

**◀ IMPORTANT UPDATE ▶**

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

DATE	TOPIC
10/27/2021	<ul style="list-style-type: none"><li>• Additional Interim Rental Opcode available</li></ul>
9/15/2021	<ul style="list-style-type: none"><li>• Interim Rental Opcodes now available</li><li>• NHTSA Recall No. has been added</li></ul>

*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.

Original Publication Date: August 6, 2021

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

## SAFETY RECALL 21TA05 (Interim Notice 21TB05)

Certain 2019 - 2020 Model Year Yaris Sedan  
Certain 2020 Model Year Yaris Hatchback & Yaris R  
Vehicle May Stall During Driving at Higher Speeds  
NHTSA Recall No. 21V-617

Model Years / Model	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2019 - 2020 Yaris Sedan	Early October 2018 - Early February 2020	25,700	0
2020 Yaris Hatchback / Yaris R	Early August 2019 - Late January 2020	5,600	0

On August 6, 2021, based on Mazda's investigation into this issue, 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 2019 - 2020 model year Yaris Sedan, 2020 model year Yaris Hatchback and Yaris R vehicles.

### Condition

The subject vehicles were designed and manufactured by Mazda. According to Mazda, the subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights may be displayed on the instrument cluster, and the engine may run rough. This may result in a vehicle stall, and/or the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

### Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, authorized Toyota dealers will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**. At this time, Toyota estimates the remedy can be available in the fourth quarter of 2021.

### Covered Vehicles

There are approximately 31,300 vehicles covered by this Safety Recall. Approximately 8,000 vehicles involved in this Safety Recall were distributed to Puerto Rico.

### Owner Letter Mailing Date

Toyota will notify owners by early October 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 - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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:** 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.

### Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

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](mailto:quality_compliance@toyota.com). In the subject line of the email, state "Disclosure Form 21TA05/21TB05" 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

### **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.

## Warranty Reimbursement Procedures

### Loaner Vehicle or Alternative Transportation Reimbursement Procedure

During the interim period, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$42 per day.

Op Code	Description
2TB5R1	Vehicle Rental 1-30 Days
2TB5R2	Vehicle Rental 31-60 Days
2TB5R3	Vehicle Rental 61-90 Days

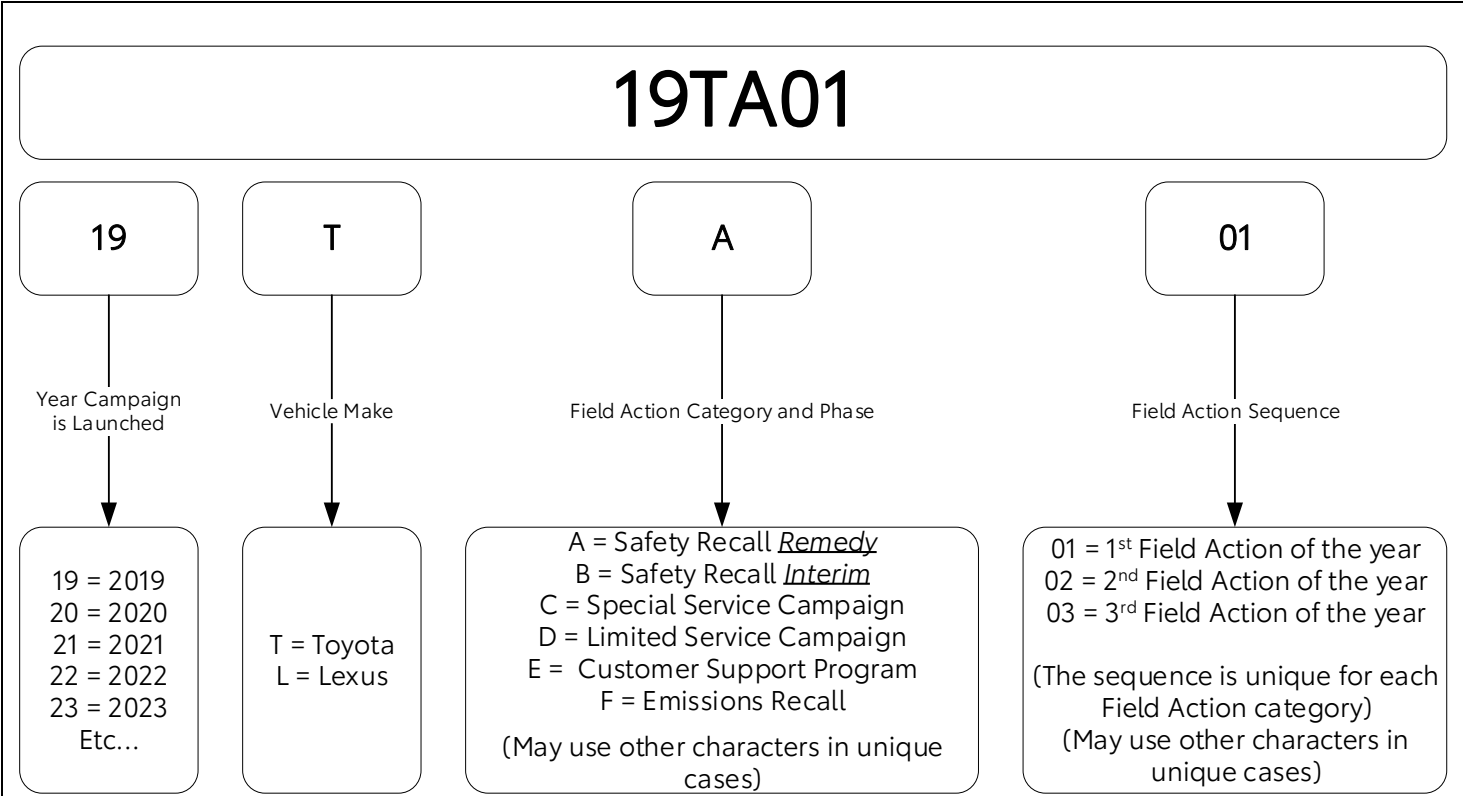
### NOTE:

- 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).

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

**Campaign Designation / Phase Decoder**



**Examples:**

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1<sup>st</sup> Safety Recall Launched in 2019  
 20TC02 = Launched in 2020, Special Service Campaign, 2<sup>nd</sup> Special Service Campaign Launched in 2020  
 21TE05 = Launched in 2021, Customer Support Program, 5<sup>th</sup> Customer Support Program Launched in 2021

*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 21TA05 *(Interim Notice 21TB05)*

Certain 2019 – 2020 Model Year Yaris Sedan  
 Certain 2020 Model Year Yaris Hatchback & Yaris R  
 Vehicle May Stall During Driving at Higher Speeds  
 NHTSA Recall No. 21V-617

[Frequently Asked Questions](#)  
 Original Publication Date: August 6, 2021

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
9/15/2021	NHTSA Recall No. has been added

**Q1:** *What is the condition?*

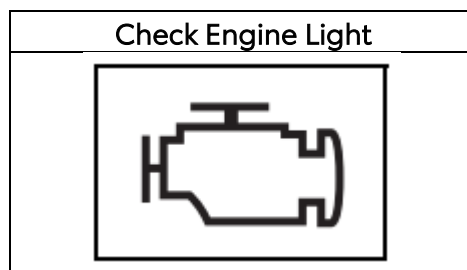
A1: The subject vehicles were designed and manufactured by Mazda. According to Mazda, the subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights may be displayed on the instrument cluster, and the engine may run rough. This may result in a vehicle stall, and/or the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

**Q1a:** *Are there any symptoms/warnings of the condition?*

A1a: Drivers may experience rough engine running, warning lights on the instrument cluster, engine no start, and/or loss of motive power.

**Q1b:** *Which warning lights and messages may be displayed if the condition is present?*

A1b: If the condition were to occur, the check engine light shown below, may illuminate in the instrument panel cluster. In addition to the check engine light, other warning lights may also be displayed.



**Note:** The check engine light and other warning lights can be displayed for other issues unrelated to this Safety Recall.

**Q2: *What is Toyota going to do?***

A2: Toyota is currently preparing the remedy. When the remedy becomes available, any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

**Q3: *When will the remedy become available?***

A3: Toyota is currently preparing the parts and repair instructions for the remedy. At this time, Toyota estimates that the remedy can be available in the fourth quarter 2021.

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

A4: There are approximately 31,300 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	Approximate Vehicles
Yaris Sedan	2019 – 2020	Early October 2018 – Early February 2020	25,700
Yaris Hatchback / Yaris R	2020	Early August 2019 – Late January 2020	5,600

**Q5: *What if I previously paid for repairs related to this Safety Recall?***

A5: Reimbursement consideration instructions will be provided in the owner letter.

**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](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 _____