

Original Publication Date: December 16, 2021

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

## SAFETY RECALL 21TA05 (Remedy Notice)

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

Any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

### 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 begin to notify owners in late December 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

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

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" 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, 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 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.

### **Optimal Fuel Level**

Your dealership and your customers may both benefit from decreased repair times if the customer arrives at the dealership with the optimal level of fuel in their vehicle because it will eliminate the need to drain fuel during the repair process.

Below is the optimal fuel level recommended by Toyota. While it is not a requirement, Toyota recommends that you share this with customers when scheduling appointments. Toyota has also included this recommendation in the owner letter.

Model	3/4 or less
Yaris Sedan / Hatchback / R	√

**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.

**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. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

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.

Part Number	Description	Quantity
23221-WB003	PUMP, FUEL	1
77169-WB001	GASKET, FUEL SUCTION TUBE SET	1

**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 have completed all of the following courses:

- T623 Electrical Circuit Diagnosis

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.

### 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.

### Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

### 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 July 2022. 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.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form is designed for California dealers to use after repairs. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). Below these fields, there are sections for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealer's Authorized Signature. A statement in the center reads: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." At the bottom, there is a note: "Return this certificate to DMV only when required – otherwise retain for your records." and a small logo for "toyota.com".

## Warranty Reimbursement Procedures

### Loaner Vehicle or Alternative Transportation Reimbursement Procedure

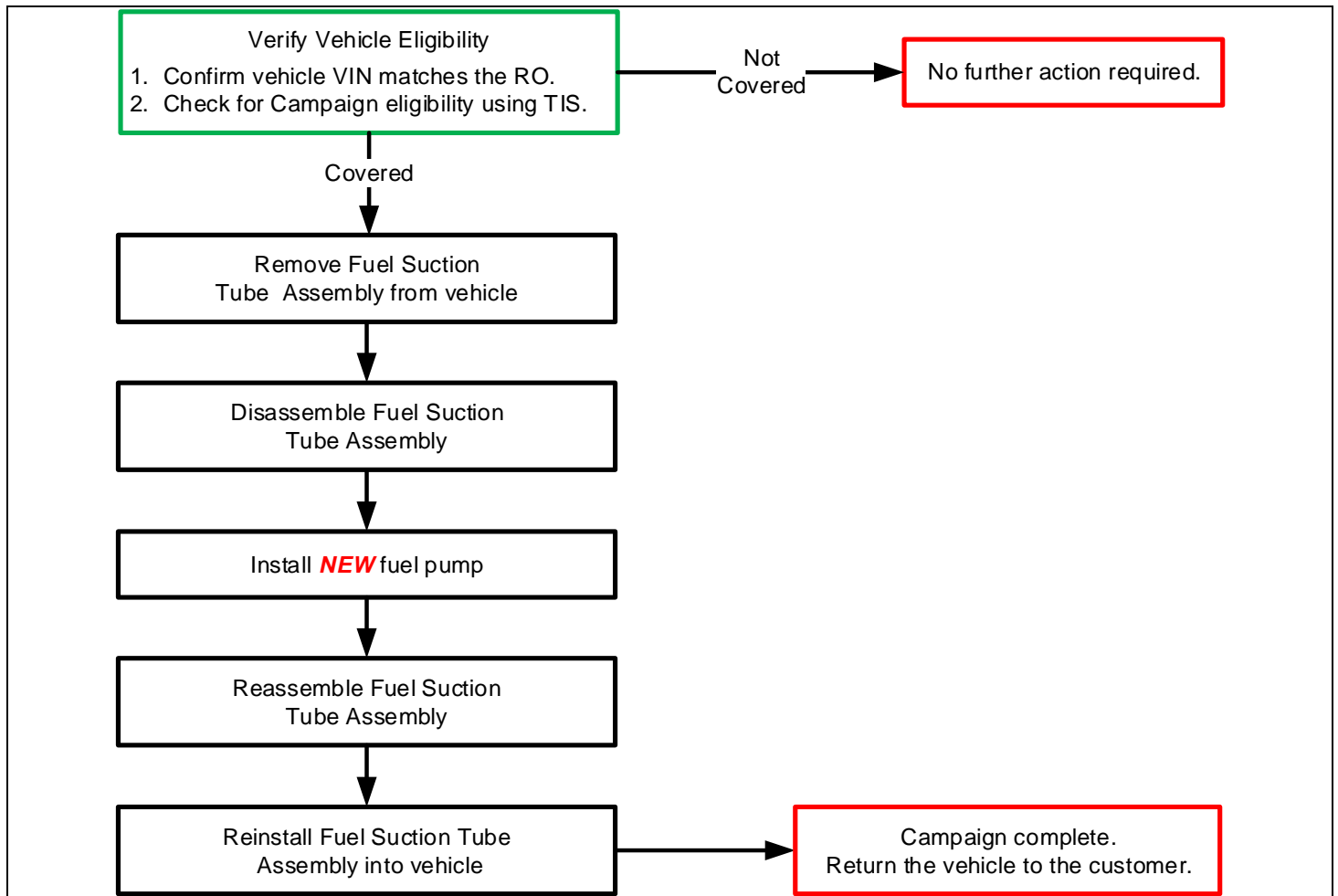
During the interim period, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$42 per day.

Op Code (file under designation 21TB05)	Description
2TB5R1	Vehicle Rental 1-30 Days
2TB5R2	Vehicle Rental 31-60 Days
2TB5R3	Vehicle Rental 61-90 Days
2TB5R4	Vehicle Rental 91-129 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 until March 13, 2022. After that date, no claims for alternative transportation reimbursement will be accepted.

**Warranty Reimbursement Procedure**



Op Code	Description	Flat Rate Hours
2TA501	Replace Low-Pressure Fuel Pump	1.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under Op Code 2TA501 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.**

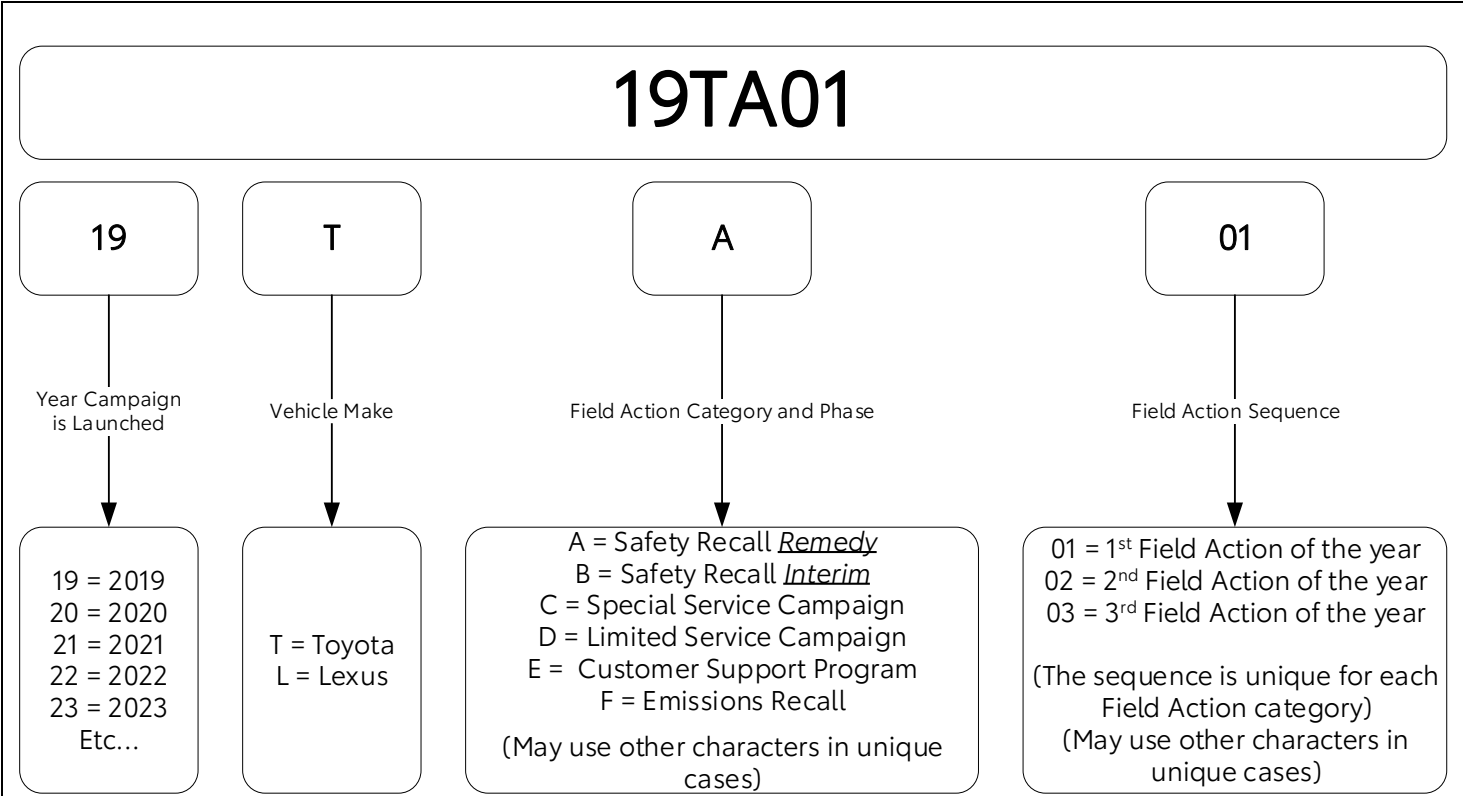
**Claim Filing Accuracy and Correction Requests**

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.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**Campaign Designation / Phase Decoder**



## SAFETY RECALL 21TA05 *(Remedy Notice)*

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: December 16, 2021

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

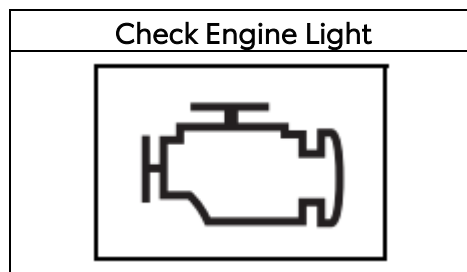
A1: The subject vehicles were designed and manufactured by Mazda. According to Mazda, the subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights may be displayed on the instrument cluster, and the engine may run rough. This may result 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 will send an owner notification by first class mail starting in late December 2021, advising owners to make an appointment with their authorized Toyota dealer to have the low-pressure fuel pump replaced with an improved 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.

**Q3: *Which and how many vehicles are covered by this Safety Recall?***

A3: 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

**Q4: *How long will the repair take?***

A4: The repair takes approximately one and one half hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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 _____

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

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mazda has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 – 2020 model year Yaris Sedan, certain 2020 model year Yaris Hatchback and Yaris R vehicles. These vehicles were designed and manufactured by Mazda under an agreement between Toyota and Mazda. Toyota is administering this Safety Recall for the Yaris vehicles listed above.

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?

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, this could increase the risk of a crash.

### What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. **The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. 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.
- ✓ If you require further assistance, you may 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.

## What will Toyota do?

Any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE** to you.

### ***This is an important Safety Recall***

The remedy will take approximately one and one half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

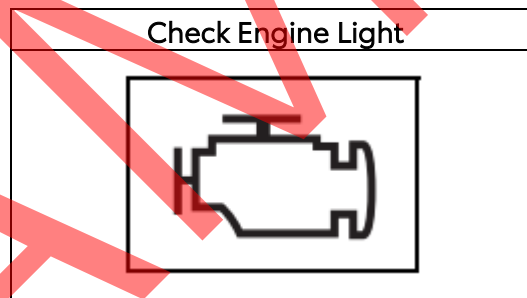
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low-pressure fuel pump. Arriving to the dealership with a fuel level of 3/4 or less may allow the dealer to perform the remedy faster **but is not a requirement** to have this remedy performed. Please visit your authorized Toyota dealer as soon as possible to have the remedy performed.

### **Are there any symptoms/warnings of the condition?**

Drivers may experience rough engine running, warning lights on the instrument cluster, engine no start, and/or loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick-up.

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

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 and may also be displayed.



**Note:** The check engine light and other warning lights can be displayed for other issues unrelated 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 have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Brand Engagement Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

**FAX:** 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

**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