



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



October 15, 2020

[REDACTED]
Las Vegas, NV [REDACTED]

NEF-109 br
Ref. No. 11349484

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 Toyota Highlander vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You state that your MY 2018 Toyota Highlander is affected by NHTSA Safety Recall Campaign No. 20V-012. The recall addresses a problem with the low-pressure fuel pump, which may stop operating in certain MY 2018 through MY 2019 Toyota Highlander vehicles. The repair involves replacing the low-pressure fuel pump.

We understand your concerns with the parts delay for Recall 20V-012. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Manufacturers may decide to limit the volume of recall parts they automatically ship to ensure a balanced distribution to dealers. In addition, some manufacturers may impose order limitations to discourage dealers with tendencies to over order and stockpile parts, thus avoiding waste for parts they do not need. We recommend that you continue to follow up with Toyota and your dealer on the status of the parts availability for Recall 20V-012.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement