

Original Publication Date: May 5, 2022

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

SAFETY RECALL 21TA09 (Remedy Notice)

Certain 2018-2019 Model Year Camry Sudden Loss of Power Braking Assist May Occur NHTSA Recall No. 21V-890

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2018-2019 Camry	mid-January 2017 to mid-September 2018	227,490	0

On November 17, 2021, 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 2018-2019 model year Camry vehicles.

Condition

The subject vehicles have a system that provides power brake assist when the driver depresses the brake pedal. Specific components in a part of this system can prematurely wear and could lead to a sudden loss of power braking assist. Non-power assisted braking will remain functional. However, a sudden loss of power braking assist while driving could increase the risk of a crash.

Remedy

Any authorized Toyota dealer will inspect the vacuum pump assembly and repair or replace it, **FREE OF CHARGE**. In the rare case that the condition has occurred at the time of inspection, the Toyota dealer will repair or replace any other damaged parts caused by the condition, **FREE OF CHARGE**.

Covered Vehicles

There are approximately 227,490 vehicles covered by this Safety Recall. Approximately 349 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners about the remedy in mid-May 2022. A sample of the owner notification letter has been included for your reference.

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 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. In the subject line of the email state "Disclosure Form 21TA09/21TB09" 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.

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 Aaron Fowles (469) 292-1097 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
04001-32125	Vacuum Pump – Repair Kit	1*
29300-F0011	Vacuum Pump Assembly	1*

***Note: Parts needed will be dependent on inspection results. If the vehicle requires a new vacuum pump assembly, the vehicle does not also need a vacuum pump repair kit. Only one part number will be accepted on the warranty claim.**

Vehicles requiring a new Vacuum Pump Assembly will also require the following parts to complete engine oil and engine oil filter change.

Part Number	Description	Quantity
90915-YZZN1	Engine Oil Filter	1
90430-12031	Engine Oil Drain Plug Gasket	1
00279BLK1601 or equivalent	0W-16 Engine Oil	4.8 US Qts

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 recall repair are required to currently have completed all of the following courses:

- T151 – Engine Service and Repair

It is the dealership's responsibility to select technicians that have completed the above courses to perform this recall 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.

NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.

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.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

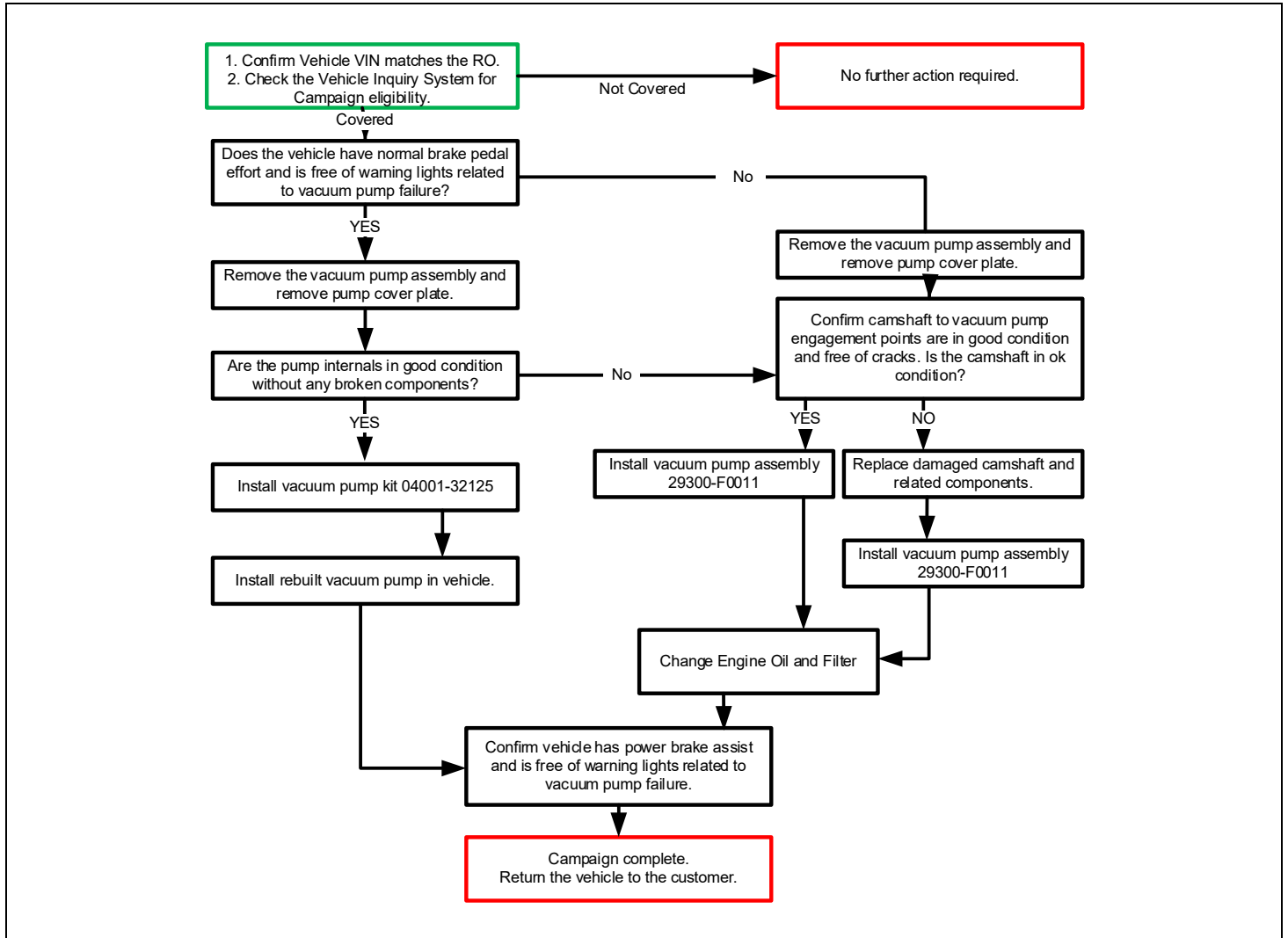
If a customer was uncomfortable driving their vehicle during the interim phase when the remedy was unavailable, a loaner vehicle or alternative transportation through Toyota Rent-A-Car (TRAC) can be claimed for \$42 per day.

Op Code (file under designation 21TB09)	Description
22AJH1	Vehicle Rental 1-30 Days
22AJH2	Vehicle Rental 31-60 Days
22AJH3	Vehicle Rental 61-90 Days
22AJH4	Vehicle Rental 91-120 Days
22AJH6	Vehicle Rental 121-150 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 August 3, 2022. After that date, no claims for alternative transportation reimbursement will be accepted.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
22AJH7	Repair Vehicle Vacuum Pump Assembly with Repair Kit: 04001-32125	0.8
22AJH8	Replace Vehicle Vacuum Pump Assembly with new Assembly and change engine oil	1.4
22AJH9	Replace Vehicle Vacuum Pump Assembly, Repair Engine Damage and change engine oil	1.4 + Time to replace damaged components. *

***Technical Instructions for 21TA09 have additional information about Op code 22AJH9 usage and requirements. Time Punches and additional documentation will be required. See Warranty Policy 8.14 for detailed instructions.**

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for oil needed for replenishment after pump removal under Op Code 22AJH7 at a maximum rate of \$2.00 per vehicle as sublet type "OF".
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) program can be claimed up to a maximum of 4 days at \$42.00 per day as a sublet type "RT" under Op Code 22AJH9.
 - **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.**
- If the customer has experienced the condition and has requested vehicle pickup, towing expenses can be reimbursed under this Safety Recall. See Warranty Policy 5.5 for detailed instructions.

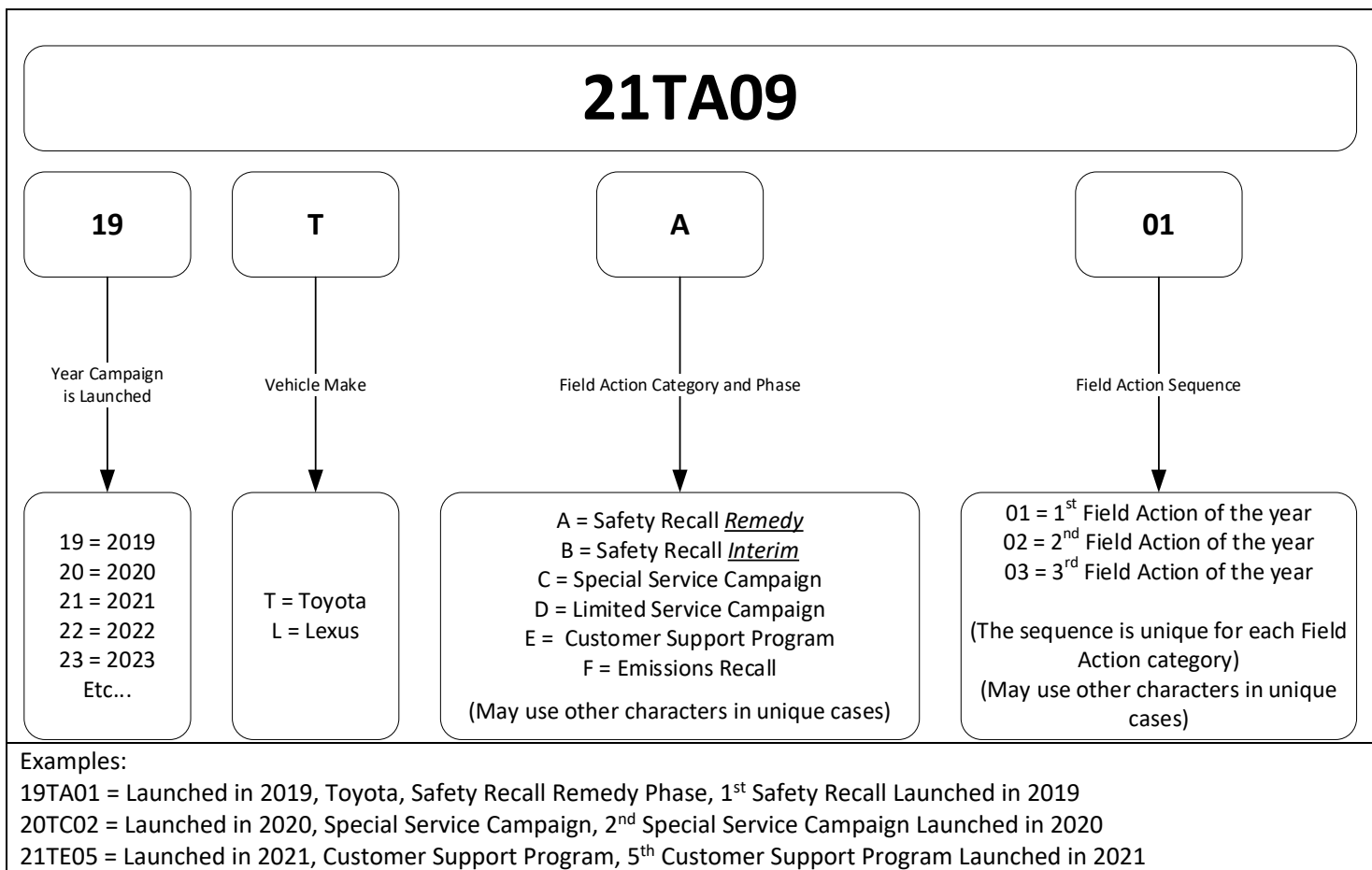
Claim Filing Accuracy and Correction Requests

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



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 21TA09 (Remedy Notice)

Certain 2018-2019 Model Year Camry
Sudden Loss of Power Braking Assist May Occur
 NHTSA Recall No. 21V-890



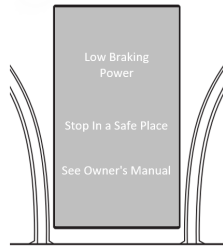
Frequently Asked Questions
Original Publication Date: May 5, 2022

Q1: What is the condition?

A1: The subject vehicles have a system that provides power brake assist when the driver depresses the brake pedal. Specific components in a part of this system can prematurely wear and could lead to a sudden loss of power braking assist. Non-power assisted braking will remain functional. However, a sudden loss of power braking assist while driving could increase the risk of a crash.

Q1a: Are there any warnings that this condition exists?

A1a: No. However, if the condition occurs, the driver may observe increased brake pedal effort, warning light illumination and/or an audible chime.

		
Master Warning Light (Yellow)	Brake System Warning Light (Red)	Low Braking Power Message

NOTE: It is possible for the warning lights above to be illuminated and the condition not be related to this safety recall.

Q1b: What should I do if my vehicle presents the condition?

A1b: If increased brake pedal effort, warning light illumination and/or audible chimes are observed, the driver should pull over and stop the vehicle in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting in mid-May, 2022 advising owners to make an appointment with their authorized Toyota dealer. The Toyota dealer will inspect the vacuum pump assembly and repair or replace it, **FREE OF CHARGE**. In the rare case that the condition has occurred at the time of inspection, the Toyota dealer will repair or replace any other damaged parts caused by the condition, **FREE OF CHARGE**.

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

A3: There are approximately 227,490 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Camry	2018-2019	Mid-January 2017 to mid-September 2018

Q4: How long will the repair take?

A4: The repair takes approximately one hour in most cases. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. In the rare case that the condition has occurred, the repair may take longer depending on which other parts were damaged by the condition. Your dealer can advise you on the expected repair time for the additional repairs based on the vehicles condition.

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

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 2018-2019 Model Year Camry Vehicles
Sudden Loss of Power Braking Assist May Occur**
NHTSA Recall No. 21V-890

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 2018-2019 model year Camry 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?

The subject vehicles have a system that provides power brake assist when the driver depresses the brake pedal. Specific components in a part of this system can prematurely wear and could lead to a sudden loss of power braking assist. Non-power assisted braking will remain functional. **However, a sudden loss of power braking assist while driving 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.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit 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?



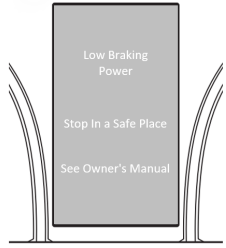
Any authorized Toyota dealer will inspect the vacuum pump assembly and repair or replace it, **FREE OF CHARGE**. In the rare case that the condition has occurred at the time of inspection, the Toyota dealer will repair or replace any other damaged parts caused by the condition, **FREE OF CHARGE**.

This is an important Safety Recall

The repair takes approximately one hour in most cases. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

In the rare case that the condition has occurred, the repair may take longer, depending on which other parts were damaged by the condition. Your dealer can advise you on the expected repair time for the additional repairs based on the vehicles condition.

If the condition occurs, the driver may observe increased brake pedal effort, warning light illumination and/or an audible chime.

		
Master Warning Light (Yellow)	Brake System Warning Light (Red)	Low Braking Power Message

NOTE: It is possible for the warning lights above to be illuminated and the condition not be related to this safety recall.

If increased brake pedal effort, warning light illumination and/or audible chimes are observed, the driver should pull over and stop the vehicle in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

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.

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.

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

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 _____