



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 13, 2020

Mr. Cory Hoffman  
General Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-150SS  
20V-064

**Subject:** Engine may Leak Coolant

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

LEXUS/ES300H/2020  
TOYOTA/AVALON HYBRID/2020  
TOYOTA/CAMRY/2020  
TOYOTA/CAMRY HYBRID/2020  
TOYOTA/RAV4/2019-2020  
TOYOTA/RAV4 HYBRID/2019-2020

**Mfr's Report Date:** February 6, 2020

**NHTSA Campaign Number:** 20V-064

**Components:**

ENGINE AND ENGINE COOLING

**Potential Number of Units Affected:** 44,191

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2020 Toyota Avalon Hybrid, Camry, Camry Hybrid and Lexus ES300h and 2019-2020 RAV4 and RAV4 Hybrid vehicles equipped with 2.5L 4-Cylinder engines. Porosity in the engine castings may result in cracks that can allow coolant to leak internally and/or externally.

**Consequence:**

A coolant leak can cause the engine to overheat and cause a vehicle stall in conventional gasoline vehicles, increasing the risk of a crash. Additionally, for all involved vehicles, the engine may get damaged mechanically, possibly resulting in an engine oil leak, increasing the risk of a fire.

**Remedy:**

Toyota will notify owners, and dealers will inspect and replace the engine including the engine block, as necessary, free of charge. The recall is expected to begin April 6, 2020. Owners may contact Toyota customer service at 1-888-270-9371 or Lexus at 1-800-255-3987. Toyota's number for this recall is 20TA04. Lexus' number for this recall is 20LA02.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement