

Original Publication Date: February 18, 2020

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

SAFETY RECALL 20TA04 (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

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020 Avalon HV	Mid-September 2019 – Mid-December 2019	700	200
2020 Camry	Mid-September 2019 – Mid-January 2020	2,600	700
2020 Camry HV	Mid-September 2019 – Mid-December 2019	2,900	900
2019 – 2020 RAV4	Mid-September 2019 – Late November 2019	30,500	3,100
2019 – 2020 RAV4 HV	Mid-September 2019 – Early December 2019	6,400	200



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On February 6, 2020, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2020 model year Avalon HV, Camry, and Camry HV vehicles and certain 2019 – 2020 model year RAV4 and RAV4 HV vehicles.

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.

Remedy

Toyota dealers will inspect the engine block casting serial number to determine if it is involved.

1. In cases where an involved engine block ***IS NOT*** identified, no repairs are needed. Dealers should file the applicable inspection-only Op Code to complete the Safety Recall.
2. In cases where an involved engine block ***IS*** identified:
 - a. For customer owned vehicles, please explain the condition to the customer and offer a loaner vehicle until remedy parts are available. It is the customer's decision if they would like to take a loaner vehicle or not until remedy parts are available. Once remedy parts are available, dealers will replace the engine, including the engine block, with a new one ***FREE OF CHARGE*** to the customers.
 - b. Any vehicle in dealer inventory found with an involved engine block should not be sold until the remedy has been performed. For more information, please refer to the requirements for vehicles in dealer inventory starting on the next page.

Covered Vehicles

There are approximately 43,100 vehicles covered by this Safety Recall. No vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by early April 2020.

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 5,110 vehicles in new dealer inventory as of February 04, 2020.



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 inspection on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. In cases where an involved engine block *IS* identified, the vehicle should not be delivered until remedy parts are available and repairs are completed.

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, Parts Ordering, 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 Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 Tania Saldana (859) 815-9968 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 repair 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 repair are required to currently hold at least one of the following certification levels:

- **Certified Technician (Engine)**
- **Expert Technician (any specialty)**
- **Master Technician**
- **Master Diagnostic Technician**

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.

Remedy Inspection Website

The Technical Instructions will direct you to a website as part of the inspection procedure. For your reference, the website and default password are listed below:

<https://20TA04-20LA02-safety-recall.imagespm.info/>

Username: Dealer Code

Default Password: XXXXX

Each dealer only has a single account; please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

Engine Replacement:

- Engine replacement is not available at this time.
- Toyota expects engine replacement to be available by approximately early April 2020.
- If the inspection determines that engine replacement is required, refer to the instruction below.

IF THE VEHICLE IS INCLUDED IN DEALER INVENTORY:

Vehicles in New or Used Dealer Inventory ***SHOULD NOT*** be sold until the engine assembly is replaced. Once Toyota completes the parts replacement remedy, additional details will be provided in the dealer letter.

IF THE VEHICLE IS OWNED BY A CUSTOMER:

1. Explain the condition and symptoms to the customer utilizing the FAQ.
2. If the customer does not feel comfortable driving their vehicle, offer a loaner of a similar vehicle type until remedy parts are available. It is the customer's decision if they would like to take a loaner vehicle or not until remedy parts are available.
3. If the customer has further questions or concerns, recommend the customer contact the Toyota Customer Experience Center

800-331-4331

M-F 7:00 a.m. – 7:00 p.m. CT, Sat. 7:00 a.m. – 4:30 p.m. CT

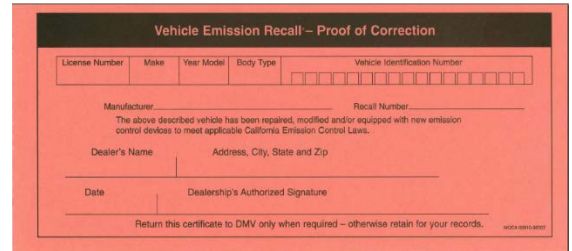
Repair Quality Confirmation

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.

Vehicles Emission Recall Proof of Correction Form (California only)

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. *It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.* Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early November 2020. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.



Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

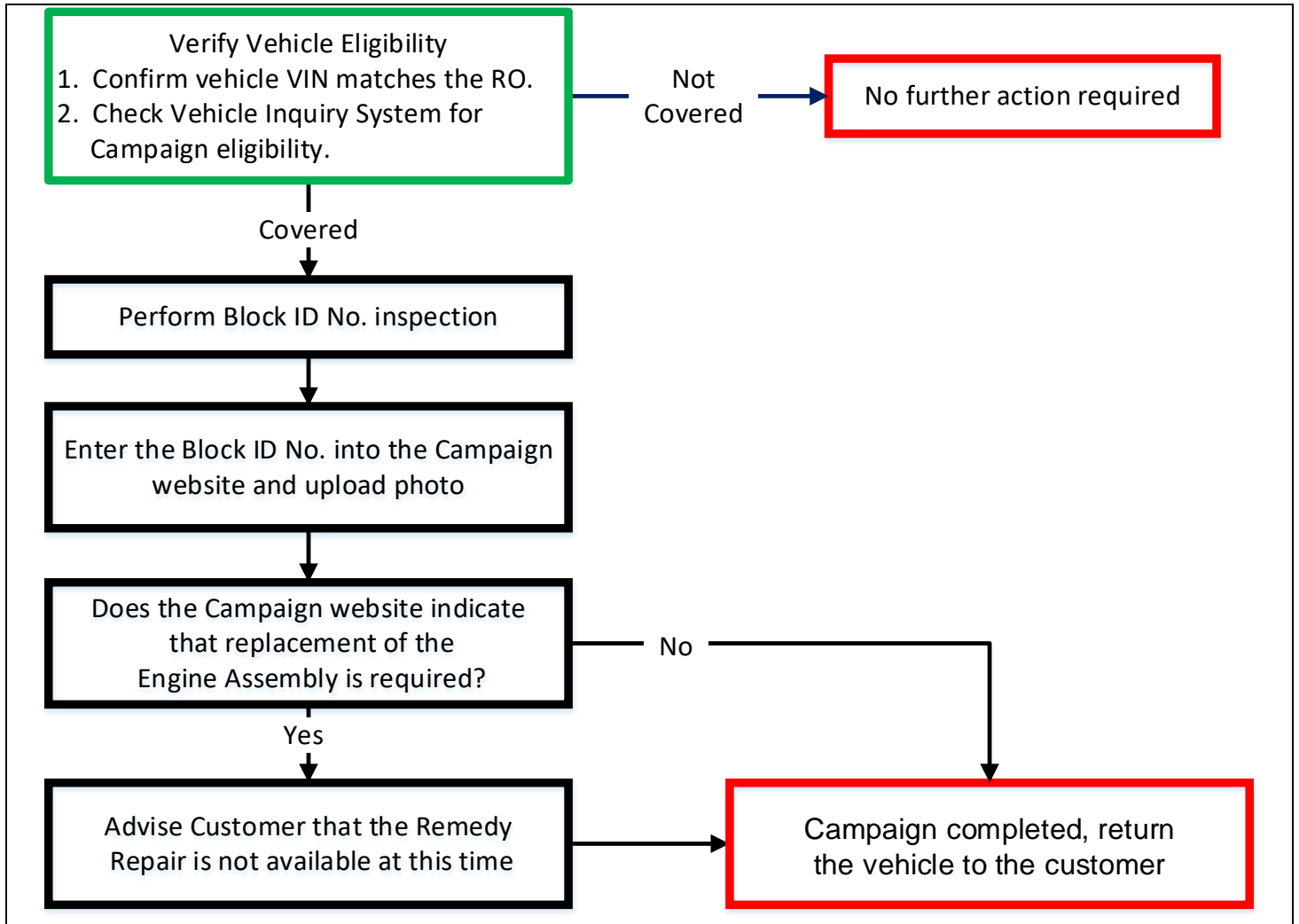
For customers who requested a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) during the interim, a loaner vehicle or alternative transportation can be claimed for \$35 per day.

Op Code	Description
A25AT3	Vehicle Rental 1-30 Days
A25AT4	Vehicle Rental 31-60 Days

NOTE:

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

Warranty Reimbursement Procedure



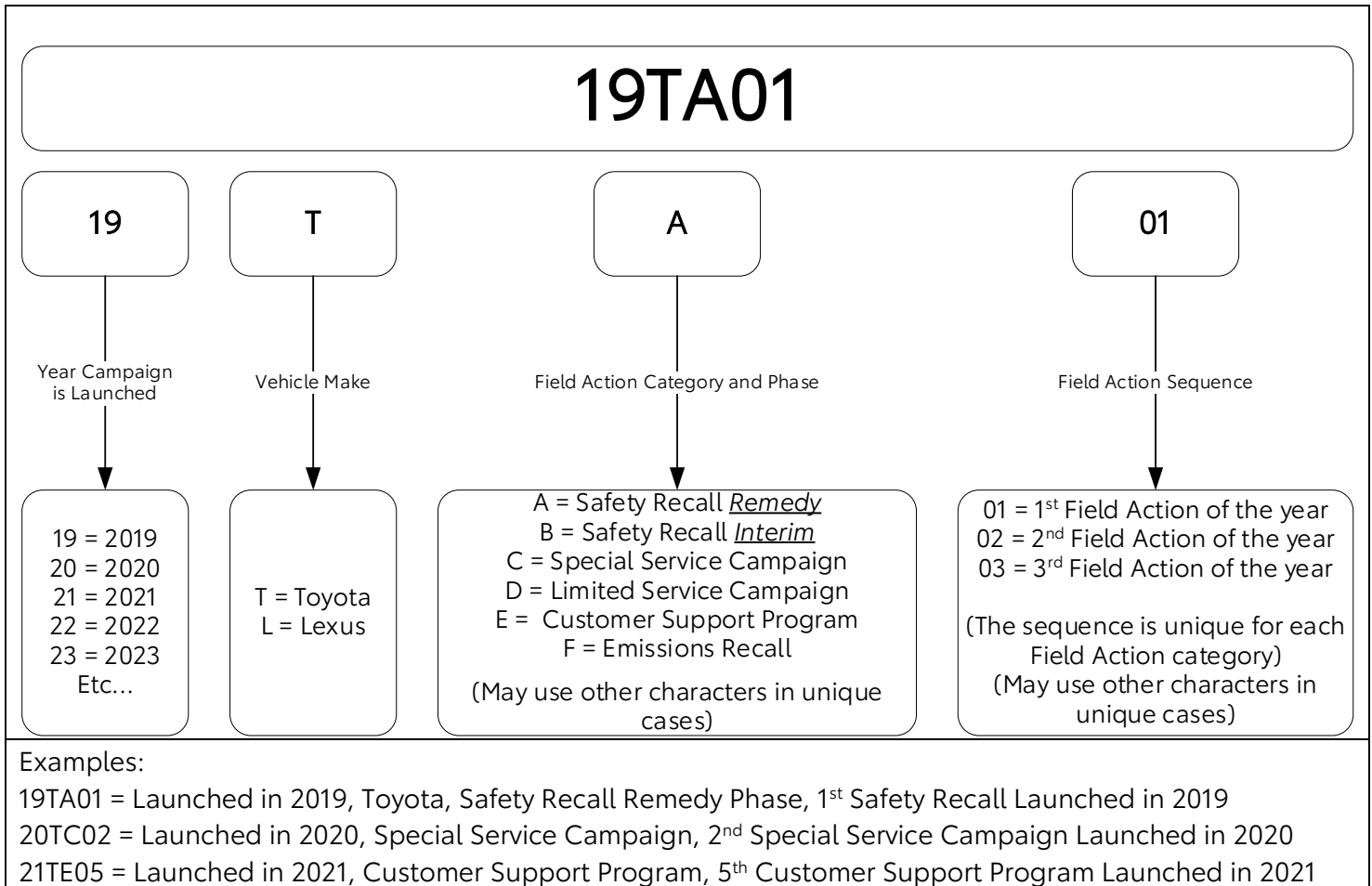
Op Code	Description	Flat Rate Hours
A25AT1	Inspect Block ID Number (RAV4 AWD ONLY), no engine replacement necessary	0.6
A25AT2	Inspect Block ID Number (except RAV4 AWD), no engine replacement necessary	0.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under Op Code A25AT1 (RAV4 AWD ONLY), or Op Code A25AT2 (except RAV4 AWD) for a maximum of \$250 as sublet type "TW" in the event the customer requests vehicle pickup.)
 - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**

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.

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 20TA04 *(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

Frequently Asked Questions

Original Publication Date: February 18, 2020

Q1: *What is the condition?*

A1: 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.

Q1a: *If the condition is present in a hybrid vehicle, will the vehicle stall?*



A1a: 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.

Q2: *Are there any symptoms/warnings if the condition appears in a vehicle?*

A2: If the condition occurs, it can cause coolant to leak internally and/or externally during normal engine operation and may lead to engine noise, engine smoke, warning lights/malfunction indicator illumination, and/or an audible chime sounding.

Q3: Which warning messages may be displayed if the condition is present?

A3: 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.

Malfunction Indicator Lamp (MIL)	Master Warning Lamp
	

Q4: What is Toyota going to do?

A4: Toyota dealers will inspect the engine block casting serial number to determine if it is involved:

1. In cases where an involved engine block IS NOT identified, no repairs are needed. Dealers should file the applicable inspection-only Op Code to complete the Safety Recall.
2. In cases where an involved engine block IS identified:
 - a. For customer owned vehicles, please explain the condition to the customer and offer a loaner vehicle until remedy parts are available. It is the customer's decision if they would like to take a loaner vehicle or not until remedy parts are available. Once remedy parts are available, dealers will replace the engine, including the engine block, with a new one **FREE OF CHARGE** to the customers.
 - b. Any vehicle in dealer inventory found with an involved engine block should not be sold until the remedy has been performed.

Q5: *Which and how many vehicles are covered by this Safety Recall?*

A5: There are approximately 43,100 vehicles covered by this Safety Recall.

Model Name	Model Year	Approximate Total Vehicles	Production Period
Avalon HV	2020	700	Mid-September 2019 – Mid-December 2019
Camry	2020	2,600	Mid-September 2019 – Mid-January 2020
Camry HV	2020	2,900	Mid-September 2019 – Mid-December 2019
RAV4	2019 - 2020	30,500	Mid-September 2019 – Late November 2019
RAV4 HV	2019 - 2020	6,400	Mid-September 2019 – Early December 2019

Q5a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A5a: Yes, certain 2020 model year Lexus ES300h vehicles are covered by this Safety Recall.

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: *How long will the remedy inspection take?*

A7: The remedy inspection takes approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please 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.



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 _____