



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.