

TOYOTA

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*)

Certain 2020 Model Year Avalon HV
Certain 2020 Model Year Camry
Certain 2020 Model Year Camry HV
Certain 2019 - 2020 Model Year RAV4
Certain 2019 - 2020 Model Year RAV4 HV
Certain Engine Blocks Can Cause Engine Failure Leading to Engine Stall (non-hybrid) and/or Fire Risk
NHTSA Recall No. 20V-064

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 certain 2020 model year Avalon HV, Camry, Camry HV and certain 2019 – 2020 model year RAV4 and RAV4 HV vehicles.

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?

Some of the subject vehicles may be equipped with an engine block that was manufactured incorrectly. This issue may cause coolant to leak internally and/or externally during normal engine operation. This can lead to engine noise, engine smoke, warning lights/malfunction indicator illumination, an audible chime sounding, and/or, in some cases, engine overheating and possible internal mechanical engine damage. **If this occurs in a conventional gasoline vehicle, it is possible the vehicle could stall while driving at higher speeds without prior warning, increasing the risk of a crash. For both hybrid and conventional gasoline vehicles, the mechanical engine damage could cause engine oil to leak, which, in the presence of an ignition source, can lead to an increased risk of fire.**

NOTE: If the engine stalls in a hybrid vehicle, the vehicle will enter a fail safe driving mode, allowing the driver to operate the vehicle at reduced power for certain distances to maneuver the vehicle to a safe location.

What will Toyota do?

Any authorized Toyota dealer will inspect the engine block casting serial number and if it is determined to be involved the dealer will replace the engine, including the engine block, with a new one **FREE OF CHARGE**.

NOTE: Due to COVID-19, production of replacement engines is delayed. If your vehicle is identified as requiring a

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. 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.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit 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.

replacement engine, a loaner vehicle will be offered until the remedy can be performed.

This is an important Safety Recall

The remedy will take approximately 1 hour for inspection. If it is determined that engine replacement is necessary, a loaner vehicle will be provided to you.

If the condition occurs, the malfunction indicator lamp (MIL) shown below may illuminate in the instrument cluster. In addition to the malfunction indicator lamp, other warning lamps and message may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle, and if present then please schedule an appointment with any authorized Toyota dealer immediately.

Malfunction Indicator Lamp (MIL)	Master Warning Lamp
	

If the vehicle is experiencing the condition described and you are unable to drive the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.

NOTE: It is possible for the lights above to be illuminated and the condition not be related 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 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