

Original Publication Date: August 20, 2021

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

SAFETY RECALL 21TA04 (Remedy Notice)

Certain 2020 – 2021 Model Year Supra Vehicles
Potential Increased Braking Distance
NHTSA Recall No. 21V-598

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020 – 2021 Supra	Early March 2019 – Mid-June 2021	13,000	110



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On August 2, 2021 BMW filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of their intent to conduct a Safety Recall on certain 2020 – 2021 model year Supra vehicles.

Condition

The subject vehicles are manufactured by BMW. According to BMW, the subject vehicles have been equipped with an engine management software that, under certain specific engine start conditions, could damage a component that provides braking power assistance. In this condition, there could be a loss in the brake assist and an increase in stopping distance. This can lead to an increased risk of a crash.

Remedy

Any authorized Toyota dealer will update the engine control unit (ECU) **FREE OF CHARGE**.

NOTE: The remedy for this Safety Recall (21TA04) addresses the condition of Safety Recall 19TA19. As a result, Safety Recall 19TA19 is no longer active as of August 20, 2021. All vehicles involved in Safety Recall 19TA19 (whether the remedy was completed or not) are now included in this Safety Recall (21TA04).

Covered Vehicles

There are approximately 13,000 vehicles covered by this Safety Recall. Approximately 80 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin notifying owners starting early September 2021.

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 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 110 vehicles in new dealer inventory as of August 3, 2021.



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

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. In the subject line of the email state "Disclosure Form 21TA04" 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 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 Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern 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 Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall 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 recall repair are required to currently have completed all of the following courses:

- TIN519B – GR Supra New Model Technical Introduction

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

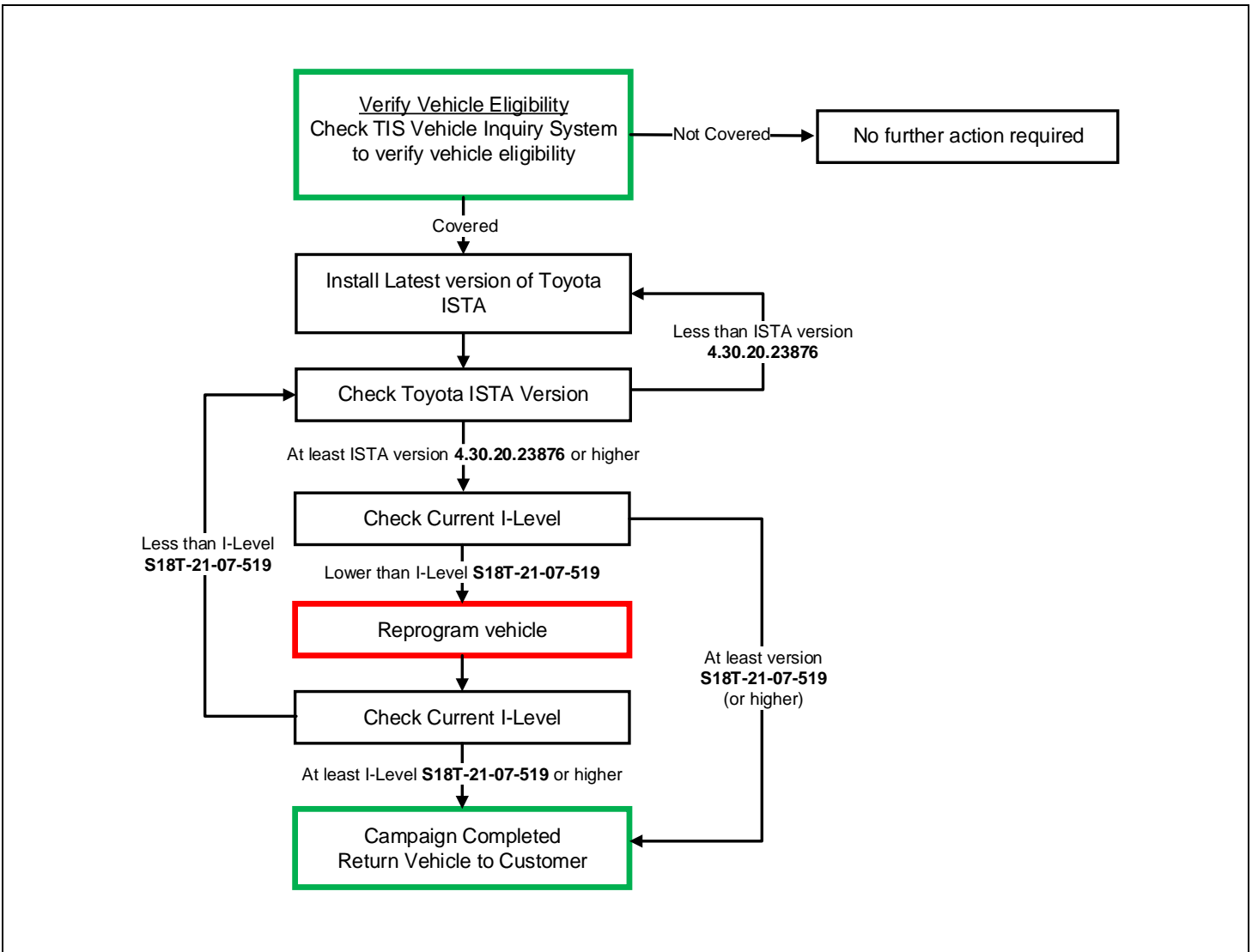
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
21TA04	Reprogram vehicle (Update the I-Level to S18T-21-07-519 or greater)	1.6

- Claim filing will be available starting the morning of August 21, 2021.
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the vehicle’s I-Level already meets or exceeds S18T-21-07-519, (no reprogramming required), file OpCode 21TA04.

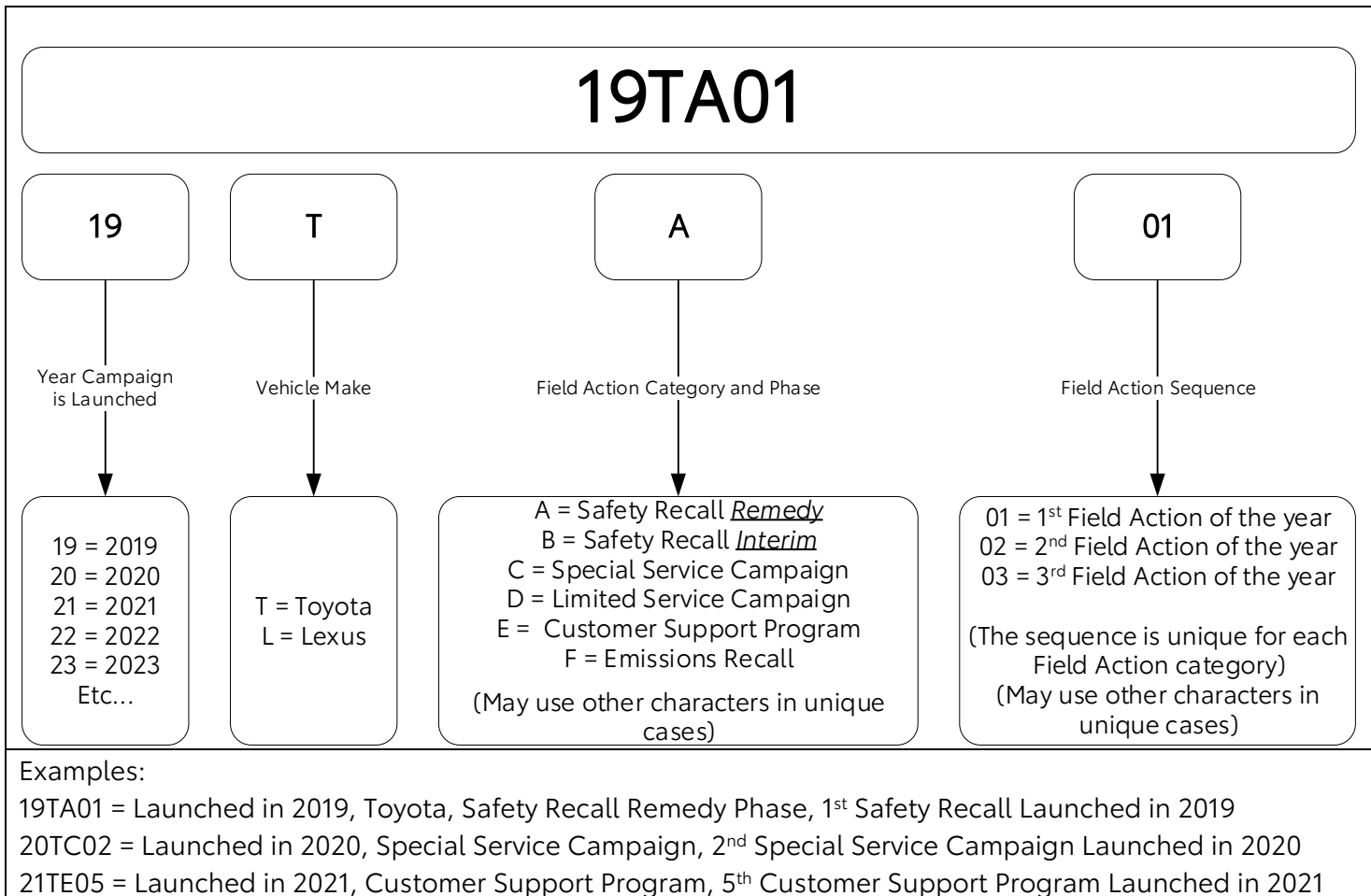
Claim Filing Accuracy and Correction Requests

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 21TA04 *(Remedy Notice)*

Certain 2020 – 2021 Model Year Supra Vehicles
Potential Increased Braking Distance
NHTSA Recall No. 21V-598

Frequently Asked Questions

Original Publication Date: August 20, 2021

Q1: *What is the condition?*

A1: The subject vehicles are manufactured by BMW. According to BMW, the subject vehicles have been equipped with an engine management software that, under certain specific engine start conditions, could damage a component that provides braking power assistance. In this condition, there could be a loss in the brake assist and an increase in stopping distance. This can lead to an increased risk of a crash.

Q1a: *What are the specific engine start conditions where this condition could occur?*

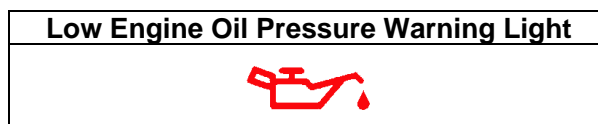
A1a: Rapidly pressing the engine start button twice or brief application of the brake pedal when pressing the engine start button can cause this condition to occur.

Q1b: *Until the remedy is performed, what can I do to prevent the condition from occurring?*

A1b: When starting the engine, firmly press the brake pedal until the engine has started and press the start button only once. Refer to the owner's manual for further details regarding vehicle starting procedure instructions.

Q1c: *Are there any warning that this condition exists?*

A1c: If the condition has occurred, the brake pedal will feel firmer than usual and the stopping distance will be increased due to the lack of brake assistance. Additionally, the low engine oil pressure warning light (shown below) may illuminate. If you experience a firm brake pedal or the low engine oil pressure warning light illuminates while driving, stop the vehicle in a safe place immediately and contact your Toyota dealer who can arrange for vehicle pickup. Be sure to leave plenty of space while stopping the vehicle to allow for the increased stopping distance.



NOTE: The Low Engine Oil Pressure Warning Light can be illuminated for other reasons unrelated to this Safety Recall.

Q2: *I previously received a letter from Toyota about a software update for my vehicle. Do I still need to get this updated completed?*

A2: **Yes. This is an important Safety Recall.** The previous software change (Safety Recall designated by Toyota as “19TA19”) remedies a different issue related to the brightness and contrast settings of the back up camera display. This Safety Recall (21TA04) remedies the condition of Safety Recall 19TA19 **and also** remedies the condition of this Safety Recall (21TA04).

Q2a: *If I had Safety Recall 19TA19 performed, do I still need to get this Safety Recall (21TA04) completed?*

A2a: **Yes, this is an important Safety Recall.** The software changes in Safety Recall 19TA19 does not remedy the condition of this Safety Recall (21TA04).

Q2b: *If I have this Safety Recall (21TA04) performed, do I still need to have Safety Recall 19TA19 performed?*

A2b: No. The updated software for Safety Recall 21TA04 will also remedy the condition of Safety Recall 19TA19.

Q3: *What is Toyota going to do?*

A3: Toyota will send an owner notification by first class mail starting in early September 2021, advising owners to make an appointment with their authorized Toyota dealer to have the engine control unit (ECU) updated **FREE OF CHARGE**.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 13,000 vehicles covered by this Safety Recall.

NOTE: The certain Supra vehicles covered by this Safety Recall are equipped with the 3.0 liter 6 cylinder engine. Supra vehicles equipped with the 4 cylinder engine are not covered by this Safety Recall.

Model Name	Model Year	Production Period
Supra	2020 – 2021	Early March 2019 – Mid-June 2021

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: *How long will the repair take?*

A5: The repair should take approximately one to three hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



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

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____