienna Mobility Vehicles, Toyota-Authorized Conversion**

Sienna vehicles that have been converted for wheelchair accessibility by a **Toyota-authorized** mobility conversion company are eligible to have the remedy performed. Refer to the [Technical Instructions](#) on TIS for the remedy procedure instructions.

- Dealers should confirm in TIS / Service Lane if a mobility vehicle has been converted by an **authorized** company as shown below:

<p><b>Campaign Description:</b> Safety Recall 20LA01 (Remedy Notice), Multiple Model and Model Years, Vehicle May Stall During Driving at Higher Speed</p> <p><b>Campaign Status:</b> Remedy Available</p> <p><b>Completion Status:</b> <b>Not Completed</b></p> <p><b>Memo:</b> Toyota's records show that this unit has been converted for wheelchair accessibility by a Toyota-authorized company. Refer to Dealer Letter for additional details.</p> <p><a href="#">[Show Documents]</a></p>
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- In rare cases, Sienna vehicles converted by an **authorized** company may not appear in Toyota's records and; therefore, may not appear on TIS / Service lane as shown above. These vehicles should still have the remedy performed per the Technical Instructions.
- Below is the list of companies that are **authorized** by Toyota to convert Sienna vehicles for wheelchair accessibility.
  - The Braun Corporation (BruanAbility)
  - Vantage Mobility International (VMI)

**Sienna Mobility Vehicles, Non-Toyota-Authorized Conversion**

Sienna vehicles that have been converted for wheelchair accessibility by a non-Toyota authorized mobility conversion company have undergone an unauthorized modification to the factory condition of the vehicle. These modifications may make it difficult or impossible to apply the remedy in their current condition. Toyota does not recommend modifying vehicles and cannot evaluate how any aftermarket, non-Toyota approved parts and/or modifications could affect a vehicle's performance.

Subject to individual review by the dealer and notwithstanding Toyota's recommendation, some dealers may be willing to perform the Safety Recall remedy with the vehicle in its current modified condition. If your dealership is willing to do so, the customer may be responsible for the cost of parts and/or labor not otherwise covered by Toyota's Safety Recall. Toyota provides the specific remedy parts, differential oil (AWD-only), and covers 2.6 – 2.7 hours of dealership labor expenses. The customer is responsible to pay any additional charges for parts and/or labor which are the result of the vehicle's non-Toyota-approved modifications.

Toyota is not responsible for later performance problems the vehicle may have that are the result of the non-Toyota-approved vehicle modifications.

If the dealer decides it cannot complete the repair on a non-authorized conversion due the modifications in that case, the dealer may advise the customer that they have the option of contacting the conversion company for direction. Although the conversion company may or may not be able to provide a solution for the customer, the conversion company may, in the alternative, remove the fuel tank and fuel suction tube assembly, at the customer or conversion company's expense. In this case, the Toyota dealer could then be able to install the remedy low-pressure fuel pump into the fuel suction tube assembly free-of-charge. The re-installation of the fuel suction tube assembly and fuel tank into the vehicle would need to be performed at the customer or conversion company's expense by the conversion company in this case.

**Campaign Phase Interpretation**

Check each VIN in TIS. This Safety Recall is being administered in phases due to parts availability. Please confirm each VIN using TIS to determine if the vehicle is in the remedy phase or the interim (remedy not available) phase. Only perform the repair if it is available for the specific VIN. **Dealers are NOT to perform repairs on vehicles that are in the interim phase.**

**REMEDY PHASE – ELIGIBLE FOR REPAIR**

**Campaign Description:** Safety Recall 20TA02 (Remedy Notice), Multiple Mode

**Campaign Status:** Remedy Available

**Completion Status:** **Not Completed**

[\[Show Documents\]](#)

A

B

**STATUS IDENTIFICATION**

**A:** Campaign Description: 20TA02 Remedy

**B:** Completion Status: Not Completed

- This vehicle is eligible to have the remedy performed.*

**INTERIM PHASE – FUTURE REPAIR**

**Campaign Description:** Safety Recall 20TA02 (Interim Notice 20TB02), Multiple

**Campaign Status:** Remedy Not Available

**Completion Status:** **Not Completed**

**Memo:** The remedy is not available for this vehicle at this time

[\[Show Documents\]](#)

A

B

**STATUS IDENTIFICATION**

**A:** Campaign Description: 20TB02 Interim

**B:** Completion Status: Not Completed

- This vehicle is in the interim phase; the remedy **CANNOT** be performed at this time.*

**Covered Vehicles**

There are now approximately 1,433,050 vehicles covered by this Safety Recall. Approximately 15,400 vehicles involved in this Safety Recall were distributed to Puerto Rico. Refer to the covered vehicles summary attached near the bottom of this document for additional details on the covered vehicles.

**Removed Vehicles**

After further investigation, Toyota’s current information indicates that approximately 74,600 vehicles, that were previously included when this Safety Recall was first announced on January 13, 2020, are not affected by this condition. These vehicles have been removed from the Safety Recall. Refer to the chart below for a summary of the vehicles that have been removed from this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles Removed
2018 – 2019 4Runner	Early August 2018 – Late January 2019	72,700
2018 – 2019 Land Cruiser		1,900

These removed VINs will now appear “Not applicable for VIN” in TIS Service Lane search as shown below:

**Campaign Description:** Safety Recall 20TA02 (Interim Notice 20TB02), Multiple Model and Model Years, Vehicle May Stall During Driving at Higher Speed

**Campaign Status:** ~~Remedy Not Available~~

**Completion Status:** Not applicable for VIN

**Memo:** This vehicle is not involved in 20TA02 (Interim 20TB02). Do not perform the remedy on this vehicle. Refer to the Dealer Letter for additional information.

[\[Show Documents\]](#)

Toyota will send an owner letter to owners of these vehicles explaining this situation.

A limited number of these vehicle owners may have been provided a rental vehicle during the interim period between the original announcement of this recall on January 13<sup>th</sup>, 2020 and the amendment filed on March 4<sup>th</sup> in which their vehicle was removed from the recall.

**For rentals that have been provided to owners of vehicles that have been removed from the Safety Recall, Toyota requests that the dealership work with the customer to have the loaner returned. Dealers will have until April 23, 2020 to file rental claims for removed-vehicles.**

**Use TIS service lane to confirm if your dealership has provided a loaner to an owner of a removed vehicle. Removed VINs will appear “Not applicable for VIN” in TIS Service Lane search as shown above.**

**Owner Letter Mailing Date**

Refer to the table below for the owner letter mailing period.

Letter Type (Interim or Remedy)	Applicable Vehicles	Letter Mailing Period	Attached Sample
Interim Letter	Original vehicles covered from January 13, 2020 announcement.	Mid-February 2020 – Mid March 2020	Sample A
	Vehicles added on March 3, 2020	Early April 2020 – Early May 2020	Sample B
	Vehicles removed on March 3, 2020	Late April 2020 – Early May 2020	Sample C
Remedy Letter	All but Sienna	Toyota will begin notifying owners about the remedy approximately one week after the remedy becomes available for their vehicle.	Sample D
	Sienna		Sample E

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please ***verify eligibility and remedy availability by confirming through TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory

There are approximately 1,860 vehicles in new dealer inventory as of March 3, 2020.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

#### NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- 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.



**Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock**

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

**Pre-Owned Vehicles in Dealer Inventory (For Vehicles with Remedy NOT Available)**

For vehicles that the remedy is not yet available for, Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. 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 and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email, state "Disclosure Form 20TA02/20TB02" and include the VIN.

**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.

**Pre-Owned Vehicles in Dealer Inventory (For Vehicles with Remedy Available)**

For vehicles that have the remedy available, to ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety 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 a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. 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 and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 20TA02/20TB02" and include the VIN.

**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.

**Toyota Rent-A-Car (TRAC) & Service Loaners**

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## 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 Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Optimal Fuel Level

Your dealership and your customers may both benefit from decreased repair times if the customer arrives at the dealership with the optimal level of fuel in their vehicle because it will eliminate the need to drain fuel during the repair process.

Below are the optimal fuel levels recommended by Toyota. While it is not a requirement, Toyota recommends that you share this with customers when scheduling appointments. Toyota has also included this recommendation in the owner letter.

Model	Slightly less than full	3/4 tank or less	Empty
FJ Cruiser	√		
4Runner			
Camry			
Avalon			
Highlander			
Corolla			
Tacoma			
Sequoia		√	
Tundra			
Sienna*			

\* The owner letter for Sienna will recommend arriving to the dealership with 1/3 tank or less.

### Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall 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".

### 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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed 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.

All Safety Recall, Service Campaign (SSC/LSC) 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.

#### **Parts Lookup Website**

Use the 20TA02 parts lookup website to view the remedy parts needed for a specific VIN involved in this Safety Recall. ***This website is for parts lookup only and will not order parts.*** The website URL, username, and default password are listed below:

<https://20ta02.imagespm.info>

Username: 5-digit Dealer Code  
Default Password: XXXXX

Each dealer only has a single account, please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

### **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 currently hold at least one of the following certification levels:

- Certified Technician any Specialty
- Expert Technician any Specialty
- Master Technician
- Master Diagnostic Technician

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 perform this repair at all times.

### **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.

### 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.

### Vehicles Emission Recall Proof of Correction Form (California only)

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this 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.*** Booklets can be ordered from the MDC (material number 00410-92007).

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 January 2021. 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.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form is designed for California dealers to complete after repairs. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). Below these fields, there are sections for Manufacturer and Recall Number, a statement of repair, Dealer's Name and Address, Date, and Dealership's Authorized Signature. At the bottom, it instructs to "Return this certificate to DMV only when required – otherwise retain for your records." and includes a small reference number "4020-0000-0001".

## Warranty Reimbursement Procedures

### Loaner Vehicle or Alternative Transportation Reimbursement Procedure

Until the remedy is available, if a customer is uncomfortable driving their vehicle, a loaner vehicle or alternative transportation may be provided and claimed at the maximum rate shown in the tables below.

*Customer's involved vehicle is a 4Runner, Camry, FJ Cruiser, Highlander, Land Cruiser, Sequoia, Sienna, Corolla, or Avalon (\$35.00/day max rate)*

OpCode <span style="color: red;">File under designation 20TB02</span>	Description
TB2RC1	Vehicle Rental 1 – 30 Days
TB2RC2	Vehicle Rental 31 – 60 Days
TB2RC3	Vehicle Rental 61 – 90 Days
TB2RC4	Vehicle Rental 91 – 120 Days
TB2RC5	Vehicle Rental 121 – 150 Days
TB2RC6	Vehicle Rental 151 – 180 Days
TB2RC7	Vehicle Rental 181 – 210 Days
TB2RC8	Vehicle Rental 211 – 240 Days

*Customer's involved vehicle is a Tacoma or Tundra (\$60.00/day max rate)*

OpCode <span style="color: red;">File under designation 20TB02</span>	Description
TB2RT1	Vehicle Rental 1 – 30 Days
TB2RT2	Vehicle Rental 31 – 60 Days
TB2RT3	Vehicle Rental 61 – 90 Days
TB2RT4	Vehicle Rental 91 – 120 Days
TB2RT5	Vehicle Rental 121 – 150 Days
TB2RT6	Vehicle Rental 151 – 180 Days
TB2RT7	Vehicle Rental 181 – 210 Days
TB2RT8	Vehicle Rental 211 – 240 Days
TB2RT9	Vehicle Rental 241 – 270 Days

#### **NOTE:**

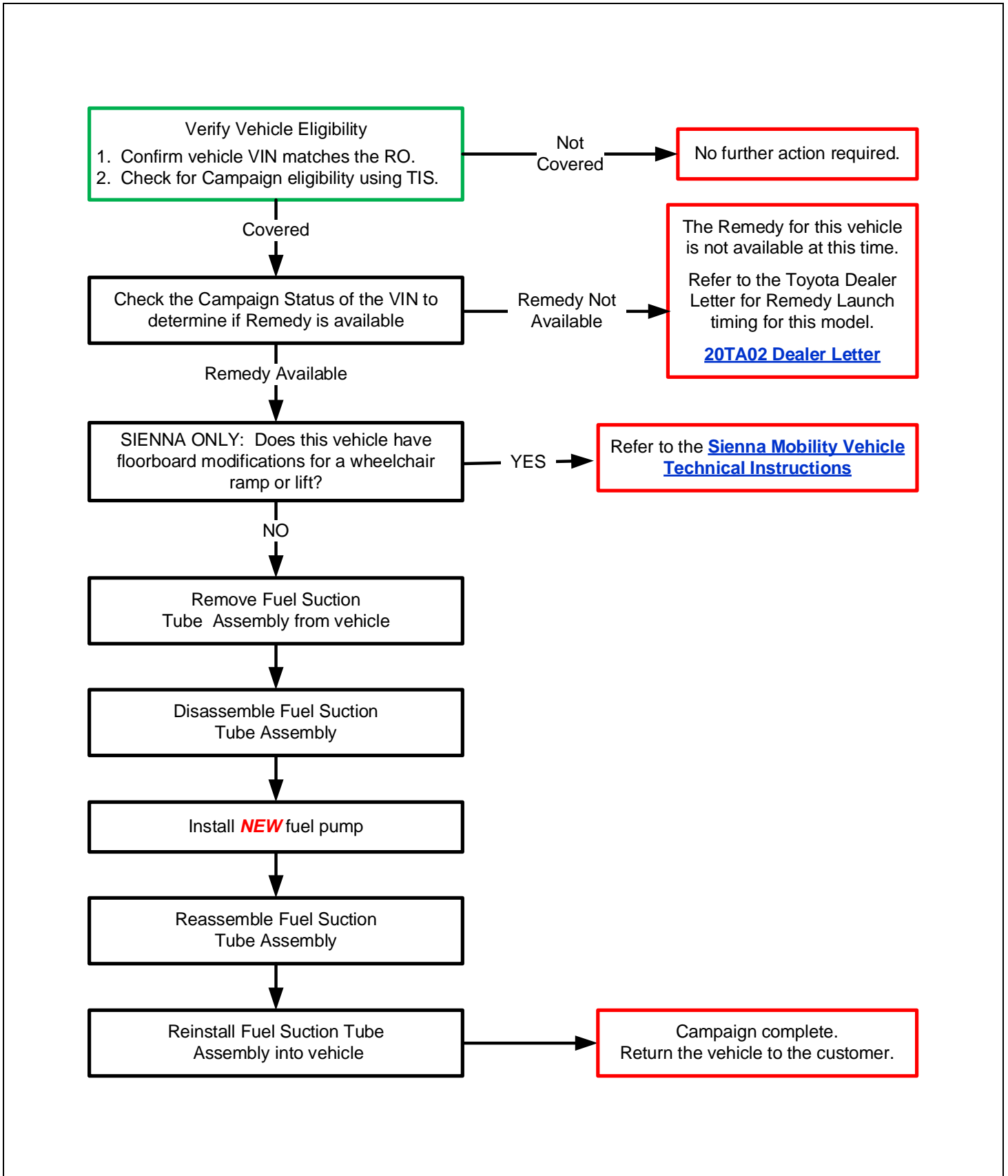
- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.
- Rental claims for removed-vehicles will not be accepted after April 23, 2020.

**Offsite Vehicle Storage Handling and Documentation**

Until the remedy is available, customers that have been provided with a loaner vehicle may choose to store their involved vehicle at home or another personal storage location. If the customer chooses to do this, the customer must sign the attached Toyota Customer Vehicle Offsite Storage Form.

- Customers are only required to sign this form if they wish to store their involved vehicle at home or at another personal storage location. If the customer elects to leave their vehicle at the dealership, your dealership must retain the vehicle as outlined in the applicable warranty guidelines. For vehicles retained at your dealership, reference [T-SB-0196-17](#) for long term vehicle storage guidelines.
- Keep a completed copy of the Toyota Customer Vehicle Offsite Storage Form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Customer Vehicle Offsite Storage Form 20TA02" and include the VIN.
- The vehicle must be stored using the guidelines identified on the Toyota Customer Vehicle Offsite Storage Form and agreed to by the customer.
- When the remedy becomes available for the customer's vehicle, the customer must return the loaner vehicle to your dealership and have the remedy performed on their vehicle. The rental Op Codes listed above will only remain available for claim filing 30 days after the remedy becomes available for the customer's vehicle.

**Warranty Reimbursement Procedure**





**Warranty Reimbursement Procedure Continued...**

Model	OpCode	Description	Flat Rate Hours	
4Runner	TA0201	Replace low-pressure fuel pump	2.5	
FJ Cruiser	TA0202		1.9	
Avalon	TA0203		1.5	
Camry	TA0204		1.4	
Sequoia	TA0205		1.5	
Tundra	TA0206		1.6	
Highlander <i>(Repairs Performed on or before 09/03/2020*)</i>	<u>Vehicle Grades</u> LE-Plus, XLE, SE, Limited, Platinum		TA0207	3.4
	<u>Vehicle Grade</u> LE		TA0208	2.6
Corolla	TA0209		1.5	
Sienna (FWD)	TA0210		2.6	
Sienna (AWD)	TA0211		2.7	
Highlander <i>(Repairs Performed after 09/03/2020*)</i>	<u>Vehicle Grades</u> LE-Plus, XLE, SE, Limited, Platinum		TA0212	2.9
	<u>Vehicle Grade</u> LE		TA0213	2.1
Tacoma (V6 Engine, 2GR-FKS)	TA0214		1.8	
Tacoma (I4 Engine, 2TR-FE)	TA0215		1.7	

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of 0.8 liters of LT 75W-85 GL-5 differential oil, or equivalent, may be claimed at a maximum rate of \$31.47 per vehicle as sublet type "OF" under OpCode TA0211.
- For Corolla vehicles where the fuel suction plate sub-assembly requires replacement due to damage sustained during retainer ring removal, dealers may claim 1pc of the fuel suction plate sub-assembly as a replacement part in the campaign remedy claim (OpCode TA0209).
- Towing can be claimed under any of the Op Codes listed above for a maximum of \$250 as sublet type "TW" in the event the customer's vehicle has experienced the condition and cannot be driven to the dealership.
  - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
- If alternative transportation is required due to parts backorder, then alternative transportation may be claimed as sublet type "RT" under any of the OpCodes shown in the table above.

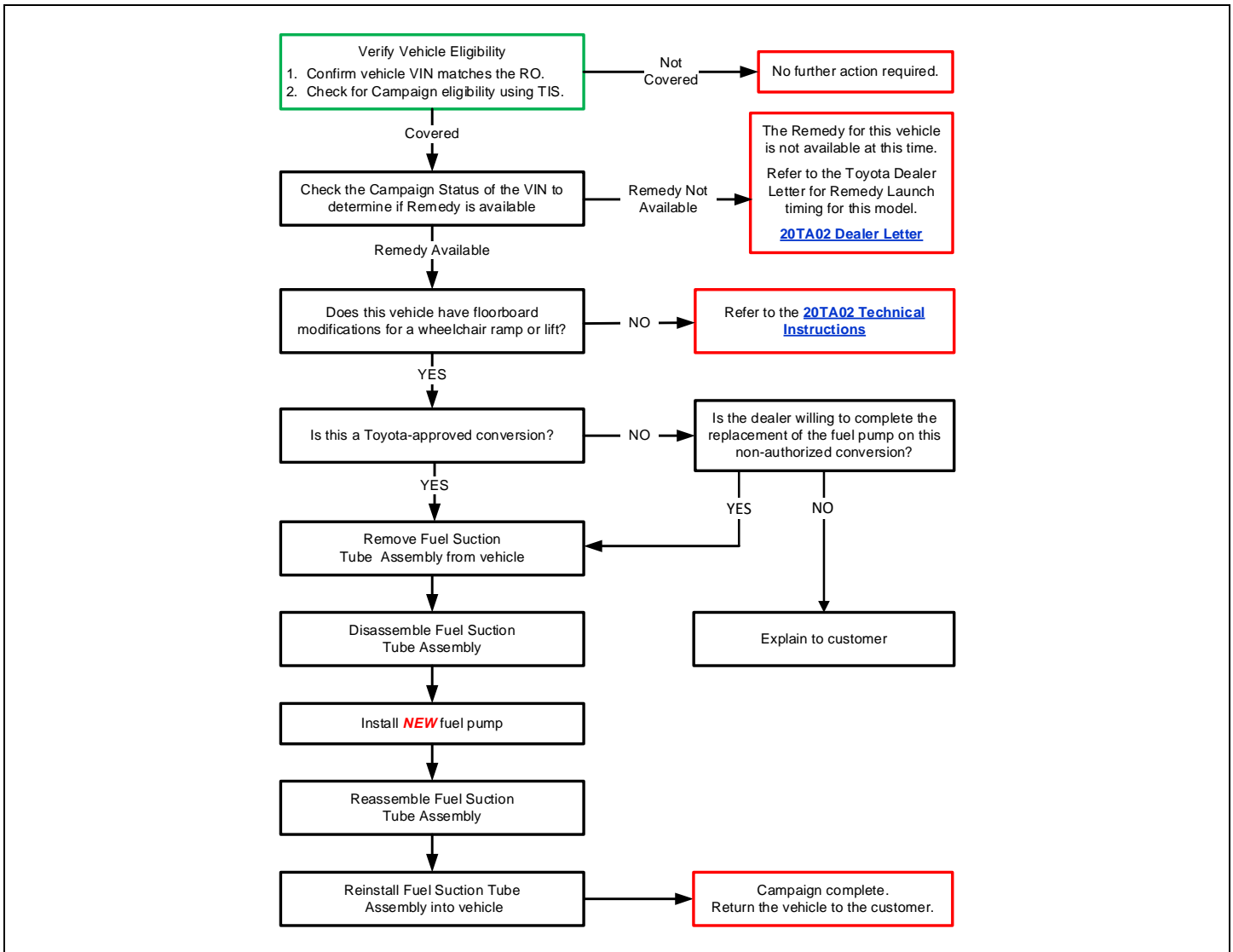
**NOTE:**

- **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- **Rental that exceeds the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).**

**Warranty Reimbursement Procedure Continued...**

\* The Technical Instructions for Highlander were updated on September 3, 2020 to eliminate the removal of certain interior trim panels. With the increased efficiency of this updated repair procedure, new OpCodes for Highlander have been issued with a flat rate time reduction of 0.5 hrs. The original Highlander OpCodes (TA0207, TA0208) are only to be used for repairs performed on or before or to September 3, 2020.

**Warranty Reimbursement Procedure – Sienna Mobility Vehicle**



Model	OpCode	Description	Flat Rate Hours
Sienna (FWD)	TA0210	Replace Low-Pressure Fuel Pump	2.6
Sienna (AWD)	TA0211		2.7

- The Sienna remedy OpCodes (TA0210 - FWD or TA0211 – AWD) should be filed when the repair is completed.
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of 0.8 liters of LT 75W-85 GL-5 differential oil or equivalent may be claimed at a maximum rate of \$31.47 per vehicle as sublet type “OF” under OpCode TA0211.
- Towing can be claimed under any of the Op Codes listed above for a maximum of \$250 as sublet type “TW” in the event the customer’s vehicle has experienced the condition and cannot be driven to the dealership.
  - Towing invoice **MUST** be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.

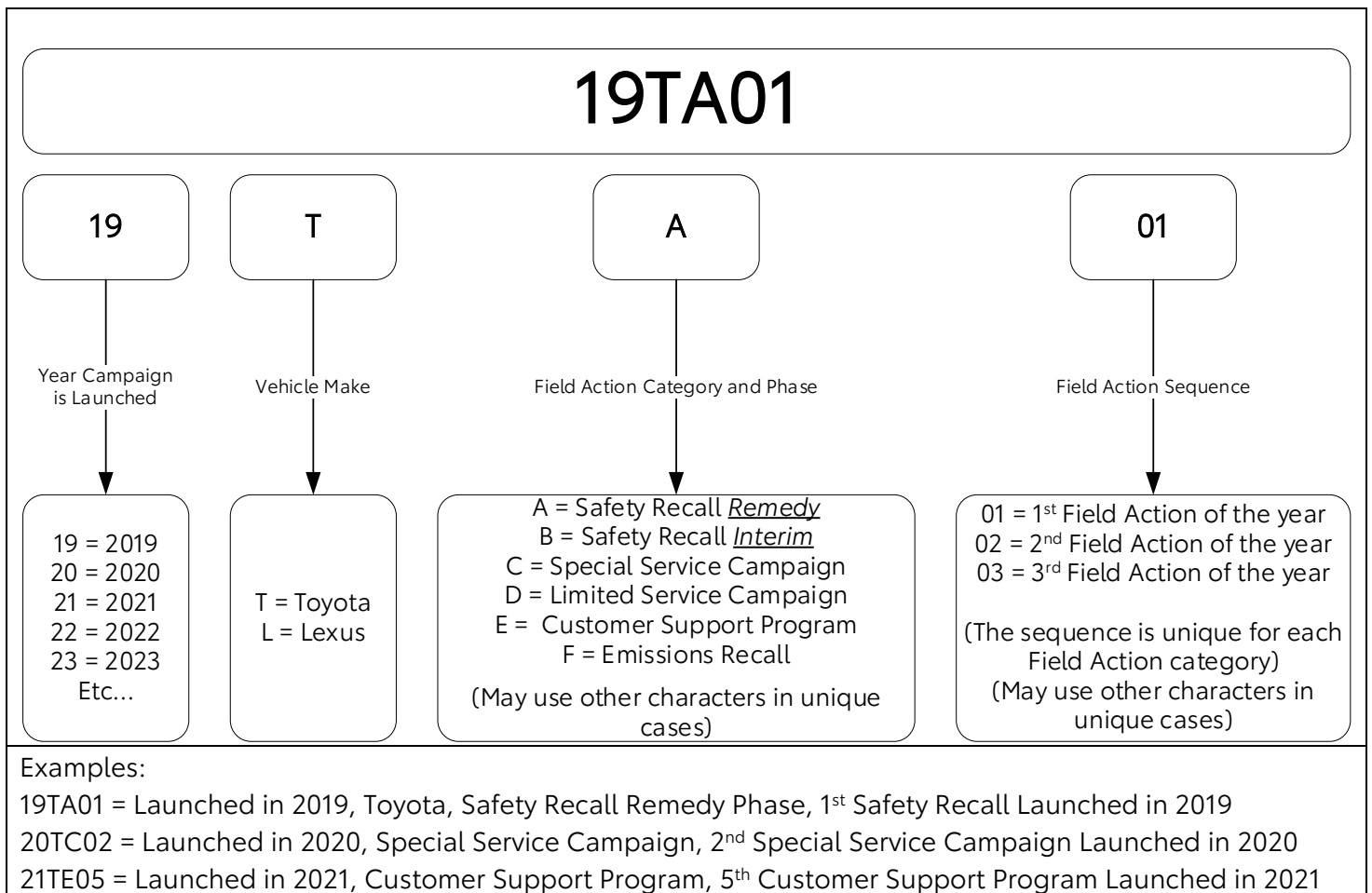
**Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. 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.

**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 Safety Recall.*

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.



## SAFETY RECALL 20TA02 (*Interim Notice 20TB02*) Remedy Notice

Multiple Models and Model Years  
Vehicle May Stall During Driving at Higher Speed

Frequently Asked Questions

Original Publication Date: June 18, 2020

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
September 30, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 4 vehicles is now available.</li></ul>
July 29, 2020	<ul style="list-style-type: none"><li>The remedy for Sienna vehicles that have been converted for wheelchair accessibility by a Toyota-authorized mobility company is now available.</li></ul>
July 1, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 3 vehicles is now available.</li></ul>
June 25, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 2 vehicles is now available.</li></ul>

**Q1:** *What is the condition?*

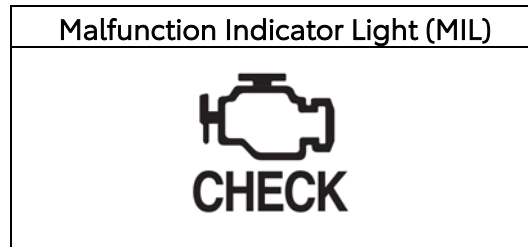
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

**Q1a:** *Are there any symptoms/warnings of the condition?*

A1a: Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power.

**Q1b:** Which warning lights and messages may be displayed if the condition is present?

A1b: If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

**Q2:** What is Toyota going to do?

A2: Any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**. Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status for the vehicles involved in this Safety Recall.

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	FJ Cruiser	17,200	<b>Remedy Available Now</b>
	2014 MY 4Runner	65,000	
	Sequoia	11,100	
	Tundra	71,800	
	2019 MY Avalon	19,900	
	Camry	19,300	
2	Corolla	364,700	
	Highlander	375,850	
3	2018 MY Avalon	800	
	Sienna	111,500	
	2015 MY 4Runner	47,500	
4	Tacoma	323,900	
5	Land Cruiser	4,500	Late <b>October</b> 2020

**Q3: Which and how many vehicles are covered by this Safety Recall?**

A3: When this Safety Recall was first announced on January 13, 2020, there were approximately 564,300 vehicles covered. As of March 3, 2020, this Safety Recall has been amended and now covers a total of approximately 1,433,050 vehicles.

Model Name	Model Year	Production Period	Approximate UIO
4Runner	2014 - 2015	Early September 2013 - Mid-February 2015	112,500
Camry	2018 - 2019	Mid-November 2017 - Mid-February 2019	19,300
Highlander	2018 - 2019	Early November 2017 - Early July 2019	375,850
Land Cruiser	2014- 2015	Early September 2013 - Mid-March 2015	4,500
Sequoia	2018 - 2019	Early April 2018 - Mid-March 2019	11,100
Sienna	2017 - 2019	Early November 2017 - Mid-February 2019	111,500
Tacoma	2018 - 2019	Early November 2017 - Mid-February 2019	323,900
Tundra	2018 - 2019	Early April 2018 - Early February 2019	71,800
Corolla	2018 - 2019	Mid-October 2017 - Early February 2019	364,700
Avalon	2018 - 2019	Early April 2018 - Mid-February 2019	20,700
FJ Cruiser	2014	Early September 2013 - Early August 2014	17,200

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

A3a: Yes, there are approximately 397,890 total Lexus vehicles now covered by this Safety Recall. The following vehicles are covered: certain 2018 – 2019 model year ES 350, GS 300, GS 350, IS 300, IS 250, LC 500, LC 500h, LS 500, LS 500h, RC 300, and RC 350 vehicles, certain 2013 – 2015 model year GS 350, certain 2014 – 2015 model year GX 460, IS 350, and LX 570 vehicles, certain 2017 – 2019 model year RX 350 and 350L vehicles, certain 2013 – 2015 model year LS 460 vehicles, certain 2014 model year IS F vehicles, certain 2017 model year IS 200t vehicles, certain 2015 model year NX 200t vehicles, and certain 2015 model year RC 350 vehicles.

**Q4: How long does the repair take?**

A4: The repair will range from approximately one and one half to three and one half hours depending upon the vehicle model. Refer to the table below for the estimated repair time for each model. Note that only models for which the remedy is available will be listed below.

Model	Approximate Repair Time
Tundra	One and one half hours
Sequoia	
Camry	
Avalon	
Corolla	
FJ Cruiser	Two hours
Tacoma	
4Runner	Two and one half hours
Sienna	
Highlander	Approximately three and one half hours. If your vehicle is not equipped with engine Stop & Start system, the remedy should take approximately two and one half hours

**Q5:** *Are Sienna vehicles that have been converted for wheelchair accessibility able to have the remedy performed?*

A5: The remedy can be applied to Sienna vehicles that have been converted for wheelchair accessibility by a **Toyota-authorized** mobility conversion company. Conversion of Sienna vehicles using non-Toyota-approved parts and/or accessories may make it difficult or impossible for a dealer to install the remedy parts for this Safety Recall.

**Q5a:** *Who are the companies that have been authorized by Toyota to convert Sienna vehicles for wheelchair accessibility?*

A5a: Below is the list of companies that offer Toyota-authorized conversions for Sienna vehicles for wheelchair accessibility.

- The Braun Corporation (BraunAbility)
- Vantage Mobility International (VMI)

**Q5b:** *What if my vehicle is converted by a non-authorized mobility conversion?*

A5b: Sienna vehicles that have been converted for wheelchair accessibility by a non-Toyota authorized mobility conversion company have undergone an unauthorized modification to the factory condition of the vehicle. These modifications may make it difficult or impossible to apply the remedy in their current condition. Toyota does not recommend modifying vehicles and cannot evaluate how any aftermarket, non-Toyota approved parts and/or modifications could affect a vehicle's performance.

Subject to individual review by the dealer and notwithstanding Toyota's recommendation, some dealers may be willing to perform the Safety Recall remedy with the vehicle in its current modified condition. If your dealership is willing to do so, the customer may be responsible for the cost of parts and/or labor not otherwise covered by Toyota's Safety Recall. Toyota provides the specific remedy parts, differential oil (AWD-only), and covers 2.6 – 2.7 hours of dealership labor expenses. The customer is responsible to pay any additional charges for parts and/or labor which are the result of the vehicle's non-Toyota-approved modifications.

Toyota is not responsible for later performance problems the vehicle may have that are the result of the non-Toyota-approved vehicle modifications.

**Q6:** *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

**Q7:** *How does Toyota obtain my mailing information?*

A7: 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.

**Q8:** *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



This notice applies to your vehicle:  
[VIN]

## INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is available.

## IMPORTANT SAFETY RECALL (*Interim Notice*)

Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-012

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the vehicles described below:

- Certain 2018 – 2019 model year 4Runner
- Certain 2018 – 2019 model year Camry
- Certain 2018 – 2019 model year Highlander
- Certain 2018 – 2019 model year Land Cruiser
- Certain 2018 – 2019 model year Sequoia
- Certain 2018 – 2019 model year Sienna
- Certain 2018 – 2019 model year Tacoma
- Certain 2018 – 2019 model year Tundra
- Certain 2019 model year Corolla
- Certain 2019 model year Avalon

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?

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving, this could increase the risk of a crash.

### What should you do?

We appreciate your patience while we prepare the remedy for this issue. **We will notify you again when the remedy is available.** *Your local Toyota dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

## What will Toyota do?

Toyota is currently preparing the remedy for this issue. When the remedy is available, it will be **FREE OF CHARGE** to vehicle owners. You will receive a second notification when the remedy is available.

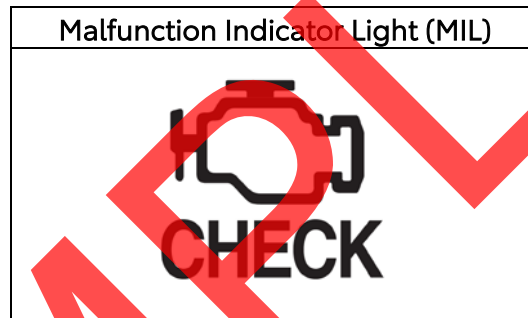
*This is an important Safety Recall*

### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick-up.

### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

*You will receive a second notification when the remedy is available.*

**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 are not the owner or operator of this vehicle?**

*If you are a vehicle lessor*, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

*If you know the current owner or operator*, please forward this letter to them.

*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 believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

This notice applies to your vehicle:  
[VIN]

## INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is available.

## IMPORTANT SAFETY RECALL (*Interim Notice*)

Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-012

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in your [XXXX] model year [model].

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?

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving, this could increase the risk of a crash.

### What should you do?

We appreciate your patience while we prepare the remedy for this issue. We will notify you again when the remedy is available. Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

## What will Toyota do?

Toyota is currently preparing the remedy. When the remedy becomes available, any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**. You will receive a second notification when the remedy is available.

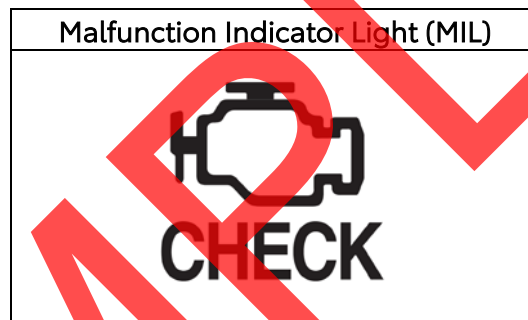
*This is an important Safety Recall*

### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick-up.

### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

*You will receive a second notification when the remedy is available.*

**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 are not the owner or operator of this vehicle?**

*If you are a vehicle lessor*, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

*If you know the current owner or operator*, please forward this letter to them.

*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 believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

## IMPORTANT NOTICE

YOUR VEHICLE IS **NOT INVOLVED** IN SAFETY RECALL 20TA02 (Interim 20TB02)

[VIN]

Dear Toyota Owner:

You may have recently received a notice from Toyota, or may otherwise be aware, that your [MY/make/model] was part of a safety recall involving vehicles with low-pressure fuel pumps which may stop operating. After further investigation, we wish to inform you that your vehicle is **NOT INVOLVED** in this recall. We apologize for any concern or confusion this may have caused and hope this notice will reduce inconvenience to you.

### Why is my vehicle not involved in this Safety Recall?

Out of an abundance of caution, Toyota included your vehicle in this recall when the recall was initiated in mid-January 2020. However, at that time, Toyota had not completed its investigation into the cause of possible fuel pump failure. That investigation now shows that the fuel pump in your vehicle **IS NOT** affected, and you do not need to bring your vehicle to the dealer for repair. Other owners are also being notified about this. As this recall proceeds, Toyota will only notify owners of those vehicle which are included in the recall.

### I previously received a notification letter from Toyota that my vehicle was involved in this Safety Recall. Is my vehicle involved?

Toyota started notifying owners about this Safety Recall in mid-February 2020, before it was determined that your vehicle is NOT involved in this recall. As a result, you may now disregard that previous notice.

### How can I determine if my vehicle is involved in a Safety Recall?

You may visit [www.toyota.com/recall](http://www.toyota.com/recall) and input your full 17-digit Vehicle Identification Number (VIN) noted at the top of this letter to review information specific to your vehicle.

You may also visit [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls) and input your full 17-digit Vehicle Identification Number for this information.

## If I have a concern with my vehicle; what should I do?

As always, if you do not believe your vehicle is operating properly, you can visit your local authorized Toyota dealership for warranty or other service. Please be aware that you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed if your vehicle is no longer covered by the applicable Toyota warranty coverage.

## What is the Toyota warranty coverage applicable to my vehicle's fuel pump?

The low-pressure fuel pump in your vehicle is covered by Toyota's warranty for 5 years or 60,000 miles, or 7 years or 70,000 miles, depending on the state in which your vehicle was purchased/registered/operated (see your Warranty Booklet for details). There are other warranties that cover your vehicle as well.

## What if I have other questions?

If you have additional questions or concerns, you can contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience.

Thank you for driving a Toyota.

Sincerely,

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



This notice applies to your vehicle:  
[VIN]

## URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

### IMPORTANT SAFETY RECALL (Remedy Notice)

Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-012

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in your [model year] model year [model].

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?

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving, this could increase the risk of a crash.

#### What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

## What will Toyota do?

Any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

### *This is an important Safety Recall*

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

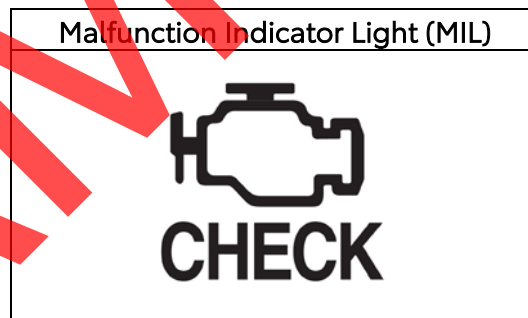
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low-pressure fuel pump. Arriving to the dealership with a fuel level of [suggested fuel level] or less may allow the dealer to perform the remedy faster **but is not a requirement** to have this remedy performed. Please visit your authorized Toyota dealer as soon as possible to have the remedy performed.

### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick-up.

### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

### What if you live in California and do not have this Safety Recall 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 **FREE** Safety Recall 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 Safety Recall 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 are not the owner or operator of this vehicle?

*If you are a vehicle lessor*, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

*If you know the current owner or operator*, please forward this letter to them.

*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 believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

SAMPLED

This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**  
This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

## IMPORTANT SAFETY RECALL (Remedy Notice)

Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-012

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in your [model year] model year [model].

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?

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving, this could increase the risk of a crash.

### What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

## What will Toyota do?

Any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

### *This is an important Safety Recall*

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

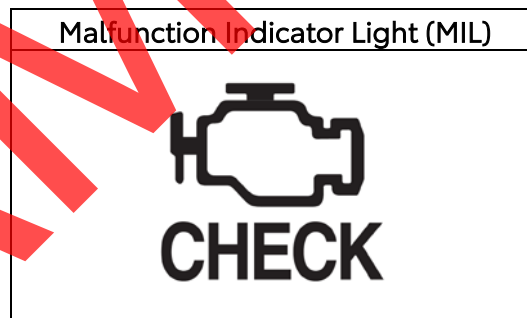
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low-pressure fuel pump. Arriving to the dealership with a fuel level of [suggested fuel level] or less may allow the dealer to perform the remedy faster **but is not a requirement** to have this remedy performed. Please visit your authorized Toyota dealer as soon as possible to have the remedy performed.

### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick-up.

### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

**Are Sienna vehicles that have been converted for wheelchair accessibility able to have the remedy performed?**

The remedy can be applied to Sienna vehicles that have been converted for wheelchair accessibility by a **Toyota-authorized** mobility conversion company. Conversion of Sienna vehicles using non-Toyota-approved parts and/or accessories may make it difficult or impossible for a dealer to install the remedy parts for this Safety Recall.

**Who are the companies that have been authorized by Toyota to convert Sienna vehicles for wheelchair accessibility?**

Below is the list of companies that offer Toyota-authorized conversions for Sienna vehicles for wheelchair accessibility.

- o The Braun Corporation (BraunAbility)
- o Vantage Mobility International (VMI)

**What if my vehicle is converted by a non-authorized mobility conversion?**

Sienna vehicles that have been converted for wheelchair accessibility by a non-Toyota authorized mobility conversion company have undergone an unauthorized modification to the factory condition of the vehicle. These modifications may make it difficult or impossible to apply the remedy in their current condition. Toyota does not recommend modifying vehicles and cannot evaluate how any aftermarket, non-Toyota approved parts and/or modifications could affect a vehicle's performance.

Subject to individual review by the dealer and notwithstanding Toyota's recommendation, some dealers may be willing to perform the Safety Recall remedy with the vehicle in its current modified condition. If your dealership is willing to do so, the customer may be responsible for the cost of parts and/or labor not otherwise covered by Toyota's Safety Recall. Toyota provides the specific remedy parts, differential oil (AWD-only), and covers 2.6 – 2.7 hours of dealership labor expenses. The customer is responsible to pay any additional charges for parts and/or labor which are the result of the vehicle's non-Toyota-approved modifications.

Toyota is not responsible for later performance problems the vehicle may have that are the result of the non-Toyota-approved vehicle modifications.

**What if you live in California and do not have this Safety Recall 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 **FREE** Safety Recall 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 Safety Recall 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 are not the owner or operator of this vehicle?**

*If you are a vehicle lessor*, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

*If you know the current owner or operator*, please forward this letter to them.

*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 believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA





Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____



I acknowledge that the dealer associate above has informed me that the vehicle referenced above is subject to Safety Recall 20TA02 (Interim 20TB02) that Toyota has issued. I am aware that Toyota has decided that a defect which relates to motor vehicle safety exists in the Subject Vehicle. The subject vehicle is equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

I understand that Toyota is currently investigating this issue and will be developing a remedy. When the remedy is available, it will be free of charge to vehicle owners. I have therefore elected to drive a loaner/rental car provided through an authorized Toyota dealer until the Subject Recall remedy can be completed. The dealer is authorized to provide me with a loaner/rental vehicle to drive until my dealer notifies me that the remedy is available for my vehicle, or until such time as the dealer requests that I return the rental vehicle, whichever is earlier.

**I acknowledge that I will take the vehicle referenced above home or to another personal storage location and store it while driving the rental car provided by the dealer. I specifically and knowingly make the following agreements:**

- I agree not to drive the Subject Vehicle while it is in my possession, custody, or control until the Subject Safety Recall Repair is completed other than directly to or from the Dealer. However, to maintain the vehicle battery life, I will start the vehicle and let it idle for a short period. If your vehicle is garaged, I will move it out of the garage while the vehicle is idling.
- I agree not to allow the Subject Vehicle to be driven by others and will ensure that all keys/key fobs to the vehicle are inaccessible to all others, until the Subject Safety Recall remedy is completed.
- I agree to drive the Subject Vehicle directly to the Dealer after the Dealer notifies me that the Subject Safety Recall remedy can be completed on my vehicle and an appointment is confirmed. This repair will be at no cost to me.
- I understand that I may be held responsible for the cost of the loaner vehicle if I cause the Subject Vehicle to be driven other than directly to or from the Dealer prior to the performance of the Subject Safety Recall Repair.
- I agree to maintain possession of the Subject Vehicle and will not alter or modify the Subject Vehicle until such time as the Subject Safety Recall Repair is performed.
- Should I lose possession of and/or sell the Subject Vehicle before the Subject Safety Recall Repair is performed, I agree to notify the Dealer immediately, and no later than 24 hours after I have lost possession of the Subject Vehicle and return the loaner/rental vehicle within 48 hours.

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(Signature of vehicle owner/lessee)

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(Date)

# Safety Recall 20TA02 (Interim 20TB02) – Covered Vehicles Summary

Applicable Vehicles Fill Color

Approximate production period of vehicles covered from announcement on January 13, 2020:

Approximate production period of vehicles added on March 3, 2020:

Approximate production period of vehicles removed on March 3, 2020:



Model	Approximate Production Period																												Model Years (Current)	Approximate Production Period (Current)															
	Year:	2013				2014				2015				2016	2017				2018				2019																						
Month:	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7
4Runner	[Light Blue]												[Grey]												[Red]				2014 - 2015	Early September 2013 - Mid-February 2015															
Avalon	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2018 - 2019	Early April 2018 - Mid-February 2019											
Camry	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2018 - 2019	Mid-November 2017 - Mid-February 2019											
Corolla	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2018 - 2019	Mid-October 2017 - Early February 2019											
FJ Cruiser	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2014	Early September 2013 - Early August 2014											
Highlander	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2018 - 2019	Early November 2017 - Early July 2019											
Land Cruiser	[Light Blue]												[Grey]												[Light Blue]				[Red]				2014 - 2015	Early September 2013 - Mid-March 2015											
Sequoia	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2018 - 2019	Early April 2018 - Mid-March 2019											
Sienna	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2017 - 2019	Early November 2017 - Mid-February 2019											
Tacoma	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2018 - 2019	Early November 2017 - Mid-February 2019											
Tundra	[Light Blue]												[Grey]												[Light Blue]				[Light Orange]				2018 - 2019	Early April 2018 - Early February 2019											