

**◀ IMPORTANT UPDATE ▶**

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
08/18/2021	Remedy Parts and Procedure, Tech Training Requirements, and Warranty Reimbursement Procedures Updated
07/30/2020	Rental op codes and sublets updated on pages 9 and 11. Engine oil part number added on page 7.
07/07/2020	Parts Ordering Process was added for applicable repair fluids and the Warranty Reimbursement section has repair fluids removed as sublets.
06/25/2020	Multiple sections have been updated to explain that engine replacement is now available.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TOYOTA MOTOR  
NORTH AMERICA

Quality

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

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

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.**

*Refer to Dealer Inventory Procedures section for more details.*

STOP

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**

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 **assembly or engine short block** with a new one **FREE OF CHARGE**.

**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.

### New Vehicles in Dealership Inventory – Post Repair Handling

All vehicles in new dealer inventory should be inspected and repaired as outlined in the Technical Instructions. If engine assembly replacement is not required based on inspection results, the vehicle can be offered for sale after the inspection is completed.

If engine assembly replacement is required, due to the extent of the repair, Toyota will repurchase these vehicles from the dealer and replace that inventory with another similar vehicle. For vehicles that require engine assembly replacement, follow the instructions outlined below:

1. Complete engine assembly replacement and file the campaign claim.
2. Contact the regional vehicle supply manager after the campaign is completed.

The region will administer the vehicle repurchase and replace that inventory with another similar vehicle.

**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.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

**Fluids Required ONLY When Engine Assembly or Short Block Replacement Is Necessary:****Engine Oil:**

Part Number	Description	Quantity
00279-BLK16-01	GTMO 0W16 BK SN WTY	6 quarts

**Transmission Fluid:**

Part Number	Description	Quantity
00289-ATFWS	WORLD STANDARD AUTOMATIC TRANSMISSION FLUID	4 quarts*

(\*) Hybrid vehicles will require a total quantity of 5.

**Engine Coolant:**

Part Number	Description	Quantity
00272-SLLC2	SUPER LONG LIFE COOLANT	2 gallons

**NOTE:** Refer to the Remedy Procedures section for information regarding additional replacement parts.

### 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 have completed all of the following courses:

- T151 – Toyota Engine Service & Repair

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 that have completed the above courses 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.

**NOTE: Any vehicles found to require engine replacement by prior entry into the website will need to be entered again to receive a replacement parts list specific for the vehicle.**

### Repair Quality Confirmation

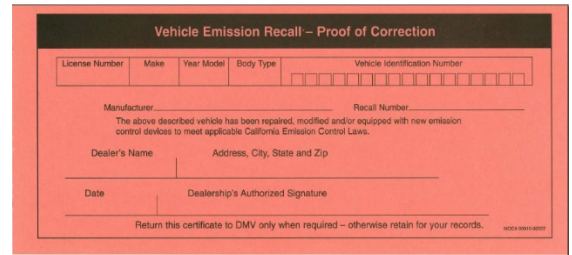
The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer 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 or the Inspection Only remedy period, a loaner vehicle or alternative transportation can be claimed for \$35 per day.

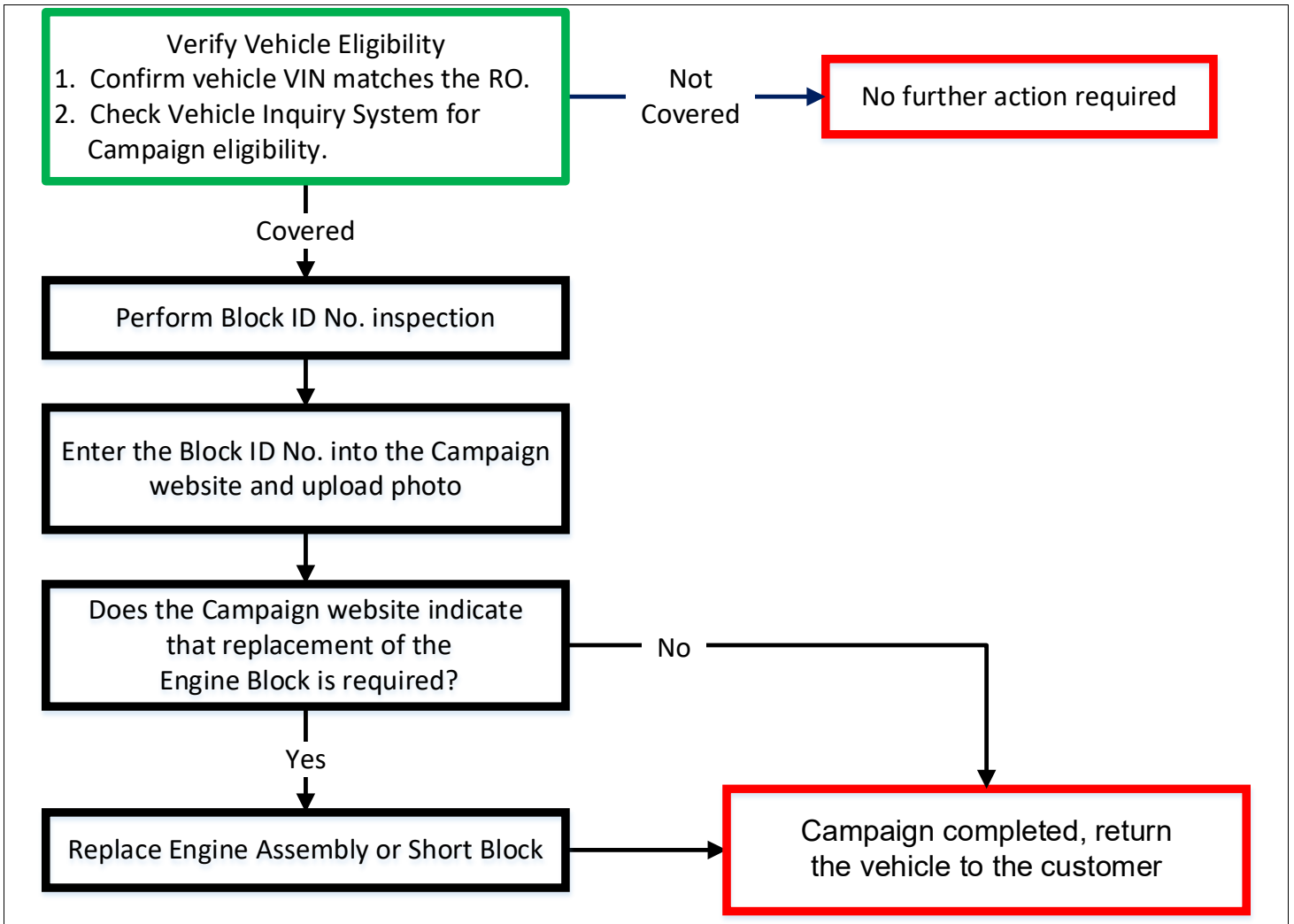
Op Code	Description
A25AT3	Vehicle Rental 1-30 Days
A25AT4	Vehicle Rental 31-60 Days
A25AT7	Vehicle Rental 61-90 Days
A25AT8	Vehicle Rental 91-120 Days
A25AT9	Vehicle Rental 121-140 Days

*NOTE: Rental Op Codes for rental beyond 100 days is expected to be available by mid-July 2020.*

**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 until September 21, 2020. After that date, no claims for alternative transportation reimbursement will be accepted.

Warranty Reimbursement Procedure



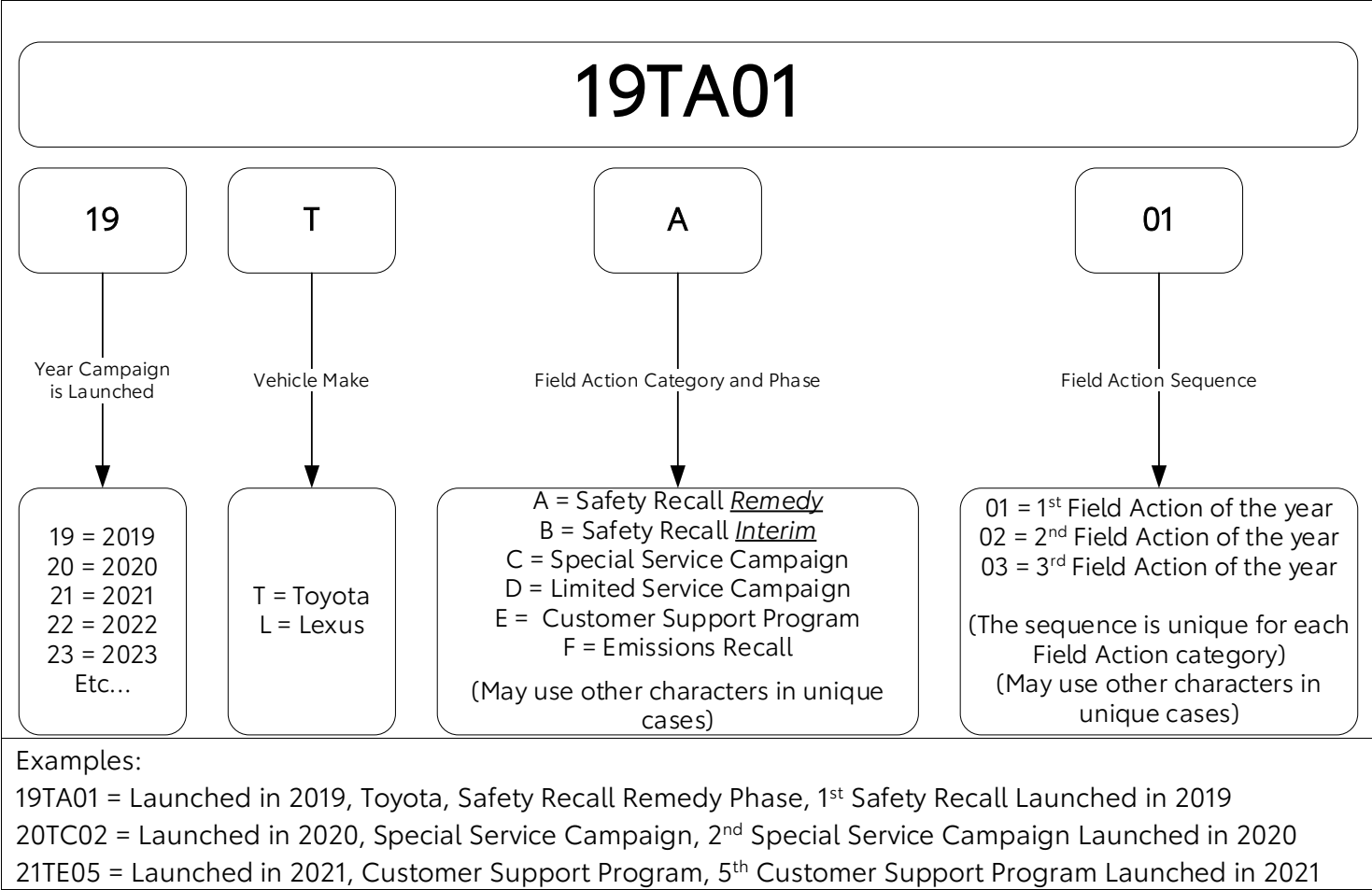
Op Code	Description	Flat Rate Hours
A25AT1	Inspect Block ID Number (RAV4 AWD ONLY), no engine replacement necessary	0.6
A25AT2	Inspect Block ID Number (except RAV4 AWD), no engine replacement necessary	0.5
A25AT5	Inspect and Replace the engine assembly (RAV4 AWD ONLY)	17.6
A25AT6	Inspect and Replace the engine assembly (except RAV4 AWD)	17.5
A25ATE*	Inspect and Replace the engine short block assembly (RAV4 ONLY)	18.3
A25ATF*	Inspect and Replace the engine short block assembly (RAV4 AWD ONLY)	18.3
A25ATG*	Inspect and Replace the engine short block assembly (RAV4 HV ONLY)	18.4
A25ATJ*	Inspect and Replace the engine short block assembly (AVALON HV ONLY)	18.9
A25ATK*	Inspect and Replace the engine short block assembly (CAMRY HV ONLY)	18.5
A25ATL*	Inspect and Replace the engine short block assembly (CAMRY ONLY)	17.7

- (\*) Op Codes A25ATE, A25ATF, A25ATG, A25ATJ, A25ATK, or A25ATL for short block replacement can only be used if the inspection result is NG and a complete engine assembly is not available for the vehicle.
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under Op Code A25AT1 or A25AT5 (RAV4 AWD ONLY), or Op Code A25AT2 or A25AT6 (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.**
- Engine oil, Super Long Life Coolant, and AT fluid sublet reimbursements have been removed. These fluids can be claimed using the part numbers.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) program can be claimed as a sublet type "RT" under Op Codes A25AT5 and A25AT6 to accommodate the time from when affected block is identified, parts are ordered/delivered, and vehicle repaired.
  - ***For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.***
  - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental 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

## ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
08/18/2021	Question 4 has been updated to include short block replacement.
06/24/2020	Questions 4 and 7 have been updated to explain that engine replacement is now available.

*The most recent update will be **highlighted with a red box.***

**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
	

**NOTE:** It is possible for the lights above to be illuminated and the condition not be related to this Safety Recall.

**Q4:** *What is Toyota going to do?*

A4: 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 assembly or engine short block with a new one **FREE OF CHARGE**.

**NOTE (Customers who live in the state of California)**

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, 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 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.

**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 take?**

A7: The remedy will take approximately 1 hour for inspection. If it is determined that engine replacement is necessary, it will take up to 2 weeks to procure a new engine and install it in your vehicle. During this time, a loaner vehicle will be provided to you.

**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.

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.

#### 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](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.



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.

✓ 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.

**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 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



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](http://www.toyota.com/recall) or [www.safercar.gov](http://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](http://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 _____