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

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 29, 2020</td>
<td>• The Toyota Customer Vehicle Offsite Storage Form has been added to the Dealer Letter.</td>
</tr>
<tr>
<td></td>
<td>• Loaner vehicle reimbursement Op Codes have been added to the Dealer Letter.</td>
</tr>
</tbody>
</table>

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

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

Thank you for your cooperation.
To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

SAFETY RECALL 20TA02 (Interim Notice 20TB02)

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

<table>
<thead>
<tr>
<th>Model / Years</th>
<th>Production Period</th>
<th>Approximate Total Vehicles</th>
<th>Approximate Stop Sale Dealer Inventory</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 – 2019 4Runner</td>
<td>Early August 2018 – Late January 2019</td>
<td>72,700</td>
<td>310</td>
</tr>
<tr>
<td>2018 – 2019 Camry</td>
<td></td>
<td>7,300</td>
<td>70</td>
</tr>
<tr>
<td>2018 – 2019 Highlander</td>
<td></td>
<td>113,900</td>
<td>410</td>
</tr>
<tr>
<td>2018 – 2019 Land Cruiser</td>
<td></td>
<td>1,900</td>
<td>70</td>
</tr>
<tr>
<td>2018 – 2019 Sequoia</td>
<td></td>
<td>6,100</td>
<td>110</td>
</tr>
<tr>
<td>2018 – 2019 Sienna</td>
<td></td>
<td>41,500</td>
<td>80</td>
</tr>
<tr>
<td>2018 – 2019 Tacoma</td>
<td></td>
<td>130,300</td>
<td>280</td>
</tr>
<tr>
<td>2018 – 2019 Tundra</td>
<td></td>
<td>46,100</td>
<td>130</td>
</tr>
<tr>
<td>2019 Corolla</td>
<td></td>
<td>136,300</td>
<td>20</td>
</tr>
<tr>
<td>2019 Avalon</td>
<td></td>
<td>8,200</td>
<td>90</td>
</tr>
</tbody>
</table>

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


**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
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.

Covered Vehicles
There are approximately 564,300 vehicles covered by this Safety Recall. Approximately 7,300 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date
Toyota will notify owners by mid-March 2020.

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 by confirming through TIS.
New Vehicles in Dealership Inventory
There are approximately 1,570 vehicles in new dealer inventory as of January 13, 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).

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>00411-140003</td>
<td>Inspection Mirror Hang Tag</td>
<td>25 Per Pack</td>
</tr>
</tbody>
</table>

**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/](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**

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. 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/](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

**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.

**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.

**Customer Reimbursement**
Reimbursement consideration instructions will be included in the owner letter.
Warranty Reimbursement Procedure

Loaner Vehicle 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, Highlander, Land Cruiser, Sequoia, Sienna, Corolla, or Avalon ($35.00/day max rate)

<table>
<thead>
<tr>
<th>OpCode</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TB2RC1</td>
<td>Vehicle Rental 1 – 30 Days</td>
</tr>
<tr>
<td>TB2RC2</td>
<td>Vehicle Rental 31 – 60 Days</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>OpCode</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TB2RT1</td>
<td>Vehicle Rental 1 – 30 Days</td>
</tr>
<tr>
<td>TB2RT2</td>
<td>Vehicle Rental 31 – 60 Days</td>
</tr>
</tbody>
</table>

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).

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. 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.
### Campaign Designation / Phase Decoder

<table>
<thead>
<tr>
<th>19</th>
<th>T</th>
<th>A</th>
<th>01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Campaign is Launched</td>
<td>Vehicle Make</td>
<td>Field Action Category and Phase</td>
<td>Field Action Sequence</td>
</tr>
</tbody>
</table>

- **19** = 2019
- **20** = 2020
- **21** = 2021
- **22** = 2022
- **23** = 2023

- **T** = Toyota
- **L** = Lexus

- **A** = Safety Recall Remedy
- **B** = Safety Recall Interim
- **C** = Special Service Campaign
- **D** = Limited Service Campaign
- **E** = Customer Support Program
- **F** = Emissions Recall

- **01** = 1st Field Action of the year
- **02** = 2nd Field Action of the year
- **03** = 3rd Field Action of the year

(May use other characters in unique cases)

### Examples:
- 19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
- 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020

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

Frequently Asked Questions  
Original Publication Date: January 13, 2020

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 before the condition appears in a vehicle?  
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.

![Malfunction Indicator Light (MIL)](image)

**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:** Toyota is currently investigating this issue and will be developing a remedy. When the remedy is available, it will be free of charge to owners. Toyota will notify all owners by mid-March 2020.

**Q3:** Which and how many vehicles are covered by this Safety Recall?  
**A3:** There are approximately 564,300 vehicles covered by this Safety Recall.

<table>
<thead>
<tr>
<th>Model Name</th>
<th>Model Year</th>
<th>Production Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>4Runner</td>
<td>2018 – 2019</td>
<td></td>
</tr>
<tr>
<td>Camry</td>
<td>2018 – 2019</td>
<td></td>
</tr>
<tr>
<td>Highlander</td>
<td>2018 – 2019</td>
<td></td>
</tr>
<tr>
<td>Land Cruiser</td>
<td>2018 – 2019</td>
<td></td>
</tr>
<tr>
<td>Sequoia</td>
<td>2018 – 2019</td>
<td></td>
</tr>
<tr>
<td>Sienna</td>
<td>2018 – 2019</td>
<td></td>
</tr>
<tr>
<td>Tacoma</td>
<td>2018 – 2019</td>
<td></td>
</tr>
<tr>
<td>Tundra</td>
<td>2018 – 2019</td>
<td></td>
</tr>
<tr>
<td>Corolla</td>
<td>2019</td>
<td></td>
</tr>
<tr>
<td>Avalon</td>
<td>2019</td>
<td>Early August 2018 – Late January 2019</td>
</tr>
</tbody>
</table>

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

**Q4:** What if I previously paid for repairs related to this Safety Recall?  
**A4:** Reimbursement consideration instructions will be provided in the owner letter.

**Q5:** How does Toyota obtain my mailing information?  
**A5:** 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.

**Q6:** What if I have additional questions or concerns?  
**A6:** 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.
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 is 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 ________________________________


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 or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address ____________________________ Dealer Code ____________________________

Dealer Phone Number ____________________________ Dealer Staff Name ____________________________

Dealer Staff Signature ____________________________
TOYOTA CUSTOMER VEHICLE OFFSITE STORAGE FORM

This form is only applicable to Safety Recall 20TA02 (Interim 20TB02).

Dealer Information

Toyota Dealer: ____________________________________________

Dealer Code: ______________

Dealer Associate Managing Request: ___________________________

Dealer Associate Contact Information:

Phone: ______________

E-Mail: ______________

Date of Loaner Car Out________

Subject Vehicle and Customer Information

VIN _____________________________

Current Customer Owned Odometer Reading at Time of Signature: __________

Owner/Lessee Name: ________________________________

Address: ____________________________________________

City/State/ZIP: ________________________________________

Home Phone: ______________ Work Phone: ______________

Cell Phone: _______________________

E-mail Address: _______________________________________

© 2020 Toyota Motor Sales, USA
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.

_______________________________________________________   ________________
(Signature of vehicle owner/lessee)   (Date)