



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 27, 2020

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

NEF-150SS
20V-162

Subject: ECU Error May Cause Vehicle Stall

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:
TOYOTA/HIGHLANDER/2020

Mfr's Report Date: March 19, 2020

NHTSA Campaign Number: 20V-162

Components:
ENGINE
FUEL SYSTEM, GASOLINE:DELIVERY

Potential Number of Units Affected: 38,810

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2020 Highlander vehicles equipped with a 3.5 L, V6 (2GR-FKS) gasoline engine. Due to an Engine Control Unit (ECU) programming error, fuel may not be correctly supplied to the engine while using the stop and restart feature.

Consequence:

Improper fuel supply programming can result in a vehicle stall, increasing the risk of a crash.

Remedy:

Toyota will notify owners, and dealers will reprogram the ECU, free of charge. The recall is expected to begin April 24, 2020. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's number for this recall is 20TA06.

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.

We have received Toyota's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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. We look forward to working with you.

Sincerely,



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